Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 1

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

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total	**2000**	1920	51	18	11	80	692	457	116	50	48
None - self employed or 1 other employee	**752**	752	-	-	-	-	460	107	11	2	5
	38%	*39%*	*-%*	*-%*	*-%*	*-%*	*66%*	*23%*	*10%*	*4%*	*11%*
		bcde					**bcde**	**cde**			
2-9	**1168**	1168	-	-	-	-	231	343	100	42	28
	58%	*61%*	*-%*	*-%*	*-%*	*-%*	*33%*	*75%*	*86%*	*83%*	*58%*
		bcde						**ae**	**abe**	**ae**	a
10-25	**37**	-	37	-	-	37	1	5	3	5	6
	2%	*-%*	*73%*	*-%*	*-%*	*47%*	**%*	*1%*	*3%*	*10%*	*13%*
			acde			**acd**		a	a	**abc**	**abc**
26-49	**14**	-	14	-	-	14	*	1	1	1	3
	1%	*-%*	*27%*	*-%*	*-%*	*17%*	**%*	**%*	*1%*	*2%*	*6%*
			acde			**acd**			a	a	**abc**
50 - 99	**18**	-	-	18	-	18	*	1	*	1	4
	1%	*-%*	*-%*	*100%*	*-%*	*23%*	**%*	**%*	**%*	*1%*	*9%*
				abde		**abd**				a	**abcd**
100 - 249	**11**	-	-	-	11	11	*	*	*	-	2
	1%	*-%*	*-%*	*-%*	*100%*	*13%*	**%*	**%*	**%*	*-%*	*4%*
					abce	**abc**					**abc**
Net: Micro	**1920**	1920	-	-	-	-	690	450	111	44	33
	96%	*100%*	*-%*	*-%*	*-%*	*-%*	*100%*	*99%*	*96%*	*88%*	*69%*
		bcde					**bcde**	**cde**	**de**	e	
Net: Small	**51**	-	51	-	-	51	1	6	5	6	9
	3%	*-%*	*100%*	*-%*	*-%*	*64%*	**%*	*1%*	*4%*	*11%*	*18%*
			acde			**acd**		a	**ab**	**abc**	**abc**
Net: Medium	**29**	-	-	18	11	29	*	1	1	1	6
	1%	*-%*	*-%*	*100%*	*100%*	*36%*	**%*	**%*	**%*	*1%*	*13%*
				abe	**abe**	**ab**				a	**abcd**

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

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 1 (continuation)

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

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total	**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
None - self employed or 1 other employee	**752**	89	57	87	21	59	119	103	64	55	655	34	38	26
	38%	*41%* **cmcdefijkm**	*50%*	*29%*	*33%*	*37%*	*37%*	*51%* **acdefhijkl** m	*39%* **cm**	*34%*	*38%* **cm**	*33%*	*39%* **cm**	*29%*
2-9	**1168**	122	53	203	41	94	198	93	91	102	998	62	53	56
	58%	*56%*	*47%*	*68%* **abeghjk** l	*63%* **bg**	*58%* g	*61%* **bg**	*46%*	*56%*	*62%* **bg**	*58%* **bg**	*60%* **bg**	*54%*	*63%* **bgl**
10-25	**37**	4	2	4	1	3	3	2	4	3	28	3	3	3
	2%	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*3%*	*2%*	*2%*	*3%*	*3%*	*3%*
26-49	**14**	1	*	1	*	2	1	1	1	1	9	2	1	2
	1%	*1%*	*%*	*%*	*%*	*1%*	*%*	*%*	*%*	*1%*	*1%*	*2%* j	*1%*	*2%* j
50 - 99	**18**	1	1	1	1	2	2	1	2	2	14	1	1	2
	1%	*1%*	*1%*	*%*	*1%*	*1%*	*1%*	*%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%* **cfj**
100 - 249	**11**	1	*	1	1	1	1	1	1	1	8	1	1	1
	1%	*1%*	*%*	*%*	*1%*	*%*	*%*	*%*	*1%*	*1%*	*%*	*1%*	*1%*	*1%*
Net: Micro	**1920**	211	111	290	63	154	316	195	155	157	1652	95	91	81
	96%	*96%*	*97%*	*97%* **klm**	*96%*	*95%*	*98%* **klm**	*98%* **klm**	*95%*	*95%*	*97%* **klm**	*93%*	*93%*	*92%*
Net: Small	**51**	6	3	5	1	5	5	3	5	5	37	5	5	4
	3%	*3%*	*2%*	*2%*	*2%*	*3%*	*1%*	*1%*	*3%*	*3%*	*2%*	*5%* **cfgj**	*5%* **cfj**	*5%* **cfj**
Net: Medium	**29**	3	1	2	1	3	3	2	4	3	22	2	2	3
	1%	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*4%* **cfj**

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

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Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 1 (continuation)

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

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2398**	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total	**2000**	38	176	47	194	589	56	141	756	1548	452	1794	206
None - self employed or 1 other employee	**752**	24	57	25	66	227	15	42	295	572	180	688	64
	38%	*62%*	*32%*	*54%*	*34%*	*38%*	*26%*	*30%*	*39%*	*37%*	*40%*	*38%*	*31%*
		bdefgh		**bdefgh**		**fg**			**fg**			b	
2-9	**1168**	13	106	20	119	348	38	95	429	921	247	1041	127
	58%	*34%*	*60%*	*42%*	*61%*	*59%*	*67%*	*67%*	*57%*	*59%*	*55%*	*58%*	*61%*
			ac		**ac**	**ac**	**ac**	**ach**	**ac**	b			
10-25	**37**	1	6	1	5	7	2	2	13	26	11	33	5
	2%	*3%*	*3%* e	*3%*	*3%*	*1%*	*3%*	*1%*	*2%*	*2%*	*3%*	*2%*	*2%*
26-49	**14**	*	2	*	1	3	1	*	5	10	4	11	3
	1%	*1%*	*1%*	*1%*	*1%*	**%*	*2%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*
50 - 99	**18**	*	4	1	2	3	*	1	9	12	6	14	5
	1%	**%*	*2%* e	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%* a
100 - 249	**11**	*	1	-	1	2	1	1	6	7	3	7	3
	1%	**%*	*1%*	*-%*	**%*	**%*	*1%*	**%*	*1%*	**%*	*1%*	**%*	*2%* a
Net: Micro	**1920**	37	163	45	185	575	52	137	724	1493	427	1729	191
	96%	*96%*	*93%*	*95%*	*96%*	*98%*	*93%*	*97%*	*96%*	*96%*	*95%*	*96%*	*93%*
						bf		b		b		b	
Net: Small	**51**	1	7	2	7	10	3	3	18	36	15	44	7
	3%	*3%*	*4%* e	*4%*	*3%*	*2%*	*5%* e	*2%*	*2%*	*2%*	*3%*	*2%*	*4%*
Net: Medium	**29**	*	5	1	2	4	1	1	14	20	9	21	8
	1%	**%*	*3%* e	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*4%* a

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

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2398**	2274	124	1449	371	549
Weighted total	**2000**	1874	126	1243	290	433
None - self employed or 1 other employee	**752**	665	87	484	89	160
	38%	*35%*	*69%* a	*39%* b	*31%*	*37%*
2-9	**1168**	1130	38	714	186	253
	58%	*60%* b	*30%*	*57%*	*64%* a	*58%*
10-25	**37**	37	*	23	5	9
	2%	*2%*	*%	*2%*	*2%*	*2%*
26-49	**14**	13	*	8	2	3
	1%	*1%*	*%	*1%*	*1%*	*1%*
50 - 99	**18**	18	*	9	5	4
	1%	*1%*	*%	*1%*	*2%*	*1%*
100 - 249	**11**	11	*	5	2	4
	1%	*1%*	*%	*%	*1%*	*1%*
Net: Micro	**1920**	1794	126	1198	276	413
	96%	*96%*	*100%* a	*96%*	*95%*	*95%*
Net: Small	**51**	51	*	31	8	12
	3%	*3%*	*%	*3%*	*3%*	*3%*
Net: Medium	**29**	29	*	14	7	8
	1%	*2%*	*%	*1%*	*2%*	*2%*

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 1 (continuation)

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

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**2398**	1908	413	60	8	5	3	-	1	2321	77	904	1004	490
Weighted total	**2000**	1695	267	30	5	3	1	-	*	1962	38	905	790	305
None - self employed or 1 other employee	**752**	672	72	8	-	-	-	-	-	744	8	429	243	80
	38%	*40%*	*27%*	*26%*	*-%*	*-%*	*-%*	*-%*	*-%*	*38%*	*21%*	*47%*	*31%*	*26%*
		bcj								**bj**		**bc**		
2-9	**1168**	972	171	18	4	2	-	-	-	1144	24	463	510	196
	58%	*57%*	*64%*	*60%*	*90%*	*68%*	*-%*	*-%*	*-%*	*58%*	*63%*	*51%*	*65%*	*64%*
			ai										a	a
10-25	**37**	25	10	2	*	1	*	-	*	34	3	8	17	13
	2%	*1%*	*4%*	*6%*	*5%*	*19%*	*59%*	*-%*	*100%*	*2%*	*8%*	*1%*	*2%*	*4%*
			ai	**ai**							**ai**		a	**ab**
26-49	**14**	10	3	-	*	-	-	-	-	14	*	3	8	3
	1%	*1%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	**%*	*1%*	*1%*
50 - 99	**18**	10	6	1	*	*	*	-	-	17	2	2	8	8
	1%	*1%*	*2%*	*4%*	*2%*	*4%*	*41%*	*-%*	*-%*	*1%*	*4%*	**%*	*1%*	*3%*
			ai	**ai**							**ai**		a	**ab**
100 - 249	**11**	5	4	1	*	*	-	-	-	9	1	1	3	6
	1%	**%*	*2%*	*4%*	*2%*	*9%*	*-%*	*-%*	*-%*	**%*	*4%*	**%*	**%*	*2%*
			ai	**ai**							**ai**			**ab**
Net: Micro	**1920**	1644	243	26	4	2	-	-	-	1888	32	891	753	276
	96%	*97%*	*91%*	*87%*	*90%*	*68%*	*-%*	*-%*	*-%*	*96%*	*84%*	*98%*	*95%*	*90%*
		bcj								**bcj**		**bc**	c	
Net: Small	**51**	35	13	2	*	1	*	-	*	48	3	10	25	16
	3%	*2%*	*5%*	*6%*	*6%*	*19%*	*59%*	*-%*	*100%*	*2%*	*8%*	*1%*	*3%*	*5%*
			ai								**ai**		a	a
Net: Medium	**29**	15	11	2	*	*	*	-	-	26	3	3	12	14
	1%	*1%*	*4%*	*8%*	*5%*	*13%*	*41%*	*-%*	*-%*	*1%*	*8%*	**%*	*1%*	*5%*
			ai	**ai**							**ai**		a	**ab**

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

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Table 1 (continuation)

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

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total	**2398**	1469	998	1607	769	623	1539	1412	108	42	30	9	4	1
Weighted total	**2000**	1088	703	1219	609	435	1190	1113	54	27	17	3	4	*
None - self employed or 1 other employee	**752**	330	207	389	208	113	399	361	14	4	6	1	2	-
	38%	*30%*	*29%*	*32%* e	*34%* **be**	*26%*	*34%* **be**	*32%* c	*26%*	*14%*	*38%* c	*38%*	*45%*	*-%*
2-9	**1168**	696	448	764	368	292	732	699	32	21	8	1	2	-
	58%	*64%*	*64%*	*63%*	*60%*	*67%* **cdf**	*62%*	*63%*	*59%*	*76%* d	*48%*	*48%*	*50%*	*-%*
10-25	**37**	28	20	29	14	12	28	25	2	*	1	*	*	*
	2%	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*4%*	*2%*	*5%*	*12%*	*3%*	*100%*
26-49	**14**	11	8	12	5	4	9	10	2	-	*	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%* a	*-%*	*2%*	*-%*	*-%*	*-%*
50 - 99	**18**	16	13	16	8	8	14	12	2	1	1	*	*	-
	1%	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*4%* a	*4%*	*4%*	*2%*	*3%*	*-%*
100 - 249	**11**	9	7	9	5	5	8	6	1	1	*	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%* a	*4%* a	*3%*	*-%*	*-%*	*-%*
Net: Micro	**1920**	1026	655	1153	576	406	1131	1060	46	24	15	2	3	-
	96%	*94%*	*93%*	*95%*	*95%*	*93%*	*95%* b	*95%* **bd**	*86%*	*90%*	*86%*	*86%*	*95%*	*-%*
Net: Small	**51**	39	28	41	20	16	36	35	4	*	1	*	*	*
	3%	*4%*	*4%*	*3%*	*3%*	*4%*	*3%*	*3%*	*7%* a	*2%*	*7%*	*12%*	*3%*	*100%*
Net: Medium	**29**	24	20	26	13	13	22	18	4	2	1	*	*	-
	1%	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*7%* a	*8%* a	*6%* a	*2%*	*3%*	*-%*

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

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

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	***b**	***c**	***d**	***e**	***f**	***g**	***h**	a	b	c	d	***e**
Unweighted total	**2398**	733	17	11	4	1	3	-	4	487	391	399	316	13
Weighted total	**2000**	586	10	7	5	*	*	-	1	450	298	284	176	11
None - self employed or 1 other employee	**752**	202	3	3	-	-	-	-	-	180	88	88	29	4
	38%	*34%*	*27%*	*48%*	*-%*	*-%*	*-%*	*-%*	*-%*	*40%* **bcd**	*30%* d	*31%* d	*16%*	*34%*
2-9	**1168**	354	6	3	5	-	-	-	-	258	195	177	127	7
	58%	*60%*	*61%*	*41%*	*99%*	*-%*	*-%*	*-%*	*-%*	*57%*	*65%* a	*62%*	*72%* **abc**	*63%*
10-25	**37**	13	1	1	*	-	*	-	*	6	6	9	8	*
	2%	*2%*	*7%*	*9%*	*1%*	*-%*	*87%*	*-%*	*68%*	*1%*	*2%*	*3%*	*4%* a	*2%*
26-49	**14**	5	*	-	-	-	-	-	-	3	3	3	3	*
	1%	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*1%*	*2%*	*1%*
50 - 99	**18**	8	*	*	-	*	*	-	*	2	4	5	6	-
	1%	*1%*	*3%*	*2%*	*-%*	*100%*	*13%*	*-%*	*32%*	**%*	*1%*	*2%* a	*3%* a	*-%*
100 - 249	**11**	5	*	-	-	-	-	-	-	1	2	2	4	-
	1%	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*1%*	*2%* a	*-%*
Net: Micro	**1920**	556	9	6	5	-	-	-	-	438	283	265	156	11
	96%	*95%*	*88%*	*90%*	*99%*	*-%*	*-%*	*-%*	*-%*	*97%* **cd**	*95%* d	*93%* d	*89%*	*97%*
Net: Small	**51**	18	1	1	*	-	*	-	*	9	10	11	11	*
	3%	*3%*	*8%*	*9%*	*1%*	*-%*	*87%*	*-%*	*68%*	*2%*	*3%*	*4%*	*6%* a	*3%*
Net: Medium	**29**	13	*	*	-	*	*	-	*	3	6	7	9	-
	1%	*2%*	*3%*	*2%*	*-%*	*100%*	*13%*	*-%*	*32%*	*1%*	*2%*	*2%* a	*5%* **abc**	*-%*

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 1 (continuation)

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
None - self employed or 1 other employee	**752**	70	56	58	23	-	151	8	48	670	81	383	6
	38%	*33%*	*40%* d	*34%*	*27%*	*-%*	*37%* c	*33%*	*28%*	*38%* b	*32%*	*33%* b	*11%*
2-9	**1168**	129	75	105	55	4	244	15	108	1003	165	719	44
	58%	*62%*	*54%*	*62%*	*64%*	*81%*	*59%*	*61%*	*63%*	*58%*	*65%* a	*62%*	*83%* a
10-25	**37**	3	3	3	4	*	9	1	4	32	6	27	2
	2%	*2%*	*2%*	*2%*	*5%*	*7%*	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*4%*
26-49	**14**	2	2	1	1	*	3	*	2	12	1	11	*
	1%	*1%*	*1%*	**%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*
50 - 99	**18**	2	1	2	2	*	4	*	4	16	2	15	1
	1%	*1%*	*1%*	*1%*	*2%*	*7%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*
100 - 249	**11**	2	1	1	1	*	1	*	4	10	1	9	*
	1%	*1%*	*1%*	*1%*	*1%*	*3%*	**%*	*1%*	*2%* a	*1%*	**%*	*1%*	**%*
Net: Micro	**1920**	199	132	162	77	4	395	23	156	1674	245	1102	50
	96%	*96%*	*95%*	*96%*	*91%*	*81%*	*96%* c	*93%*	*91%*	*96%*	*96%*	*95%*	*94%*
Net: Small	**51**	5	5	4	5	*	12	1	7	44	7	39	2
	3%	*3%*	*4%*	*2%*	*6%*	*10%*	*3%*	*4%*	*4%*	*3%*	*3%*	*3%*	*4%*
Net: Medium	**29**	4	2	4	3	*	5	1	8	26	3	24	1
	1%	*2%*	*2%*	*2%*	*4%*	*9%*	*1%*	*2%*	*5%* a	*1%*	*1%*	*2%*	*2%*

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

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

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2398**	77	164	224	33	531	238	477	1370	220	1
Weighted total	**2000**	62	137	177	19	402	207	340	1009	122	2
None - self employed or 1 other employee	**752**	23	31	48	4	155	53	97	311	31	-
	38%	*38%* b	*23%*	*27%*	*20%*	*38%* b	*26%*	*29%*	*31%*	*26%*	*-%*
2-9	**1168**	35	98	118	13	224	144	220	639	80	2
	58%	*57%*	*72%* a	*67%*	*70%*	*56%*	*70%* a	*65%*	*63%*	*65%*	*100%*
10-25	**37**	1	4	5	1	9	6	10	25	4	-
	2%	*2%*	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*	*-%*
26-49	**14**	1	1	2	*	4	1	3	10	1	-
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*
50 - 99	**18**	1	2	2	1	6	2	6	15	3	-
	1%	*1%*	*1%*	*1%*	*5%*	*2%*	*1%*	*2%*	*1%*	*2%*	*-%*
100 - 249	**11**	*	1	1	*	5	1	3	8	3	-
	1%	*1%*	**%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	*2%* b	*-%*
Net: Micro	**1920**	58	130	166	17	379	197	317	950	111	2
	96%	*94%*	*95%*	*94%*	*90%*	*94%*	*95%*	*93%*	*94%*	*91%*	*100%*
Net: Small	**51**	2	4	7	1	13	7	13	35	5	-
	3%	*4%*	*3%*	*4%*	*5%*	*3%*	*3%*	*4%*	*3%*	*4%*	*-%*
Net: Medium	**29**	1	2	3	1	11	3	9	23	6	-
	1%	*2%*	*2%*	*2%*	*5%*	*3%*	*1%*	*3%*	*2%*	*5%* b	*-%*

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

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

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	2398	384	877	164	-	507	502	180	6	1409	943	594	1220	999	15
Weighted total	2000	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
None - self employed or 1 other employee	752	84	166	28	-	117	134	38	2	322	202	167	288	211	2
	38%	*30%*	*28%*	*31%*	*-%*	*30%*	*36%* a	*32%*	*39%*	*31%*	*30%*	*37%* **ab**	*32%*	*30%*	*31%*
2-9	1168	175	393	54	-	255	213	74	2	662	420	255	567	435	3
	58%	*63%*	*65%*	*59%*	*-%*	*65%* b	*57%*	*62%*	*50%*	*63%* c	*63%* c	*57%*	*63%*	*63%*	*54%*
10-25	37	7	18	2	-	10	10	4	*	26	19	11	22	19	*
	2%	*2%*	*3%*	*3%*	*-%*	*3%*	*3%*	*3%*	*5%*	*2%*	*3%*	*2%*	*2%*	*3%*	*5%*
26-49	14	3	6	1	-	3	3	1	*	11	7	4	10	8	*
	1%	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*6%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*
50 - 99	18	5	12	2	-	5	6	2	-	15	12	6	12	12	*
	1%	*2%*	*2%*	*3%*	*-%*	*1%*	*2%*	*2%*	*-%*	*1%*	*2%*	*1%*	*1%*	*2%*	*3%*
100 - 249	11	3	7	2	-	3	5	2	-	8	7	5	7	7	*
	1%	*1%*	*1%*	*3%*	*-%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*
Net: Micro	1920	259	559	82	-	372	348	113	4	984	622	422	856	646	4
	96%	*94%*	*93%*	*91%*	*-%*	*94%*	*94%*	*93%*	*89%*	*94%*	*93%*	*94%*	*94%*	*93%*	*85%*
Net: Small	51	9	24	4	-	14	13	5	*	37	26	15	32	27	*
	3%	*3%*	*4%*	*4%*	*-%*	*3%*	*3%*	*4%*	*11%*	*4%*	*4%*	*3%*	*4%*	*4%*	*8%*
Net: Medium	29	9	19	5	-	9	11	3	-	23	19	11	20	19	*
	1%	*3%*	*3%*	*5%*	*-%*	*2%*	*3%*	*3%*	*-%*	*2%*	*3%*	*2%*	*2%*	*3%*	*7%*

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

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

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2398**	423	297	367	117	92	1159	982	55	21	18	16
Weighted total	**2000**	291	204	274	75	52	860	688	37	16	19	11
None - self employed or 1 other employee	**752**	102	69	92	21	17	292	213	10	2	3	6
	38%	*35%*	*34%*	*33%*	*28%*	*33%*	*34%*	*31%*	*27%*	*13%*	*14%*	*51%*
2-9	**1168**	170	120	166	49	30	519	433	24	13	16	5
	58%	*58%*	*59%*	*61%*	*65%*	*58%*	*60%*	*63%*	*65%*	*81%*	*85%*	*41%*
10-25	**37**	8	6	7	2	2	21	17	1	*	-	1
	2%	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*3%*	*-%*	*8%*
26-49	**14**	4	2	3	*	1	9	7	*	*	*	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*%*	*-%*
50 - 99	**18**	4	3	4	1	1	11	11	1	*	*	-
	1%	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*-%*
100 - 249	**11**	4	4	3	2	2	7	7	1	-	-	-
	1%	*1%*	*2%*	*1%*	*2%*	*3%*	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*
Net: Micro	**1920**	272	189	257	70	47	811	645	34	15	19	11
	96%	*93%*	*92%*	*94%*	*93%*	*90%*	*94%*	*94%*	*93%*	*94%*	*99%*	*92%*
Net: Small	**51**	12	8	10	2	2	30	24	1	1	*	1
	3%	*4%*	*4%*	*4%*	*3%*	*5%*	*3%*	*4%*	*4%*	*4%*	*%*	*8%*
Net: Medium	**29**	8	7	7	3	3	18	19	1	*	*	-
	1%	*3%*	*3%*	*2%*	*4%*	*5%*	*2%*	*3%*	*4%*	*2%*	*1%*	*-%*

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

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

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2398**	2133	1685	2163	1761	2322	1313	2167	561	4	1928	65	301	1938
Weighted total	**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
None - self employed or 1 other employee	**752**	613	441	627	480	709	353	636	121	-	583	29	99	595
	38%	*36%*	*34%*	*36%*	*34%*	*37%* b	*33%*	*36%* c	*31%*	*-%*	*37%*	*55%* a	*39%*	*38%*
2-9	**1168**	1035	805	1048	865	1131	658	1052	250	5	917	22	148	919
	58%	*60%*	*61%*	*60%*	*61%*	*59%*	*62%*	*60%*	*64%*	*97%*	*59%* b	*41%*	*57%*	*58%*
10-25	**37**	35	30	35	30	37	22	35	9	*	30	1	4	31
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*
26-49	**14**	13	12	13	11	14	9	13	3	-	12	*	1	12
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	**%*	**%*	*1%*
50 - 99	**18**	18	16	18	16	18	11	18	5	-	15	1	3	14
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*
100 - 249	**11**	10	9	10	9	11	6	10	4	-	8	*	2	9
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	**%*	*1%*	*1%*
Net: Micro	**1920**	1648	1245	1676	1345	1840	1010	1689	371	5	1500	51	247	1514
	96%	*96%*	*95%*	*96%*	*95%*	*96%*	*95%*	*96%*	*94%*	*97%*	*96%*	*96%*	*96%*	*96%*
Net: Small	**51**	48	42	49	41	50	31	48	13	*	42	2	5	43
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*
Net: Medium	**29**	28	25	28	25	29	18	28	10	-	24	1	5	23
	1%	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*-%*	*2%*	*1%*	*2%*	*1%*

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

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

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2398**	418	17	97	392	257	1716	412	297	107	1967	1353	1045
Weighted total	**2000**	376	13	86	352	193	1472	320	259	98	1624	1093	907
None - self employed or 1 other employee	**752**	133	4	21	126	52	582	107	113	38	595	363	389
	38%	*35%*	*29%*	*24%*	*36%* a	*27%*	*40%* **ac**	*33%*	*44%* c	*38%*	*37%*	*33%*	*43%* a
2-9	**1168**	230	8	61	212	129	838	196	136	57	964	682	486
	58%	*61%*	*61%*	*71%*	*60%*	*67%* b	*57%*	*61%*	*52%*	*58%*	*59%* a	*62%* b	*54%*
10-25	**37**	7	1	2	7	6	24	7	6	2	28	21	17
	2%	*2%*	*5%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*
26-49	**14**	2	*	*	2	1	10	2	1	*	12	9	5
	1%	*1%*	*%*	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	*%*	*1%*	*1%*	*1%*
50 - 99	**18**	3	*	1	3	3	12	4	2	1	15	11	7
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
100 - 249	**11**	1	*	1	1	1	6	3	1	*	9	7	4
	1%	*%*	*3%*	*1%*	*%*	*1%*	*%*	*1%*	*%*	*%*	*1%*	*1%*	*%*
Net: Micro	**1920**	363	11	82	339	181	1420	303	248	95	1560	1045	875
	96%	*96%*	*90%*	*95%*	*96%*	*94%*	*97%*	*95%*	*96%*	*96%*	*96%*	*96%*	*96%*
Net: Small	**51**	10	1	3	9	8	33	10	7	2	40	30	21
	3%	*3%*	*5%*	*3%*	*3%*	*4%*	*2%*	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*
Net: Medium	**29**	4	1	2	4	4	18	7	3	1	24	18	11
	1%	*1%*	*5%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*

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

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

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2398**	387	59	177	91	126	57	208	134	112	256	36	134
Weighted total	**2000**	152	17	69	34	49	21	82	50	47	112	15	73
None - self employed or 1 other employee	**752**	46	3	30	13	20	8	28	12	21	36	6	27
	38%	*31%*	*20%*	*43%* **ab**	*39%* b	*41%* d	*40%* d	*34%* d	*23%*	*44%* b	*32%*	*43%*	*38%*
2-9	**1168**	90	11	32	17	24	10	46	33	23	67	7	41
	58%	*59%* c	*64%* c	*46%*	*50%*	*49%*	*50%*	*56%*	*66%* **ab**	*48%*	*60%* a	*45%*	*57%*
10-25	**37**	6	1	3	1	2	1	3	2	1	4	1	2
	2%	*4%*	*4%*	*4%*	*3%*	*4%*	*3%*	*4%*	*4%*	*3%*	*3%*	*4%*	*3%*
26-49	**14**	3	*	1	1	1	*	2	1	1	2	*	*
	1%	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*3%*	*1%*
50 - 99	**18**	5	1	2	1	2	1	3	2	1	3	1	1
	1%	*3%*	*6%*	*3%*	*4%*	*3%*	*4%*	*3%*	*4%*	*2%*	*2%*	*4%*	*1%*
100 - 249	**11**	2	1	1	1	1	*	1	1	1	1	-	*
	1%	*2%*	*4%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*-%*	*1%*
Net: Micro	**1920**	137	14	62	30	44	18	73	45	43	103	13	69
	96%	*90%*	*84%*	*90%*	*89%*	*90%*	*90%*	*90%*	*89%*	*92%*	*92%*	*89%*	*95%*
Net: Small	**51**	8	1	4	2	3	1	5	3	2	5	1	3
	3%	*6%*	*6%*	*5%*	*5%*	*5%*	*5%*	*6%*	*5%*	*4%*	*5%*	*7%*	*4%*
Net: Medium	**29**	7	2	3	2	3	1	4	3	2	4	1	1
	1%	*5%*	*10%*	*5%*	*6%*	*5%*	*6%*	*5%*	*6%*	*4%*	*4%*	*4%*	*2%*

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 1 (continuation)

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

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2398**	331	128	41	563	172	162	184	142	174	209	155	137
Weighted total	**2000**	289	154	57	261	123	116	150	141	209	187	184	130
None - self employed or 1 other employee	**752**	106	57	16	100	43	44	48	37	85	67	91	58
	38%	*37%*	*37%*	*27%*	*38%*	*35%*	*38%*	*32%*	*26%*	*41%*	*36%*	*49%*	*45%*
		h			h		h			h	h	**abcdefghj**	**gh**
2-9	**1168**	164	96	41	141	80	72	90	98	121	109	90	66
	58%	*57%*	*62%*	*73%*	*54%*	*65%*	*62%*	*60%*	*70%*	*58%*	*58%*	*49%*	*51%*
			k	**dkl**		**dkl**	k	k	**adijkl**				
10-25	**37**	9	1	-	9	*	-	5	3	1	5	2	3
	2%	*3%*	**%*	*-%*	*3%*	**%*	*-%*	*4%*	*2%*	*1%*	*2%*	*1%*	*2%*
		ef			**ef**			**ef**			f		
26-49	**14**	2	1	-	3	-	-	2	1	1	2	*	1
	1%	*1%*	**%*	*-%*	*1%*	*-%*	*-%*	*1%*	*1%*	**%*	*1%*	**%*	*1%*
50 - 99	**18**	4	1	-	5	*	-	3	2	*	2	1	1
	1%	*1%*	**%*	*-%*	*2%*	**%*	*-%*	*2%*	*1%*	**%*	*1%*	*1%*	*1%*
100 - 249	**11**	2	*	-	3	-	-	1	1	*	2	*	1
	1%	*1%*	**%*	*-%*	*1%*	*-%*	*-%*	*1%*	*1%*	**%*	*1%*	**%*	*1%*
Net: Micro	**1920**	271	152	57	242	123	116	139	135	206	176	180	124
	96%	*94%*	*99%*	*100%*	*92%*	*100%*	*100%*	*92%*	*95%*	*99%*	*94%*	*98%*	*95%*
			adg			**adghijl**	**adghijl**			**adgjl**		**adg**	
Net: Small	**51**	12	1	-	12	*	-	7	4	2	7	2	4
	3%	*4%*	*1%*	*-%*	*5%*	**%*	*-%*	*5%*	*3%*	*1%*	*4%*	*1%*	*3%*
		efi			**befi**			**befi**	f		**ef**		**ef**
Net: Medium	**29**	6	1	-	8	*	-	4	3	*	4	1	2
	1%	*2%*	*1%*	*-%*	*3%*	**%*	*-%*	*3%*	*2%*	**%*	*2%*	*1%*	*2%*
					efi			**efi**					

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

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

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2398**	500	897	500	501
Weighted total	**2000**	500	500	500	500
None - self employed or 1 other employee	**752**	179	187	170	216
	38%	*36%*	*37%*	*34%*	*43%* **abc**
2-9	**1168**	301	293	310	264
	58%	*60%* d	*59%* d	*62%* d	*53%*
10-25	**37**	10	9	9	9
	2%	*2%*	*2%*	*2%*	*2%*
26-49	**14**	3	3	4	4
	1%	*1%*	*1%*	*1%*	*1%*
50 - 99	**18**	5	5	5	4
	1%	*1%*	*1%*	*1%*	*1%*
100 - 249	**11**	3	3	2	3
	1%	*1%*	*1%*	**%*	*1%*
Net: Micro	**1920**	480	480	480	480
	96%	*96%*	*96%*	*96%*	*96%*
Net: Small	**51**	13	12	13	13
	3%	*3%*	*2%*	*3%*	*3%*
Net: Medium	**29**	7	8	7	7
	1%	*1%*	*2%*	*1%*	*1%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 2 Page 17

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

Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total	**2000**	1920	51	18	11	80	692	457	116	50	48
Up to £49,999	**402**	402	*	*	*	1	402	-	-	-	-
	20%	*21%* **bcde**	**%*	*1%*	*2%*	*1%*	*58%* **bcde**	-%	-%	-%	-%
£50,000 - £99,999	**289**	289	1	-	*	1	289	-	-	-	-
	14%	*15%* **bcde**	*2%*	-%	**%*	*1%*	*42%* **bcde**	-%	-%	-%	-%
£100,000 - £199,999	**208**	206	1	*	*	1	-	208	-	-	-
	10%	*11%* **bcde**	*2%*	*1%*	*2%*	*2%*	-%	*45%* **acde**	-%	-%	-%
£200,000 - £299,999	**142**	140	2	*	*	2	-	142	-	-	-
	7%	*7%* **bcde**	*3%*	*2%*	**%*	*2%*	-%	*31%* **acde**	-%	-%	-%
£300,000 - £399,999	**62**	60	1	-	*	2	-	62	-	-	-
	3%	*3%* c	*3%* c	-%	*2%*	*2%*	-%	*13%* **acde**	-%	-%	-%
£400,000 - £499,999	**45**	44	1	*	-	2	-	45	-	-	-
	2%	*2%*	*3%*	**%*	-%	*2%*	-%	*10%* **acde**	-%	-%	-%
£500,000 - £749,999	**68**	65	3	*	-	3	-	-	68	-	-
	3%	*3%*	*5%* d	*2%*	-%	*4%*	-%	-%	*58%* **abde**	-%	-%
£750,000 - £999,999	**48**	46	2	*	*	2	-	-	48	-	-
	2%	*2%*	*4%* c	*1%*	*1%*	*3%*	-%	-%	*42%* **abde**	-%	-%
£1,000,000 - £1,499,999	**50**	44	6	1	-	6	-	-	-	50	-
	2%	*2%*	*11%* **acd**	*3%*	-%	*8%* **acd**	-%	-%	-%	*100%* **abce**	-%
£1,500,000 - £1,999,999	**10**	6	3	*	*	3	-	-	-	-	10
	****%***	**%*	*6%* **ac**	*1%*	*1%*	*4%* **ac**	-%	-%	-%	-%	*20%* **abcd**
£2,000,000 - £4,999,999	**24**	18	4	2	*	6	-	-	-	-	24
	1%	*1%*	*7%* **ad**	*11%* **ad**	*1%*	*7%* **ad**	-%	-%	-%	-%	*49%* **abcd**
£5,000,000 +	**14**	9	2	2	2	6	-	-	-	-	14
	1%	**%*	*4%* a	*11%* **ab**	*14%* **abe**	*7%* **ab**	-%	-%	-%	-%	*30%* **abcd**
Don't know / not sure	**573**	530	24	12	8	43	-	-	-	-	-
	29%	*28%*	*46%* a	*65%* **abe**	*74%* **abe**	*54%* **ab**	-%	-%	-%	-%	-%
Refused	**64**	61	2	*	*	2	-	-	-	-	-
	3%	*3%*	*4%*	*2%*	*2%*	*3%*	-%	-%	-%	-%	-%
Net:<£200,000	**900**	897	2	*	*	3	692	208	-	-	-
	45%	*47%* **bcde**	*4%*	*2%*	*4%*	*4%*	*100%* **bcde**	*45%* **cde**	-%	-%	-%
Net: £200,000 - <£500,000	**249**	244	4	*	*	5	-	249	-	-	-
	12%	*13%* **bcde**	*9%* **cd**	*2%*	*3%*	*6%* c	-%	*55%* **acde**	-%	-%	-%

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total	**2000**	1920	51	18	11	80	692	457	116	50	48
Net: £500,000 - <£1,000 ,000	**116**	111	5	*	*	5	-	-	116	-	-
	6%	*6%*	*9%*	*2%*	*1%*	*6%*	*-%*	*-%*	*100%*	*-%*	*-%*
		d	**acd**			**cd**			**abde**		
Net: £1,000,000 - <£2 ,000,000	**60**	50	9	1	*	10	-	-	-	50	10
	3%	*3%*	*17%*	*4%*	*1%*	*12%*	*-%*	*-%*	*-%*	*100%*	*20%*
			acde			**acd**				**abce**	**abc**
Net: >£2,000,000	**38**	27	6	4	2	11	-	-	-	-	38
	2%	*1%*	*11%*	*22%*	*15%*	*14%*	*-%*	*-%*	*-%*	*-%*	*80%*
			a	**abe**	a	a					**abcd**

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 2 (continuation)

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

Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	2398	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total	2000	220	114	298	65	161	324	200	164	165	1711	103	98	89
Up to £49,999	402	50	41	55	13	27	55	53	24	29	349	18	21	14
	20%	*23%*	*36%* acdefhij klm	*19%*	*19%*	*17%*	*17%*	*27%* cefhjkm	*15%*	*18%*	*20%*	*18%*	*22%*	*16%*
£50,000 - £99,999	289	42	14	44	5	19	53	31	19	24	252	11	16	11
	14%	*19%* km	*12%*	*15%*	*8%*	*12%*	*16%* k	*15%*	*12%*	*15%*	*15%*	*11%*	*16%* k	*12%*
£100,000 - £199,999	208	19	12	25	4	24	37	17	20	18	176	12	12	8
	10%	*8%*	*10%*	*9%*	*5%*	*15%* c	*11%*	*8%*	*12%*	*11%*	*10%*	*12%*	*12%*	*10%*
£200,000 - £299,999	142	13	2	24	8	3	33	12	16	13	125	6	4	7
	7%	*6%*	*2%*	*8%* be	*13%* bel	*2%*	*10%* bel	*6%*	*10%* bel	*8%* be	*7%* be	*6%*	*4%*	*8%* be
£300,000 - £399,999	62	3	8	10	5	3	12	7	-	5	52	2	4	4
	3%	*2%*	*7%* ahk	*3%* h	*7%* ah	*2%*	*4%* h	*4%* h	*-%*	*3%* h	*3%* h	*2%*	*4%* h	*4%* h
£400,000 - £499,999	45	6	5	4	2	4	4	4	*	11	39	2	3	1
	2%	*3%*	*4%* h	*1%*	*3%*	*2%*	*1%*	*2%*	*%*	*7%* cfghjkm	*2%*	*2%*	*3%* h	*1%*
£500,000 - £749,999	68	7	4	10	4	5	16	5	8	1	61	2	2	2
	3%	*3%*	*3%*	*3%*	*6%* i	*3%*	*5%* i	*2%*	*5%* i	*1%*	*4%*	*2%*	*3%*	*3%*
£750,000 - £999,999	48	9	3	6	*	4	8	2	6	5	42	4	2	1
	2%	*4%*	*3%*	*2%*	*%*	*2%*	*2%*	*1%*	*4%*	*3%*	*2%*	*4%*	*2%*	*1%*
£1,000,000 - £1,499,999	50	5	3	9	1	3	8	5	6	5	44	2	2	2
	2%	*2%*	*3%*	*3%*	*1%*	*2%*	*3%*	*2%*	*4%*	*3%*	*3%*	*2%*	*2%*	*2%*
£1,500,000 - £1,999,999	10	2	*	*	-	2	2	1	*	*	7	1	2	*
	%	*1%*	*%*	*%*	*-%*	*1%*	*1%*	*%*	*%*	*%*	*%*	*1%*	*2%* cjm	*%*
£2,000,000 - £4,999,999	24	*	1	9	*	3	2	2	2	2	21	*	1	2
	1%	*%*	*1%*	*3%* afjkl	*%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	*1%*	*2%* ak
£5,000,000 +	14	2	*	1	1	*	4	*	1	4	13	1	*	1
	1%	*1%*	*%*	*%*	*1%*	*%*	*1%*	*%*	*%*	*2%*	*1%*	*1%*	*%*	*1%*
Don't know / not sure	573	52	21	91	22	57	77	55	61	44	481	36	25	31
	29%	*24%*	*18%*	*31%* b	*34%* b	*35%* abfl	*24%*	*28%*	*37%* abfjl	*27%*	*28%* b	*35%* abfjl	*26%*	*35%* abfjl
Refused	64	10	*	10	*	8	13	6	1	4	51	5	4	4
	3%	*5%* h	*%*	*3%*	*%*	*5%* h	*4%*	*3%*	*1%*	*2%*	*3%*	*5%* h	*4%* h	*4%* h
Net:<£200,000	900	111	67	124	22	71	145	101	64	72	776	41	49	34
	45%	*50%* dhkmcdefhijk	*58%* m	*42%*	*33%*	*44%*	*45%*	*51%* dhkm	*39%*	*43%*	*45%* m	*40%*	*50%* dhkm	*38%*
Net: £200,000 - <£500,000	249	23	14	37	15	10	49	23	16	29	216	11	11	11
	12%	*10%*	*13%*	*12%* e	*23%* aceghjkl	*6%*	*15%* e	*12%*	*10%*	*18%* ehk	*13%* e	*10%*	*11%*	*13%* e

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total	**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
Net: £500,000 - <£1,000,000	**116**	16	7	17	4	9	24	7	14	6	103	6	4	3
	6%	*7%*	*6%*	*6%*	*6%*	*6%*	*7%*	*3%*	*8%*	*4%*	*6%*	*6%*	*4%*	*4%*
Net: £1,000,000 - <£2,000,000	**60**	6	3	9	1	5	10	5	6	5	51	3	4	2
	3%	*3%*	*3%*	*3%*	*1%*	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	*2%*	*4%*	*3%*
Net: >£2,000,000	**38**	2	2	10	1	3	6	2	3	5	33	1	1	3
	2%	*1%*	*2%*	*3%* k	*2%*	*2%*	*2%*	*1%*	*2%*	*3%* k	*2%*	*1%*	*1%*	*3%* k

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 2 (continuation)

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

Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2398**	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total	**2000**	38	176	47	194	589	56	141	756	1548	452	1794	206
Up to £49,999	**402**	12	29	10	30	101	14	23	182	310	93	368	34
	20%	*30%*	*16%*	*22%*	*16%*	*17%*	*25%*	*17%*	*24%*	*20%*	*21%*	*21%*	*16%*
		bdeg							**bdeg**				
£50,000 - £99,999	**289**	5	39	8	18	75	13	14	119	219	71	277	12
	14%	*13%*	*22%*	*18%*	*9%*	*13%*	*23%*	*10%*	*16%*	*14%*	*16%*	*15%*	*6%*
			degh				**deg**		**dg**			b	
£100,000 - £199,999	**208**	9	15	4	24	54	1	28	73	160	48	192	16
	10%	*23%*	*8%*	*9%*	*12%*	*9%*	*2%*	*20%*	*10%*	*10%*	*11%*	*11%*	*8%*
		bcdefh	f		f	f		**bcdefh**	f				
£200,000 - £299,999	**142**	*	15	6	17	45	4	9	45	119	23	135	7
	7%	*1%*	*9%*	*13%*	*9%*	*8%*	*7%*	*7%*	*6%*	*8%*	*5%*	*8%*	*4%*
				ah						b		b	
£300,000 - £399,999	**62**	2	6	2	6	25	*	3	18	45	17	58	4
	3%	*4%*	*3%*	*5%*	*3%*	*4%*	*1%*	*2%*	*2%*	*3%*	*4%*	*3%*	*2%*
						h							
£400,000 - £499,999	**45**	*	6	-	3	18	4	2	12	31	14	45	*
	2%	**%*	*3%*	*-%*	*2%*	*3%*	*7%*	*2%*	*2%*	*2%*	*3%*	*3%*	**%*
						h	**cdgh**					b	
£500,000 - £749,999	**68**	1	4	*	12	24	*	4	23	49	19	57	11
	3%	*3%*	*2%*	*1%*	*6%*	*4%*	*1%*	*3%*	*3%*	*3%*	*4%*	*3%*	*5%*
					bfh								a
£750,000 - £999,999	**48**	-	6	1	12	16	*	1	12	38	11	46	2
	2%	*-%*	*3%*	*3%*	*6%*	*3%*	**%*	*1%*	*2%*	*2%*	*2%*	*3%*	*1%*
					efgh								
£1,000,000 - £1,499,999	**50**	*	3	2	6	27	4	2	7	39	11	45	5
	2%	**%*	*2%*	*4%*	*3%*	*5%*	*7%*	*1%*	*1%*	*3%*	*2%*	*2%*	*3%*
				h	h	**bh**	**abgh**						
£1,500,000 - £1,999,999	**10**	-	1	*	3	3	*	1	2	7	2	10	-
	****%***	*-%*	*1%*	**%*	*2%*	**%*	**%*	**%*	**%*	**%*	*1%*	*1%*	*-%*
					h								
£2,000,000 - £4,999,999	**24**	-	2	*	3	9	-	4	6	17	7	21	2
	1%	*-%*	*1%*	*1%*	*1%*	*1%*	*-%*	*3%*	*1%*	*1%*	*1%*	*1%*	*1%*
								h					
£5,000,000 +	**14**	*	2	1	4	5	*	*	2	10	4	13	2
	1%	*1%*	*1%*	*2%*	*2%*	*1%*	**%*	**%*	**%*	*1%*	*1%*	*1%*	*1%*
					h								
Don't know / not sure	**573**	7	47	11	46	164	16	47	235	456	118	469	105
	29%	*19%*	*27%*	*23%*	*24%*	*28%*	*29%*	*33%*	*31%*	*29%*	*26%*	*26%*	*51%*
								ad	d				a
Refused	**64**	2	4	*	11	23	*	3	21	50	14	59	4
	3%	*5%*	*2%*	**%*	*6%*	*4%*	**%*	*2%*	*3%*	*3%*	*3%*	*3%*	*2%*
					bfh								
Net:<£200,000	**900**	25	82	23	72	229	28	65	374	688	211	837	62
	45%	*66%*	*47%*	*49%*	*37%*	*39%*	*49%*	*46%*	*49%*	*44%*	*47%*	*47%*	*30%*
		bdefgh	**de**						**de**			b	

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

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 2 (continuation)

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

Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2398**	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total	**2000**	38	176	47	194	589	56	141	756	1548	452	1794	206
Net: £200,000 - <£500,000	**249**	2	26	8	26	89	8	14	75	195	54	237	12
	12%	*6%*	*15%* h	*17%*	*13%*	*15%* h	*14%*	*10%*	*10%*	*13%*	*12%*	*13%* b	*6%*
Net: £500,000 - <£1,000,000	**116**	1	9	2	24	41	*	5	35	86	30	103	13
	6%	*3%*	*5%*	*4%*	*12%* **abefgh**	*7%* f	*1%*	*4%*	*5%*	*6%*	*7%*	*6%*	*6%*
Net: £1,000,000 - <£2,000,000	**60**	*	4	2	9	29	4	3	9	46	14	54	5
	3%	**%*	*2%*	*4%* h	*5%* h	*5%* h	*7%* **abgh**	*2%*	*1%*	*3%*	*3%*	*3%*	*3%*
Net: >£2,000,000	**38**	*	4	1	6	14	*	4	8	27	11	34	4
	2%	*1%*	*2%*	*3%*	*3%* h	*2%* h	**%*	*3%*	*1%*	*2%*	*2%*	*2%*	*2%*

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

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2398**	2274	124	1449	371	549
Weighted total	**2000**	1874	126	1243	290	433
Up to £49,999	**402**	346	56	267	45	82
	20%	*18%*	*45%* a	*21%* b	*15%*	*19%*
£50,000 - £99,999	**289**	275	14	193	39	55
	14%	*15%*	*11%*	*16%*	*13%*	*13%*
£100,000 - £199,999	**208**	201	7	125	43	37
	10%	*11%*	*6%*	*10%*	*15%* **ac**	*9%*
£200,000 - £299,999	**142**	137	5	93	13	35
	7%	*7%*	*4%*	*8%* b	*5%*	*8%* b
£300,000 - £399,999	**62**	61	1	36	10	15
	3%	*3%*	**%*	*3%*	*4%*	*3%*
£400,000 - £499,999	**45**	43	2	27	7	11
	2%	*2%*	*2%*	*2%*	*2%*	*3%*
£500,000 - £749,999	**68**	68	-	40	16	10
	3%	*4%* b	*-%*	*3%*	*6%* **ac**	*2%*
£750,000 - £999,999	**48**	47	2	30	9	10
	2%	*2%*	*1%*	*2%*	*3%*	*2%*
£1,000,000 - £1,499,999	**50**	50	-	31	9	9
	2%	*3%*	*-%*	*2%*	*3%*	*2%*
£1,500,000 - £1,999,999	**10**	10	-	6	1	3
	****%***	*1%*	*-%*	*1%*	**%*	*1%*
£2,000,000 - £4,999,999	**24**	24	*	12	8	4
	1%	*1%*	**%*	*1%*	*3%* **ac**	*1%*
£5,000,000 +	**14**	14	-	7	3	4
	1%	*1%*	*-%*	*1%*	*1%*	*1%*
Don't know / not sure	**573**	539	34	339	77	141
	29%	*29%*	*27%*	*27%*	*27%*	*33%* **ab**
Refused	**64**	59	5	38	8	18
	3%	*3%*	*4%*	*3%*	*3%*	*4%*
Net:<£200,000	**900**	822	78	585	127	174
	45%	*44%*	*62%* a	*47%* c	*44%*	*40%*
Net: £200,000 - <£500,000	**249**	242	7	157	31	61
	12%	*13%* b	*6%*	*13%*	*11%*	*14%*
Net: £500,000 - <£1,000,000	**116**	115	2	70	25	20
	6%	*6%* b	*1%*	*6%*	*9%* **ac**	*5%*

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2398**	2274	124	1449	371	549
Weighted total	**2000**	1874	126	1243	290	433
Net: £1,000,000 - <£2,000,000	**60**	60	-	37	10	12
	3%	*3%*	*-%*	*3%*	*4%*	*3%*
		b				
Net: >£2,000,000	**38**	38	*	19	12	8
	2%	*2%*	**%*	*1%*	*4%*	*2%*
					ac	

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

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

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**2398**	1908	413	60	8	5	3	-	1	2321	77	904	1004	490
Weighted total	**2000**	1695	267	30	5	3	1	-	*	1962	38	905	790	305
Up to £49,999	**402**	367	34	1	-	-	-	-	-	401	1	255	112	35
	20%	*22%*	*13%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*20%*	*3%*	*28%*	*14%*	*12%*
		bcj	**cj**							**bcj**		**bc**		
£50,000 - £99,999	**289**	255	33	2	-	-	-	-	-	288	2	152	102	35
	14%	*15%*	*12%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*15%*	*4%*	*17%*	*13%*	*11%*
		cj	j							**cj**		**bc**		
£100,000 - £199,999	**208**	173	29	6	-	-	-	-	-	201	6	87	85	35
	10%	*10%*	*11%*	*21%*	*-%*	*-%*	*-%*	*-%*	*-%*	*10%*	*17%*	*10%*	*11%*	*12%*
				abi										
£200,000 - £299,999	**142**	122	16	4	*	-	-	-	-	138	4	71	51	20
	7%	*7%*	*6%*	*12%*	*10%*	*-%*	*-%*	*-%*	*-%*	*7%*	*11%*	*8%*	*6%*	*6%*
£300,000 - £399,999	**62**	45	14	-	-	2	*	-	-	60	2	13	32	16
	3%	*3%*	*5%*	*-%*	*-%*	*68%*	*18%*	*-%*	*-%*	*3%*	*5%*	*1%*	*4%*	*5%*
			ai										a	a
£400,000 - £499,999	**45**	32	11	2	-	-	-	-	-	43	2	11	21	13
	2%	*2%*	*4%*	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*6%*	*1%*	*3%*	*4%*
			ai	**ai**							a		a	a
£500,000 - £749,999	**68**	47	21	*	-	-	-	-	-	68	*	20	26	21
	3%	*3%*	*8%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	**%*	*2%*	*3%*	*7%*
			acij											**ab**
£750,000 - £999,999	**48**	39	7	*	2	-	-	-	-	46	2	15	24	9
	2%	*2%*	*3%*	*1%*	*40%*	*-%*	*-%*	*-%*	*-%*	*2%*	*6%*	*2%*	*3%*	*3%*
													a	
£1,000,000 - £1,499,999	**50**	39	10	1	*	-	*	-	-	49	1	19	20	11
	2%	*2%*	*4%*	*2%*	*2%*	*-%*	*41%*	*-%*	*-%*	*2%*	*2%*	*2%*	*3%*	*4%*
£1,500,000 - £1,999,999	**10**	8	2	*	-	-	-	-	-	10	*	3	5	2
	****%***	**%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	**%*	*1%*	*1%*
£2,000,000 - £4,999,999	**24**	14	9	1	*	*	-	-	-	23	1	2	12	9
	1%	*1%*	*3%*	*2%*	*2%*	*9%*	*-%*	*-%*	*-%*	*1%*	*2%*	**%*	*2%*	*3%*
			ai										a	**ab**
£5,000,000 +	**14**	7	6	*	*	*	-	-	-	14	1	*	7	7
	1%	**%*	*2%*	*1%*	*3%*	*10%*	*-%*	*-%*	*-%*	*1%*	*2%*	**%*	*1%*	*2%*
			ai										a	**ab**
Don't know / not sure	**573**	493	67	11	2	*	*	-	*	560	13	226	267	80
	29%	*29%*	*25%*	*35%*	*42%*	*9%*	*41%*	*-%*	*100%*	*29%*	*35%*	*25%*	*34%*	*26%*
													ac	
Refused	**64**	54	7	3	-	*	-	-	-	61	3	30	24	10
	3%	*3%*	*3%*	*9%*	*-%*	*4%*	*-%*	*-%*	*-%*	*3%*	*7%*	*3%*	*3%*	*3%*
				abi							**abi**			
Net:<£200,000	**900**	794	96	9	-	-	-	-	-	891	9	495	300	105
	45%	*47%*	*36%*	*30%*	*-%*	*-%*	*-%*	*-%*	*-%*	*45%*	*24%*	*55%*	*38%*	*34%*
		bcj	j							**bcj**		**bc**		
Net: £200,000 - <£500 ,000	**249**	200	41	6	*	2	*	-	-	241	8	95	104	49
	12%	*12%*	*15%*	*19%*	*10%*	*68%*	*18%*	*-%*	*-%*	*12%*	*21%*	*11%*	*13%*	*16%*
			a								**ai**			a

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**2398**	1908	413	60	8	5	3	-	1	2321	77	904	1004	490
Weighted total	**2000**	1695	267	30	5	3	1	-	*	1962	38	905	790	305
Net: £500,000 - <£1,000,000	**116**	86	28	*	2	-	-	-	-	114	2	35	51	31
	6%	*5%*	*11%* **aci**	*1%*	*40%*	*-%*	*-%*	*-%*	*-%*	*6%*	*6%*	*4%*	*6%* a	*10%* **ab**
Net: £1,000,000 - <£2,000,000	**60**	47	12	1	*	-	*	-	-	59	1	21	25	13
	3%	*3%*	*4%*	*3%*	*2%*	*-%*	*41%*	*-%*	*-%*	*3%*	*3%*	*2%*	*3%*	*4%* a
Net: >£2,000,000	**38**	22	15	1	*	1	-	-	-	36	2	2	20	17
	2%	*1%*	*6%* **ai**	*3%*	*6%*	*19%*	*-%*	*-%*	*-%*	*2%*	*4%* a	**%*	*2%* a	*5%* **ab**

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 2 (continuation)

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

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total	**2398**	1469	998	1607	769	623	1539	1412	108	42	30	9	4	1
Weighted total	**2000**	1088	703	1219	609	435	1190	1113	54	27	17	3	4	*
Up to £49,999	**402**	167	105	209	100	67	209	199	3	3	5	-	-	-
	20%	*15%*	*15%*	*17%*	*16%*	*15%*	*18%*	*18%* b	*5%*	*10%*	*28%* b	*-%*	*-%*	*-%*
£50,000 - £99,999	**289**	142	93	158	83	54	176	149	5	2	2	-	-	-
	14%	*13%*	*13%*	*13%*	*14%*	*12%*	*15%*	*13%*	*9%*	*7%*	*11%*	*-%*	*-%*	*-%*
£100,000 - £199,999	**208**	130	103	146	71	55	134	135	3	3	4	1	-	-
	10%	*12%*	*15%* f	*12%*	*12%*	*13%*	*11%*	*12%* b	*5%*	*12%*	*24%* b	*38%*	*-%*	*-%*
£200,000 - £299,999	**142**	78	48	86	48	30	82	76	9	-	-	1	-	-
	7%	*7%*	*7%*	*7%*	*8%*	*7%*	*7%*	*7%*	*17%* **acd**	*-%*	*-%*	*48%*	*-%*	*-%*
£300,000 - £399,999	**62**	37	22	40	28	17	47	36	2	2	-	-	*	-
	3%	*3%*	*3%*	*3%*	*5%*	*4%*	*4%*	*3%*	*4%*	*7%*	*-%*	*-%*	*3%*	*-%*
£400,000 - £499,999	**45**	22	10	22	8	11	35	19	2	-	*	-	-	-
	2%	*2%*	*1%*	*2%*	*1%*	*3%*	*3%* **bcd**	*2%*	*4%* a	*-%*	*2%*	*-%*	*-%*	*-%*
£500,000 - £749,999	**68**	44	25	47	25	26	45	42	1	2	-	-	2	-
	3%	*4%*	*4%*	*4%*	*4%*	*6%* **bcf**	*4%*	*4%*	*3%*	*8%*	*-%*	*-%*	*50%*	*-%*
£750,000 - £999,999	**48**	29	19	31	14	14	31	31	*	*	-	*	-	-
	2%	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*	*1%*	**%*	*-%*	*3%*	*-%*	*-%*
£1,000,000 - £1,499,999	**50**	34	20	37	17	15	37	30	1	5	*	-	*	-
	2%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*17%* **abd**	*2%*	*-%*	*3%*	*-%*
£1,500,000 - £1,999,999	**10**	9	5	9	5	3	9	7	*	2	*	*	-	-
	****%***	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*6%* **ab**	*2%*	*2%*	*-%*	*-%*
£2,000,000 - £4,999,999	**24**	16	11	16	9	10	19	13	1	*	2	-	-	-
	1%	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*11%* **ab**	*-%*	*-%*	*-%*
£5,000,000 +	**14**	12	9	12	5	6	14	11	*	*	*	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*-%*	*-%*	*-%*
Don't know / not sure	**573**	317	209	353	172	110	316	319	21	8	3	*	2	*
	29%	*29%*	*30%*	*29%*	*28%*	*25%*	*27%*	*29%*	*39%* **ad**	*30%*	*19%*	*5%*	*45%*	*100%*
Refused	**64**	50	25	52	24	16	36	48	4	*	-	*	-	-
	3%	*5%* f	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*	*8%*	*1%*	*-%*	*3%*	*-%*	*-%*
Net:<£200,000	**900**	440	301	513	253	175	519	483	11	8	11	1	-	-
	45%	*40%*	*43%*	*42%*	*42%*	*40%*	*44%*	*43%* b	*20%*	*29%*	*62%* **abc**	*38%*	*-%*	*-%*
Net: £200,000 - <£500,000	**249**	137	80	148	85	58	165	130	13	2	*	1	*	-
	12%	*13%*	*11%*	*12%*	*14%*	*13%*	*14%*	*12%*	*25%* **acd**	*7%*	*2%*	*48%*	*3%*	*-%*

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total	**2398**	1469	998	1607	769	623	1539	1412	108	42	30	9	4	1
Weighted total	**2000**	1088	703	1219	609	435	1190	1113	54	27	17	3	4	*
Net: £500,000 - <£1,000,000	**116**	73	44	78	39	40	75	72	2	2	-	*	2	-
	6%	*7%*	*6%*	*6%*	*6%*	*9%* **abcdf**	*6%*	*6%*	*3%*	*8%*	*-%*	*3%*	*50%*	*-%*
Net: £1,000,000 - <£2,000,000	**60**	43	25	46	22	18	46	37	2	6	1	*	*	-
	3%	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*3%*	*3%*	*23%* **abd**	*4%*	*2%*	*3%*	*-%*
Net: >£2,000,000	**38**	28	19	28	14	16	32	24	1	1	2	-	-	-
	2%	*3%*	*3%*	*2%*	*2%*	*4%*	*3%*	*2%*	*3%*	*3%*	*13%* **ab**	*-%*	*-%*	*-%*

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

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

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	2398	733	17	11	4	1	3	-	4	487	391	399	316	13
Weighted total	2000	586	10	7	5	*	*	-	1	450	298	284	176	11
Up to £49,999	402	96	3	*	-	-	-	-	-	108	57	30	11	3
	20%	*16%*	*29%*	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*24%* cd	*19%* cd	*11%* d	*6%*	*29%*
£50,000 - £99,999	289	80	-	1	2	-	-	-	-	60	40	45	13	-
	14%	*14%*	*-%*	*14%*	*34%*	*-%*	*-%*	*-%*	*-%*	*13%* d	*13%* d	*16%* d	*7%*	*-%*
£100,000 - £199,999	208	67	1	3	-	-	-	-	-	57	37	22	30	-
	10%	*11%*	*11%*	*41%*	*-%*	*-%*	*-%*	*-%*	*-%*	*13%* c	*12%* c	*8%*	*17%* c	*-%*
£200,000 - £299,999	142	47	1	-	-	-	-	-	-	34	18	19	15	-
	7%	*8%*	*14%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*6%*	*7%*	*9%*	*-%*
£300,000 - £399,999	62	28	-	-	-	-	-	-	-	9	5	18	7	-
	3%	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*2%*	*6%* ab	*4%* b	*-%*
£400,000 - £499,999	45	8	-	-	*	-	-	-	-	7	2	8	4	-
	2%	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*3%* b	*2%*	*-%*
£500,000 - £749,999	68	24	2	-	-	-	-	-	-	16	15	11	6	-
	3%	*4%*	*19%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*5%*	*4%*	*3%*	*-%*
£750,000 - £999,999	48	13	-	*	-	-	-	-	-	4	13	7	7	-
	2%	*2%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*4%* a	*2%*	*4%* a	*-%*
£1,000,000 - £1,499,999	50	17	-	*	-	-	*	-	*	12	4	12	5	4
	2%	*3%*	*-%*	*1%*	*-%*	*-%*	*56%*	*-%*	*44%*	*3%*	*1%*	*4%* b	*3%*	*33%*
£1,500,000 - £1,999,999	10	5	-	-	-	-	-	-	-	1	3	4	1	-
	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*1%* a	*1%*	*-%*
£2,000,000 - £4,999,999	24	9	*	*	-	-	-	-	-	3	5	5	3	*
	1%	*2%*	*1%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*	*2%*	*2%*	*2%*
£5,000,000 +	14	4	*	*	-	-	-	-	-	1	3	4	4	-
	1%	*1%*	*3%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*2%* a	*2%* a	*-%*
Don't know / not sure	573	165	2	2	2	-	*	-	*	120	78	85	66	3
	29%	*28%*	*24%*	*30%*	*35%*	*-%*	*44%*	*-%*	*34%*	*27%*	*26%*	*30%*	*37%* abc	*31%*
Refused	64	22	*	-	2	*	-	-	*	18	17	14	4	1
	3%	*4%*	**%*	*-%*	*31%*	*100%*	*-%*	*-%*	*22%*	*4%*	*6%* d	*5%* d	*2%*	*5%*
Net:<£200,000	900	243	4	4	2	-	-	-	-	224	134	97	54	3
	45%	*42%*	*39%*	*62%*	*34%*	*-%*	*-%*	*-%*	*-%*	*50%* cd	*45%* cd	*34%*	*31%*	*29%*
Net: £200,000 - <£500,000	249	83	1	-	*	-	-	-	-	51	26	44	26	-
	12%	*14%*	*14%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*11%*	*9%*	*16%* b	*15%* b	*-%*

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

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

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**2398**	733	17	11	4	1	3	-	4	487	391	399	316	13
Weighted total	**2000**	586	10	7	5	*	*	-	1	450	298	284	176	11
Net: £500,000 - <£1,000,000	**116**	37	2	*	-	-	-	-	-	20	28	18	13	-
	6%	*6%*	*19%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*9%* a	*6%*	*7%*	*-%*
Net: £1,000,000 - <£2,000,000	**60**	22	-	*	-	-	*	-	*	12	8	16	6	4
	3%	*4%*	*-%*	*1%*	*-%*	*-%*	*56%*	*-%*	*44%*	*3%*	*3%*	*6%* **ab**	*3%*	*33%*
Net: >£2,000,000	**38**	14	*	*	-	-	-	-	-	4	8	9	7	*
	2%	*2%*	*4%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*3%* a	*3%* a	*4%* a	*2%*

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

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
Up to £49,999	**402**	43	20	27	8	1	69	7	24	365	38	204	5
	20%	*21%* d	*14%*	*16%*	*9%*	*21%*	*17%*	*29%* c	*14%*	*21%* b	*15%*	*18%*	*9%*
£50,000 - £99,999	**289**	27	23	19	13	-	67	3	13	262	27	157	1
	14%	*13%*	*17%*	*11%*	*16%*	*-%*	*16%* c	*11%*	*8%*	*15%*	*11%*	*13%* b	*2%*
£100,000 - £199,999	**208**	21	20	19	11	-	53	-	17	190	18	143	3
	10%	*10%*	*14%*	*11%*	*13%*	*-%*	*13%* b	*-%*	*10%* b	*11%* b	*7%*	*12%*	*5%*
£200,000 - £299,999	**142**	13	9	21	6	-	30	2	17	118	24	83	4
	7%	*6%*	*6%*	*12%* a	*7%*	*-%*	*7%*	*7%*	*10%*	*7%*	*10%*	*7%*	*7%*
£300,000 - £399,999	**62**	14	4	4	7	-	20	2	6	51	10	40	-
	3%	*7%* c	*3%*	*2%*	*8%* **bc**	*-%*	*5%*	*10%*	*4%*	*3%*	*4%*	*3%*	*-%*
£400,000 - £499,999	**45**	2	*	2	4	*	6	-	2	37	9	20	1
	2%	*1%*	**%*	*1%*	*4%* **abc**	*6%*	*1%*	*-%*	*1%*	*2%*	*3%*	*2%*	*2%*
£500,000 - £749,999	**68**	6	10	7	2	-	17	3	5	53	15	44	4
	3%	*3%*	*7%*	*4%*	*2%*	*-%*	*4%*	*11%* **ac**	*3%*	*3%*	*6%* a	*4%*	*7%*
£750,000 - £999,999	**48**	3	6	3	2	*	11	2	1	41	7	29	2
	2%	*1%*	*4%*	*1%*	*2%*	*10%*	*3%*	*8%* c	*1%*	*2%*	*3%*	*2%*	*4%*
£1,000,000 - £1,499,999	**50**	7	1	8	*	1	11	1	5	42	8	35	2
	2%	*4%*	*1%*	*5%* **bd**	**%*	*11%*	*3%*	*5%*	*3%*	*2%*	*3%*	*3%*	*3%*
£1,500,000 - £1,999,999	**10**	2	2	1	*	*	3	-	2	9	1	9	*
	****%***	*1%*	*2%*	**%*	**%*	*2%*	*1%*	*-%*	*1%*	*1%*	**%*	*1%*	**%*
£2,000,000 - £4,999,999	**24**	6	1	2	1	*	1	*	8	17	6	15	1
	1%	*3%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	*5%* a	*1%*	*2%* a	*1%*	*2%*
£5,000,000 +	**14**	1	2	1	1	*	1	*	3	12	3	11	*
	1%	*1%*	*2%*	**%*	*1%*	*7%*	**%*	*1%*	*2%* a	*1%*	*1%*	*1%*	*1%*
Don't know / not sure	**573**	57	34	50	27	2	108	4	58	495	78	327	27
	29%	*27%*	*24%*	*30%*	*32%*	*42%*	*26%*	*15%*	*34%* **ab**	*28%*	*31%*	*28%*	*50%* a
Refused	**64**	6	7	7	4	-	15	1	8	51	11	49	4
	3%	*3%*	*5%*	*4%*	*5%*	*-%*	*4%*	*2%*	*5%*	*3%*	*4%*	*4%*	*7%*

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

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 2 (continuation)

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

Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
Net:<£200,000	**900**	91	64	65	32	1	189	10	54	817	83	504	9
	45%	*44%*	*46%*	*39%*	*37%*	*21%*	*46%* c	*40%*	*32%*	*47%* b	*32%*	*43%* b	*16%*
Net: £200,000 - <£500,000	**249**	29	13	26	17	*	55	4	26	206	43	142	5
	12%	*14%*	*10%*	*15%*	*20%* b	*6%*	*13%*	*16%*	*15%*	*12%*	*17%* a	*12%*	*9%*
Net: £500,000 - <£1,000,000	**116**	9	15	10	4	*	28	5	6	94	23	72	6
	6%	*5%*	*11%* **ad**	*6%*	*4%*	*10%*	*7%*	*19%* **ac**	*4%*	*5%*	*9%* a	*6%*	*11%*
Net: £1,000,000 - <£2,000,000	**60**	9	3	9	*	1	14	1	7	51	8	44	2
	3%	*5%* d	*2%*	*5%* d	**%*	*13%*	*3%*	*5%*	*4%*	*3%*	*3%*	*4%*	*3%*
Net: >£2,000,000	**38**	7	3	3	1	*	2	*	12	29	9	27	2
	2%	*3%*	*2%*	*2%*	*1%*	*8%*	*1%*	*2%*	*7%* a	*2%*	*3%* a	*2%*	*3%*

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

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

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2398**	77	164	224	33	531	238	477	1370	220	1
Weighted total	**2000**	62	137	177	19	402	207	340	1009	122	2
Up to £49,999	**402**	13	16	24	1	72	28	42	159	13	-
	20%	*21%* b	*12%*	*14%*	*6%*	*18%*	*13%*	*12%*	*16%* c	*10%*	*-%*
£50,000 - £99,999	**289**	5	18	25	2	54	29	57	129	15	-
	14%	*9%*	*13%*	*14%*	*10%*	*13%*	*14%*	*17%* b	*13%*	*13%*	*-%*
£100,000 - £199,999	**208**	10	10	22	*	55	16	47	121	20	-
	10%	*16%* b	*7%*	*12%*	*3%*	*14%* b	*8%*	*14%*	*12%*	*16%*	*-%*
£200,000 - £299,999	**142**	11	12	15	3	30	19	20	77	10	-
	7%	*18%* b	*9%*	*9%*	*19%*	*7%*	*9%*	*6%*	*8%*	*8%*	*-%*
£300,000 - £399,999	**62**	3	9	12	1	16	12	17	34	6	-
	3%	*5%*	*7%*	*7%*	*6%*	*4%*	*6%*	*5%*	*3%*	*5%*	*-%*
£400,000 - £499,999	**45**	-	2	1	*	5	3	6	19	*	-
	2%	*-%*	*2%*	**%*	**%*	*1%*	*2%*	*2%*	*2%*	**%*	*-%*
£500,000 - £749,999	**68**	1	11	12	-	10	15	14	41	5	-
	3%	*1%*	*8%* a	*7%*	*-%*	*2%*	*7%* a	*4%*	*4%*	*4%*	*-%*
£750,000 - £999,999	**48**	3	5	8	*	7	7	7	29	3	-
	2%	*4%*	*3%*	*4%*	*1%*	*2%*	*3%*	*2%*	*3%*	*2%*	*-%*
£1,000,000 - £1,499,999	**50**	1	7	7	*	11	7	11	29	5	-
	2%	*2%*	*5%*	*4%*	*1%*	*3%*	*3%*	*3%*	*3%*	*4%*	*-%*
£1,500,000 - £1,999,999	**10**	*	1	1	1	4	1	2	8	1	-
	****%***	**%*	**%*	**%*	*3%*	*1%*	**%*	*1%*	*1%*	*1%*	*-%*
£2,000,000 - £4,999,999	**24**	*	3	1	2	4	5	7	14	2	-
	1%	**%*	*2%*	*1%*	*9%* a	*1%*	*3%*	*2%*	*1%*	*2%*	*-%*
£5,000,000 +	**14**	*	2	5	*	2	3	5	11	4	-
	1%	**%*	*2%*	*3%*	*1%*	*1%*	*1%*	*2%*	*1%*	*3%* b	*-%*
Don't know / not sure	**573**	12	36	38	8	117	55	93	291	34	-
	29%	*19%*	*26%*	*22%*	*42%* a	*29%*	*27%*	*28%*	*29%*	*28%*	*-%*
Refused	**64**	2	5	6	-	16	8	11	46	5	2
	3%	*3%*	*4%*	*4%*	*-%*	*4%*	*4%*	*3%*	*5%*	*4%*	*100%*
Net:<£200,000	**900**	28	44	70	4	181	72	146	410	48	-
	45%	*46%* b	*32%*	*40%* b	*19%*	*45%* b	*35%*	*43%*	*41%*	*39%*	*-%*
Net: £200,000 - <£500,000	**249**	14	23	28	5	51	34	43	129	16	-
	12%	*23%*	*17%*	*16%*	*24%*	*13%*	*16%*	*13%*	*13%*	*13%*	*-%*

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

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

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2398**	77	164	224	33	531	238	477	1370	220	1
Weighted total	**2000**	62	137	177	19	402	207	340	1009	122	2
Net: £500,000 - <£1,000,000	**116**	4	16	20	*	17	22 a	21	70	8	-
	6%	*6%*	*12%*	*11%*	*1%*	*4%*	*11%*	*6%*	*7%*	*6%*	-%
Net: £1,000,000 - <£2,000,000	**60**	1	7	8	1	15	7	13	38	6	-
	3%	*2%*	*5%*	*5%*	*4%*	*4%*	*4%*	*4%*	*4%*	*5%*	-%
Net: >£2,000,000	**38**	1	6	6	2	7	8	12	26	6	-
	2%	*1%*	*4%*	*4%*	*10%*	*2%*	*4%*	*4%*	*3%*	*5%*	-%

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 2 (continuation)

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

Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**2398**	384	877	164	-	507	502	180	6	1409	943	594	1220	999	15
Weighted total	**2000**	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
Up to £49,999	**402**	42	84	14	-	55	66	17	2	162	100	78	152	117	-
	20%	*15%*	*14%*	*16%*	*-%*	*14%*	*18%*	*14%*	*39%*	*16%*	*15%*	*17%*	*17%*	*17%*	*-%*
£50,000 - £99,999	**289**	39	78	8	-	56	56	20	2	142	91	60	126	99	-
	14%	*14%*	*13%*	*9%*	*-%*	*14%*	*15%*	*17%*	*39%*	*14%*	*14%*	*13%*	*14%*	*14%*	*-%*
£100,000 - £199,999	**208**	45	92	12	-	42	47	13	-	129	100	58	122	64	-
	10%	*16%*	*15%*	*13%*	*-%*	*11%*	*13%*	*10%*	*-%*	*12%*	*15%*	*13%*	*13%* b	*9%*	*-%*
£200,000 - £299,999	**142**	17	47	8	-	30	34	8	-	74	44	34	59	62	1
	7%	*6%*	*8%*	*9%*	*-%*	*8%*	*9%*	*6%*	*-%*	*7%*	*7%*	*8%*	*7%*	*9%* a	*19%*
£300,000 - £399,999	**62**	8	18	4	-	22	15	4	*	37	22	20	30	26	-
	3%	*3%*	*3%*	*5%*	*-%*	*5%*	*4%*	*4%*	*11%*	*4%*	*3%*	*4%*	*3%*	*4%*	*-%*
£400,000 - £499,999	**45**	2	9	*	-	6	6	3	-	20	10	5	18	12	-
	2%	*1%*	*1%*	**%*	*-%*	*2%*	*2%*	*2%*	*-%*	*2%*	*1%*	*1%*	*2%*	*2%*	*-%*
£500,000 - £749,999	**68**	11	22	5	-	21	13	10	-	41	22	15	32	28	-
	3%	*4%*	*4%*	*6%*	*-%*	*5%*	*3%*	*8%* b	*-%*	*4%*	*3%*	*3%*	*3%*	*4%*	*-%*
£750,000 - £999,999	**48**	5	18	2	-	9	7	2	-	28	19	7	18	20	1
	2%	*2%*	*3%*	*3%*	*-%*	*2%*	*2%*	*2%*	*-%*	*3%*	*3%*	*2%*	*2%*	*3%*	*20%*
£1,000,000 - £1,499,999	**50**	10	16	4	-	13	8	3	*	33	20	11	30	23	1
	2%	*4%*	*3%*	*4%*	*-%*	*3%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*10%*
£1,500,000 - £1,999,999	**10**	1	4	1	-	4	2	*	*	9	5	2	8	6	-
	****%***	**%*	*1%*	*2%*	*-%*	*1%*	*1%*	**%*	*6%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*
£2,000,000 - £4,999,999	**24**	3	9	1	-	5	7	2	-	16	10	6	13	9	*
	1%	*1%*	*1%*	*1%*	*-%*	*1%*	*2%*	*1%*	*-%*	*2%*	*2%*	*1%*	*1%*	*1%*	*3%*
£5,000,000 +	**14**	5	8	2	-	4	2	2	-	11	8	2	9	7	-
	1%	*2%*	*1%*	*2%*	*-%*	*1%*	*1%*	*2%*	*-%*	*1%*	*1%*	**%*	*1%*	*1%*	*-%*
Don't know / not sure	**573**	77	180	27	-	109	97	33	*	296	190	134	253	196	3
	29%	*28%*	*30%*	*29%*	*-%*	*28%*	*26%*	*27%*	*3%*	*28%*	*29%*	*30%*	*28%*	*28%*	*48%*
Refused	**64**	12	18	1	-	19	12	3	-	46	24	16	36	23	-
	3%	*4%*	*3%*	*1%*	*-%*	*5%*	*3%*	*3%*	*-%*	*4%*	*4%*	*4%*	*4%*	*3%*	*-%*
Net:<£200,000	**900**	126	253	35	-	153	168	50	3	432	292	196	400	279	-
	45%	*45%*	*42%*	*39%*	*-%*	*39%*	*45%* a	*42%*	*78%*	*41%*	*44%*	*44%*	*44%*	*40%*	*-%*
Net: £200,000 - <£500 ,000	**249**	27	74	12	-	58	55	15	*	131	76	58	107	100	1
	12%	*10%*	*12%*	*13%*	*-%*	*15%*	*15%*	*12%*	*11%*	*13%*	*11%*	*13%*	*12%*	*14%*	*19%*
Net: £500,000 - <£1,000 ,000	**116**	16	40	8	-	30	20	12	-	69	41	21	50	48	1
	6%	*6%*	*7%*	*9%*	*-%*	*7%*	*5%*	*10%* b	*-%*	*7%*	*6%*	*5%*	*6%*	*7%*	*20%*

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**2398**	384	877	164	-	507	502	180	6	1409	943	594	1220	999	15
Weighted total	**2000**	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
Net: £1,000,000 - <£2,000,000	**60**	11	20	5	-	17	10	4	*	42	25	14	38	29	1
	3%	*4%*	*3%*	*6%*	*-%*	*4%*	*3%*	*3%*	*8%*	*4%*	*4%*	*3%*	*4%*	*4%*	*10%*
Net: >£2,000,000	**38**	8	17	2	-	9	9	4	-	27	19	8	23	16	*
	2%	*3%*	*3%*	*3%*	*-%*	*2%*	*2%*	*3%*	*-%*	*3%*	*3%*	*2%*	*2%*	*2%*	*3%*

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

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

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2398**	423	297	367	117	92	1159	982	55	21	18	16
Weighted total	**2000**	291	204	274	75	52	860	688	37	16	19	11
Up to £49,999	**402**	47	35	36	6	7	146	115	3	4	2	4
	20%	*16%* d	*17%* d	*13%*	*8%*	*13%*	*17%*	*17%*	*9%*	*24%*	*8%*	*37%*
£50,000 - £99,999	**289**	43	29	43	12	11	119	95	4	2	*	-
	14%	*15%*	*14%*	*16%*	*16%*	*21%*	*14%*	*14%*	*12%*	*10%*	*2%*	*-%*
£100,000 - £199,999	**208**	40	22	33	9	7	120	75	7	2	2	-
	10%	*14%*	*11%*	*12%*	*12%*	*14%*	*14%* b	*11%*	*18%*	*14%*	*10%*	*-%*
£200,000 - £299,999	**142**	31	19	26	7	5	60	59	1	-	6	1
	7%	*11%*	*9%*	*10%*	*9%*	*10%*	*7%*	*9%*	*3%*	*-%*	*33%*	*7%*
£300,000 - £399,999	**62**	13	12	17	4	4	29	20	1	2	1	2
	3%	*5%*	*6%*	*6%*	*5%*	*8%*	*3%*	*3%*	*3%*	*12%*	*6%*	*14%*
£400,000 - £499,999	**45**	1	3	4	*	*	15	11	-	-	-	*
	2%	**%*	*1%*	*1%*	*1%*	**%*	*2%*	*2%*	*-%*	*-%*	*-%*	**%*
£500,000 - £749,999	**68**	10	6	12	5	2	27	28	2	3	2	*
	3%	*3%*	*3%*	*4%*	*7%*	*4%*	*3%*	*4%*	*7%*	*22%*	*10%*	*4%*
£750,000 - £999,999	**48**	7	2	4	1	1	20	18	3	-	2	*
	2%	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*3%*	*8%*	*-%*	*10%*	*1%*
£1,000,000 - £1,499,999	**50**	10	7	7	3	1	24	22	4	*	-	*
	2%	*3%*	*4%*	*2%*	*4%*	*2%*	*3%*	*3%*	*11%*	*2%*	*-%*	*2%*
£1,500,000 - £1,999,999	**10**	3	1	3	*	*	8	6	*	-	-	-
	****%***	*1%*	**%*	*1%*	**%*	**%*	*1%*	*1%*	**%*	*-%*	*-%*	*-%*
£2,000,000 - £4,999,999	**24**	5	4	3	*	*	11	9	1	*	*	-
	1%	*2%*	*2%*	*1%*	**%*	**%*	*1%*	*1%*	*4%*	*2%*	*1%*	*-%*
£5,000,000 +	**14**	2	1	1	*	*	9	7	*	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*
Don't know / not sure	**573**	70	56	74	24	12	238	199	6	2	2	4
	29%	*24%*	*28%*	*27%*	*32%*	*24%*	*28%*	*29%*	*16%*	*15%*	*10%*	*34%*
Refused	**64**	9	7	10	2	*	33	23	3	-	2	-
	3%	*3%*	*3%*	*4%*	*3%*	**%*	*4%*	*3%*	*7%*	*-%*	*11%*	*-%*
Net:<£200,000	**900**	130	86	113	28	25	386	286	14	8	4	4
	45%	*45%*	*42%*	*41%*	*37%*	*48%*	*45%*	*42%*	*40%*	*47%*	*20%*	*37%*
Net: £200,000 - <£500 ,000	**249**	46	33	47	12	9	104	91	2	2	7	2
	12%	*16%*	*16%*	*17%*	*15%*	*18%*	*12%*	*13%*	*6%*	*12%*	*38%*	*21%*
Net: £500,000 - <£1,000 ,000	**116**	17	8	17	6	3	47	46	5	3	4	1
	6%	*6%*	*4%*	*6%*	*8%*	*6%*	*5%*	*7%*	*15%*	*22%*	*20%*	*5%*
Net: £1,000,000 - <£2 ,000,000	**60**	12	8	9	3	1	32	29	4	*	-	*
	3%	*4%*	*4%*	*3%*	*4%*	*3%*	*4%*	*4%*	*11%*	*2%*	*-%*	*2%*

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

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

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	***b**	***c**	***d**
Unweighted total	**2398**	423	297	367	117	92	1159	982	55	21	18	16
Weighted total	**2000**	291	204	274	75	52	860	688	37	16	19	11
Net: >£2,000,000	**38**	7	5	4	1	1	20	16	2	*	*	-
	2%	*2%*	*3%*	*1%*	*1%*	*1%*	*2%*	*2%*	*5%*	*2%*	*1%*	*-%*

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

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

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2398**	2133	1685	2163	1761	2322	1313	2167	561	4	1928	65	301	1938
Weighted total	**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
Up to £49,999	**402**	312	218	322	248	377	189	332	73	1	303	16	57	316
	20%	*18%*	*17%*	*18%*	*18%*	*20%* b	*18%*	*19%*	*18%*	*22%*	*19%*	*30%* a	*22%*	*20%*
£50,000 - £99,999	**289**	246	194	250	202	279	155	255	46	-	239	6	31	242
	14%	*14%*	*15%*	*14%*	*14%*	*15%*	*15%*	*14%*	*12%*	*-%*	*15%*	*12%*	*12%*	*15%*
£100,000 - £199,999	**208**	188	153	190	156	198	132	182	50	-	171	3	42	157
	10%	*11%*	*12%*	*11%*	*11%*	*10%*	*13%* b	*10%*	*13%*	*-%*	*11%*	*6%*	*16%* b	*10%*
£200,000 - £299,999	**142**	122	89	124	106	140	64	127	26	2	118	-	14	113
	7%	*7%*	*7%*	*7%*	*8%*	*7%*	*6%*	*7%*	*7%*	*36%*	*8%* b	*-%*	*6%*	*7%*
£300,000 - £399,999	**62**	57	48	57	49	61	39	59	22	-	47	*	14	44
	3%	*3%*	*4%*	*3%*	*3%*	*3%*	*4%*	*3%*	*6%* b	*-%*	*3%*	*1%*	*5%* b	*3%*
£400,000 - £499,999	**45**	43	32	43	37	45	30	45	10	-	30	-	4	32
	2%	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*-%*	*2%*	*-%*	*2%*	*2%*
£500,000 - £749,999	**68**	63	50	64	60	67	46	64	16	-	54	3	12	49
	3%	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*	*4%*	*4%*	*-%*	*3%*	*6%*	*5%*	*3%*
£750,000 - £999,999	**48**	34	28	34	30	47	22	35	9	*	33	4	9	36
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*8%* a	*4%*	*2%*
£1,000,000 - £1,499,999	**50**	45	41	45	45	49	35	48	8	-	43	2	9	39
	2%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*-%*	*3%*	*4%*	*3%*	*2%*
£1,500,000 - £1,999,999	**10**	10	8	10	8	10	5	10	2	-	8	-	1	8
	****%***	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	**%*	*-%*	**%*	*-%*	**%*	*1%*
£2,000,000 - £4,999,999	**24**	24	19	24	20	24	18	23	9	-	17	*	2	17
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*-%*	*1%*	**%*	*1%*	*1%*
£5,000,000 +	**14**	14	12	14	10	14	9	14	4	-	13	*	1	13
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	**%*	*1%*
Don't know / not sure	**573**	507	378	515	391	545	284	515	112	2	447	13	55	460
	29%	*29%*	*29%*	*29%*	*28%*	*28%*	*27%*	*29%*	*28%*	*38%*	*29%*	*25%*	*21%*	*29%* a
Refused	**64**	59	41	60	47	62	29	55	6	-	44	5	5	52
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%* c	*2%*	*-%*	*3%*	*8%* a	*2%*	*3%*
Net:<£200,000	**900**	745	565	763	606	855	476	770	169	1	712	25	130	716
	45%	*43%*	*43%*	*44%*	*43%*	*45%*	*45%*	*44%*	*43%*	*22%*	*45%*	*48%*	*51%*	*45%*
Net: £200,000 - <£500,000	**249**	222	169	224	193	247	133	231	58	2	195	*	33	189
	12%	*13%*	*13%*	*13%*	*14%*	*13%*	*13%*	*13%*	*15%*	*36%*	*12%* b	*1%*	*13%*	*12%*

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

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

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2398**	2133	1685	2163	1761	2322	1313	2167	561	4	1928	65	301	1938
Weighted total	**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
Net: £500,000 - <£1,000,000	**116**	97	79	98	91	114	69	99	25	*	87	7	22	85
	6%	*6%*	*6%*	*6%*	*6%*	*6%*	*6%*	*6%*	*6%*	*3%*	*6%*	*13%* a	*8%* b	*5%*
Net: £1,000,000 - <£2,000,000	**60**	55	49	55	54	59	40	57	10	-	51	2	10	48
	3%	*3%*	*4%*	*3%*	*4%*	*3%*	*4%*	*3%*	*3%*	*-%*	*3%*	*4%*	*4%*	*3%*
Net: >£2,000,000	**38**	38	31	38	30	38	27	37	13	-	31	*	3	31
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*-%*	*2%*	*1%*	*1%*	*2%*

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

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

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	2398	418	17	97	392	257	1716	412	297	107	1967	1353	1045
Weighted total	2000	376	13	86	352	193	1472	320	259	98	1624	1093	907
Up to £49,999	402	66	4	11	67	26	311	65	62	22	317	185	217
	20%	*18%*	*29%*	*12%*	*19%*	*14%*	*21%* a	*20%* a	*24%*	*22%*	*20%*	*17%*	*24%* a
£50,000 - £99,999	289	47	-	8	45	28	210	44	32	16	240	142	147
	14%	*13%*	*-%*	*9%*	*13%*	*14%*	*14%*	*14%*	*13%*	*16%*	*15%*	*13%*	*16%* a
£100,000 - £199,999	208	39	-	10	31	16	154	38	26	9	172	134	73
	10%	*10%*	*-%*	*12%*	*9%*	*8%*	*10%*	*12%*	*10%*	*9%*	*11%*	*12%* b	*8%*
£200,000 - £299,999	142	39	-	8	37	12	111	18	28	5	109	77	65
	7%	*10%*	*-%*	*9%*	*10%*	*6%*	*8%*	*6%*	*11%* c	*5%*	*7%*	*7%*	*7%*
£300,000 - £399,999	62	19	-	2	17	11	43	8	11	1	50	40	22
	3%	*5%*	*-%*	*2%*	*5%*	*6%* bc	*3%*	*3%*	*4%*	*1%*	*3%*	*4%*	*2%*
£400,000 - £499,999	45	9	*	2	8	7	32	6	5	2	39	27	19
	2%	*2%*	*2%*	*3%*	*2%*	*4%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*
£500,000 - £749,999	68	14	2	6	14	11	42	14	10	2	56	42	26
	3%	*4%*	*15%*	*7%*	*4%*	*6%* b	*3%*	*5%*	*4%*	*2%*	*3%*	*4%*	*3%*
£750,000 - £999,999	48	12	*	3	9	5	35	8	9	1	39	34	14
	2%	*3%*	*2%*	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*	*1%*	*2%*	*3%* b	*2%*
£1,000,000 - £1,499,999	50	6	-	6	4	7	33	9	4	4	40	33	17
	2%	*2%*	*-%*	*7%* b	*1%*	*4%*	*2%*	*3%*	*1%*	*4%*	*2%*	*3%*	*2%*
£1,500,000 - £1,999,999	10	2	*	*	2	*	8	1	1	*	8	5	4
	**%*	**%*	*1%*	**%*	**%*	**%*	*1%*	**%*	**%*	*1%*	*1%*	**%*	**%*
£2,000,000 - £4,999,999	24	4	-	2	6	1	17	5	4	3	17	17	6
	1%	*1%*	*-%*	*3%*	*2%*	*1%*	*1%*	*2%*	*2%*	*3%*	*1%*	*2%* b	*1%*
£5,000,000 +	14	7	*	2	5	2	8	5	1	2	11	7	7
	1%	*2%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%* b	**%*	*2%*	*1%*	*1%*	*1%*
Don't know / not sure	573	100	6	25	95	57	427	83	54	28	480	303	271
	29%	*27%*	*51%*	*29%*	*27%*	*29%*	*29%*	*26%*	*21%*	*29%*	*30%* a	*28%*	*30%*
Refused	64	13	-	2	12	8	41	14	12	3	47	45	18
	3%	*3%*	*-%*	*2%*	*3%*	*4%*	*3%*	*4%*	*5%*	*3%*	*3%*	*4%* b	*2%*
Net:<£200,000	900	152	4	28	143	70	675	148	120	46	729	462	438
	45%	*40%*	*29%*	*33%*	*41%*	*36%*	*46%* a	*46%* a	*47%*	*47%*	*45%*	*42%*	*48%* a

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

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

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2398**	418	17	97	392	257	1716	412	297	107	1967	1353	1045
Weighted total	**2000**	376	13	86	352	193	1472	320	259	98	1624	1093	907
Net: £200,000 - <£500,000	**249**	66	*	12	62	30	186	33	44	8	197	144	105
	12%	*18%*	*2%*	*14%*	*17%*	*16%* c	*13%*	*10%*	*17%* **bc**	*8%*	*12%*	*13%*	*12%*
Net: £500,000 - <£1,000,000	**116**	26	2	9	23	17	77	23	18	3	95	76	41
	6%	*7%*	*17%*	*10%*	*7%*	*9%* b	*5%*	*7%*	*7%*	*3%*	*6%*	*7%* b	*4%*
Net: £1,000,000 - <£2,000,000	**60**	8	*	6	5	8	41	10	5	5	49	38	21
	3%	*2%*	*1%*	*7%* b	*2%*	*4%*	*3%*	*3%*	*2%*	*5%*	*3%*	*4%*	*2%*
Net: >£2,000,000	**38**	11	*	5	11	3	25	10	5	5	28	25	13
	2%	*3%*	*1%*	*6%*	*3%*	*1%*	*2%*	*3%*	*2%*	*5%* c	*2%*	*2%*	*1%*

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

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

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	2398	387	59	177	91	126	57	208	134	112	256	36	134
Weighted total	2000	152	17	69	34	49	21	82	50	47	112	15	73
Up to £49,999	**402**	22	4	12	7	5	4	14	5	6	20	5	16
	20%	*15%*	*22%*	*17%*	*20%*	*10%*	*20%*	*17%*	*11%*	*14%*	*18%*	*34%* **ab**	*22%*
£50,000 - £99,999	**289**	25	1	16	5	11	2	15	7	11	23	1	13
	14%	*16%*	*8%*	*22%* b	*14%*	*22%*	*12%*	*18%*	*15%*	*24%*	*20%*	*9%*	*17%*
£100,000 - £199,999	**208**	20	*	8	4	7	2	10	5	6	14	1	8
	10%	*13%* b	*1%*	*11%* b	*10%* b	*13%*	*11%*	*12%*	*10%*	*13%*	*12%*	*8%*	*11%*
£200,000 - £299,999	**142**	13	1	5	4	4	4	6	8	2	9	3	4
	7%	*9%*	*6%*	*8%*	*12%*	*9%*	*20%* **ac**	*7%*	*16%* c	*5%*	*8%*	*22%* **abd**	*6%*
£300,000 - £399,999	**62**	5	2	1	1	1	-	3	1	*	2	*	3
	3%	*3%*	*12%* **acd**	*1%*	*3%*	*2%*	*-%*	*4%*	*3%*	*1%*	*2%*	*1%*	*4%*
£400,000 - £499,999	**45**	3	*	*	*	*	*	*	1	*	3	-	2
	2%	*2%*	*1%*	*1%*	**%*	*1%*	**%*	**%*	*2%*	**%*	*3%*	*-%*	*3%*
£500,000 - £749,999	**68**	6	*	2	*	2	-	4	2	*	4	*	3
	3%	*4%*	**%*	*2%*	*1%*	*3%*	*-%*	*5%*	*5%*	*1%*	*4%*	**%*	*4%*
£750,000 - £999,999	**48**	4	*	2	*	1	*	2	1	1	2	*	2
	2%	*2%*	*2%*	*2%*	**%*	*3%*	*2%*	*3%*	*3%*	*1%*	*2%*	*2%*	*3%*
£1,000,000 - £1,499,999	**50**	3	*	1	1	1	*	1	*	*	2	*	3
	2%	*2%*	*1%*	*1%*	*3%*	*1%*	**%*	*1%*	**%*	*1%*	*1%*	*2%*	*5%* b
£1,500,000 - £1,999,999	**10**	2	*	*	*	*	*	*	2	1	*	-	*
	****%***	*1%*	*1%*	**%*	**%*	**%*	**%*	*1%*	*3%*	*3%* b	**%*	*-%*	*1%*
£2,000,000 - £4,999,999	**24**	2	*	1	*	*	*	1	1	1	2	*	*
	1%	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*3%*	*2%*	*1%*	**%*
£5,000,000 +	**14**	2	1	1	*	1	*	1	1	*	2	*	*
	1%	*1%*	*6%* **acd**	*1%*	**%*	*1%*	*1%*	*1%*	*3%*	*1%*	*2%*	**%*	**%*
Don't know / not sure	**573**	39	7	22	11	17	7	20	13	14	24	3	15
	29%	*26%*	*41%* a	*32%*	*31%*	*34%*	*32%*	*24%*	*26%*	*29%*	*21%*	*20%*	*20%*
Refused	**64**	6	-	*	1	*	*	4	1	2	6	*	2
	3%	*4%* c	*-%*	**%*	*4%* c	**%*	**%*	*5%* a	*1%*	*5%*	*5%*	**%*	*2%*
Net:<£200,000	**900**	67	5	35	15	22	9	38	18	24	56	8	37
	45%	*44%* b	*30%*	*50%* b	*44%*	*45%*	*43%*	*47%*	*36%*	*50%*	*50%*	*51%*	*51%*
Net: £200,000 - <£500,000	**249**	21	3	7	5	6	4	9	11	3	14	3	10
	12%	*14%*	*19%*	*10%*	*14%*	*11%*	*20%*	*12%*	*21%* **ac**	*6%*	*13%* a	*23%* a	*13%*

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

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

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2398**	387	59	177	91	126	57	208	134	112	256	36	134
Weighted total	**2000**	152	17	69	34	49	21	82	50	47	112	15	73
Net: £500,000 - <£1,000,000	**116**	9	*	3	*	3	*	7	4	1	6	*	6
	6%	*6%*	*2%*	*4%*	*1%*	*6%*	*2%*	*8%*	*8%*	*2%*	*6%*	*3%*	*8%* a
Net: £1,000,000 - <£2,000,000	**60**	5	*	1	1	1	*	1	2	2	2	*	4
	3%	*3%*	*1%*	*2%*	*3%*	*2%*	*1%*	*2%*	*3%*	*4%*	*2%*	*2%*	*5%*
Net: >£2,000,000	**38**	4	1	1	1	1	*	2	2	2	4	*	*
	2%	*3%*	*6%*	*2%*	*2%*	*2%*	*2%*	*3%*	*4%*	*4%* d	*3%*	*1%*	**%*

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 2 (continuation)

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

Base: All

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2398**	331	128	41	563	172	162	184	142	174	209	155	137
Weighted total	**2000**	289	154	57	261	123	116	150	141	209	187	184	130
Up to £49,999	**402**	44	23	10	52	25	25	17	39	41	47	56	25
	20%	*15%*	*15%*	*17%*	*20%*	*20%*	*22%*	*11%*	*27%*	*19%*	*25%*	*30%*	*19%*
					g	g	g		**abg**	g	**abg**	**abdegil**	g
£50,000 - £99,999	**289**	29	21	8	50	20	16	17	13	39	22	26	29
	14%	*10%*	*14%*	*14%*	*19%*	*16%*	*14%*	*11%*	*9%*	*19%*	*12%*	*14%*	*22%*
					aghj					**agh**			**aghj**
£100,000 - £199,999	**208**	21	16	7	30	11	14	23	23	26	11	16	8
	10%	*7%*	*11%*	*13%*	*12%*	*9%*	*12%*	*15%*	*17%*	*12%*	*6%*	*9%*	*6%*
					aj		j	**ajl**	**ajkl**	j			
£200,000 - £299,999	**142**	21	9	4	19	13	4	11	9	19	8	16	10
	7%	*7%*	*6%*	*6%*	*7%*	*11%*	*3%*	*7%*	*6%*	*9%*	*4%*	*9%*	*8%*
						fj				**fj**		f	
£300,000 - £399,999	**62**	10	5	2	6	2	3	7	6	6	9	2	3
	3%	*4%*	*3%*	*4%*	*2%*	*2%*	*3%*	*4%*	*4%*	*3%*	*5%*	*1%*	*2%*
											dk		
£400,000 - £499,999	**45**	8	4	-	5	8	-	5	4	3	4	2	3
	2%	*3%*	*2%*	*-%*	*2%*	*6%*	*-%*	*3%*	*3%*	*2%*	*2%*	*1%*	*2%*
		f				**dfijk**		f	f				
£500,000 - £749,999	**68**	9	8	2	8	2	5	11	6	5	4	4	4
	3%	*3%*	*5%*	*3%*	*3%*	*2%*	*4%*	*7%*	*4%*	*2%*	*2%*	*2%*	*3%*
								adeijk					
£750,000 - £999,999	**48**	8	2	-	5	6	*	4	3	11	9	-	*
	2%	*3%*	*2%*	*-%*	*2%*	*5%*	**%*	*3%*	*2%*	*5%*	*5%*	*-%*	**%*
		k				**dfkl**		k		**dfkl**	**dfkl**		
£1,000,000 - £1,499,999	**50**	9	4	-	7	1	3	3	6	4	7	4	3
	2%	*3%*	*3%*	*-%*	*3%*	*1%*	*3%*	*2%*	*4%*	*2%*	*4%*	*2%*	*2%*
£1,500,000 - £1,999,999	**10**	1	*	-	2	-	-	-	*	2	1	2	*
	****%***	**%*	**%*	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*1%*	*1%*	*1%*	**%*
£2,000,000 - £4,999,999	**24**	3	2	-	3	1	1	1	3	*	2	4	3
	1%	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	**%*	*2%*	**%*	*1%*	*2%*	*3%*
													i
£5,000,000 +	**14**	1	1	-	2	1	1	1	-	4	1	2	1
	1%	**%*	**%*	*-%*	*1%*	*1%*	*1%*	*1%*	*-%*	*2%*	**%*	*1%*	*1%*
Don't know / not sure	**573**	116	52	24	60	27	36	49	26	40	56	49	39
	29%	*40%*	*34%*	*42%*	*23%*	*22%*	*31%*	*33%*	*18%*	*19%*	*30%*	*27%*	*30%*
		defhijkl	**dehi**	**dehi**			**dhi**	**dehi**			**hi**		**hi**
Refused	**64**	8	7	*	10	6	8	3	3	9	7	*	3
	3%	*3%*	*5%*	*1%*	*4%*	*5%*	*7%*	*2%*	*2%*	*4%*	*4%*	**%*	*2%*
			k		k	k	**agk**			k	k		
Net:<£200,000	**900**	95	60	25	133	56	55	57	75	106	79	98	62
	45%	*33%*	*39%*	*44%*	*51%*	*45%*	*47%*	*38%*	*53%*	*51%*	*43%*	*54%*	*47%*
					abgj	a	a		**abg**	**abg**	a	**abgj**	a
Net: £200,000 - <£500 ,000	**249**	39	17	6	30	23	7	22	19	29	21	20	15
	12%	*14%*	*11%*	*10%*	*12%*	*19%*	*6%*	*15%*	*14%*	*14%*	*11%*	*11%*	*12%*
		f			f	**dfj**		f	f	f			

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2398**	331	128	41	563	172	162	184	142	174	209	155	137
Weighted total	**2000**	289	154	57	261	123	116	150	141	209	187	184	130
Net: £500,000 - <£1,000													
,000	**116**	17	11	2	13	8	5	15	9	16	13	4	4
	6%	*6%*	*7%*	*3%*	*5%*	*7%*	*5%*	*10%*	*7%*	*8%*	*7%*	*2%*	*3%*
			k			k		**dkl**		k	k		
Net: £1,000,000 - <£2													
,000,000	**60**	10	5	-	9	1	3	3	6	5	9	6	3
	3%	*4%*	*3%*	*-%*	*3%*	*1%*	*3%*	*2%*	*4%*	*3%*	*5%*	*3%*	*2%*
									e		e		
Net: >£2,000,000	**38**	4	2	-	6	2	2	1	3	4	3	6	4
	2%	*1%*	*1%*	*-%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*3%*	*3%*

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

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

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2398**	500	897	500	501
Weighted total	**2000**	500	500	500	500
Up to £49,999	**402**	76	102	96	128
	20%	*15%*	*20%* a	*19%*	*26%* **abc**
£50,000 - £99,999	**289**	58	86	69	77
	14%	*12%*	*17%* a	*14%*	*15%*
£100,000 - £199,999	**208**	45	56	72	35
	10%	*9%*	*11%* d	*14%* **ad**	*7%*
£200,000 - £299,999	**142**	33	36	39	34
	7%	*7%*	*7%*	*8%*	*7%*
£300,000 - £399,999	**62**	17	12	19	14
	3%	*3%*	*2%*	*4%*	*3%*
£400,000 - £499,999	**45**	12	13	12	9
	2%	*2%*	*3%*	*2%*	*2%*
£500,000 - £749,999	**68**	19	15	23	11
	3%	*4%*	*3%*	*5%* d	*2%*
£750,000 - £999,999	**48**	10	12	17	9
	2%	*2%*	*2%*	*3%*	*2%*
£1,000,000 - £1,499,999	**50**	13	11	12	14
	2%	*3%*	*2%*	*2%*	*3%*
£1,500,000 - £1,999,999	**10**	2	2	2	3
	****%***	**%*	**%*	**%*	*1%*
£2,000,000 - £4,999,999	**24**	5	6	3	10
	1%	*1%*	*1%*	*1%*	*2%*
£5,000,000 +	**14**	1	4	5	4
	1%	**%*	*1%*	*1%*	*1%*
Don't know / not sure	**573**	192	123	115	143
	29%	*38%* **bcd**	*25%*	*23%*	*29%* c
Refused	**64**	16	23	15	10
	3%	*3%*	*5%* d	*3%*	*2%*
Net:<£200,000	**900**	180	243	237	239
	45%	*36%*	*49%* a	*47%* a	*48%* a
Net: £200,000 - <£500,000	**249**	62	60	70	56
	12%	*12%*	*12%*	*14%*	*11%*
Net: £500,000 - <£1,000,000	**116**	29	27	40	20
	6%	*6%*	*5%*	*8%* **bd**	*4%*
Net: £1,000,000 - <£2,000,000	**60**	15	13	14	17
	3%	*3%*	*3%*	*3%*	*3%*

Columns Tested: a,b,c,d

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

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2398**	500	897	500	501
Weighted total	**2000**	500	500	500	500
Net: >£2,000,000	**38**	6	10	8	14
	2%	*1%*	*2%*	*2%*	*3%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 3

C3. Where in the UK do you work?

Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total	**2000**	1920	51	18	11	80	692	457	116	50	48
East of England	**176**	169	4	2	1	7	73	32	15	4	4
	9%	*9%*	*8%*	*8%*	*9%*	*8%*	*11%* b	*7%*	*13%* b	*7%*	*9%*
East Midlands	**138**	133	4	1	*	5	61	31	10	5	3
	7%	*7%*	*7%*	*8%*	*3%*	*7%*	*9%*	*7%*	*8%*	*10%*	*7%*
Greater London	**307**	299	5	2	1	8	110	64	17	7	9
	15%	*16%* **bde**	*9%*	*10%*	*8%*	*9%*	*16%*	*14%*	*14%*	*14%*	*20%*
North East	**78**	73	3	1	1	4	23	23	2	1	*
	4%	*4%*	*5%*	*4%*	*7%*	*5%*	*3%*	*5%* e	*2%*	*2%*	*1%*
North West	**182**	173	5	2	1	9	53	38	9	3	6
	9%	*9%*	*10%*	*13%*	*12%*	*11%*	*8%*	*8%*	*7%*	*5%*	*14%* **ad**
South East	**323**	315	5	1	1	8	105	84	23	8	7
	16%	*16%* **bce**	*10%*	*8%*	*13%*	*10%*	*15%*	*18%*	*19%*	*17%*	*14%*
South West	**211**	206	3	1	1	4	87	43	7	5	3
	11%	*11%* **bce**	*5%*	*5%*	*6%*	*5%*	*13%* **ce**	*9%*	*6%*	*9%*	*5%*
West Midlands	**166**	158	5	2	1	8	41	42	15	7	3
	8%	*8%*	*10%*	*8%*	*12%*	*10%*	*6%*	*9%* a	*13%* **ae**	*14%* **ae**	*5%*
Yorkshire and The Humber	**141**	134	4	2	1	7	47	36	5	5	6
	7%	*7%*	*9%*	*9%*	*8%*	*9%*	*7%*	*8%*	*4%*	*9%*	*12%* **ac**
Scotland	**98**	92	5	1	1	7	28	23	6	2	1
	5%	*5%*	*9%* a	*7%*	*7%*	*9%* a	*4%*	*5%*	*5%*	*3%*	*3%*
Wales	**95**	89	4	1	1	6	38	21	4	2	3
	5%	*5%*	*8%* a	*6%*	*8%*	*8%* a	*5%*	*5%*	*4%*	*5%*	*6%*
Northern Ireland	**86**	79	4	2	1	7	25	20	3	2	3
	4%	*4%*	*8%* a	*12%* a	*7%*	*9%* a	*4%*	*4%*	*3%*	*4%*	*5%*
Net: England	**1720**	1660	38	14	8	60	600	393	102	44	41
	86%	*86%* **bcde**	*75%*	*75%*	*77%*	*75%*	*87%*	*86%*	*88%*	*88%*	*86%*
Net: Scotland	**98**	92	5	1	1	7	28	23	6	2	1
	5%	*5%*	*9%* a	*7%*	*7%*	*9%* a	*4%*	*5%*	*5%*	*3%*	*3%*
Net: Wales	**95**	89	4	1	1	6	38	21	4	2	3
	5%	*5%*	*8%* a	*6%*	*8%*	*8%* a	*5%*	*5%*	*4%*	*5%*	*6%*
Net: Northern Ireland	**86**	79	4	2	1	7	25	20	3	2	3
	4%	*4%*	*8%* a	*12%* a	*7%*	*9%* a	*4%*	*4%*	*3%*	*4%*	*5%*

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

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total	**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
East of England	**176**	128	6	6	-	-	32	1	2	-	175	-	-	1
	9%	*58%*	*5%*	*2%*	*-%*	*-%*	*10%*	*1%*	*1%*	*-%*	*10%*	*-%*	*-%*	*1%*
		bcdefgh ijklm	**egiklm**	**kl**			**cdeghiklm**				**cdeghik lm**			
East Midlands	**138**	24	90	-	-	*	8	-	8	7	137	1	-	-
	7%	*11%*	*79%*	*-%*	*-%*	**%*	*2%*	*-%*	*5%*	*4%*	*8%*	*1%*	*-%*	*-%*
		cdefghiacdefghi klm	**jklm**				**cglm**		**cegklm**	**cegklmcdefgkl**	m			
Greater London	**307**	2	2	252	*	-	48	-	3	-	306	*	-	-
	15%	*1%*	*1%*	*85%*	**%*	*-%*	*15%*	*-%*	*2%*	*-%*	*18%*	**%*	*-%*	*-%*
			lmabdefgh	**ijklm**			**abdeghiklm**		**klm**		**abdeghi klm**			
North East	**78**	3	4	2	42	7	2	-	*	17	75	2	-	*
	4%	*1%*	*3%*	*1%*	*65%*	*4%*	*1%*	*-%*	**%*	*10%*	*4%*	*2%*	*-%*	**%*
			fghlm		**abcefghijk lm**	**cfghlm**				**acefghjklacfghkl** m	m	l		
North West	**182**	-	*	5	15	152	1	1	1	5	180	-	*	1
	9%	*-%*	**%*	*2%*	*22%*	*94%*	**%*	*1%*	*1%*	*3%*	*11%*	*-%*	*1%*	*1%*
				kabcfghijkl	m	**abcdfghijk lm**				**afklabcfghi**	**klm**			
South East	**323**	60	2	28	1	*	216	11	-	3	321	1	*	*
	16%	*27%*	*2%*	*9%*	*2%*	**%*	*67%*	*5%*	*-%*	*2%*	*19%*	*1%*	**%*	**%*
		bcdeghi jklm		**bdehikl** m			**abcdeghijk lm**	**ehklm**		**lmbcdeghi**	**klm**			
South West	**211**	3	-	4	-	-	14	184	3	-	207	-	3	-
	11%	*1%*	*-%*	*1%*	*-%*	*-%*	*4%*	*92%*	*2%*	*-%*	*12%*	*-%*	*4%*	*-%*
		k		k			**bceikmabcdefhijk lm**		**km**		**abcdefh iklm**		**eikm**	
West Midlands	**166**	*	11	-	2	-	3	1	147	-	164	-	2	-
	8%	**%*	*10%*	*-%*	*3%*	*-%*	*1%*	*1%*	*89%*	*-%*	*10%*	*-%*	*2%*	*-%*
			acefgikl m		**aceikm**				**abcdefgi jklm**		**acefgik lm**		**ckm**	
Yorkshire and The Humber	**141**	-	-	1	5	-	-	2	-	134	141	-	-	-
	7%	*-%*	*-%*	**%*	*7%*	*-%*	*-%*	*1%*	*-%*	*81%*	*8%*	*-%*	*-%*	*-%*
					abcefghklm					**abcdefghjabcefgh klm**	**klm**			
Scotland	**98**	-	-	-	-	-	-	-	-	-	-	98	*	-
	5%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*96%*	**%*	*-%*
												abcdefgh ijlm		
Wales	**95**	*	-	-	1	2	-	-	1	-	4	-	92	-
	5%	**%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*	*94%*	*-%*
						fjk							**abcdefghij km**	
Northern Ireland	**86**	-	-	-	-	-	-	-	-	-	-	-	-	86
	4%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*97%*
														abcdefgh ijkl
Net: England	**1720**	220	114	298	65	159	324	200	163	165	1708	4	6	2
	86%	*100%*	*100%*	*100%*	*99%*	*99%*	*100%*	*100%*	*99%*	*100%*	*100%*	*4%*	*6%*	*3%*
		klm	**klm**	**klm**	**klm**	**klm**	**eklm**	**klm**	**klm**	**klm**	**eklm**			

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total	**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
Net: Scotland	**98**	-	-	-	-	-	-	-	-	-	-	98	*	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*96%* **abcdefgh ijlm**	**%*	-%
Net: Wales	**95**	*	-	-	1	2	-	-	1	-	4	-	92	-
	5%	**%*	-%	-%	*1%*	*1%* **fjk**	-%	-%	*1%*	-%	**%*	-%	*94%* **abcdefghij km**	-%
Net: Northern Ireland	**86**	-	-	-	-	-	-	-	-	-	-	-	-	86
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*97%* **abcdefgh ijkl**

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2398**	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total	**2000**	38	176	47	194	589	56	141	756	1548	452	1794	206
East of England	**176**	3	20	3	15	44	4	12	75	123	53	161	16
	9%	*9%*	*12%*	*6%*	*8%*	*7%*	*7%*	*8%*	*10%*	*8%*	*12%* a	*9%*	*8%*
East Midlands	**138**	1	11	2	24	51	*	12	37	89	49	130	8
	7%	*3%*	*6%*	*5%*	*12%* **abfh**	*9%* **fh**	*1%*	*8%* f	*5%*	*6%*	*11%* a	*7%* b	*4%*
Greater London	**307**	2	24	7	22	55	5	28	163	307	-	268	39
	15%	*5%*	*14%*	*16%*	*11%*	*9%*	*8%*	*20%* **adef**	*22%* **abdef**	*20%* b	*-%*	*15%*	*19%*
North East	**78**	1	10	2	9	17	4	6	29	60	17	69	9
	4%	*2%*	*5%*	*4%*	*4%*	*3%*	*7%* e	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*
North West	**182**	4	11	6	17	58	5	16	66	161	21	150	32
	9%	*11%*	*6%*	*12%*	*9%*	*10%*	*8%*	*11%*	*9%*	*10%* b	*5%*	*8%*	*15%* a
South East	**323**	1	21	5	34	115	13	26	106	247	75	287	35
	16%	*3%*	*12%* a	*11%*	*18%* a	*20%* **abh**	*24%* **abh**	*19%* a	*14%* a	*16%*	*17%*	*16%*	*17%*
South West	**211**	10	17	6	19	73	9	11	64	140	71	199	12
	11%	*26%* **bdegh**	*10%*	*14%*	*10%*	*12%* h	*16%* h	*8%*	*8%*	*9%*	*16%* a	*11%* b	*6%*
West Midlands	**166**	*	28	4	11	53	*	5	64	138	28	156	10
	8%	*1%*	*16%* **adefgh**	*9%* **af**	*6%*	*9%* **afg**	*1%*	*4%*	*8%* **afg**	*9%* b	*6%*	*9%* b	*5%*
Yorkshire and The Humber	**141**	4	14	4	21	42	10	4	42	109	32	125	15
	7%	*10%* g	*8%* g	*8%*	*11%* **gh**	*7%* g	*18%* **begh**	*3%*	*6%*	*7%*	*7%*	*7%*	*7%*
Scotland	**98**	3	6	4	7	29	2	7	40	64	34	88	10
	5%	*8%*	*3%*	*9%*	*4%*	*5%*	*4%*	*5%*	*5%*	*4%*	*8%* a	*5%*	*5%*
Wales	**95**	5	9	1	10	29	3	4	34	57	38	88	8
	5%	*14%* **bcdegh**	*5%*	*3%*	*5%*	*5%*	*5%*	*3%*	*4%*	*4%*	*8%* a	*5%*	*4%*
Northern Ireland	**86**	3	6	1	6	23	1	9	36	53	33	73	13
	4%	*8%*	*4%*	*3%*	*3%*	*4%*	*2%*	*7%*	*5%*	*3%*	*7%* a	*4%*	*6%*
Net: England	**1720**	27	155	40	171	508	50	120	646	1374	346	1545	175
	86%	*70%*	*88%* a	*85%* a	*88%* a	*86%* a	*90%* a	*85%* a	*85%* a	*89%* b	*77%*	*86%*	*85%*
Net: Scotland	**98**	3	6	4	7	29	2	7	40	64	34	88	10
	5%	*8%*	*3%*	*9%*	*4%*	*5%*	*4%*	*5%*	*5%*	*4%*	*8%* a	*5%*	*5%*
Net: Wales	**95**	5	9	1	10	29	3	4	34	57	38	88	8
	5%	*14%* **bcdegh**	*5%*	*3%*	*5%*	*5%*	*5%*	*3%*	*4%*	*4%*	*8%* a	*5%*	*4%*

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2398**	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total	**2000**	38	176	47	194	589	56	141	756	1548	452	1794	206
Net: Northern Ireland	**86**	3	6	1	6	23	1	9	36	53	33	73	13
	4%	*8%*	*4%*	*3%*	*3%*	*4%*	*2%*	*7%*	*5%*	*3%*	*7%* a	*4%*	*6%*

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

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2398**	2274	124	1449	371	549
Weighted total	**2000**	1874	126	1243	290	433
East of England	**176**	158	18	115	28	33
	9%	*8%*	*14%* a	*9%*	*10%*	*8%*
East Midlands	**138**	130	8	83	23	30
	7%	*7%*	*6%*	*7%*	*8%*	*7%*
Greater London	**307**	294	13	193	50	56
	15%	*16%*	*10%*	*16%*	*17%*	*13%*
North East	**78**	73	4	54	11	12
	4%	*4%*	*4%*	*4%*	*4%*	*3%*
North West	**182**	175	6	125	23	32
	9%	*9%*	*5%*	*10%*	*8%*	*7%*
South East	**323**	303	19	200	49	67
	16%	*16%*	*15%*	*16%*	*17%*	*15%*
South West	**211**	194	16	125	24	59
	11%	*10%*	*13%*	*10%*	*8%*	*14%* **ab**
West Midlands	**166**	156	10	104	17	41
	8%	*8%*	*8%*	*8%*	*6%*	*9%*
Yorkshire and The Humber	**141**	128	13	73	24	40
	7%	*7%*	*10%*	*6%*	*8%*	*9%* a
Scotland	**98**	93	5	60	16	23
	5%	*5%*	*4%*	*5%*	*5%*	*5%*
Wales	**95**	87	8	62	12	21
	5%	*5%*	*6%*	*5%*	*4%*	*5%*
Northern Ireland	**86**	81	5	51	14	21
	4%	*4%*	*4%*	*4%*	*5%*	*5%*
Net: England	**1720**	1613	107	1071	248	369
	86%	*86%*	*85%*	*86%*	*86%*	*85%*
Net: Scotland	**98**	93	5	60	16	23
	5%	*5%*	*4%*	*5%*	*5%*	*5%*
Net: Wales	**95**	87	8	62	12	21
	5%	*5%*	*6%*	*5%*	*4%*	*5%*
Net: Northern Ireland	**86**	81	5	51	14	21
	4%	*4%*	*4%*	*4%*	*5%*	*5%*

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

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

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**2398**	1908	413	60	8	5	3	-	1	2321	77	904	1004	490
Weighted total	**2000**	1695	267	30	5	3	1	-	*	1962	38	905	790	305
East of England	**176**	155	19	-	2	-	*	-	-	174	2	84	71	21
	9%	*9%*	*7%*	*-%*	*43%*	*-%*	*41%*	*-%*	*-%*	*9%*	*6%*	*9%*	*9%*	*7%*
		c	c							c				
East Midlands	**138**	107	25	4	-	2	-	-	-	132	6	56	51	31
	7%	*6%*	*9%*	*12%*	*-%*	*68%*	*-%*	*-%*	*-%*	*7%*	*15%*	*6%*	*7%*	*10%*
			a								**ai**			**ab**
Greater London	**307**	268	36	3	*	-	-	-	-	303	3	135	133	39
	15%	*16%*	*13%*	*11%*	*1%*	*-%*	*-%*	*-%*	*-%*	*15%*	*9%*	*15%*	*17%*	*13%*
													c	
North East	**78**	71	6	-	-	-	-	-	-	78	-	38	34	6
	4%	*4%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*4%*	*4%*	*2%*
												c	c	
North West	**182**	159	18	5	*	*	-	-	-	177	5	86	73	23
	9%	*9%*	*7%*	*15%*	*2%*	*4%*	*-%*	*-%*	*-%*	*9%*	*13%*	*9%*	*9%*	*8%*
				b										
South East	**323**	266	52	5	-	-	-	-	-	318	5	159	107	57
	16%	*16%*	*19%*	*16%*	*-%*	*-%*	*-%*	*-%*	*-%*	*16%*	*12%*	*18%*	*14%*	*19%*
												b		b
South West	**211**	172	31	7	*	-	-	-	*	204	7	95	78	38
	11%	*10%*	*12%*	*23%*	*1%*	*-%*	*-%*	*-%*	*100%*	*10%*	*19%*	*10%*	*10%*	*13%*
				abi							**ai**			
West Midlands	**166**	139	24	1	2	*	*	-	-	163	3	72	66	27
	8%	*8%*	*9%*	*3%*	*39%*	*9%*	*41%*	*-%*	*-%*	*8%*	*8%*	*8%*	*8%*	*9%*
Yorkshire and The Humber	**141**	120	19	1	-	1	-	-	-	139	2	59	61	20
	7%	*7%*	*7%*	*4%*	*-%*	*18%*	*-%*	*-%*	*-%*	*7%*	*5%*	*7%*	*8%*	*7%*
Scotland	**98**	82	15	1	-	-	*	-	-	97	2	40	42	16
	5%	*5%*	*6%*	*5%*	*-%*	*-%*	*18%*	*-%*	*-%*	*5%*	*4%*	*4%*	*5%*	*5%*
Wales	**95**	82	11	2	-	-	-	-	-	93	2	48	34	13
	5%	*5%*	*4%*	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*6%*	*5%*	*4%*	*4%*
Northern Ireland	**86**	73	12	1	1	-	-	-	-	85	2	33	40	13
	4%	*4%*	*4%*	*3%*	*12%*	*-%*	*-%*	*-%*	*-%*	*4%*	*4%*	*4%*	*5%*	*4%*
Net: England	**1720**	1457	229	26	4	3	*	-	*	1687	33	784	674	263
	86%	*86%*	*86%*	*85%*	*88%*	*100%*	*82%*	*-%*	*100%*	*86%*	*86%*	*87%*	*85%*	*86%*
Net: Scotland	**98**	82	15	1	-	-	*	-	-	97	2	40	42	16
	5%	*5%*	*6%*	*5%*	*-%*	*-%*	*18%*	*-%*	*-%*	*5%*	*4%*	*4%*	*5%*	*5%*
Net: Wales	**95**	82	11	2	-	-	-	-	-	93	2	48	34	13
	5%	*5%*	*4%*	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*6%*	*5%*	*4%*	*4%*
Net: Northern Ireland	**86**	73	12	1	1	-	-	-	-	85	2	33	40	13
	4%	*4%*	*4%*	*3%*	*12%*	*-%*	*-%*	*-%*	*-%*	*4%*	*4%*	*4%*	*5%*	*4%*

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total	**2398**	1469	998	1607	769	623	1539	1412	108	42	30	9	4	1
Weighted total	**2000**	1088	703	1219	609	435	1190	1113	54	27	17	3	4	*
East of England	**176**	84	59	98	56	32	100	95	1	1	-	-	-	-
	9%	*8%*	*8%*	*8%*	*9%*	*7%*	*8%*	*9%* b	*3%*	*5%*	*-%*	*-%*	*-%*	*-%*
East Midlands	**138**	75	63	92	46	37	95	77	8	2	4	1	-	-
	7%	*7%*	*9%*	*8%*	*8%*	*9%*	*8%*	*7%*	*16%* a	*7%*	*22%* a	*38%*	*-%*	*-%*
Greater London	**307**	163	109	183	104	76	159	168	6	5	3	-	2	-
	15%	*15%*	*15%*	*15%*	*17%* f	*17%* f	*13%*	*15%*	*11%*	*17%*	*16%*	*-%*	*50%*	*-%*
North East	**78**	39	26	42	19	14	50	39	1	2	-	-	-	-
	4%	*4%*	*4%*	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	*7%*	*-%*	*-%*	*-%*	*-%*
North West	**182**	109	63	120	47	18	96	114	5	1	*	-	-	-
	9%	*10%* e	*9%* e	*10%* e	*8%* e	*4%*	*8%* e	*10%*	*10%*	*2%*	*1%*	*-%*	*-%*	*-%*
South East	**323**	190	114	211	101	70	193	195	8	4	3	-	-	-
	16%	*17%*	*16%*	*17%*	*17%*	*16%*	*16%*	*18%*	*15%*	*14%*	*17%*	*-%*	*-%*	*-%*
South West	**211**	115	63	128	65	41	134	114	6	5	*	1	2	*
	11%	*11%*	*9%*	*10%*	*11%*	*10%*	*11%*	*10%*	*10%*	*17%* d	*2%*	*40%*	*45%*	*100%*
West Midlands	**166**	78	56	90	59	38	97	81	5	2	2	-	-	-
	8%	*7%*	*8%*	*7%*	*10%* a	*9%*	*8%*	*7%*	*8%*	*8%*	*11%*	*-%*	*-%*	*-%*
Yorkshire and The Humber	**141**	75	51	81	38	46	91	71	4	4	2	-	-	-
	7%	*7%*	*7%*	*7%*	*6%*	*10%* **abcdf**	*8%*	*6%*	*8%*	*14%*	*14%*	*-%*	*-%*	*-%*
Scotland	**98**	53	36	59	29	18	58	54	2	1	1	*	*	-
	5%	*5%*	*5%*	*5%*	*5%*	*4%*	*5%*	*5%*	*5%*	*4%*	*7%*	*16%*	*3%*	*-%*
Wales	**95**	56	34	61	24	22	57	57	3	*	1	*	-	-
	5%	*5%*	*5%*	*5%*	*4%*	*5%*	*5%*	*5%*	*6%*	*1%*	*5%*	*7%*	*-%*	*-%*
Northern Ireland	**86**	50	30	54	20	24	58	48	4	1	1	-	*	-
	4%	*5%*	*4%*	*4%*	*3%*	*5%* d	*5%*	*4%*	*7%*	*5%*	*4%*	*-%*	*3%*	*-%*
Net: England	**1720**	929	603	1045	535	372	1016	955	44	25	14	2	3	*
	86%	*85%*	*86%*	*86%*	*88%*	*85%*	*85%*	*86%*	*83%*	*90%*	*83%*	*78%*	*95%*	*100%*
Net: Scotland	**98**	53	36	59	29	18	58	54	2	1	1	*	*	-
	5%	*5%*	*5%*	*5%*	*5%*	*4%*	*5%*	*5%*	*5%*	*4%*	*7%*	*16%*	*3%*	*-%*
Net: Wales	**95**	56	34	61	24	22	57	57	3	*	1	*	-	-
	5%	*5%*	*5%*	*5%*	*4%*	*5%*	*5%*	*5%*	*6%*	*1%*	*5%*	*7%*	*-%*	*-%*
Net: Northern Ireland	**86**	50	30	54	20	24	58	48	4	1	1	-	*	-
	4%	*5%*	*4%*	*4%*	*3%*	*5%* d	*5%*	*4%*	*7%*	*5%*	*4%*	*-%*	*3%*	*-%*

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

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	2398	733	17	11	4	1	3	-	4	487	391	399	316	13
Weighted total	2000	586	10	7	5	*	*	-	1	450	298	284	176	11
East of England	176	56	*	*	-	-	-	-	-	37	21	21	16	4
	9%	*9%*	*2%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*7%*	*7%*	*9%*	*34%*
East Midlands	138	44	2	*	-	-	-	-	-	36	12	30	14	-
	7%	*8%*	*21%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*4%*	*10%* b	*8%* b	*-%*
Greater London	307	104	*	*	-	-	-	-	-	71	47	47	18	*
	15%	*18%*	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*16%* d	*16%* d	*17%* d	*10%*	*1%*
North East	78	19	-	-	-	-	-	-	-	16	12	11	3	-
	4%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*4%*	*4%*	*2%*	*-%*
North West	182	44	-	4	-	*	-	-	*	52	29	25	14	-
	9%	*7%*	*-%*	*55%*	*-%*	*100%*	*-%*	*-%*	*22%*	*12%*	*10%*	*9%*	*8%*	*-%*
South East	323	96	2	-	3	-	*	-	*	76	51	40	40	3
	16%	*16%*	*17%*	*-%*	*65%*	*-%*	*13%*	*-%*	*10%*	*17%*	*17%*	*14%*	*23%* ac	*24%*
South West	211	63	*	2	-	-	*	-	*	53	32	28	14	*
	11%	*11%*	*1%*	*27%*	*-%*	*-%*	*30%*	*-%*	*24%*	*12%*	*11%*	*10%*	*8%*	*1%*
West Midlands	166	55	2	-	2	-	*	-	*	32	22	20	15	-
	8%	*9%*	*19%*	*-%*	*35%*	*-%*	*56%*	*-%*	*44%*	*7%*	*7%*	*7%*	*9%*	*-%*
Yorkshire and The Humber	141	34	3	-	-	-	-	-	-	17	28	20	14	3
	7%	*6%*	*32%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*9%* a	*7%* a	*8%* a	*26%*
Scotland	98	29	*	*	*	-	-	-	-	18	16	14	10	1
	5%	*5%*	*1%*	*7%*	*1%*	*-%*	*-%*	*-%*	*-%*	*4%*	*5%*	*5%*	*6%*	*9%*
Wales	95	24	*	*	-	-	-	-	-	23	14	16	7	1
	5%	*4%*	**%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*5%*	*6%*	*4%*	*5%*
Northern Ireland	86	19	1	*	-	-	-	-	-	18	13	13	9	-
	4%	*3%*	*6%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*5%*	*5%*	*5%*	*-%*
Net: England	1720	514	9	6	5	*	*	-	1	391	254	240	149	9
	86%	*88%*	*93%*	*89%*	*99%*	*100%*	*100%*	*-%*	*100%*	*87%*	*85%*	*85%*	*85%*	*86%*
Net: Scotland	98	29	*	*	*	-	-	-	-	18	16	14	10	1
	5%	*5%*	*1%*	*7%*	*1%*	*-%*	*-%*	*-%*	*-%*	*4%*	*5%*	*5%*	*6%*	*9%*
Net: Wales	95	24	*	*	-	-	-	-	-	23	14	16	7	1
	5%	*4%*	**%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*5%*	*6%*	*4%*	*5%*
Net: Northern Ireland	86	19	1	*	-	-	-	-	-	18	13	13	9	-
	4%	*3%*	*6%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*5%*	*5%*	*5%*	*-%*

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
East of England	**176**	21	14	12	7	2	35	-	21	146	30	93	5
	9%	*10%*	*10%*	*7%*	*8%*	*38%*	*8%*	*-%*	*12%* b	*8%*	*12%*	*8%*	*9%*
East Midlands	**138**	11	8	16	10	1	35	4	8	126	12	90	2
	7%	*5%*	*6%*	*9%*	*12%* ab	*21%*	*8%*	*16%* c	*5%*	*7%*	*5%*	*8%*	*4%*
Greater London	**307**	47	17	28	10	*	62	6	35	267	40	172	10
	15%	*23%* bd	*12%*	*17%*	*12%*	*3%*	*15%*	*23%*	*20%*	*15%*	*16%*	*15%*	*19%*
North East	**78**	7	6	3	3	-	12	-	6	74	3	42	*
	4%	*3%*	*4%*	*2%*	*4%*	*-%*	*3%*	*-%*	*4%*	*4%* b	*1%*	*4%*	**%*
North West	**182**	13	12	15	7	-	34	1	13	155	27	113	6
	9%	*6%*	*9%*	*9%*	*8%*	*-%*	*8%*	*4%*	*7%*	*9%*	*11%*	*10%*	*12%*
South East	**323**	37	27	24	13	*	57	4	39	281	42	201	9
	16%	*18%*	*19%*	*14%*	*16%*	*2%*	*14%*	*18%*	*23%* a	*16%*	*16%*	*17%*	*18%*
South West	**211**	20	16	17	11	*	49	3	12	178	32	119	8
	11%	*10%*	*12%*	*10%*	*13%*	*1%*	*12%* c	*13%*	*7%*	*10%*	*12%*	*10%*	*15%*
West Midlands	**166**	14	10	24	11	*	51	2	6	142	24	87	2
	8%	*7%*	*7%*	*14%* ab	*13%* a	*5%*	*12%* c	*9%*	*3%*	*8%*	*9%*	*8%*	*4%*
Yorkshire and The Humber	**141**	9	13	11	5	*	28	*	9	123	17	78	3
	7%	*4%*	*9%*	*6%*	*5%*	*5%*	*7%*	**%*	*5%*	*7%*	*7%*	*7%*	*5%*
Scotland	**98**	14	6	8	*	1	18	2	9	90	9	58	2
	5%	*7%* d	*4%*	*5%* d	**%*	*12%*	*4%*	*9%*	*5%*	*5%*	*3%*	*5%*	*4%*
Wales	**95**	8	6	6	5	*	17	1	6	86	9	60	2
	5%	*4%*	*4%*	*3%*	*5%*	*6%*	*4%*	*3%*	*4%*	*5%*	*4%*	*5%*	*3%*
Northern Ireland	**86**	6	5	5	3	*	12	1	7	76	10	51	3
	4%	*3%*	*4%*	*3%*	*3%*	*8%*	*3%*	*4%*	*4%*	*4%*	*4%*	*4%*	*6%*
Net: England	**1720**	180	122	150	77	4	364	20	149	1492	227	997	47
	86%	*87%*	*88%*	*89%*	*91%*	*74%*	*89%*	*83%*	*87%*	*86%*	*89%*	*86%*	*88%*
Net: Scotland	**98**	14	6	8	*	1	18	2	9	90	9	58	2
	5%	*7%* d	*4%*	*5%* d	**%*	*12%*	*4%*	*9%*	*5%*	*5%*	*3%*	*5%*	*4%*
Net: Wales	**95**	8	6	6	5	*	17	1	6	86	9	60	2
	5%	*4%*	*4%*	*3%*	*5%*	*6%*	*4%*	*3%*	*4%*	*5%*	*4%*	*5%*	*3%*

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
Net: Northern Ireland	**86**	6	5	5	3	*	12	1	7	76	10	51	3
	4%	*3%*	*4%*	*3%*	*3%*	*8%*	*3%*	*4%*	*4%*	*4%*	*4%*	*4%*	*6%*

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2398**	77	164	224	33	531	238	477	1370	220	1
Weighted total	**2000**	62	137	177	19	402	207	340	1009	122	2
East of England	**176**	1	20	20	4	29	27	23	76	7	-
	9%	*2%*	*15%* a	*11%*	*22%*	*7%*	*13%* a	*7%*	*8%*	*6%*	*-%*
East Midlands	**138**	6	11	15	1	32	14	24	68	12	-
	7%	*10%*	*8%*	*9%*	*7%*	*8%*	*7%*	*7%*	*7%*	*9%*	*-%*
Greater London	**307**	9	25	31	4	65	40	69	144	30	-
	15%	*14%*	*18%*	*17%*	*23%*	*16%*	*19%*	*20%* b	*14%*	*25%* b	*-%*
North East	**78**	1	2	3	2	15	3	12	35	3	-
	4%	*2%*	*1%*	*2%*	*9%* a	*4%*	*2%*	*3%*	*4%*	*2%*	*-%*
North West	**182**	5	7	12	2	31	17	27	101	9	-
	9%	*8%*	*5%*	*7%*	*11%*	*8%*	*8%*	*8%*	*10%*	*8%*	*-%*
South East	**323**	6	27	34	*	65	36	51	180	13	2
	16%	*10%*	*20%*	*19%* b	*1%*	*16%*	*17%*	*15%*	*18%* c	*11%*	*100%*
South West	**211**	15	13	20	*	46	19	32	111	6	-
	11%	*24%* b	*9%*	*11%*	*1%*	*11%*	*9%*	*9%* c	*11%* c	*5%*	*-%*
West Midlands	**166**	9	12	15	-	41	18	31	72	12	-
	8%	*15%*	*9%*	*8%*	*-%*	*10%*	*9%*	*9%*	*7%*	*10%*	*-%*
Yorkshire and The Humber	**141**	2	5	8	1	24	13	23	71	3	-
	7%	*3%*	*4%*	*4%*	*5%*	*6%*	*6%*	*7%* c	*7%* c	*3%*	*-%*
Scotland	**98**	2	4	5	2	23	6	15	51	6	-
	5%	*4%*	*3%*	*3%*	*9%*	*6%*	*3%*	*4%*	*5%*	*5%*	*-%*
Wales	**95**	3	5	8	1	18	7	19	52	6	-
	5%	*5%*	*4%*	*4%*	*3%*	*4%*	*3%*	*6%*	*5%*	*5%*	*-%*
Northern Ireland	**86**	1	5	7	2	13	7	14	47	16	-
	4%	*2%*	*4%*	*4%*	*9%*	*3%*	*3%*	*4%*	*5%*	*13%* **ab**	*-%*
Net: England	**1720**	55	122	157	15	348	187	291	859	95	2
	86%	*89%*	*89%*	*89%*	*78%*	*87%*	*90%*	*86%* c	*85%* c	*78%*	*100%*
Net: Scotland	**98**	2	4	5	2	23	6	15	51	6	-
	5%	*4%*	*3%*	*3%*	*9%*	*6%*	*3%*	*4%*	*5%*	*5%*	*-%*
Net: Wales	**95**	3	5	8	1	18	7	19	52	6	-
	5%	*5%*	*4%*	*4%*	*3%*	*4%*	*3%*	*6%*	*5%*	*5%*	*-%*
Net: Northern Ireland	**86**	1	5	7	2	13	7	14	47	16	-
	4%	*2%*	*4%*	*4%*	*9%*	*3%*	*3%*	*4%*	*5%*	*13%* **ab**	*-%*

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

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	2398	384	877	164	-	507	502	180	6	1409	943	594	1220	999	15
Weighted total	2000	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
East of England	176	16	50	6	-	32	34	9	*	84	58	30	75	61	*
	9%	6%	8%	7%	-%	8%	9%	8%	6%	8%	9%	7%	8%	9%	3%
East Midlands	138	30	51	13	-	32	30	15	-	72	62	35	71	50	-
	7%	11%	9%	15% b	-%	8%	8%	12%	-%	7%	9% a	8%	8%	7%	-%
Greater London	307	56	90	22	-	59	67	32	2	155	101	74	142	86	*
	15%	20% b	15%	25% b	-%	15%	18%	27% ab	42%	15%	15%	17%	16% b	12%	2%
North East	78	9	25	-	-	10	13	3	-	39	26	16	37	29	-
	4%	3% c	4% c	-%	-%	3%	4%	2%	-%	4%	4%	4%	4%	4%	-%
North West	182	29	47	6	-	38	19	6	-	105	59	35	95	59	-
	9%	10%	8%	6%	-%	10% b	5%	5%	-%	10%	9%	8%	10%	9%	-%
South East	323	38	108	9	-	62	65	11	2	181	106	72	150	127	1
	16%	14%	18% c	10%	-%	16% c	18% c	9%	39%	17%	16%	16%	16%	18%	23%
South West	211	17	54	3	-	50	34	8	-	105	58	53	78	70	2
	11%	6%	9% c	4%	-%	13% c	9%	6%	-%	10%	9%	12% b	9%	10%	31%
West Midlands	166	28	45	9	-	42	36	17	-	76	55	47	65	57	-
	8%	10%	7%	10%	-%	11%	10%	14%	-%	7%	8%	11% a	7%	8%	-%
Yorkshire and The Humber	141	17	41	1	-	21	23	3	-	72	48	26	64	38	-
	7%	6% c	7% c	2%	-%	5%	6% c	2%	-%	7%	7%	6%	7%	6%	-%
Scotland	98	13	32	6	-	19	18	5	-	53	34	26	48	39	1
	5%	5%	5%	7%	-%	5%	5%	4%	-%	5%	5%	6%	5%	6%	11%
Wales	95	11	30	4	-	18	15	5	*	55	33	20	47	35	1
	5%	4%	5%	4%	-%	5%	4%	4%	2%	5%	5%	4%	5%	5%	17%
Northern Ireland	86	11	28	10	-	13	14	7	*	47	28	15	36	40	1
	4%	4%	5%	11% ab	-%	3%	4%	6%	11%	5%	4%	3%	4%	6%	13%
Net: England	1720	241	512	70	-	345	323	103	4	889	572	388	776	578	3
	86%	87% c	85% c	78%	-%	88%	87%	86%	87%	85%	86%	87%	86%	84%	59%
Net: Scotland	98	13	32	6	-	19	18	5	-	53	34	26	48	39	1
	5%	5%	5%	7%	-%	5%	5%	4%	-%	5%	5%	6%	5%	6%	11%
Net: Wales	95	11	30	4	-	18	15	5	*	55	33	20	47	35	1
	5%	4%	5%	4%	-%	5%	4%	4%	2%	5%	5%	4%	5%	5%	17%
Net: Northern Ireland	86	11	28	10	-	13	14	7	*	47	28	15	36	40	1
	4%	4%	5%	11% ab	-%	3%	4%	6%	11%	5%	4%	3%	4%	6%	13%

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

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2398**	423	297	367	117	92	1159	982	55	21	18	16
Weighted total	**2000**	291	204	274	75	52	860	688	37	16	19	11
East of England	**176**	21	17	16	4	2	65	55	2	-	3	2
	9%	*7%*	*8%*	*6%*	*6%*	*4%*	*8%*	*8%*	*5%*	*-%*	*16%*	*18%*
East Midlands	**138**	29	17	17	9	7	65	46	3	2	2	*
	7%	*10%* c	*9%*	*6%*	*11%*	*13%* c	*8%*	*7%*	*9%*	*14%*	*11%*	*2%*
Greater London	**307**	51	27	44	23	16	140	81	6	5	5	*
	15%	*18%*	*13%*	*16%*	*31%* **abc**	*30%* **abc**	*16%* b	*12%*	*15%*	*32%*	*27%*	*1%*
North East	**78**	12	6	10	1	2	31	28	3	-	1	-
	4%	*4%*	*3%*	*4%*	*1%*	*3%*	*4%*	*4%*	*8%*	*-%*	*5%*	*-%*
North West	**182**	16	10	24	2	2	87	63	1	-	-	2
	9%	*6%*	*5%*	*9%* d	*3%*	*3%*	*10%*	*9%*	*1%*	*-%*	*-%*	*18%*
South East	**323**	52	38	36	5	2	144	126	7	2	3	2
	16%	*18%* **de**	*19%* **de**	*13%* e	*7%*	*4%*	*17%*	*18%*	*20%*	*10%*	*18%*	*14%*
South West	**211**	31	24	39	6	4	79	79	6	3	-	-
	11%	*11%*	*12%*	*14%*	*8%*	*8%*	*9%*	*11%*	*16%*	*18%*	*-%*	*-%*
West Midlands	**166**	24	26	30	12	8	57	60	5	*	2	1
	8%	*8%*	*13%*	*11%*	*16%* a	*16%* a	*7%*	*9%*	*14%*	*1%*	*10%*	*9%*
Yorkshire and The Humber	**141**	15	9	19	*	*	65	36	-	2	1	2
	7%	*5%* d	*5%* d	*7%* **de**	*1%*	*1%*	*8%* b	*5%*	*-%*	*11%*	*5%*	*16%*
Scotland	**98**	17	11	14	4	3	47	40	1	1	1	*
	5%	*6%*	*6%*	*5%*	*5%*	*6%*	*5%*	*6%*	*4%*	*6%*	*4%*	*3%*
Wales	**95**	10	9	14	4	1	45	35	1	1	1	1
	5%	*3%*	*4%*	*5%*	*5%*	*2%*	*5%*	*5%*	*3%*	*4%*	*4%*	*9%*
Northern Ireland	**86**	12	10	10	4	4	34	41	2	*	*	1
	4%	*4%*	*5%*	*4%*	*5%*	*8%*	*4%*	*6%* a	*5%*	*3%*	**%*	*8%*
Net: England	**1720**	252	175	235	63	43	734	572	32	14	17	9
	86%	*86%*	*86%*	*86%*	*84%*	*83%*	*85%*	*83%*	*88%*	*88%*	*91%*	*79%*
Net: Scotland	**98**	17	11	14	4	3	47	40	1	1	1	*
	5%	*6%*	*6%*	*5%*	*5%*	*6%*	*5%*	*6%*	*4%*	*6%*	*4%*	*3%*
Net: Wales	**95**	10	9	14	4	1	45	35	1	1	1	1
	5%	*3%*	*4%*	*5%*	*5%*	*2%*	*5%*	*5%*	*3%*	*4%*	*4%*	*9%*
Net: Northern Ireland	**86**	12	10	10	4	4	34	41	2	*	*	1
	4%	*4%*	*5%*	*4%*	*5%*	*8%*	*4%*	*6%* a	*5%*	*3%*	**%*	*8%*

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

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2398**	2133	1685	2163	1761	2322	1313	2167	561	4	1928	65	301	1938
Weighted total	**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
East of England	**176**	146	111	152	126	171	95	159	27	-	149	3	16	147
	9%	*8%*	*8%*	*9%*	*9%*	*9%*	*9%*	*9%*	*7%*	*-%*	*10%*	*6%*	*6%*	*9%*
East Midlands	**138**	124	101	125	107	138	60	129	28	-	110	4	29	101
	7%	*7%*	*8%*	*7%*	*8%*	*7%*	*6%*	*7%*	*7%*	*-%*	*7%*	*8%*	*11%* b	*6%*
Greater London	**307**	266	208	272	210	292	166	258	96	1	227	7	56	224
	15%	*15%*	*16%*	*16%*	*15%*	*15%*	*16%*	*15%*	*25%* ab	*22%*	*14%*	*12%*	*22%* b	*14%*
North East	**78**	71	49	71	57	74	39	70	6	2	66	1	4	72
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*4%* c	*4%* c	*2%*	*36%*	*4%*	*2%*	*2%*	*5%* a
North West	**182**	145	116	151	124	170	100	155	27	-	140	2	16	146
	9%	*8%*	*9%*	*9%*	*9%*	*9%*	*9%*	*9%*	*7%*	*-%*	*9%*	*4%*	*6%*	*9%*
South East	**323**	277	205	279	236	304	175	288	53	*	257	9	30	265
	16%	*16%*	*16%*	*16%*	*17%*	*16%*	*17%*	*16%*	*13%*	*3%*	*16%*	*16%*	*12%*	*17%* a
South West	**211**	180	135	182	138	200	103	185	29	2	166	7	27	162
	11%	*10%*	*10%*	*10%*	*10%*	*10%*	*10%*	*10%* c	*7%*	*38%*	*11%*	*14%*	*10%*	*10%*
West Midlands	**166**	141	108	143	120	161	93	147	36	-	119	9	23	128
	8%	*8%*	*8%*	*8%*	*9%*	*8%*	*9%*	*8%*	*9%*	*-%*	*8%*	*16%* a	*9%*	*8%*
Yorkshire and The Humber	**141**	130	96	131	104	139	81	122	20	-	100	5	24	102
	7%	*8%*	*7%*	*7%*	*7%*	*7%*	*8%* c	*7%*	*5%*	*-%*	*6%*	*9%*	*9%*	*6%*
Scotland	**98**	87	66	87	66	94	52	89	21	-	80	3	14	80
	5%	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*-%*	*5%*	*6%*	*6%*	*5%*
Wales	**95**	83	64	84	66	92	56	84	16	-	77	3	11	79
	5%	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*4%*	*-%*	*5%*	*6%*	*4%*	*5%*
Northern Ireland	**86**	74	54	75	57	85	39	77	34	-	76	*	8	74
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*9%* ab	*-%*	*5%*	*1%*	*3%*	*5%*
Net: England	**1720**	1480	1128	1505	1221	1648	911	1514	322	5	1334	46	224	1347
	86%	*86%*	*86%*	*86%*	*87%*	*86%*	*86%* c	*86%* c	*82%*	*100%*	*85%*	*87%*	*87%*	*85%*
Net: Scotland	**98**	87	66	87	66	94	52	89	21	-	80	3	14	80
	5%	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*-%*	*5%*	*6%*	*6%*	*5%*
Net: Wales	**95**	83	64	84	66	92	56	84	16	-	77	3	11	79
	5%	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*4%*	*-%*	*5%*	*6%*	*4%*	*5%*
Net: Northern Ireland	**86**	74	54	75	57	85	39	77	34	-	76	*	8	74
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*9%* ab	*-%*	*5%*	*1%*	*3%*	*5%*

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2398**	418	17	97	392	257	1716	412	297	107	1967	1353	1045
Weighted total	**2000**	376	13	86	352	193	1472	320	259	98	1624	1093	907
East of England	**176**	44	-	7	41	14	135	25	25	12	138	91	85
	9%	*12%*	*-%*	*8%*	*12%*	*7%*	*9%*	*8%*	*10%*	*13%*	*8%*	*8%*	*9%*
East Midlands	**138**	23	-	8	21	12	101	25	12	8	118	77	61
	7%	*6%*	*-%*	*10%*	*6%*	*6%*	*7%*	*8%*	*5%*	*8%*	*7%*	*7%*	*7%*
Greater London	**307**	71	*	14	64	23	233	46	49	15	235	169	137
	15%	*19%*	*1%*	*17%*	*18%*	*12%*	*16%*	*14%*	*19%* c	*15%*	*14%*	*15%*	*15%*
North East	**78**	5	2	1	7	5	57	16	8	3	67	33	44
	4%	*1%*	*16%*	*1%*	*2%*	*3%*	*4%*	*5%*	*3%*	*3%*	*4%*	*3%*	*5%* a
North West	**182**	33	2	6	31	15	138	29	25	6	148	94	88
	9%	*9%*	*14%*	*7%*	*9%*	*8%*	*9%*	*9%*	*10%*	*6%*	*9%*	*9%*	*10%*
South East	**323**	55	2	16	54	37	226	58	39	12	271	179	143
	16%	*15%*	*15%*	*19%*	*15%*	*19%*	*15%*	*18%*	*15%*	*12%*	*17%*	*16%*	*16%*
South West	**211**	43	4	12	41	19	156	33	28	11	169	123	88
	11%	*11%*	*28%*	*14%*	*12%*	*10%*	*11%*	*10%*	*11%*	*11%*	*10%*	*11%*	*10%*
West Midlands	**166**	36	2	10	34	20	122	20	20	14	127	90	76
	8%	*10%*	*16%*	*12%*	*10%*	*11%* c	*8%*	*6%*	*8%*	*14%* **ac**	*8%*	*8%*	*8%*
Yorkshire and The Humber	**141**	25	*	4	22	21	95	24	19	4	117	72	69
	7%	*7%*	*1%*	*5%*	*6%*	*11%* b	*6%*	*8%*	*8%*	*4%*	*7%*	*7%*	*8%*
Scotland	**98**	13	-	2	12	11	72	15	10	5	84	56	42
	5%	*4%*	*-%*	*2%*	*3%*	*6%*	*5%*	*5%*	*4%*	*5%*	*5%*	*5%*	*5%*
Wales	**95**	16	*	2	14	8	72	15	15	4	77	57	38
	5%	*4%*	*2%*	*3%*	*4%*	*4%*	*5%*	*5%*	*6%*	*4%*	*5%*	*5%*	*4%*
Northern Ireland	**86**	11	1	3	11	7	65	14	8	4	74	51	35
	4%	*3%*	*5%*	*3%*	*3%*	*4%*	*4%*	*4%*	*3%*	*4%*	*5%*	*5%*	*4%*
Net: England	**1720**	336	12	80	314	166	1263	275	226	85	1390	928	792
	86%	*89%*	*93%*	*92%*	*89%*	*86%*	*86%*	*86%*	*87%*	*87%*	*86%*	*85%*	*87%*
Net: Scotland	**98**	13	-	2	12	11	72	15	10	5	84	56	42
	5%	*4%*	*-%*	*2%*	*3%*	*6%*	*5%*	*5%*	*4%*	*5%*	*5%*	*5%*	*5%*
Net: Wales	**95**	16	*	2	14	8	72	15	15	4	77	57	38
	5%	*4%*	*2%*	*3%*	*4%*	*4%*	*5%*	*5%*	*6%*	*4%*	*5%*	*5%*	*4%*
Net: Northern Ireland	**86**	11	1	3	11	7	65	14	8	4	74	51	35
	4%	*3%*	*5%*	*3%*	*3%*	*4%*	*4%*	*4%*	*3%*	*4%*	*5%*	*5%*	*4%*

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2398**	387	59	177	91	126	57	208	134	112	256	36	134
Weighted total	**2000**	152	17	69	34	49	21	82	50	47	112	15	73
East of England	**176**	6	-	2	1	1	*	2	1	1	5	-	2
	9%	*4%*	*-%*	*3%*	*3%*	*2%*	*1%*	*3%*	*3%*	*3%*	*4%*	*-%*	*3%*
East Midlands	**138**	14	2	8	5	5	5	6	6	6	9	*	7
	7%	*9%*	*14%*	*11%*	*16%*	*9%*	*27%* **acd**	*8%*	*11%*	*12%*	*8%*	*2%*	*10%*
Greater London	**307**	12	5	6	4	5	*	6	*	7	13	*	7
	15%	*8%*	*30%* **acd**	*9%*	*11%*	*10%* **bd**	*1%*	*8%* d	*1%*	*15%* c	*12%*	*1%*	*9%*
North East	**78**	10	-	3	3	3	*	7	4	2	3	1	5
	4%	*7%* b	*-%*	*5%*	*9%* b	*6%*	*1%*	*9%* b	*8%*	*4%*	*3%*	*6%*	*7%* b
North West	**182**	14	2	9	4	7	6	7	8	4	11	*	7
	9%	*9%*	*12%*	*13%*	*12%*	*14%*	*27%* **ac**	*8%*	*15%* c	*9%*	*10%*	*2%*	*10%*
South East	**323**	30	3	11	4	7	5	18	12	12	24	4	12
	16%	*20%* d	*19%*	*17%*	*10%*	*14%*	*22%*	*22%*	*24%* a	*25%*	*22%*	*29%*	*17%*
South West	**211**	26	*	9	3	6	*	13	9	3	18	2	15
	11%	*17%* b	*1%*	*13%* b	*10%* b	*12%* b	*1%*	*16%* b	*18%* b	*7%*	*16%* a	*15%*	*21%* a
West Midlands	**166**	13	1	8	3	7	-	9	2	3	9	5	5
	8%	*9%*	*8%*	*11%*	*8%*	*15%* **bd**	*-%*	*10%* **bd**	*3%*	*7%*	*8%*	*31%* **abd**	*6%*
Yorkshire and The Humber	**141**	5	1	4	3	2	1	3	1	1	6	*	5
	7%	*4%*	*5%*	*6%*	*8%*	*5%*	*6%*	*4%*	*2%*	*2%*	*5%*	*2%*	*7%*
Scotland	**98**	8	1	4	2	3	1	5	3	2	6	1	2
	5%	*5%*	*6%*	*6%*	*6%*	*7%*	*7%*	*6%*	*7%*	*4%*	*6%*	*6%*	*3%*
Wales	**95**	6	1	3	1	2	1	3	2	3	5	1	2
	5%	*4%*	*3%*	*4%*	*3%*	*4%*	*7%*	*4%*	*5%*	*6%*	*4%*	*4%*	*3%*
Northern Ireland	**86**	5	*	2	1	1	*	2	1	2	3	*	3
	4%	*4%*	*1%*	*2%*	*2%*	*2%*	*1%*	*3%*	*3%*	*5%*	*2%*	*2%*	*4%*
Net: England	**1720**	132	15	61	30	43	18	71	43	40	99	13	66
	86%	*87%*	*90%*	*88%*	*89%*	*87%*	*85%*	*87%*	*85%*	*85%*	*88%*	*87%*	*91%*
Net: Scotland	**98**	8	1	4	2	3	1	5	3	2	6	1	2
	5%	*5%*	*6%*	*6%*	*6%*	*7%*	*7%*	*6%*	*7%*	*4%*	*6%*	*6%*	*3%*
Net: Wales	**95**	6	1	3	1	2	1	3	2	3	5	1	2
	5%	*4%*	*3%*	*4%*	*3%*	*4%*	*7%*	*4%*	*5%*	*6%*	*4%*	*4%*	*3%*
Net: Northern Ireland	**86**	5	*	2	1	1	*	2	1	2	3	*	3
	4%	*4%*	*1%*	*2%*	*2%*	*2%*	*1%*	*3%*	*3%*	*5%*	*2%*	*2%*	*4%*

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2398**	331	128	41	563	172	162	184	142	174	209	155	137
Weighted total	**2000**	289	154	57	261	123	116	150	141	209	187	184	130
East of England	**176**	27	8	11	12	5	27	10	14	21	11	8	22
	9%	*9%*	*5%*	*20%*	*4%*	*4%*	*23%*	*7%*	*10%*	*10%*	*6%*	*5%*	*17%*
		de		**abdegjk**			**abdeghijk**		**de**	**de**			**abdegjk**
East Midlands	**138**	23	8	4	24	7	4	13	17	6	8	6	18
	7%	*8%*	*5%*	*7%*	*9%*	*6%*	*4%*	*8%*	*12%*	*3%*	*4%*	*3%*	*14%*
		i			**fijk**			i	**bfijk**				**abefijk**
Greater London	**307**	33	21	29	28	16	18	21	20	43	39	22	17
	15%	*11%*	*13%*	*51%*	*11%*	*13%*	*16%*	*14%*	*14%*	*20%*	*21%*	*12%*	*13%*
				abdefghijk l						**adk**	**adekl**		
North East	**78**	15	2	-	13	3	4	6	11	-	8	9	8
	4%	*5%*	*1%*	*-%*	*5%*	*2%*	*3%*	*4%*	*8%*	*-%*	*4%*	*5%*	*6%*
		i			**bi**	i	i	i	**bei**		i	i	**bi**
North West	**182**	29	13	5	24	9	12	13	8	26	22	15	6
	9%	*10%*	*8%*	*9%*	*9%*	*8%*	*10%*	*9%*	*5%*	*12%*	*12%*	*8%*	*5%*
		l								**hl**	l		
South East	**323**	50	29	-	55	22	11	30	17	30	24	39	15
	16%	*17%*	*19%*	*-%*	*21%*	*18%*	*9%*	*20%*	*12%*	*15%*	*13%*	*21%*	*12%*
		cf	**cf**		**cfhjl**	**cf**	c	**cfl**	c	c	c	**cfhjl**	c
South West	**211**	33	15	-	40	14	5	13	17	18	14	27	13
	11%	*12%*	*10%*	*-%*	*15%*	*11%*	*5%*	*9%*	*12%*	*9%*	*7%*	*15%*	*10%*
		cf	c		**cfgij**	**cf**		c	**cf**			**cfj**	c
West Midlands	**166**	17	20	2	23	13	5	8	10	21	24	16	6
	8%	*6%*	*13%*	*3%*	*9%*	*10%*	*5%*	*6%*	*7%*	*10%*	*13%*	*9%*	*5%*
			afgl			f					**afgl**		
Yorkshire and The Humber	**141**	19	18	-	12	13	9	11	9	16	10	15	8
	7%	*7%*	*11%*	*-%*	*5%*	*11%*	*8%*	*7%*	*6%*	*8%*	*6%*	*8%*	*6%*
			cd			**cd**							
Scotland	**98**	17	7	-	12	7	7	11	6	7	12	6	6
	5%	*6%*	*4%*	*-%*	*4%*	*6%*	*6%*	*7%*	*4%*	*3%*	*7%*	*3%*	*5%*
Wales	**95**	12	7	4	10	5	8	7	8	10	6	13	6
	5%	*4%*	*4%*	*8%*	*4%*	*4%*	*7%*	*5%*	*5%*	*5%*	*3%*	*7%*	*5%*
Northern Ireland	**86**	14	8	1	8	7	6	6	5	11	8	7	5
	4%	*5%*	*5%*	*3%*	*3%*	*6%*	*5%*	*4%*	*3%*	*5%*	*4%*	*4%*	*4%*
Net: England	**1720**	246	133	51	232	103	95	126	123	181	160	157	113
	86%	*85%*	*86%*	*90%*	*89%*	*84%*	*82%*	*84%*	*87%*	*87%*	*86%*	*86%*	*87%*
					f								
Net: Scotland	**98**	17	7	-	12	7	7	11	6	7	12	6	6
	5%	*6%*	*4%*	*-%*	*4%*	*6%*	*6%*	*7%*	*4%*	*3%*	*7%*	*3%*	*5%*
Net: Wales	**95**	12	7	4	10	5	8	7	8	10	6	13	6
	5%	*4%*	*4%*	*8%*	*4%*	*4%*	*7%*	*5%*	*5%*	*5%*	*3%*	*7%*	*5%*
Net: Northern Ireland	**86**	14	8	1	8	7	6	6	5	11	8	7	5
	4%	*5%*	*5%*	*3%*	*3%*	*6%*	*5%*	*4%*	*3%*	*5%*	*4%*	*4%*	*4%*

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2398**	500	897	500	501
Weighted total	**2000**	500	500	500	500
East of England	**176**	47	44	45	41
	9%	*9%*	*9%*	*9%*	*8%*
East Midlands	**138**	34	36	35	33
	7%	*7%*	*7%*	*7%*	*7%*
Greater London	**307**	82	62	84	78
	15%	*16%*	*12%*	*17%*	*16%*
		b		b	
North East	**78**	16	20	17	25
	4%	*3%*	*4%*	*3%*	*5%*
North West	**182**	47	46	47	42
	9%	*9%*	*9%*	*9%*	*8%*
South East	**323**	79	88	78	78
	16%	*16%*	*18%*	*16%*	*16%*
South West	**211**	49	60	48	54
	11%	*10%*	*12%*	*10%*	*11%*
West Midlands	**166**	39	41	40	47
	8%	*8%*	*8%*	*8%*	*9%*
Yorkshire and The Humber	**141**	36	35	36	33
	7%	*7%*	*7%*	*7%*	*7%*
Scotland	**98**	24	26	23	25
	5%	*5%*	*5%*	*5%*	*5%*
Wales	**95**	23	23	25	25
	5%	*5%*	*5%*	*5%*	*5%*
Northern Ireland	**86**	23	21	22	20
	4%	*5%*	*4%*	*4%*	*4%*
Net: England	**1720**	430	430	430	430
	86%	*86%*	*86%*	*86%*	*86%*
Net: Scotland	**98**	24	26	23	25
	5%	*5%*	*5%*	*5%*	*5%*
Net: Wales	**95**	23	23	25	25
	5%	*5%*	*5%*	*5%*	*5%*
Net: Northern Ireland	**86**	23	21	22	20
	4%	*5%*	*4%*	*4%*	*4%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 4

C1. To which industry does your organisation belong to?

Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total	**2000**	1920	51	18	11	80	692	457	116	50	48
Agriculture, hunting and forestry	**38**	37	1	*	*	1	16	11	1	*	*
	2%	*2%*	*2%*	**%*	*1%*	*2%*	*2%*	*2%*	*1%*	**%*	**%*
Fishing	*	*	-	-	-	-	-	*	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
Mining and quarrying	**5**	4	*	-	-	*	-	1	-	*	*
	****%***	**%*	*1%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*	*1%* a	**%*
Manufacturing	**171**	159	7	4	1	12	67	40	9	2	5
	9%	*8%*	*14%* a	*21%* **ab**	*14%*	*16%* a	*10%*	*9%*	*8%*	*4%*	*11%*
Electricity / Gas / Water supply	**47**	45	2	1	-	2	19	12	2	2	1
	2%	*2%*	*3%*	*3%*	*-%*	*3%*	*3%*	*3%*	*1%*	*4%*	*3%*
Construction	**194**	185	7	2	1	9	48	50	24	6	10
	10%	*10%*	*13%* **ad**	*8%*	*5%*	*11%*	*7%*	*11%* a	*21%* **ab**	*11%*	*21%* **ab**
Wholesale and retail trade: repair of motor vehicles / motor cycles	**496**	486	7	2	1	10	155	123	33	16	11
	25%	*25%* **bcde**	*14%* d	*8%*	*6%*	*12%*	*22%*	*27%*	*28%*	*31%*	*22%*
Hotels and restaurants	**56**	52	3	*	1	4	26	9	*	4	*
	3%	*3%*	*6%* a	*3%*	*5%*	*5%* a	*4%* **ce**	*2%*	**%*	*8%* **bce**	*1%*
Transportation storage and communication	**94**	89	3	1	1	5	21	20	7	11	6
	5%	*5%*	*5%*	*5%*	*11%* **ab**	*6%*	*3%*	*4%*	*6%* a	*22%* **abc**	*13%* **ab**
Financial intermediation and insurance	**141**	137	3	1	1	4	37	43	5	2	4
	7%	*7%* e	*5%*	*4%*	*5%*	*5%*	*5%*	*9%* a	*4%*	*4%*	*9%*
Real estate, rental and business	**260**	252	5	2	1	8	110	52	15	5	7
	13%	*13%* e	*11%*	*10%*	*8%*	*10%*	*16%* b	*11%*	*13%*	*10%*	*15%*
Public administration and defence	**16**	16	*	*	*	1	8	3	-	-	*
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*
Educational services	**60**	54	3	2	1	6	19	17	5	-	*
	3%	*3%*	*5%* a	*12%* **abe**	*11%* **ab**	*7%* a	*3%*	*4%* e	*5%* **de**	*-%*	**%*
Healthcare and social work	**123**	114	4	3	2	9	37	13	6	*	*
	6%	*6%*	*8%*	*14%* a	*16%* **ab**	*11%* a	*5%* **be**	*3%*	*5%* e	*1%*	*1%*

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total	**2000**	1920	51	18	11	80	692	457	116	50	48
Other community, social and personal service activities	**208**	202	4	1	1	6	96	37	7	1	1
	10%	*11%* e	*8%*	*6%*	*7%*	*7%*	*14%* **bcde**	*8%* **de**	*6%*	*2%*	*3%*
Private households with employed persons	*	-	*	-	-	*	-	*	-	-	-
	***%**	-%	*%	-%	-%	*%	-%	*%	-%	-%	-%
Non-Governmental Organisations (NGOs)	**90**	87	2	1	1	3	31	25	*	1	*
	5%	*5%*	*3%*	*4%*	*9%* b	*4%*	*4%* **ce**	*6%* **ce**	*%*	*1%*	*%*
Don't know	*	-	*	-	-	*	-	*	-	-	-
	***%**	-%	*% a	-%	-%	*% a	-%	*%	-%	-%	-%
Other answers	**2**	2	-	-	-	-	2	-	-	-	-
	***%**	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Net: Agriculture	**38**	37	1	*	*	1	16	11	1	*	*
	2%	*2%*	*2%*	*%*	*1%*	*2%*	*2%*	*2%*	*1%*	*%*	*%*
Net: Manufacturing	**176**	163	7	4	1	13	67	41	9	3	5
	9%	*8%*	*15%* a	*21%* **ab**	*14%*	*16%* a	*10%*	*9%*	*8%*	*5%*	*11%*
Net: Utilities	**47**	45	2	1	-	2	19	12	2	2	1
	2%	*2%*	*3%*	*3%*	*-%*	*3%*	*3%*	*3%*	*1%*	*4%*	*3%*
Net: Construction	**194**	185	7	2	1	9	48	50	24	6	10
	10%	*10%*	*13%* **ad**	*8%*	*5%*	*11%*	*7%*	*11%* a	*21%* **ab**	*11%*	*21%* **ab**
Net: Distribution	**589**	575	10	3	2	14	175	143	41	27	17
	29%	*30%* **bcde**	*20%*	*14%*	*17%*	*18%*	*25%*	*31%* a	*35%* a	*53%* **abce**	*35%* a
Net: Hospitality	**56**	52	3	*	1	4	26	9	*	4	*
	3%	*3%*	*6%* a	*3%*	*5%*	*5%* a	*4%* **ce**	*2%*	*%*	*8%* **bce**	*1%*
Net: Financial	**141**	137	3	1	1	4	37	43	5	2	4
	7%	*7%* e	*5%*	*4%*	*5%*	*5%*	*5%*	*9%* a	*4%*	*4%*	*9%*
Net: Non-financial	**756**	724	18	9	6	32	301	148	35	7	10
	38%	*38%*	*36%*	*47%* **ab**	*52%* **abe**	*41%*	*43%* **bcde**	*32%* **de**	*30%* d	*14%*	*20%*
Net: Other	**2**	2	-	-	-	-	2	-	-	-	-
	***%**	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%

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

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Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total	**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
Agriculture, hunting and forestry	**38**	3	*	2	3	3	1	10	*	4	26	4	5	3
	2%	*2%*	**%*	*1%*	*4%* **cfh**	*2%*	**%*	*5%* **bcfhj**	**%*	*2%* f	*2%*	*4%* **cfhj**	*5%* **abcfhj**	*3%* **cfhj**
Fishing	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%* j	*-%*	*-%*
Mining and quarrying	**5**	-	*	2	-	*	-	-	-	-	2	2	*	*
	****%***	*-%*	**%*	*1%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*2%* **fj**	**%*	**%*
Manufacturing	**171**	22	10	18	4	11	25	16	25	20	151	5	9	6
	9%	*10%* k	*9%*	*6%*	*6%*	*7%*	*8%*	*8%*	*15%* **cefgjkm**	*12%* **ckm**	*9%* k	*5%*	*9%* k	*7%*
Electricity / Gas / Water supply	**47**	2	2	6	3	4	9	8	4	2	40	4	1	1
	2%	*1%*	*2%*	*2%*	*5%*	*2%*	*3%*	*4%* a	*3%*	*1%*	*2%*	*4%* a	*1%*	*2%*
Construction	**194**	21	17	26	9	14	27	18	10	30	171	7	9	6
	10%	*10%*	*15%* **hkm**	*9%*	*13%*	*9%*	*8%*	*9%*	*6%*	*18%* **acefghjkl** m	*10%*	*7%*	*10%*	*7%*
Wholesale and retail trade: repair of motor vehicles / motor cycles	**496**	49	34	47	13	46	82	63	51	42	427	24	28	17
	25%	*22%*	*30%* **cm**	*16%*	*19%*	*29%* **cm**	*25%* c	*32%* **acjkm**	*31%* **cm**	*26%* c	*25%* c	*23%* c	*28%* **cm**	*20%*
Hotels and restaurants	**56**	9	*	5	4	4	10	8	1	8	49	2	3	2
	3%	*4%*	**%*	*2%*	*6%* **bh**	*2%*	*3%*	*4%*	*1%*	*5%* **bh**	*3%*	*2%*	*3%*	*2%*
Transportation storage and communication	**94**	15	4	9	1	7	20	10	8	8	81	5	2	6
	5%	*7%* **cl**	*3%*	*3%*	*2%*	*4%*	*6%* l	*5%*	*5%*	*5%*	*5%* l	*5%* l	*2%*	*6%* l
Financial intermediation and insurance	**141**	19	10	28	7	13	22	9	5	6	119	7	4	10
	7%	*9%* **hl**	*9%*	*10%* **hil**	*11%* **hil**	*8%*	*7%*	*5%*	*3%*	*3%*	*7%*	*7%*	*4%*	*12%* **fghijkl**
Real estate, rental and business	**260**	28	9	73	6	13	40	15	20	16	221	11	15	12
	13%	*13%*	*8%*	*24%* **abdefgh ijklm**	*10%*	*8%*	*12%*	*8%*	*12%*	*10%*	*13%* g	*11%*	*16%* **eg**	*14%* g
Public administration and defence	**16**	2	-	3	-	4	3	*	1	2	14	*	1	1
	1%	*1%*	*-%*	*1%*	*-%*	*2%* k	*1%*	**%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*
Educational services	**60**	5	6	12	*	9	11	5	1	4	53	3	3	1
	3%	*2%*	*5%* h	*4%*	*1%*	*5%* **hm**	*3%*	*2%*	*1%*	*3%*	*3%*	*3%*	*3%*	*2%*

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

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total	**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
Healthcare and social work	**123**	16	6	12	5	11	24	6	21	4	104	6	5	7
	6%	*7%*	*6%*	*4%*	*7%*	*7%*	*7%*	*3%*	*13%*	*2%*	*6%*	*6%*	*5%*	*8%*
		i					**gi**		**cgijkl**					**gi**
Other community, social and personal service activities	**208**	26	12	44	8	17	32	17	8	14	178	12	7	9
	10%	*12%*	*11%*	*15%*	*13%*	*11%*	*10%*	*8%*	*5%*	*9%*	*10%*	*12%*	*8%*	*11%*
		h		**ghjl**	h						h	h		h
Private households with employed persons	*	-	-	-	-	-	-	*	-	-	*	-	-	-
	%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%
Non-Governmental Organisations (NGOs)	**90**	2	4	12	2	7	19	13	8	5	72	9	4	6
	5%	*1%*	*3%*	*4%*	*3%*	*4%*	*6%*	*6%*	*5%*	*3%*	*4%*	*9%*	*4%*	*6%*
							a	a	a		a	**acijl**		a
Don't know	*	-	-	-	-	*	-	-	-	-	*	-	-	-
	%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%
Other answers	**2**	-	-	-	-	-	-	2	-	-	2	-	-	-
	%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	*%*	-%	-%	-%
								j						
Net: Agriculture	**38**	3	*	2	3	3	1	10	*	4	26	4	5	3
	2%	*2%*	*%*	*1%*	*4%*	*2%*	*%*	*5%*	*%*	*2%*	*2%*	*4%*	*5%*	*3%*
					cfh			**bcfhj**		f		**cfhj**	**abcfhj**	**cfhj**
Net: Manufacturing	**176**	22	10	20	4	11	25	16	25	20	153	7	10	6
	9%	*10%*	*9%*	*7%*	*6%*	*7%*	*8%*	*8%*	*15%*	*12%*	*9%*	*6%*	*10%*	*7%*
									cefgjkm	k				
Net: Utilities	**47**	2	2	6	3	4	9	8	4	2	40	4	1	1
	2%	*1%*	*2%*	*2%*	*5%*	*2%*	*3%*	*4%*	*3%*	*1%*	*2%*	*4%*	*1%*	*2%*
								a				a		
Net: Construction	**194**	21	17	26	9	14	27	18	10	30	171	7	9	6
	10%	*10%*	*15%*	*9%*	*13%*	*9%*	*8%*	*9%*	*6%*	*18%*	*10%*	*7%*	*10%*	*7%*
			hkm							**acefghjkl** m				
Net: Distribution	**589**	64	38	55	14	53	102	73	58	50	508	29	29	23
	29%	*29%*	*33%*	*19%*	*21%*	*33%*	*32%*	*37%*	*36%*	*30%*	*30%*	*29%*	*30%*	*26%*
		c	c			c	c	**cdm**	**cdm**	c	c	c	c	c
Net: Hospitality	**56**	9	*	5	4	4	10	8	1	8	49	2	3	2
	3%	*4%*	*%*	*2%*	*6%*	*2%*	*3%*	*4%*	*1%*	*5%*	*3%*	*2%*	*3%*	*2%*
					bh					**bh**				
Net: Financial	**141**	19	10	28	7	13	22	9	5	6	119	7	4	10
	7%	*9%*	*9%*	*10%*	*11%*	*8%*	*7%*	*5%*	*3%*	*3%*	*7%*	*7%*	*4%*	*12%*
		hl		**hil**	**hil**									**fghijkl**
Net: Non-financial	**756**	79	37	155	22	60	128	56	60	45	642	42	36	36
	38%	*36%*	*32%*	*52%*	*34%*	*37%*	*40%*	*28%*	*37%*	*28%*	*38%*	*41%*	*37%*	*41%*
				abdefgh ijklm			**gi**				**gi**	**gi**		**gi**

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total	**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
Net: Other	**2**	-	-	-	-	-	-	2	-	-	2	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	*1%* j	-%	-%	*%	-%	-%	-%

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	2398	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total	2000	38	176	47	194	589	56	141	756	1548	452	1794	206
Agriculture, hunting and forestry	38	38	-	-	-	-	-	-	-	5	33	35	3
	2%	99% bcdefgh	-%	-%	-%	-%	-%	-%	-%	*%	7% a	2%	1%
Fishing	*	*	-	-	-	-	-	-	-	-	*	*	-
	*%	1% eh	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%
Mining and quarrying	5	-	5	-	-	-	-	-	-	3	2	5	-
	*%	-%	3% degh	-%	-%	-%	-%	-%	-%	*%	*%	*%	-%
Manufacturing	171	-	171	-	-	-	-	-	-	123	49	151	21
	9%	-%	97% acdefgh	-%	-%	-%	-%	-%	-%	8%	11% a	8%	10%
Electricity / Gas / Water supply	47	-	-	47	-	-	-	-	-	37	9	44	3
	2%	-%	-%	100% abdefgh	-%	-%	-%	-%	-%	2%	2%	2%	2%
Construction	194	-	-	-	194	-	-	-	-	147	47	189	5
	10%	-%	-%	-%	100% abcefgh	-%	-%	-%	-%	9%	10%	11% b	2%
Wholesale and retail trade: repair of motor vehicles / motor cycles	496	-	-	-	-	496	-	-	-	392	104	445	50
	25%	-%	-%	-%	-%	84% abcdfgh	-%	-%	-%	25%	23%	25%	24%
Hotels and restaurants	56	-	-	-	-	-	56	-	-	37	19	45	11
	3%	-%	-%	-%	-%	-%	100% abcdegh	-%	-%	2%	4% a	2%	6% a
Transportation storage and communication	94	-	-	-	-	94	-	-	-	66	27	88	6
	5%	-%	-%	-%	-%	16% abcdfgh	-%	-%	-%	4%	6%	5%	3%
Financial intermediation and insurance	141	-	-	-	-	-	-	141	-	108	33	115	26
	7%	-%	-%	-%	-%	-%	-%	100% abcdefh	-%	7%	7%	6%	12% a
Real estate, rental and business	260	-	-	-	-	-	-	-	260	211	48	248	12
	13%	-%	-%	-%	-%	-%	-%	-%	34% abcdefg	14%	11%	14% b	6%
Public administration and defence	16	-	-	-	-	-	-	-	16	13	4	14	2
	1%	-%	-%	-%	-%	-%	-%	-%	2% bde	1%	1%	1%	1%
Educational services	60	-	-	-	-	-	-	-	60	50	10	56	4
	3%	-%	-%	-%	-%	-%	-%	-%	8% abcdefg	3%	2%	3%	2%

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

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	2398	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total	2000	38	176	47	194	589	56	141	756	1548	452	1794	206
Healthcare and social work	123	-	-	-	-	-	-	-	123	109	14	108	15
	6%	-%	-%	-%	-%	-%	-%	-%	*16%* abcdefg	*7%* b	*3%*	*6%*	*7%*
Other community, social and personal service activities	208	-	-	-	-	-	-	-	208	171	36	182	26
	10%	-%	-%	-%	-%	-%	-%	-%	*27%* abcdefg	*11%* b	*8%*	*10%*	*13%*
Private households with employed persons	*	-	-	-	-	-	-	-	*	*	-	*	-
	**%*	-%	-%	-%	-%	-%	-%	-%	**%*	**%*	-%	**%*	-%
Non-Governmental Organisations (NGOs)	90	-	-	-	-	-	-	-	90	75	16	68	22
	5%	-%	-%	-%	-%	-%	-%	-%	*12%* abcdefg	*5%*	*3%*	*4%*	*11%* a
Don't know	*	-	-	-	-	-	-	-	-	*	-	*	-
	**%*	-%	-%	-%	-%	-%	-%	-%	-%	**%*	-%	**%*	-%
Other answers	2	-	-	-	-	-	-	-	-	2	-	2	-
	**%*	-%	-%	-%	-%	-%	-%	-%	-%	**%*	-%	**%*	-%
Net: Agriculture	38	38	-	-	-	-	-	-	-	5	34	35	3
	2%	*100%* bcdefgh	-%	-%	-%	-%	-%	-%	-%	**%*	*8%* a	*2%*	*1%*
Net: Manufacturing	176	-	176	-	-	-	-	-	-	125	51	155	21
	9%	-%	*100%* acdefgh	-%	-%	-%	-%	-%	-%	*8%*	*11%* a	*9%*	*10%*
Net: Utilities	47	-	-	47	-	-	-	-	-	37	9	44	3
	2%	-%	-%	*100%* abdefgh	-%	-%	-%	-%	-%	*2%*	*2%*	*2%*	*2%*
Net: Construction	194	-	-	-	194	-	-	-	-	147	47	189	5
	10%	-%	-%	-%	*100%* abcefgh	-%	-%	-%	-%	*9%*	*10%*	*11%* b	*2%*
Net: Distribution	589	-	-	-	-	589	-	-	-	458	131	533	57
	29%	-%	-%	-%	-%	*100%* abcdfgh	-%	-%	-%	*30%*	*29%*	*30%*	*27%*
Net: Hospitality	56	-	-	-	-	-	56	-	-	37	19	45	11
	3%	-%	-%	-%	-%	-%	*100%* abcdegh	-%	-%	*2%*	*4%* a	*2%*	*6%* a
Net: Financial	141	-	-	-	-	-	-	141	-	108	33	115	26
	7%	-%	-%	-%	-%	-%	-%	*100%* abcdefh	-%	*7%*	*7%*	*6%*	*12%* a
Net: Non-financial	756	-	-	-	-	-	-	-	756	629	128	676	81
	38%	-%	-%	-%	-%	-%	-%	-%	*100%* abcdefg	*41%* b	*28%*	*38%*	*39%*
Net: Other	2	-	-	-	-	-	-	-	-	2	-	2	-
	**%*	-%	-%	-%	-%	-%	-%	-%	-%	**%*	-%	**%*	-%

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2398**	2274	124	1449	371	549
Weighted total	**2000**	1874	126	1243	290	433
Agriculture, hunting and forestry	**38**	30	7	23	4	11
	2%	*2%*	*6%* a	*2%*	*2%*	*3%*
Fishing	*	*	-	*	-	-
	%	*%*	*-%*	*%*	*-%*	*-%*
Mining and quarrying	**5**	5	-	4	*	*
	%	*%*	*-%*	*%*	*%*	*%*
Manufacturing	**171**	158	13	101	15	53
	9%	*8%*	*10%*	*8%*	*5%*	*12%* **ab**
Electricity / Gas / Water supply	**47**	45	2	35	1	10
	2%	*2%*	*2%*	*3%* b	*%*	*2%* b
Construction	**194**	186	8	138	35	19
	10%	*10%*	*6%*	*11%* c	*12%* c	*4%*
Wholesale and retail trade: repair of motor vehicles / motor cycles	**496**	447	48	277	50	154
	25%	*24%*	*38%* a	*22%* b	*17%*	*36%* **ab**
Hotels and restaurants	**56**	54	2	44	5	8
	3%	*3%*	*2%*	*4%* c	*2%*	*2%*
Transportation storage and communication	**94**	92	2	52	23	14
	5%	*5%*	*2%*	*4%*	*8%* **ac**	*3%*
Financial intermediation and insurance	**141**	141	*	67	44	30
	7%	*8%* b	*%*	*5%*	*15%* **ac**	*7%*
Real estate, rental and business	**260**	258	2	163	53	42
	13%	*14%* b	*2%*	*13%* c	*18%* **ac**	*10%*
Public administration and defence	**16**	16	-	7	2	6
	1%	*1%*	*-%*	*1%*	*1%*	*1%*
Educational services	**60**	57	3	39	9	12
	3%	*3%*	*3%*	*3%*	*3%*	*3%*
Healthcare and social work	**123**	115	8	85	14	22
	6%	*6%*	*6%*	*7%*	*5%*	*5%*

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

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2398**	2274	124	1449	371	549
Weighted total	**2000**	1874	126	1243	290	433
Other community, social and personal service activities	**208**	185	23	148	21	38
	10%	*10%*	*18%* a	*12%* **bc**	*7%*	*9%*
Private households with employed persons	*	*	-	*	-	-
	****%***	**%*	*-%*	**%*	*-%*	*-%*
Non-Governmental Organisations (NGOs)	**90**	84	6	62	13	13
	5%	*4%*	*5%*	*5%*	*5%*	*3%*
Don't know	*	*	-	*	-	-
	****%***	**%*	*-%*	**%*	*-%*	*-%*
Other answers	**2**	2	-	-	-	2
	****%***	**%*	*-%*	*-%*	*-%*	**%* a
Net: Agriculture	**38**	31	7	23	4	11
	2%	*2%*	*6%* a	*2%*	*2%*	*3%*
Net: Manufacturing	**176**	163	13	105	15	53
	9%	*9%*	*10%*	*8%* b	*5%*	*12%* **ab**
Net: Utilities	**47**	45	2	35	1	10
	2%	*2%*	*2%*	*3%* b	**%*	*2%* b
Net: Construction	**194**	186	8	138	35	19
	10%	*10%*	*6%*	*11%* c	*12%* c	*4%*
Net: Distribution	**589**	539	51	329	73	168
	29%	*29%*	*40%* a	*26%*	*25%*	*39%* **ab**
Net: Hospitality	**56**	54	2	44	5	8
	3%	*3%*	*2%*	*4%* c	*2%*	*2%*
Net: Financial	**141**	141	*	67	44	30
	7%	*8%* b	**%*	*5%*	*15%* **ac**	*7%*
Net: Non-financial	**756**	714	43	503	112	133
	38%	*38%*	*34%*	*40%* c	*39%* c	*31%*
Net: Other	**2**	2	-	-	-	2
	****%***	**%*	*-%*	*-%*	*-%*	**%* a

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

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

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**2398**	1908	413	60	8	5	3	-	1	2321	77	904	1004	490
Weighted total	**2000**	1695	267	30	5	3	1	-	*	1962	38	905	790	305
Agriculture, hunting and forestry	**38**	36	2	-	-	-	-	-	-	38	-	24	12	2
	2%	*2%*	*1%*	-%	-%	-%	-%	-%	-%	*2%*	-%	*3%* c	*2%*	*1%*
		b												
Fishing	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	%	*%*	-%	-%	-%	-%	-%	-%	-%	*%*	-%	-%	*%*	-%
Mining and quarrying	**5**	4	*	-	-	-	-	-	-	5	-	3	2	*
	%	*%*	*%*	-%	-%	-%	-%	-%	-%	*%*	-%	*%*	*%*	*%*
Manufacturing	**171**	133	32	5	1	-	*	-	*	165	6	61	72	38
	9%	*8%*	*12%* **ai**	*17%* **ai**	*13%*	-%	*41%*	-%	*100%*	*8%*	*16%* **ai**	*7%*	*9%*	*12%* **ab**
Electricity / Gas / Water supply	**47**	41	5	*	-	-	-	-	-	47	*	33	9	6
	2%	*2%*	*2%*	*%*	-%	-%	-%	-%	-%	*2%*	*%*	*4%* b	*1%*	*2%*
Construction	**194**	183	11	-	-	-	-	-	-	194	-	102	81	11
	10%	*11%* **bcj**	*4%*	-%	-%	-%	-%	-%	-%	*10%* **bcj**	-%	*11%* c	*10%* c	*3%*
Wholesale and retail trade: repair of motor vehicles / motor cycles	**496**	380	98	11	4	3	*	-	-	478	18	198	182	116
	25%	*22%*	*37%* **ai**	*36%* **ai**	*79%*	*91%*	*59%*	-%	-%	*24%*	*46%* **ai**	*22%*	*23%*	*38%* **ab**
Hotels and restaurants	**56**	54	2	*	-	-	-	-	-	56	*	41	13	2
	3%	*3%* b	*1%*	*%*	-%	-%	-%	-%	-%	*3%* b	*%*	*5%* **bc**	*2%*	*1%*
Transportation storage and communication	**94**	78	12	3	*	-	-	-	-	90	3	35	43	16
	5%	*5%*	*5%*	*11%* **abi**	*2%*	-%	-%	-%	-%	*5%*	*9%*	*4%*	*5%*	*5%*
Financial intermediation and insurance	**141**	111	30	*	-	-	-	-	-	141	*	38	72	30
	7%	*7%* j	*11%* **acij**	*1%*	-%	-%	-%	-%	-%	*7%* j	*1%*	*4%*	*9%* a	*10%* a
Real estate, rental and business	**260**	236	21	3	*	-	-	-	-	257	3	124	112	24
	13%	*14%* b	*8%*	*10%*	*3%*	-%	-%	-%	-%	*13%* b	*8%*	*14%* c	*14%* c	*8%*
Public administration and defence	**16**	13	2	2	-	-	-	-	-	15	2	8	5	4
	1%	*1%*	*1%*	*6%* **abi**	-%	-%	-%	-%	-%	*1%*	*5%* **abi**	*1%*	*1%*	*1%*
Educational services	**60**	49	9	2	-	-	-	-	-	58	2	27	22	10
	3%	*3%*	*3%*	*6%*	-%	-%	-%	-%	-%	*3%*	*4%*	*3%*	*3%*	*3%*
Healthcare and social work	**123**	107	15	1	-	*	-	-	-	122	1	60	47	16
	6%	*6%*	*6%*	*2%*	-%	*9%*	-%	-%	-%	*6%*	*2%*	*7%*	*6%*	*5%*

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**2398**	1908	413	60	8	5	3	-	1	2321	77	904	1004	490
Weighted total	**2000**	1695	267	30	5	3	1	-	*	1962	38	905	790	305
Other community, social and personal service activities	**208**	188	18	2	-	-	-	-	-	206	2	111	78	19
	10%	*11%* b	*7%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*10%* b	*4%*	*12%* c	*10%* c	*6%*
Private households with employed persons	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*
Non-Governmental Organisations (NGOs)	**90**	80	9	2	*	-	-	-	-	89	2	39	41	10
	5%	*5%*	*3%*	*5%*	*2%*	*-%*	*-%*	*-%*	*-%*	*5%*	*4%*	*4%*	*5%*	*3%*
Don't know	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*
Other answers	**2**	-	2	-	-	-	-	-	-	2	-	-	-	2
	****%***	*-%*	*1%* **ai**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*1%* **ab**
Net: Agriculture	**38**	37	2	-	-	-	-	-	-	38	-	24	12	2
	2%	*2%* b	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*3%* c	*2%*	*1%*
Net: Manufacturing	**176**	138	32	5	1	-	*	-	*	170	6	64	73	38
	9%	*8%*	*12%* **ai**	*17%* **ai**	*13%*	*-%*	*41%*	*-%*	*100%*	*9%*	*16%* **ai**	*7%*	*9%*	*13%* **ab**
Net: Utilities	**47**	41	5	*	-	-	-	-	-	47	*	33	9	6
	2%	*2%*	*2%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	**%*	*4%* b	*1%*	*2%*
Net: Construction	**194**	183	11	-	-	-	-	-	-	194	-	102	81	11
	10%	*11%* **bcj**	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*10%* **bcj**	*-%*	*11%* c	*10%* c	*3%*
Net: Distribution	**589**	458	111	14	4	3	*	-	-	568	21	233	225	132
	29%	*27%*	*42%* **ai**	*47%* **ai**	*82%*	*91%*	*59%*	*-%*	*-%*	*29%*	*55%* **abi**	*26%*	*28%*	*43%* **ab**
Net: Hospitality	**56**	54	2	*	-	-	-	-	-	56	*	41	13	2
	3%	*3%* b	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%* b	**%*	*5%* **bc**	*2%*	*1%*
Net: Financial	**141**	111	30	*	-	-	-	-	-	141	*	38	72	30
	7%	*7%* j	*11%* **acij**	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%* j	*1%*	*4%*	*9%* a	*10%* a
Net: Non-financial	**756**	673	72	10	*	*	-	-	-	746	11	369	304	83
	38%	*40%* **bj**	*27%*	*34%*	*6%*	*9%*	*-%*	*-%*	*-%*	*38%* b	*28%*	*41%* c	*39%* c	*27%*
Net: Other	**2**	-	2	-	-	-	-	-	-	2	-	-	-	2
	****%***	*-%*	*1%* **ai**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*1%* **ab**

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total	2398	1469	998	1607	769	623	1539	1412	108	42	30	9	4	1
Weighted total	2000	1088	703	1219	609	435	1190	1113	54	27	17	3	4	*
Agriculture, hunting and forestry	38	19	7	21	4	5	27	21	*	*	-	-	-	-
	2%	2%	1%	2%	1%	1%	2%	2%	*%	*%	-%	-%	-%	-%
		d		d			bd							
Fishing	*	-	-	-	-	-	*	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%
Mining and quarrying	5	4	1	4	2	1	2	4	-	*	-	-	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	-%	2%	-%	-%	-%	-%
Manufacturing	171	85	60	93	82	45	110	84	1	2	4	1	2	*
	9%	8%	9%	8%	14%	10%	9%	8%	2%	6%	22%	38%	45%	100%
					abcf	c		b			abc			
Electricity / Gas / Water supply	47	24	6	24	8	8	30	22	*	-	2	-	-	-
	2%	2%	1%	2%	1%	2%	3%	2%	1%	-%	11%	-%	-%	-%
		b		b			bd				abc			
Construction	194	125	75	136	39	41	125	135	1	-	*	-	-	-
	10%	11%	11%	11%	6%	9%	10%	12%	2%	-%	2%	-%	-%	-%
		d	d	d		d	d	bc						
Wholesale and retail trade: repair of motor vehicles / motor cycles	496	226	127	259	211	93	319	230	19	8	1	-	*	-
	25%	21%	18%	21%	35%	21%	27%	21%	35%	28%	8%	-%	3%	-%
				b	abcef		abce		ad	d				
Hotels and restaurants	56	31	8	32	12	14	30	32	*	*	-	-	-	-
	3%	3%	1%	3%	2%	3%	3%	3%	1%	*%	-%	-%	-%	-%
		b		b		b	b							
Transportation storage and communication	94	50	32	54	23	22	59	48	4	3	*	-	-	-
	5%	5%	4%	4%	4%	5%	5%	4%	7%	11%	*%	-%	-%	-%
										a				
Financial intermediation and insurance	141	113	99	123	37	32	80	116	5	*	1	-	-	-
	7%	10%	14%	10%	6%	7%	7%	10%	10%	1%	4%	-%	-%	-%
		def	acdef	df				c						
Real estate, rental and business	260	135	105	160	54	56	147	147	7	6	*	*	-	-
	13%	12%	15%	13%	9%	13%	12%	13%	14%	22%	1%	4%	-%	-%
		d	d	d		d	d			d				
Public administration and defence	16	9	10	11	6	4	9	11	-	*	-	*	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	-%	*%	-%	2%	-%	-%
Educational services	60	32	33	39	10	14	23	34	3	-	*	-	2	-
	3%	3%	5%	3%	2%	3%	2%	3%	5%	-%	2%	-%	50%	-%
			adf	df										
Healthcare and social work	123	62	35	69	44	23	57	60	3	4	2	*	-	-
	6%	6%	5%	6%	7%	5%	5%	5%	5%	15%	11%	9%	-%	-%
					f					a				

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total	**2398**	1469	998	1607	769	623	1539	1412	108	42	30	9	4	1
Weighted total	**2000**	1088	703	1219	609	435	1190	1113	54	27	17	3	4	*
Other community, social and personal service activities	**208**	112	68	125	53	52	121	114	6	2	3	*	-	-
	10%	*10%*	*10%*	*10%*	*9%*	*12%* d	*10%*	*10%*	*11%*	*7%*	*20%*	*10%*	-%	-%
Private households with employed persons	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Non-Governmental Organisations (NGOs)	**90**	61	33	64	21	26	47	53	4	2	3	1	*	-
	5%	*6%* **df**	*5%*	*5%*	*4%*	*6%* d	*4%*	*5%*	*8%*	*8%*	*19%* a	*38%*	*3%*	-%
Don't know	*	*	-	*	*	-	-	*	-	-	-	-	-	-
	%	*%*	-%	*%*	*%*	-%	-%	*%*	-%	-%	-%	-%	-%	-%
Other answers	**2**	-	2	2	2	-	2	2	-	-	-	-	-	-
	%	-%	*%*	*%*	*%* a	-%	*%*	*%*	-%	-%	-%	-%	-%	-%
Net: Agriculture	**38**	19	7	21	4	5	27	21	*	*	-	-	-	-
	2%	*2%* d	*1%*	*2%* d	*1%*	*1%*	*2%* **bd**	*2%*	*%*	*%*	-%	-%	-%	-%
Net: Manufacturing	**176**	89	62	97	85	45	112	88	1	2	4	1	2	*
	9%	*8%*	*9%*	*8%*	*14%* **abcef**	*10%*	*9%*	*8%* b	*2%*	*8%*	*22%* **ab**	*38%*	*45%*	*100%*
Net: Utilities	**47**	24	6	24	8	8	30	22	*	-	2	-	-	-
	2%	*2%* b	*1%*	*2%* b	*1%*	*2%*	*3%* **bd**	*2%*	*1%*	-%	*11%* **abc**	-%	-%	-%
Net: Construction	**194**	125	75	136	39	41	125	135	1	-	*	-	-	-
	10%	*11%* d	*11%* d	*11%* d	*6%*	*9%* d	*10%* d	*12%* **bc**	*2%*	-%	*2%*	-%	-%	-%
Net: Distribution	**589**	276	158	314	234	115	378	278	22	11	1	-	*	-
	29%	*25%*	*23%*	*26%*	*38%* **abcef**	*27%*	*32%* **abce**	*25%* d	*42%* **ad**	*40%* **ad**	*9%*	-%	*3%*	-%
Net: Hospitality	**56**	31	8	32	12	14	30	32	*	*	-	-	-	-
	3%	*3%* b	*1%*	*3%* b	*2%*	*3%* b	*3%* b	*3%*	*1%*	*%*	-%	-%	-%	-%
Net: Financial	**141**	113	99	123	37	32	80	116	5	*	1	-	-	-
	7%	*10%* **def**	*14%* **acdef**	*10%* **df**	*6%*	*7%*	*7%*	*10%* c	*10%*	*1%*	*4%*	-%	-%	-%
Net: Non-financial	**756**	412	285	469	188	174	405	420	23	14	9	2	2	-
	38%	*38%* **df**	*41%* **df**	*39%* **df**	*31%*	*40%* **df**	*34%*	*38%*	*43%*	*51%*	*53%*	*62%*	*52%*	-%
Net: Other	**2**	-	2	2	2	-	2	2	-	-	-	-	-	-
	%	-%	*%*	*%*	*%* a	-%	*%*	*%*	-%	-%	-%	-%	-%	-%

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

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	2398	733	17	11	4	1	3	-	4	487	391	399	316	13
Weighted total	2000	586	10	7	5	*	*	-	1	450	298	284	176	11
Agriculture, hunting and forestry	38	4	-	-	-	-	-	-	-	11	7	2	1	-
	2%	1%	-%	-%	-%	-%	-%	-%	-%	2%	2%	1%	1%	-%
										c	c			
Fishing	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mining and quarrying	5	2	-	-	-	-	-	-	-	4	-	*	*	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	*%	*%	-%
Manufacturing	171	80	1	-	2	-	*	-	*	30	31	18	14	-
	9%	14%	8%	-%	34%	-%	30%	-%	24%	7%	10%	6%	8%	-%
											c			
Electricity / Gas / Water supply	47	8	-	-	-	-	-	-	-	15	4	3	2	*
	2%	1%	-%	-%	-%	-%	-%	-%	-%	3%	1%	1%	1%	2%
										c				
Construction	194	39	-	-	-	-	-	-	-	45	39	36	15	2
	10%	7%	-%	-%	-%	-%	-%	-%	-%	10%	13%	13%	9%	17%
Wholesale and retail trade: repair of motor vehicles / motor cycles	496	200	3	4	3	*	*	-	*	92	67	61	35	4
	25%	34%	26%	66%	65%	100%	56%	-%	66%	20%	22%	21%	20%	33%
Hotels and restaurants	56	12	-	-	-	-	-	-	-	15	9	8	*	-
	3%	2%	-%	-%	-%	-%	-%	-%	-%	3%	3%	3%	*%	-%
										d	d	d		
Transportation storage and communication	94	20	3	*	-	-	-	-	-	13	17	18	4	3
	5%	3%	27%	4%	-%	-%	-%	-%	-%	3%	6%	6%	2%	27%
											ad	ad		
Financial intermediation and insurance	141	37	-	-	-	-	-	-	-	25	17	30	48	2
	7%	6%	-%	-%	-%	-%	-%	-%	-%	6%	6%	11%	27%	17%
												ab	abc	
Real estate, rental and business	260	53	1	*	-	-	-	-	-	53	42	41	24	*
	13%	9%	9%	2%	-%	-%	-%	-%	-%	12%	14%	15%	14%	1%
Public administration and defence	16	4	-	2	-	-	-	-	-	3	2	2	4	-
	1%	1%	-%	27%	-%	-%	-%	-%	-%	1%	1%	1%	2%	-%
													a	
Educational services	60	10	*	-	-	-	-	-	-	19	7	10	3	-
	3%	2%	1%	-%	-%	-%	-%	-%	-%	4%	2%	4%	2%	-%
										d				
Healthcare and social work	123	44	-	-	-	-	-	-	-	28	18	15	8	-
	6%	7%	-%	-%	-%	-%	-%	-%	-%	6%	6%	5%	5%	-%

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	**b**	**c**	**d**	**e**	**f**	**g**	**h**	a	b	c	d	**e**
Unweighted total	**2398**	733	17	11	4	1	3	-	4	487	391	399	316	13
Weighted total	**2000**	586	10	7	5	*	*	-	1	450	298	284	176	11
Other community, social and personal service activities	**208**	50	3	-	*	-	-	-	-	73	23	20	9	*
	10%	*9%*	*29%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*16%* **bcd**	*8%*	*7%*	*5%*	*4%*
Private households with employed persons	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Non-Governmental Organisations (NGOs)	**90**	21	*	-	-	-	*	-	*	23	15	18	8	-
	5%	*4%*	*1%*	*-%*	*-%*	*-%*	*13%*	*-%*	*10%*	*5%*	*5%*	*6%*	*4%*	*-%*
Don't know	*	*	-	-	-	-	-	-	-	*	-	-	-	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*
Other answers	**2**	2	-	-	-	-	-	-	-	2	-	-	-	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*
Net: Agriculture	**38**	4	-	-	-	-	-	-	-	11	7	2	1	-
	2%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%* c	*2%* c	*1%*	*1%*	*-%*
Net: Manufacturing	**176**	82	1	-	2	-	*	-	*	34	31	19	14	-
	9%	*14%*	*8%*	*-%*	*34%*	*-%*	*30%*	*-%*	*24%*	*8%*	*10%*	*7%*	*8%*	*-%*
Net: Utilities	**47**	8	-	-	-	-	-	-	-	15	4	3	2	*
	2%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%* c	*1%*	*1%*	*1%*	*2%*
Net: Construction	**194**	39	-	-	-	-	-	-	-	45	39	36	15	2
	10%	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*10%*	*13%*	*13%*	*9%*	*17%*
Net: Distribution	**589**	220	5	5	3	*	*	-	*	105	83	79	39	7
	29%	*38%*	*53%*	*70%*	*65%*	*100%*	*56%*	*-%*	*66%*	*23%*	*28%*	*28%*	*22%*	*60%*
Net: Hospitality	**56**	12	-	-	-	-	-	-	-	15	9	8	*	-
	3%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%* d	*3%* d	*3%* d	*%*	*-%*
Net: Financial	**141**	37	-	-	-	-	-	-	-	25	17	30	48	2
	7%	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*6%*	*11%* **ab**	*27%* **abc**	*17%*
Net: Non-financial	**756**	182	4	2	*	-	*	-	*	199	107	107	56	*
	38%	*31%*	*39%*	*30%*	*1%*	*-%*	*13%*	*-%*	*10%*	*44%* **bd**	*36%*	*38%*	*32%*	*4%*
Net: Other	**2**	2	-	-	-	-	-	-	-	2	-	-	-	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
Agriculture, hunting and forestry	**38**	1	1	1	*	-	3	*	*	37	1	21	-
	2%	*1%*	*1%*	*1%*	**%*	*-%*	*1%*	**%*	**%*	*2%*	**%*	*2%*	*-%*
Fishing	*	-	-	-	-	-	-	-	-	*	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
Mining and quarrying	**5**	2	-	-	-	-	-	*	2	4	*	4	-
	****%***	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%* a	*1%* a	**%*	**%*	**%*	*-%*
Manufacturing	**171**	21	15	27	19	*	67	4	11	125	46	84	9
	9%	*10%*	*11%*	*16%*	*22%* **ab**	*10%*	*16%* c	*16%*	*7%*	*7%*	*18%* a	*7%*	*18%* a
Electricity / Gas / Water supply	**47**	4	2	2	-	-	5	*	3	46	1	24	*
	2%	*2%*	*1%*	*1%*	*-%*	*-%*	*1%*	**%*	*2%*	*3%* b	**%*	*2%*	**%*
Construction	**194**	11	11	14	2	*	23	3	13	182	12	130	6
	10%	*5%*	*8%* d	*8%* d	*2%*	*6%*	*6%*	*11%*	*8%*	*10%* b	*5%*	*11%*	*11%*
Wholesale and retail trade: repair of motor vehicles / motor cycles	**496**	52	61	58	38	*	169	6	36	394	101	247	12
	25%	*25%*	*44%* a	*34%* a	*44%* a	*5%*	*41%* c	*26%*	*21%*	*23%*	*40%* a	*21%*	*22%*
Hotels and restaurants	**56**	4	2	4	2	-	9	-	3	52	4	32	*
	3%	*2%*	*2%*	*2%*	*2%*	*-%*	*2%*	*-%*	*2%*	*3%*	*2%*	*3%*	**%*
Transportation storage and communication	**94**	9	4	8	1	1	16	*	7	80	14	51	3
	5%	*4%*	*3%*	*4%*	*1%*	*21%*	*4%*	*2%*	*4%*	*5%*	*6%*	*4%*	*6%*
Financial intermediation and insurance	**141**	21	8	8	1	-	5	1	31	132	9	118	5
	7%	*10%* **cd**	*6%* d	*4%*	*1%*	*-%*	*1%*	*4%*	*18%* **ab**	*8%* b	*4%*	*10%*	*9%*
Real estate, rental and business	**260**	24	8	15	7	*	33	*	21	233	27	152	9
	13%	*11%* b	*6%*	*9%*	*8%*	*2%*	*8%*	*1%*	*12%* b	*13%*	*10%*	*13%*	*16%*
Public administration and defence	**16**	-	3	2	2	-	2	*	4	16	1	11	*
	1%	*-%*	*2%* a	*1%*	*2%* a	*-%*	**%*	**%*	*2%* a	*1%*	**%*	*1%*	**%*
Educational services	**60**	4	6	*	*	-	4	2	5	54	6	37	2
	3%	*2%*	*4%* **cd**	**%*	**%*	*-%*	*1%*	*7%* a	*3%*	*3%*	*2%*	*3%*	*3%*

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

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
Healthcare and social work	**123**	18	6	14	5	-	26	1	17	114	9	65	4
	6%	*9%*	*4%*	*8%*	*6%*	*-%*	*6%*	*5%*	*10%*	*7%* b	*3%*	*6%*	*7%*
Other community, social and personal service activities	**208**	24	7	12	7	3	34	4	15	183	25	122	4
	10%	*11%* b	*5%*	*7%*	*8%*	*56%*	*8%*	*17%*	*9%*	*10%*	*10%*	*10%*	*7%*
Private households with employed persons	*	-	-	-	-	-	-	-	-	*	-	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*
Non-Governmental Organisations (NGOs)	**90**	12	5	3	2	-	14	2	4	90	*	64	*
	5%	*6%* c	*3%*	*2%*	*2%*	*-%*	*3%*	*9%* c	*2%*	*5%* b	*%*	*5%* b	*%*
Don't know	*	*	-	-	-	-	*	-	-	*	-	*	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*	*%*	*-%*
Other answers	**2**	-	-	2	-	-	2	-	-	2	-	2	-
	%	*-%*	*-%*	*1%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*	*%*	*-%*
Net: Agriculture	**38**	1	1	1	*	-	3	*	*	37	1	21	-
	2%	*1%*	*1%*	*1%*	*%*	*-%*	*1%*	*%*	*%*	*2%*	*%*	*2%*	*-%*
Net: Manufacturing	**176**	23	15	27	19	*	67	4	13	130	46	88	9
	9%	*11%*	*11%*	*16%*	*22%* ab	*10%*	*16%* c	*18%* c	*8%*	*7%*	*18%* a	*8%*	*18%* a
Net: Utilities	**47**	4	2	2	-	-	5	*	3	46	1	24	*
	2%	*2%*	*1%*	*1%*	*-%*	*-%*	*1%*	*%*	*2%*	*3%* b	*%*	*2%*	*%*
Net: Construction	**194**	11	11	14	2	*	23	3	13	182	12	130	6
	10%	*5%*	*8%* d	*8%* d	*2%*	*6%*	*6%*	*11%*	*8%*	*10%* b	*5%*	*11%*	*11%*
Net: Distribution	**589**	62	66	66	39	1	185	7	43	473	115	298	15
	29%	*30%*	*47%* a	*39%* a	*45%* a	*26%*	*45%* bc	*27%*	*25%*	*27%*	*45%* a	*26%*	*28%*
Net: Hospitality	**56**	4	2	4	2	-	9	-	3	52	4	32	*
	3%	*2%*	*2%*	*2%*	*2%*	*-%*	*2%*	*-%*	*2%*	*3%*	*2%*	*3%*	*%*
Net: Financial	**141**	21	8	8	1	-	5	1	31	132	9	118	5
	7%	*10%* cd	*6%* d	*4%*	*1%*	*-%*	*1%*	*4%*	*18%* ab	*8%* b	*4%*	*10%*	*9%*
Net: Non-financial	**756**	82	34	47	22	3	111	10	65	689	67	451	18
	38%	*39%* bcd	*25%*	*28%*	*26%*	*58%*	*27%*	*39%*	*38%* a	*40%* b	*26%*	*39%*	*34%*

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
Net: Other	**2**	-	-	2	-	-	2	-	-	2	-	2	-
	***%**	-%	-%	*1%*	-%	-%	**%*	-%	-%	**%*	-%	**%*	-%

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

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

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2398**	77	164	224	33	531	238	477	1370	220	1
Weighted total	**2000**	62	137	177	19	402	207	340	1009	122	2
Agriculture, hunting and forestry	**38**	1	*	1	-	3	*	6	18	2	-
	2%	*2%*	**%*	**%*	*-%*	*1%*	**%*	*2%*	*2%*	*2%*	*-%*
Fishing	*	-	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Mining and quarrying	**5**	-	*	-	-	2	*	2	2	*	-
	****%***	*-%*	**%*	*-%*	*-%*	*1%*	**%*	**%*	**%*	**%*	*-%*
Manufacturing	**171**	11	25	27	1	46	37	25	79	13	-
	9%	*17%*	*18%*	*16%* b	*3%*	*11%*	*18%* a	*7%*	*8%*	*10%*	*-%*
Electricity / Gas / Water supply	**47**	*	2	2	*	6	2	8	24	*	-
	2%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	**%*	*-%*
Construction	**194**	8	2	13	2	27	12	35	117	9	-
	10%	*13%* b	*1%*	*7%*	*10%*	*7%*	*6%*	*10%*	*12%*	*8%*	*-%*
Wholesale and retail trade: repair of motor vehicles / motor cycles	**496**	20	46	51	5	130	81	65	206	25	-
	25%	*32%*	*34%*	*29%*	*26%*	*32%*	*39%*	*19%*	*20%*	*20%*	*-%*
Hotels and restaurants	**56**	*	5	8	-	7	5	3	30	1	-
	3%	**%*	*4%*	*5%*	*-%*	*2%*	*3%*	*1%*	*3%* **ac**	**%*	*-%*
Transportation storage and communication	**94**	*	9	7	2	11	12	18	45	8	-
	5%	*1%*	*7%* a	*4%*	*9%*	*3%*	*6%*	*5%*	*4%*	*6%*	*-%*
Financial intermediation and insurance	**141**	-	3	4	3	34	4	49	109	18	-
	7%	*-%*	*3%*	*2%*	*18%* a	*8%* b	*2%*	*14%* b	*11%*	*15%*	*-%*
Real estate, rental and business	**260**	4	11	17	2	38	16	54	125	19	-
	13%	*7%*	*8%*	*10%*	*11%*	*9%*	*8%*	*16%* b	*12%*	*16%*	*-%*
Public administration and defence	**16**	2	2	4	-	4	2	5	8	3	-
	1%	*3%*	*2%*	*3%*	*-%*	*1%*	*1%*	*1%*	*1%*	*3%* b	*-%*
Educational services	**60**	2	-	2	2	9	2	8	28	*	-
	3%	*3%* b	*-%*	*1%*	*11%* a	*2%*	*1%*	*2%*	*3%* c	**%*	*-%*

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	2398	77	164	224	33	531	238	477	1370	220	1
Weighted total	2000	62	137	177	19	402	207	340	1009	122	2
Healthcare and social work	123	5	5	8	*	37	6	19	56	4	2
	6%	7%	3%	4%	1%	9% b	3%	6%	6%	4%	100%
Other community, social and personal service activities	208	5	17	21	1	34	19	29	99	13	-
	10%	8%	12%	12%	3%	9%	9%	9%	10%	11%	-%
Private households with employed persons	*	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Non-Governmental Organisations (NGOs)	90	1	8	9	1	13	8	13	61	5	-
	5%	2%	6%	5%	7%	3%	4%	4%	6%	4%	-%
Don't know	*	-	-	-	-	*	-	*	-	-	-
	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%
Other answers	2	2	-	2	-	2	-	-	-	-	-
	*%	3% b	-%	1%	-%	*%	-%	-%	-%	-%	-%
Net: Agriculture	38	1	*	1	-	3	*	6	18	2	-
	2%	2%	*%	*%	-%	1%	*%	2%	2%	2%	-%
Net: Manufacturing	176	11	25	27	1	48	37	27	81	13	-
	9%	17%	18%	16% b	3%	12%	18% a	8%	8%	11%	-%
Net: Utilities	47	*	2	2	*	6	2	8	24	*	-
	2%	1%	1%	1%	2%	1%	1%	2%	2%	*%	-%
Net: Construction	194	8	2	13	2	27	12	35	117	9	-
	10%	13% b	1%	7%	10%	7%	6%	10%	12%	8%	-%
Net: Distribution	589	20	55	59	7	142	93	83	251	33	-
	29%	33%	40%	33%	36%	35%	45% a	25%	25%	27%	-%
Net: Hospitality	56	*	5	8	-	7	5	3	30	1	-
	3%	*%	4%	5%	-%	2%	3%	1%	3% ac	*%	-%
Net: Financial	141	-	3	4	3	34	4	49	109	18	-
	7%	-%	3%	2%	18% a	8% b	2%	14% b	11%	15%	-%
Net: Non-financial	756	19	44	60	6	135	54	128	378	46	2
	38%	30%	32%	34%	32%	34% b	26%	38%	38%	38%	100%
Net: Other	2	2	-	2	-	2	-	-	-	-	-
	*%	3% b	-%	1%	-%	*%	-%	-%	-%	-%	-%

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	2398	384	877	164	-	507	502	180	6	1409	943	594	1220	999	15
Weighted total	2000	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
Agriculture, hunting and forestry	38	2	7	*	-	1	4	*	-	17	7	3	14	12	-
	2%	1%	1%	*%	-%	*%	1%	*%	-%	2%	1%	1%	2%	2%	-%
Fishing	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mining and quarrying	5	*	1	*	-	*	2	1	-	4	1	2	4	1	-
	*%	*%	*%	1%	-%	*%	1%	1%	-%	*%	*%	*%	*%	*%	-%
Manufacturing	171	19	53	10	-	59	52	22	2	78	53	59	64	46	*
	9%	7%	9%	11%	-%	15%	14%	19%	42%	7%	8%	13% ab	7%	7%	2%
Electricity / Gas / Water supply	47	2	6	2	-	6	4	2	-	24	6	7	18	12	-
	2%	1%	1%	2%	-%	2%	1%	1%	-%	2% b	1%	2%	2%	2%	-%
Construction	194	28	61	3	-	25	17	2	-	121	73	29	113	51	-
	10%	10% c	10% c	3%	-%	6% c	5%	1%	-%	12% c	11% c	6%	12% b	7%	-%
Wholesale and retail trade: repair of motor vehicles / motor cycles	496	53	105	28	-	150	122	45	1	213	122	145	182	138	1
	25%	19%	17%	31% ab	-%	38%	33%	37%	13%	20%	18%	32% ab	20%	20%	12%
Hotels and restaurants	56	4	7	1	-	6	9	1	-	31	8	7	22	20	1
	3%	2%	1%	1%	-%	1%	2%	1%	-%	3% b	1%	1%	2%	3%	13%
Transportation storage and communication	94	16	24	5	-	18	10	7	-	46	28	14	43	30	*
	5%	6%	4%	5%	-%	5%	3%	6% b	-%	4%	4%	3%	5%	4%	3%
Financial intermediation and insurance	141	54	91	15	-	21	22	5	-	111	96	32	112	71	*
	7%	19%	15%	17%	-%	5%	6%	4%	-%	11% c	14% ac	7%	12%	10%	9%
Real estate, rental and business	260	43	92	15	-	36	38	12	-	129	97	42	132	92	1
	13%	16%	15%	16%	-%	9%	10%	10%	-%	12%	15% c	9%	15%	13%	22%
Public administration and defence	16	6	8	2	-	6	4	3	-	9	10	4	7	7	-
	1%	2%	1%	2%	-%	2%	1%	3%	-%	1%	2%	1%	1%	1%	-%
Educational services	60	11	27	1	-	5	8	2	-	30	31	9	31	26	-
	3%	4%	5% c	1%	-%	1%	2%	2%	-%	3%	5% ac	2%	3%	4%	-%
Healthcare and social work	123	9	28	2	-	25	30	8	-	58	33	38	41	48	-
	6%	3%	5%	2%	-%	6%	8%	6%	-%	6%	5%	8% ab	5%	7% a	-%

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	2398	384	877	164	-	507	502	180	6	1409	943	594	1220	999	15
Weighted total	2000	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
Other community, social and personal service activities	208	23	57	5	-	28	31	8	*	112	67	38	85	79	*
	10%	*8%*	*9%*	*6%*	*-%*	*7%*	*8%*	*7%*	*6%*	*11%*	*10%*	*9%*	*9%*	*11%*	*8%*
Private households with employed persons	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Non-Governmental Organisations (NGOs)	90	7	33	4	-	8	18	3	2	61	32	16	38	58	2
	5%	*3%*	*5%* a	*4%*	*-%*	*2%*	*5%* a	*3%*	*39%*	*6%* c	*5%*	*4%*	*4%*	*8%* a	*31%*
Don't know	*	-	-	-	-	*	-	-	-	*	-	*	*	*	-
	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	**%*	**%*	*-%*
Other answers	2	-	2	-	-	-	2	-	-	-	2	2	-	2	-
	**%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	**%* a	*-%*	**%*	*-%*
Net: Agriculture	38	2	7	*	-	1	4	*	-	17	7	3	14	12	-
	2%	*1%*	*1%*	**%*	*-%*	**%*	*1%*	**%*	*-%*	*2%*	*1%*	*1%*	*2%*	*2%*	*-%*
Net: Manufacturing	176	19	55	10	-	59	54	23	2	82	54	62	68	47	*
	9%	*7%*	*9%*	*11%*	*-%*	*15%*	*14%*	*19%*	*42%*	*8%*	*8%*	*14%* **ab**	*7%*	*7%*	*2%*
Net: Utilities	47	2	6	2	-	6	4	2	-	24	6	7	18	12	-
	2%	*1%*	*1%*	*2%*	*-%*	*2%*	*1%*	*1%*	*-%*	*2%* b	*1%*	*2%*	*2%*	*2%*	*-%*
Net: Construction	194	28	61	3	-	25	17	2	-	121	73	29	113	51	-
	10%	*10%* c	*10%* c	*3%*	*-%*	*6%* c	*5%*	*1%*	*-%*	*12%* c	*11%* c	*6%*	*12%* b	*7%*	*-%*
Net: Distribution	589	69	129	32	-	168	132	52	1	259	151	160	225	167	1
	29%	*25%*	*21%*	*36%* **ab**	*-%*	*43%* b	*36%*	*43%*	*13%*	*25%*	*23%*	*36%* **ab**	*25%*	*24%*	*15%*
Net: Hospitality	56	4	7	1	-	6	9	1	-	31	8	7	22	20	1
	3%	*2%*	*1%*	*1%*	*-%*	*1%*	*2%*	*1%*	*-%*	*3%* b	*1%*	*1%*	*2%*	*3%*	*13%*
Net: Financial	141	54	91	15	-	21	22	5	-	111	96	32	112	71	*
	7%	*19%*	*15%*	*17%*	*-%*	*5%*	*6%*	*4%*	*-%*	*11%* c	*14%* **ac**	*7%*	*12%*	*10%*	*9%*
Net: Non-financial	756	99	244	28	-	107	127	36	2	400	271	147	334	310	3
	38%	*36%*	*41%* c	*31%*	*-%*	*27%*	*34%* a	*30%*	*45%*	*38%* c	*41%* c	*33%*	*37%*	*45%* a	*61%*
Net: Other	2	-	2	-	-	-	2	-	-	-	2	2	-	2	-
	**%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	**%* a	*-%*	**%*	*-%*

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	2398	423	297	367	117	92	1159	982	55	21	18	16
Weighted total	2000	291	204	274	75	52	860	688	37	16	19	11
Agriculture, hunting and forestry	38	3	2	1	*	*	15	15	*	-	-	*
	2%	1%	1%	*%	*%	*%	2%	2%	1%	-%	-%	2%
Fishing	*	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mining and quarrying	5	2	*	*	*	*	4	1	-	-	-	-
	*%	1%	*%	*%	1%	1%	*%	*%	-%	-%	-%	-%
Manufacturing	171	43	30	47	12	8	67	43	6	*	3	-
	9%	15%	15%	17%	16%	16%	8%	6%	17%	2%	14%	-%
Electricity / Gas / Water supply	47	4	2	6	-	*	21	12	-	-	-	-
	2%	1%	1%	2%	-%	*%	2%	2%	-%	-%	-%	-%
Construction	194	23	9	16	1	1	100	53	4	2	-	*
	10%	8% bde	4%	6%	2%	2%	12% b	8%	11%	11%	-%	4%
Wholesale and retail trade: repair of motor vehicles / motor cycles	496	92	61	102	28	19	190	144	9	2	9	5
	25%	32%	30%	37% b	38%	37%	22%	21%	24%	11%	45%	48%
Hotels and restaurants	56	3	5	3	1	*	22	20	3	*	-	*
	3%	1%	2%	1%	1%	1%	3%	3%	8%	3%	-%	2%
Transportation storage and communication	94	11	5	6	4	2	38	29	4	2	1	-
	5%	4%	2%	2%	6%	4%	4%	4%	12%	12%	6%	-%
Financial intermediation and insurance	141	23	10	13	5	3	102	69	1	*	2	-
	7%	8%	5%	5%	6%	6%	12%	10%	3%	*%	10%	-%
Real estate, rental and business	260	31	15	24	8	5	123	85	2	1	1	*
	13%	11%	7%	9%	10%	10%	14%	12%	5%	4%	8%	2%
Public administration and defence	16	4	2	5	3	2	5	6	-	-	-	2
	1%	1%	1%	2%	4% ab	3%	1%	1%	-%	-%	-%	16%
Educational services	60	8	4	6	2	2	27	26	1	2	-	-
	3%	3%	2%	2%	3%	5%	3%	4%	3%	12%	-%	-%
Healthcare and social work	123	20	19	17	4	2	37	49	1	1	-	-
	6%	7%	9%	6%	6%	3%	4%	7% a	4%	8%	-%	-%
Other community, social and personal service activities	208	18	23	19	6	3	71	77	2	4	2	3
	10%	6%	11% a	7%	8%	6%	8%	11% a	6%	25%	13%	26%

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

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2398**	423	297	367	117	92	1159	982	55	21	18	16
Weighted total	**2000**	291	204	274	75	52	860	688	37	16	19	11
Private households with employed persons	*	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Non-Governmental Organisations (NGOs)	**90**	6	14	6	*	3	38	57	2	2	1	-
	***5%**	*2%*	*7%* **acd**	*2%*	**%*	*6%* **acd**	*4%*	*8%* a	*7%*	*12%*	*6%*	*-%*
Don't know	*	-	-	*	-	-	-	-	-	-	-	-
	***%**	-%	-%	**%*	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**2**	-	2	-	-	-	-	2	-	-	-	-
	***%**	-%	*1%*	-%	-%	-%	-%	**%*	-%	-%	-%	-%
Net: Agriculture	**38**	3	2	1	*	*	15	15	*	-	-	*
	***2%**	*1%*	*1%*	**%*	**%*	**%*	*2%*	*2%*	*1%*	*-%*	*-%*	*2%*
Net: Manufacturing	**176**	45	31	47	12	9	71	45	6	*	3	-
	***9%**	*15%*	*15%*	*17%*	*16%*	*17%*	*8%*	*7%*	*17%*	*2%*	*14%*	*-%*
Net: Utilities	**47**	4	2	6	-	*	21	12	-	-	-	-
	***2%**	*1%*	*1%*	*2%*	*-%*	**%*	*2%*	*2%*	*-%*	*-%*	*-%*	*-%*
Net: Construction	**194**	23	9	16	1	1	100	53	4	2	-	*
	***10%**	*8%* **bde**	*4%*	*6%*	*2%*	*2%*	*12%* b	*8%*	*11%*	*11%*	*-%*	*4%*
Net: Distribution	**589**	103	66	109	33	22	228	173	13	4	10	5
	***29%**	*35%*	*32%*	*40%* b	*44%* b	*42%*	*26%*	*25%*	*36%*	*23%*	*50%*	*48%*
Net: Hospitality	**56**	3	5	3	1	*	22	20	3	*	-	*
	***3%**	*1%*	*2%*	*1%*	*1%*	*1%*	*3%*	*3%*	*8%*	*3%*	*-%*	*2%*
Net: Financial	**141**	23	10	13	5	3	102	69	1	*	2	-
	***7%**	*8%*	*5%*	*5%*	*6%*	*6%*	*12%*	*10%*	*3%*	**%*	*10%*	*-%*
Net: Non-financial	**756**	87	78	77	24	17	300	299	9	10	5	5
	***38%**	*30%*	*38%* **ac**	*28%*	*32%*	*33%*	*35%*	*43%* a	*24%*	*61%*	*26%*	*44%*
Net: Other	**2**	-	2	-	-	-	-	2	-	-	-	-
	***%**	-%	*1%*	-%	-%	-%	-%	**%*	-%	-%	-%	-%

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

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	a	b	a	b
Unweighted total	**2398**	2133	1685	2163	1761	2322	1313	2167	561	4	1928	65	301	1938
Weighted total	**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
Agriculture, hunting and forestry	**38**	33	30	34	27	36	19	34	5	-	35	*	8	28
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*-%*	*2%*	*1%*	*3%*	*2%*
Fishing	*	-	-	-	-	*	-	-	-	-	*	-	-	*
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*
Mining and quarrying	**5**	5	4	5	4	5	2	5	1	-	4	-	2	3
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*1%* b	**%*
Manufacturing	**171**	146	118	152	127	171	90	149	39	2	120	6	21	118
	9%	*8%*	*9%*	*9%*	*9%*	*9%*	*9%*	*8%*	*10%*	*38%*	*8%*	*11%*	*8%*	*7%*
Electricity / Gas / Water supply	**47**	42	32	44	35	46	28	45	9	-	41	*	2	44
	2%	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*3%*	*2%*	*-%*	*3%*	*1%*	*1%*	*3%* a
Construction	**194**	179	123	179	138	190	84	175	30	-	153	6	15	171
	10%	*10%*	*9%*	*10%*	*10%*	*10%*	*8%*	*10%*	*8%*	*-%*	*10%*	*11%*	*6%*	*11%* a
Wholesale and retail trade: repair of motor vehicles / motor cycles	**496**	421	309	425	373	475	277	440	96	*	378	11	71	357
	25%	*24%*	*24%*	*24%*	*26%* b	*25%*	*26%*	*25%*	*24%*	*3%*	*24%*	*20%*	*28%*	*23%*
Hotels and restaurants	**56**	50	28	51	33	50	28	52	6	-	51	*	3	52
	3%	*3%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*2%*	*-%*	*3%*	*1%*	*1%*	*3%*
Transportation storage and communication	**94**	83	65	83	64	91	48	84	25	-	72	1	8	78
	5%	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*6%*	*-%*	*5%*	*2%*	*3%*	*5%*
Financial intermediation and insurance	**141**	136	117	137	98	134	89	132	38	-	112	4	21	115
	7%	*8%*	*9%* **de**	*8%*	*7%*	*7%*	*8%*	*7%*	*10%*	*-%*	*7%*	*7%*	*8%*	*7%*
Real estate, rental and business	**260**	215	172	220	173	251	143	217	63	-	207	10	29	214
	13%	*12%*	*13%*	*13%*	*12%*	*13%*	*14%*	*12%*	*16%* b	*-%*	*13%*	*19%*	*11%*	*14%*
Public administration and defence	**16**	14	13	14	11	16	11	13	4	-	13	-	4	13
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*1%*	*1%*
Educational services	**60**	46	38	47	40	53	28	49	8	2	41	4	10	44
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*36%*	*3%*	*7%* a	*4%*	*3%*
Healthcare and social work	**123**	102	63	102	90	113	74	108	19	-	100	1	14	103
	6%	*6%*	*5%*	*6%*	*6%* b	*6%*	*7%*	*6%*	*5%*	*-%*	*6%*	*1%*	*5%*	*7%*

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

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2398**	2133	1685	2163	1761	2322	1313	2167	561	4	1928	65	301	1938
Weighted total	**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
Other community, social and personal service activities	**208**	173	138	177	149	201	95	177	34	-	159	7	30	166
	10%	*10%*	*11%*	*10%*	*11%*	*10%*	*9%*	*10%*	*9%*	*-%*	*10%*	*14%*	*12%*	*11%*
Private households with employed persons	*	*	-	*	*	*	*	*	-	-	*	-	-	*
	****%***	**%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*
Non-Governmental Organisations (NGOs)	**90**	77	59	80	46	86	39	82	14	1	77	3	19	72
	5%	*4%*	*4%*	*5%* d	*3%*	*4%*	*4%*	*5%*	*4%*	*22%*	*5%*	*5%*	*7%* b	*5%*
Don't know	*	*	-	*	*	-	*	*	*	-	*	-	-	*
	****%***	**%*	*-%*	**%*	**%*	*-%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*
Other answers	**2**	2	2	2	2	2	2	2	2	-	2	-	-	2
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*
Net: Agriculture	**38**	33	30	34	27	36	19	34	5	-	36	*	8	29
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*-%*	*2%*	*1%*	*3%*	*2%*
Net: Manufacturing	**176**	151	123	156	131	176	93	154	40	2	123	6	23	121
	9%	*9%*	*9%*	*9%*	*9%*	*9%*	*9%*	*9%*	*10%*	*38%*	*8%*	*11%*	*9%*	*8%*
Net: Utilities	**47**	42	32	44	35	46	28	45	9	-	41	*	2	44
	2%	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*3%*	*2%*	*-%*	*3%*	*1%*	*1%*	*3%* a
Net: Construction	**194**	179	123	179	138	190	84	175	30	-	153	6	15	171
	10%	*10%*	*9%*	*10%*	*10%*	*10%*	*8%*	*10%*	*8%*	*-%*	*10%*	*11%*	*6%*	*11%* a
Net: Distribution	**589**	503	374	508	437	566	325	524	121	*	450	12	78	435
	29%	*29%*	*29%*	*29%*	*31%*	*29%*	*31%*	*30%*	*31%*	*3%*	*29%*	*22%*	*30%*	*28%*
Net: Hospitality	**56**	50	28	51	33	50	28	52	6	-	51	*	3	52
	3%	*3%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*2%*	*-%*	*3%*	*1%*	*1%*	*3%*
Net: Financial	**141**	136	117	137	98	134	89	132	38	-	112	4	21	115
	7%	*8%*	*9%* de	*8%*	*7%*	*7%*	*8%*	*7%*	*10%*	*-%*	*7%*	*7%*	*8%*	*7%*
Net: Non-financial	**756**	628	482	641	510	720	392	647	141	3	598	24	106	611
	38%	*36%*	*37%*	*37%*	*36%*	*38%*	*37%*	*37%*	*36%*	*59%*	*38%*	*46%*	*41%*	*39%*
Net: Other	**2**	2	2	2	2	2	2	2	2	-	2	-	-	2
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*

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

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	2398	418	17	97	392	257	1716	412	297	107	1967	1353	1045
Weighted total	2000	376	13	86	352	193	1472	320	259	98	1624	1093	907
Agriculture, hunting and forestry	38	2	-	-	3	2	30	6	*	2	36	19	19
	2%	*1%*	*-%*	*-%*	*1%*	*1%*	*2%*	*2%*	**%*	*2%*	*2%* a	*2%*	*2%*
Fishing	*	-	-	-	-	-	-	*	-	-	*	-	*
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	**%*
Mining and quarrying	5	*	-	-	*	-	5	-	1	-	2	2	2
	**%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	**%*	**%*
Manufacturing	171	56	4	8	59	19	117	36	33	12	125	99	73
	9%	*15%*	*29%*	*9%*	*17%*	*10%*	*8%*	*11%* b	*13%* c	*13%*	*8%*	*9%*	*8%*
Electricity / Gas / Water supply	47	4	-	-	5	1	42	4	2	5	41	23	24
	2%	*1%*	*-%*	*-%*	*1%*	**%*	*3%* a	*1%*	*1%*	*5%* a	*2%* a	*2%*	*3%*
Construction	194	23	*	4	21	15	145	33	4	7	182	116	78
	10%	*6%*	*3%*	*4%*	*6%*	*8%*	*10%*	*10%*	*2%*	*7%* a	*11%* a	*11%*	*9%*
Wholesale and retail trade: repair of motor vehicles / motor cycles	496	137	4	39	117	63	367	61	99	29	363	254	242
	25%	*36%*	*35%*	*45%* b	*33%*	*32%* **bc**	*25%* c	*19%*	*38%* c	*30%*	*22%*	*23%*	*27%*
Hotels and restaurants	56	8	-	4	6	4	44	7	2	2	52	25	31
	3%	*2%*	*-%*	*4%*	*2%*	*2%*	*3%*	*2%*	*1%*	*2%*	*3%* a	*2%*	*3%*
Transportation storage and communication	94	17	2	7	17	7	61	26	16	4	73	63	31
	5%	*5%*	*16%*	*9%*	*5%*	*4%*	*4%*	*8%* **ab**	*6%*	*4%*	*4%*	*6%* b	*3%*
Financial intermediation and insurance	141	12	-	2	12	17	97	26	9	8	123	88	53
	7%	*3%*	*-%*	*3%*	*4%*	*9%*	*7%*	*8%*	*3%*	*8%*	*8%* a	*8%* b	*6%*
Real estate, rental and business	260	40	2	10	37	20	190	46	32	12	212	144	115
	13%	*11%*	*16%*	*11%*	*10%*	*10%*	*13%*	*14%*	*13%*	*12%*	*13%*	*13%*	*13%*
Public administration and defence	16	5	-	*	4	2	13	1	2	-	14	8	9
	1%	*1%*	*-%*	**%*	*1%*	*1%*	*1%*	**%*	*1%*	*-%*	*1%*	*1%*	*1%*
Educational services	60	10	-	2	8	3	44	13	7	2	51	30	30
	3%	*3%*	*-%*	*2%*	*2%*	*1%*	*3%*	*4%* a	*3%*	*2%*	*3%*	*3%*	*3%*
Healthcare and social work	123	20	-	3	20	12	98	7	9	7	103	57	65
	6%	*5%*	*-%*	*3%*	*6%*	*6%* c	*7%* c	*2%*	*3%*	*7%*	*6%* a	*5%*	*7%* a

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	***b**	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2398**	418	17	97	392	257	1716	412	297	107	1967	1353	1045
Weighted total	**2000**	376	13	86	352	193	1472	320	259	98	1624	1093	907
Other community, social and personal service activities	**208**	29	-	6	32	21	153	34	35	6	166	105	102
	10%	*8%*	*-%*	*7%*	*9%*	*11%*	*10%*	*11%*	*13%* b	*6%*	*10%*	*10%*	*11%*
Private households with employed persons	*	-	-	-	-	-	*	-	-	-	*	*	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*
Non-Governmental Organisations (NGOs)	**90**	10	*	2	8	8	64	19	8	*	82	60	30
	5%	*3%*	**%*	*2%*	*2%*	*4%*	*4%*	*6%*	*3%*	**%*	*5%* b	*6%* b	*3%*
Don't know	*	-	-	-	-	-	-	*	*	-	-	-	*
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	**%*
Other answers	**2**	2	-	-	2	-	2	-	-	2	-	-	2
	****%***	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*2%* **ac**	*-%*	*-%*	**%*
Net: Agriculture	**38**	2	-	-	3	2	30	6	*	2	36	19	20
	2%	*1%*	*-%*	*-%*	*1%*	*1%*	*2%*	*2%*	**%*	*2%*	*2%* a	*2%*	*2%*
Net: Manufacturing	**176**	57	4	8	60	19	121	36	34	12	127	101	75
	9%	*15%*	*29%*	*9%*	*17%*	*10%*	*8%*	*11%*	*13%* c	*13%*	*8%*	*9%*	*8%*
Net: Utilities	**47**	4	-	-	5	1	42	4	2	5	41	23	24
	2%	*1%*	*-%*	*-%*	*1%*	**%*	*3%* a	*1%*	*1%*	*5%* a	*2%* a	*2%*	*3%*
Net: Construction	**194**	23	*	4	21	15	145	33	4	7	182	116	78
	10%	*6%*	*3%*	*4%*	*6%*	*8%*	*10%*	*10%*	*2%*	*7%* a	*11%* a	*11%*	*9%*
Net: Distribution	**589**	155	6	46	134	70	429	87	115	34	436	317	273
	29%	*41%*	*51%*	*54%* b	*38%*	*36%* **bc**	*29%*	*27%*	*44%* c	*34%*	*27%*	*29%*	*30%*
Net: Hospitality	**56**	8	-	4	6	4	44	7	2	2	52	25	31
	3%	*2%*	*-%*	*4%*	*2%*	*2%*	*3%*	*2%*	*1%*	*2%*	*3%* a	*2%*	*3%*
Net: Financial	**141**	12	-	2	12	17	97	26	9	8	123	88	53
	7%	*3%*	*-%*	*3%*	*4%*	*9%*	*7%*	*8%*	*3%*	*8%*	*8%* a	*8%* b	*6%*
Net: Non-financial	**756**	113	2	22	109	66	562	120	92	28	627	405	351
	38%	*30%*	*17%*	*26%*	*31%*	*34%*	*38%*	*37%*	*36%*	*28%*	*39%* b	*37%*	*39%*
Net: Other	**2**	2	-	-	2	-	2	-	-	2	-	-	2
	****%***	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*2%* **ac**	*-%*	*-%*	**%*

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	2398	387	59	177	91	126	57	208	134	112	256	36	134
Weighted total	2000	152	17	69	34	49	21	82	50	47	112	15	73
Agriculture, hunting and forestry	**38**	1	*	*	*	*	-	*	*	1	2	-	*
	2%	*1%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*3%*	*2%*	*-%*	**%*
Fishing	*	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Mining and quarrying	**5**	1	-	-	-	-	-	1	-	1	-	-	-
	****%***	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*2%* b	*-%*	*-%*	*-%*
Manufacturing	**171**	14	1	11	8	8	1	10	2	4	12	*	7
	9%	*9%*	*7%*	*16%* a	*24%* **ab**	*17%* **bd**	*3%*	*13%* **bd**	*4%*	*9%*	*11%*	*3%*	*9%*
Electricity / Gas / Water supply	**47**	2	1	*	*	*	-	*	1	1	2	*	2
	2%	*1%*	*6%* **ac**	*1%*	*1%*	*1%*	*-%*	**%*	*3%* c	*1%*	*2%*	*1%*	*3%*
Construction	**194**	20	1	9	4	7	4	14	9	5	12	1	11
	10%	*13%*	*9%*	*13%*	*13%*	*15%*	*17%*	*17%*	*19%*	*10%*	*11%*	*9%*	*15%*
Wholesale and retail trade: repair of motor vehicles / motor cycles	**496**	23	2	22	8	13	7	11	10	8	24	4	14
	25%	*15%*	*13%*	*32%* **ab**	*22%*	*26%* c	*32%* **cd**	*13%*	*19%*	*17%*	*21%*	*25%*	*19%*
Hotels and restaurants	**56**	6	1	1	*	1	*	5	3	*	5	*	2
	3%	*4%*	*4%*	*1%*	*1%*	*2%*	*2%*	*7%* a	*5%*	**%*	*5%* a	*2%*	*3%*
Transportation storage and communication	**94**	9	1	5	2	3	1	3	2	5	9	*	6
	5%	*6%*	*7%*	*7%*	*5%*	*5%*	*7%*	*3%*	*5%*	*10%*	*8%*	*1%*	*9%*
Financial intermediation and insurance	**141**	16	3	3	1	3	*	6	3	3	9	1	6
	7%	*10%* **cd**	*20%* **acd**	*4%*	*3%*	*5%*	**%*	*7%*	*6%*	*7%*	*8%*	*7%*	*9%*
Real estate, rental and business	**260**	22	2	8	4	7	2	14	6	7	17	2	8
	13%	*15%*	*14%*	*12%*	*13%*	*15%*	*10%*	*17%*	*13%*	*15%*	*15%*	*17%*	*11%*
Public administration and defence	**16**	1	*	-	-	-	-	*	*	*	1	*	-
	1%	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*1%*	*1%*	**%*	*-%*
Educational services	**60**	5	1	*	*	*	*	4	1	2	5	*	*
	3%	*4%* c	*7%* **cd**	**%*	**%*	**%*	*1%*	*5%* a	*2%*	*5%* d	*4%* d	*1%*	*1%*
Healthcare and social work	**123**	8	1	3	2	2	1	4	4	2	4	1	4
	6%	*5%*	*3%*	*5%*	*7%*	*5%*	*5%*	*5%*	*7%*	*4%*	*4%*	*7%*	*5%*

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	2398	387	59	177	91	126	57	208	134	112	256	36	134
Weighted total	2000	152	17	69	34	49	21	82	50	47	112	15	73
Other community, social and personal service activities	208	13	*	5	2	3	3	7	6	4	6	2	12
	10%	*8%* b	*1%*	*7%*	*5%*	*7%*	*12%*	*8%*	*12%*	*8%*	*5%*	*10%*	*16%* b
Private households with employed persons	*	-	-	-	-	-	-	-	-	-	-	-	*
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Non-Governmental Organisations (NGOs)	90	10	1	2	2	1	2	3	3	4	3	2	*
	5%	*6%*	*8%*	*3%*	*5%*	*3%*	*9%* a	*4%*	*6%*	*8%* **bd**	*3%*	*16%* **bd**	**%*
Don't know	*	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	2	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: Agriculture	38	1	*	*	*	*	-	*	*	1	2	-	*
	2%	*1%*	*%*	*%*	*%*	*%*	-%	*%*	*%*	*3%*	*2%*	-%	*%*
Net: Manufacturing	176	16	1	11	8	8	1	11	2	5	12	*	7
	9%	*10%*	*7%*	*16%*	*24%* **ab**	*17%* **bd**	*3%*	*14%* **bd**	*4%*	*11%*	*11%*	*3%*	*9%*
Net: Utilities	47	2	1	*	*	*	-	*	1	1	2	*	2
	2%	*1%*	*6%* **ac**	*1%*	*1%*	*1%*	-%	*%*	*3%* c	*1%*	*2%*	*1%*	*3%*
Net: Construction	194	20	1	9	4	7	4	14	9	5	12	1	11
	10%	*13%*	*9%*	*13%*	*13%*	*15%*	*17%*	*17%*	*19%*	*10%*	*11%*	*9%*	*15%*
Net: Distribution	589	32	3	27	9	15	8	14	12	13	33	4	20
	29%	*21%*	*20%*	*39%* **ab**	*27%*	*31%* c	*40%* **cd**	*17%*	*24%*	*27%*	*30%*	*26%*	*28%*
Net: Hospitality	56	6	1	1	*	1	*	5	3	*	5	*	2
	3%	*4%*	*4%*	*1%*	*1%*	*2%*	*2%*	*7%* a	*5%*	**%*	*5%* a	*2%*	*3%*
Net: Financial	141	16	3	3	1	3	*	6	3	3	9	1	6
	7%	*10%* **cd**	*20%* **acd**	*4%*	*3%*	*5%*	**%*	*7%*	*6%*	*7%*	*8%*	*7%*	*9%*
Net: Non-financial	756	60	6	19	10	14	8	31	20	19	36	8	24
	38%	*39%* c	*33%*	*27%*	*30%*	*29%*	*38%*	*38%*	*40%*	*40%*	*32%*	*52%* **bd**	*33%*
Net: Other	2	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2398**	331	128	41	563	172	162	184	142	174	209	155	137
Weighted total	**2000**	289	154	57	261	123	116	150	141	209	187	184	130
Agriculture, hunting and forestry	**38**	7	4	3	4	4	7	2	*	1	1	2	4
	2%	*2%*	*3%*	*5%*	*1%*	*3%*	*6%*	*1%*	**%*	**%*	*1%*	*1%*	*3%*
				hij		**ij**	**adghijk**						
Fishing	*	*	-	-	-	-	-	-	-	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Mining and quarrying	**5**	-	-	-	1	*	*	2	*	-	-	-	*
	****%***	*-%*	*-%*	*-%*	**%*	**%*	**%*	*1%*	**%*	*-%*	*-%*	*-%*	**%*
								a					
Manufacturing	**171**	25	18	3	26	5	8	14	14	23	22	6	7
	9%	*9%*	*12%*	*5%*	*10%*	*4%*	*7%*	*10%*	*10%*	*11%*	*12%*	*3%*	*5%*
		k	**ek**		**ek**			k	**ek**	**ek**	**ekl**		
Electricity / Gas / Water supply	**47**	2	6	-	5	5	2	4	2	*	3	7	10
	2%	*1%*	*4%*	*-%*	*2%*	*4%*	*2%*	*3%*	*1%*	**%*	*2%*	*4%*	*8%*
			ai			**ai**						**ai**	**adfghij**
Construction	**194**	45	11	6	30	14	2	15	10	19	9	23	9
	10%	*16%*	*7%*	*10%*	*12%*	*12%*	*2%*	*10%*	*7%*	*9%*	*5%*	*13%*	*7%*
		bfhijl	f	f	**fj**	**fj**		**fj**	f	f		**fj**	f
Wholesale and retail trade: repair of motor vehicles / motor cycles	**496**	73	48	13	53	30	24	31	37	51	48	48	39
	25%	*25%*	*31%*	*22%*	*20%*	*25%*	*21%*	*20%*	*26%*	*24%*	*26%*	*26%*	*30%*
			dg										**dg**
Hotels and restaurants	**56**	8	3	*	8	2	5	4	7	1	6	4	8
	3%	*3%*	*2%*	*1%*	*3%*	*2%*	*4%*	*3%*	*5%*	**%*	*3%*	*2%*	*7%*
					i		i		i		i		**ei**
Transportation storage and communication	**94**	13	8	-	22	8	5	6	7	7	7	7	3
	5%	*5%*	*5%*	*-%*	*8%*	*7%*	*4%*	*4%*	*5%*	*3%*	*4%*	*4%*	*3%*
					aijkl								
Financial intermediation and insurance	**141**	10	13	5	21	8	11	15	15	19	10	7	8
	7%	*3%*	*8%*	*9%*	*8%*	*7%*	*10%*	*10%*	*10%*	*9%*	*5%*	*4%*	*6%*
			a		a		a	**ak**	**ak**	a			
Real estate, rental and business	**260**	33	15	7	35	16	15	27	18	33	25	13	23
	13%	*12%*	*10%*	*13%*	*13%*	*13%*	*13%*	*18%*	*13%*	*16%*	*13%*	*7%*	*18%*
					k			**bk**		k			k
Public administration and defence	**16**	*	2	-	1	*	5	2	-	3	2	1	-
	1%	**%*	*1%*	*-%*	*1%*	**%*	*4%*	*1%*	*-%*	*2%*	*1%*	**%*	*-%*
							adehkl			a			
Educational services	**60**	13	4	2	8	4	1	3	6	5	3	9	4
	3%	*4%*	*3%*	*3%*	*3%*	*3%*	*1%*	*2%*	*4%*	*2%*	*1%*	*5%*	*3%*
		f							f			**fj**	
Healthcare and social work	**123**	21	13	11	12	8	6	6	6	15	11	13	1
	6%	*7%*	*9%*	*20%*	*5%*	*7%*	*5%*	*4%*	*5%*	*7%*	*6%*	*7%*	*1%*
		l	**ladefghijkl**		l	l	l		l	l	l	l	

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

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2398**	331	128	41	563	172	162	184	142	174	209	155	137
Weighted total	**2000**	289	154	57	261	123	116	150	141	209	187	184	130
Other community, social and personal service activities	**208**	24	4	4	24	13	18	16	7	24	31	29	13
	10%	*8%*	*2%*	*7%*	*9%*	*11%*	*16%*	*10%*	*5%*	*12%*	*17%*	*16%*	*10%*
		b			b	b	**abdh**	b		**bh**	**abdh**	**abdh**	b
Private households with employed persons	*	-	-	-	*	-	-	-	-	-	-	-	-
	%	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Non-Governmental Organisations (NGOs)	**90**	13	8	3	10	3	6	4	11	8	10	14	-
	5%	*4%*	*5%*	*5%*	*4%*	*3%*	*5%*	*3%*	*8%*	*4%*	*5%*	*8%*	*-%*
		l	l	l	l		l	l	**degl**	l	l	**degl**	
Don't know	*	*	-	-	-	-	-	-	-	-	-	-	-
	%	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other answers	**2**	2	-	-	-	-	-	-	-	-	-	-	-
	%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: Agriculture	**38**	8	4	3	4	4	7	2	*	1	1	2	4
	2%	*3%*	*3%*	*5%*	*1%*	*3%*	*6%*	*1%*	**%*	**%*	*1%*	*1%*	*3%*
				hij		**ij**	**dghijk**						
Net: Manufacturing	**176**	25	18	3	27	6	8	16	15	23	22	6	7
	9%	*9%*	*12%*	*5%*	*10%*	*5%*	*7%*	*11%*	*11%*	*11%*	*12%*	*3%*	*6%*
		k	**ek**		**ek**			**ek**	**ek**	**ek**	**ekl**		
Net: Utilities	**47**	2	6	-	5	5	2	4	2	*	3	7	10
	2%	*1%*	*4%*	*-%*	*2%*	*4%*	*2%*	*3%*	*1%*	**%*	*2%*	*4%*	*8%*
			ai			**ai**						**ai**	**adfghij**
Net: Construction	**194**	45	11	6	30	14	2	15	10	19	9	23	9
	10%	*16%*	*7%*	*10%*	*12%*	*12%*	*2%*	*10%*	*7%*	*9%*	*5%*	*13%*	*7%*
		bfhijl	f	f	**fj**	**fj**		**fj**	f	f		**fj**	f
Net: Distribution	**589**	86	56	13	75	38	30	37	44	58	54	55	43
	29%	*30%*	*36%*	*22%*	*29%*	*31%*	*26%*	*25%*	*31%*	*28%*	*29%*	*30%*	*33%*
			g										
Net: Hospitality	**56**	8	3	*	8	2	5	4	7	1	6	4	8
	3%	*3%*	*2%*	*1%*	*3%*	*2%*	*4%*	*3%*	*5%*	**%*	*3%*	*2%*	*7%*
					i		i		i		i		**ei**
Net: Financial	**141**	10	13	5	21	8	11	15	15	19	10	7	8
	7%	*3%*	*8%*	*9%*	*8%*	*7%*	*10%*	*10%*	*10%*	*9%*	*5%*	*4%*	*6%*
			a		a		a	**ak**	**ak**	a			
Net: Non-financial	**756**	104	45	27	91	45	50	57	48	88	81	79	41
	38%	*36%*	*29%*	*48%*	*35%*	*36%*	*43%*	*38%*	*34%*	*42%*	*44%*	*43%*	*32%*
				b			**bdl**			b	**bdl**	**bl**	
Net: Other	**2**	2	-	-	-	-	-	-	-	-	-	-	-
	%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2398**	500	897	500	501
Weighted total	**2000**	500	500	500	500
Agriculture, hunting and forestry	**38**	14	15	3	6
	2%	*3%*	*3%*	*1%*	*1%*
		c	c		
Fishing	*	*	-	-	-
	%	*%*	-%	-%	-%
Mining and quarrying	**5**	-	2	3	*
	%	-%	*%	*1%*	*%*
Manufacturing	**171**	46	40	51	35
	9%	*9%*	*8%*	*10%*	*7%*
Electricity / Gas / Water supply	**47**	7	13	6	21
	2%	*1%*	*3%*	*1%*	*4%*
					ac
Construction	**194**	61	47	45	41
	10%	*12%*	*9%*	*9%*	*8%*
		d			
Wholesale and retail trade: repair of motor vehicles / motor cycles	**496**	134	108	118	135
	25%	*27%*	*22%*	*24%*	*27%*
		b			b
Hotels and restaurants	**56**	11	15	12	18
	3%	*2%*	*3%*	*2%*	*4%*
Transportation storage and communication	**94**	21	35	21	17
	5%	*4%*	*7%*	*4%*	*3%*
			acd		
Financial intermediation and insurance	**141**	27	40	48	25
	7%	*5%*	*8%*	*10%*	*5%*
			d	**ad**	
Real estate, rental and business	**260**	55	66	78	61
	13%	*11%*	*13%*	*16%*	*12%*
				a	
Public administration and defence	**16**	2	7	5	3
	1%	*%*	*1%*	*1%*	*1%*
Educational services	**60**	18	12	13	16
	3%	*4%*	*2%*	*3%*	*3%*
Healthcare and social work	**123**	45	26	27	24
	6%	*9%*	*5%*	*5%*	*5%*
		bcd			
Other community, social and personal service activities	**208**	32	56	47	73
	10%	*6%*	*11%*	*9%*	*15%*
			a		**ac**

Columns Tested: a,b,c,d

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

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2398**	500	897	500	501
Weighted total	**2000**	500	500	500	500
Private households with employed persons	*	-	*	-	-
	***%**	*-%*	**%*	*-%*	*-%*
Non-Governmental Organisations (NGOs)	**90**	23	19	24	25
	***5%**	*5%*	*4%*	*5%*	*5%*
Don't know	*	*	-	-	-
	***%**	**%*	*-%*	*-%*	*-%*
Other answers	**2**	2	-	-	-
	***%**	**%*	*-%*	*-%*	*-%*
Net: Agriculture	**38**	14	15	3	6
	***2%**	*3%*	*3%*	*1%*	*1%*
		c	c		
Net: Manufacturing	**176**	46	41	54	35
	***9%**	*9%*	*8%*	*11%*	*7%*
				d	
Net: Utilities	**47**	7	13	6	21
	***2%**	*1%*	*3%*	*1%*	*4%*
					ac
Net: Construction	**194**	61	47	45	41
	***10%**	*12%*	*9%*	*9%*	*8%*
		d			
Net: Distribution	**589**	155	143	139	152
	***29%**	*31%*	*29%*	*28%*	*30%*
Net: Hospitality	**56**	11	15	12	18
	***3%**	*2%*	*3%*	*2%*	*4%*
Net: Financial	**141**	27	40	48	25
	***7%**	*5%*	*8%*	*10%*	*5%*
			d	**ad**	
Net: Non-financial	**756**	176	185	193	202
	***38%**	*35%*	*37%*	*39%*	*40%*
Net: Other	**2**	2	-	-	-
	***%**	**%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d

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

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total	**2000**	1920	51	18	11	80	692	457	116	50	48
Head office	**1794**	1729	44	14	7	65	646	429	103	45	44
	90%	*90%*	*86%*	*74%*	*69%*	*81%*	*93%*	*94%*	*89%*	*89%*	*92%*
		bcde	**cde**			d		c			
Branch / local office	**206**	191	7	5	3	15	46	28	13	5	4
	10%	*10%*	*14%*	*26%*	*31%*	*19%*	*7%*	*6%*	*11%*	*11%*	*8%*
			a	**ab**	**abe**	**ab**			b		

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

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

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total	**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
Head office	**1794**	198	109	259	57	129	290	189	154	150	1536	92	90	76
	90%	*90%*	*95%*	*87%*	*88%*	*80%*	*89%*	*95%*	*94%*	*91%*	*90%*	*90%*	*92%*	*86%*
		e	**cem**	e			e	**cefjm**	**cem**	e	**em**	e	**cem**	
Branch / local office	**206**	21	6	38	8	33	34	10	10	16	176	10	7	13
	10%	*10%*	*5%*	*13%*	*12%*	*20%*	*11%*	*5%*	*6%*	*9%*	*10%*	*10%*	*8%*	*14%*
				bghl		**abcfghijkl**	g				g			**bghjl**

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

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

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2398**	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total	**2000**	38	176	47	194	589	56	141	756	1548	452	1794	206
Head office	**1794**	35	155	44	189	533	45	115	676	1366	428	1794	-
	90%	*92%*	*88%*	*93%*	*97%*	*90%*	*80%*	*82%*	*89%*	*88%*	*95%*	*100%*	*-%*
		f		**fg**	**befgh**	**fg**			**fg**		a	b	
Branch / local office	**206**	3	21	3	5	57	11	26	81	182	24	-	206
	10%	*8%*	*12%*	*7%*	*3%*	*10%*	*20%*	*18%*	*11%*	*12%*	*5%*	*-%*	*100%*
			d			d	**acdeh**	**cdeh**	d	b			a

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

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2398**	2274	124	1449	371	549
Weighted total	**2000**	1874	126	1243	290	433
Head office	**1794**	1682	112	1116	253	394
	90%	*90%*	*89%*	*90%*	*87%*	*91%*
Branch / local office	**206**	192	14	127	36	40
	10%	*10%*	*11%*	*10%*	*13%*	*9%*

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

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

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**2398**	1908	413	60	8	5	3	-	1	2321	77	904	1004	490
Weighted total	**2000**	1695	267	30	5	3	1	-	*	1962	38	905	790	305
Head office	**1794**	1517	243	26	5	3	1	-	*	1760	34	812	705	277
	90%	*90%*	*91%*	*86%*	*100%*	*91%*	*100%*	*-%*	*100%*	*90%*	*88%*	*90%*	*89%*	*91%*
Branch / local office	**206**	178	24	4	-	*	-	-	-	202	4	93	84	28
	10%	*10%*	*9%*	*14%*	*-%*	*9%*	*-%*	*-%*	*-%*	*10%*	*12%*	*10%*	*11%*	*9%*

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

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

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total	**2398**	1469	998	1607	769	623	1539	1412	108	42	30	9	4	1
Weighted total	**2000**	1088	703	1219	609	435	1190	1113	54	27	17	3	4	*
Head office	**1794**	968	634	1088	561	389	1090	998	47	20	16	3	4	*
	90%	*89%*	*90%*	*89%*	*92%*	*90%*	*92%*	*90%*	*87%*	*74%*	*93%*	*100%*	*100%*	*100%*
					ac		**ac**	c			c			
Branch / local office	**206**	121	70	131	48	46	100	116	7	7	1	-	-	-
	10%	*11%*	*10%*	*11%*	*8%*	*10%*	*8%*	*10%*	*13%*	*26%*	*7%*	*-%*	*-%*	*-%*
		df		**df**						**ad**				

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

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

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	***b**	***c**	***d**	***e**	***f**	***g**	***h**	a	b	c	d	***e**
Unweighted total	**2398**	733	17	11	4	1	3	-	4	487	391	399	316	13
Weighted total	**2000**	586	10	7	5	*	*	-	1	450	298	284	176	11
Head office	**1794**	542	8	7	4	*	*	-	1	399	261	257	160	10
	90%	*92%*	*79%*	*100%*	*66%*	*100%*	*100%*	*-%*	*100%*	*89%*	*87%*	*91%*	*91%*	*92%*
Branch / local office	**206**	45	2	-	2	-	-	-	-	51	38	26	15	1
	10%	*8%*	*21%*	*-%*	*34%*	*-%*	*-%*	*-%*	*-%*	*11%*	*13%*	*9%*	*9%*	*8%*

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

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
Head office	**1794**	191	124	159	79	5	382	22	155	1567	226	1042	45
	90%	*92%*	*89%*	*94%*	*93%*	*97%*	*93%*	*91%*	*90%*	*90%*	*89%*	*90%*	*84%*
Branch / local office	**206**	17	15	10	6	*	30	2	17	177	29	122	8
	10%	*8%*	*11%*	*6%*	*7%*	*3%*	*7%*	*9%*	*10%*	*10%*	*11%*	*10%*	*16%*

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

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

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2398**	77	164	224	33	531	238	477	1370	220	1
Weighted total	**2000**	62	137	177	19	402	207	340	1009	122	2
Head office	**1794**	60	122	160	16	372	189	309	897	109	2
	90%	*97%*	*89%*	*91%*	*86%*	*93%*	*91%*	*91%*	*89%*	*89%*	*100%*
Branch / local office	**206**	2	15	16	3	30	18	30	112	13	-
	10%	*3%*	*11%*	*9%*	*14%*	*7%*	*9%*	*9%*	*11%*	*11%*	*-%*

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

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

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**2398**	384	877	164	-	507	502	180	6	1409	943	594	1220	999	15
Weighted total	**2000**	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
Head office	**1794**	259	538	78	-	362	334	114	4	929	604	411	814	620	5
	90%	*93%* **bc**	*89%*	*87%*	*-%*	*92%*	*90%*	*94%*	*100%*	*89%*	*90%*	*92%* a	*90%*	*90%*	*97%*
Branch / local office	**206**	18	64	12	-	32	37	7	-	115	64	36	93	72	*
	10%	*7%*	*11%* a	*13%* a	*-%*	*8%*	*10%*	*6%*	*-%*	*11%* c	*10%*	*8%*	*10%*	*10%*	*3%*

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

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

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2398**	423	297	367	117	92	1159	982	55	21	18	16
Weighted total	**2000**	291	204	274	75	52	860	688	37	16	19	11
Head office	**1794**	269	187	259	70	50	766	622	35	16	17	11
	90%	*92%*	*92%*	*95%*	*94%*	*97%*	*89%*	*90%*	*96%*	*98%*	*88%*	*98%*
Branch / local office	**206**	22	17	14	5	2	94	66	1	*	2	*
	10%	*8%*	*8%*	*5%*	*6%*	*3%*	*11%*	*10%*	*4%*	*2%*	*12%*	*2%*

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

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

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2398**	2133	1685	2163	1761	2322	1313	2167	561	4	1928	65	301	1938
Weighted total	**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
Head office	**1794**	1559	1190	1588	1287	1730	961	1595	355	2	1401	47	232	1421
	90%	*90%*	*91%*	*91%*	*91%*	*90%*	*91%*	*90%*	*90%*	*39%*	*89%*	*89%*	*90%*	*90%*
Branch / local office	**206**	165	122	165	124	189	98	169	38	3	165	6	25	159
	10%	*10%*	*9%*	*9%*	*9%*	*10%*	*9%*	*10%*	*10%*	*61%*	*11%*	*11%*	*10%*	*10%*

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

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

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2398**	418	17	97	392	257	1716	412	297	107	1967	1353	1045
Weighted total	**2000**	376	13	86	352	193	1472	320	259	98	1624	1093	907
Head office	**1794**	335	9	78	311	172	1318	287	232	93	1451	992	802
	90%	*89%*	*72%*	*90%*	*89%*	*89%*	*90%*	*90%*	*90%*	*95%* c	*89%*	*91%*	*88%*
Branch / local office	**206**	41	4	8	40	21	153	32	26	5	173	101	106
	10%	*11%*	*28%*	*10%*	*11%*	*11%*	*10%*	*10%*	*10%*	*5%*	*11%* b	*9%*	*12%*

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

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

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2398**	387	59	177	91	126	57	208	134	112	256	36	134
Weighted total	**2000**	152	17	69	34	49	21	82	50	47	112	15	73
Head office	**1794**	137	12	58	31	41	19	71	47	42	102	13	65
	90%	*90%*	*72%*	*83%*	*91%*	*83%*	*93%*	*86%*	*94%*	*90%*	*91%*	*85%*	*89%*
		bc			b				**ac**				
Branch / local office	**206**	15	5	12	3	8	1	11	3	5	11	2	8
	10%	*10%*	*28%*	*17%*	*9%*	*17%*	*7%*	*14%*	*6%*	*10%*	*9%*	*15%*	*11%*
			ad	a		d		d					

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 5 (continuation)

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

Base: All

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2398**	331	128	41	563	172	162	184	142	174	209	155	137
Weighted total	**2000**	289	154	57	261	123	116	150	141	209	187	184	130
Head office	**1794**	261	143	55	234	116	100	123	132	192	158	160	119
	90%	*91%*	*93%*	*96%*	*89%*	*94%*	*87%*	*82%*	*93%*	*92%*	*85%*	*87%*	*92%*
		gj	**gj**	g	g	**fgjk**			**gj**	**gj**			**gj**
Branch / local office	**206**	27	11	2	28	7	16	27	10	16	29	23	11
	10%	*9%*	*7%*	*4%*	*11%*	*6%*	*13%*	*18%*	*7%*	*8%*	*15%*	*13%*	*8%*
							e	**abcdehil**			**abehil**	e	

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

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

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2398**	500	897	500	501
Weighted total	**2000**	500	500	500	500
Head office	**1794**	459	449	448	438
	90%	*92%* d	*90%*	*90%*	*88%*
Branch / local office	**206**	41	51	52	62
	10%	*8%*	*10%*	*10%*	*12%* a

Columns Tested: a,b,c,d

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

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total	**2000**	1920	51	18	11	80	692	457	116	50	48
Yes	**1874**	1794	51	18	11	79	621	442	115	50	48
	94%	*93%*	*100%* a	*98%* a	*99%* a	*99%* a	*90%*	*97%* a	*98%* a	*100%* a	*100%* **ab**
No	**126**	126	*	*	*	1	71	15	2	-	*
	6%	*7%* **bcde**	*%	*2%*	*1%*	*1%*	*10%* **bcde**	*3%* e	*2%*	-%	*%

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 6 (continuation)

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

Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total	**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
Yes	**1874**	200	105	287	61	157	307	176	157	154	1604	97	89	83
	94%	*91%*	*91%*	*97%*	*93%*	*97%*	*95%*	*88%*	*96%*	*93%*	*94%*	*95%*	*92%*	*94%*
				abgl		**abgl**	g		g		g	g		g
No	**126**	19	10	10	4	4	18	24	7	11	107	5	8	5
	6%	*9%*	*9%*	*3%*	*7%*	*3%*	*5%*	*12%*	*4%*	*7%*	*6%*	*5%*	*8%*	*6%*
		ce	**ce**					**cefhjkm**					**ce**	

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

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

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2398**	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total	**2000**	38	176	47	194	589	56	141	756	1548	452	1794	206
Yes	**1874**	31	163	45	186	539	54	141	714	1456	417	1682	192
	94%	*81%*	*92%*	*95%*	*96%*	*91%*	*96%*	*100%*	*94%*	*94%*	*92%*	*94%*	*93%*
			a	a	**ae**	a	a	**abcdefh**	**ae**				
No	**126**	7	13	2	8	51	2	*	43	92	34	112	14
	6%	*19%*	*8%*	*5%*	*4%*	*9%*	*4%*	**%*	*6%*	*6%*	*8%*	*6%*	*7%*
		bcdefgh	g	g	g	**dgh**	g		g				

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

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2398**	2274	124	1449	371	549
Weighted total	**2000**	1874	126	1243	290	433
Yes	**1874**	1874	-	1150	279	415
	94%	*100%*	*-%*	*93%*	*96%*	*96%*
		b			a	a
No	**126**	-	126	93	11	19
	6%	*-%*	*100%*	*7%*	*4%*	*4%*
			a	**bc**		

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

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

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**2398**	1908	413	60	8	5	3	-	1	2321	77	904	1004	490
Weighted total	**2000**	1695	267	30	5	3	1	-	*	1962	38	905	790	305
Yes	**1874**	1578	257	30	5	3	1	-	*	1835	38	820	758	296
	94%	*93%*	*97%* **ai**	*100%* **ai**	*100%*	*100%*	*100%*	*-%*	*100%*	*94%*	*100%* **ai**	*91%*	*96%* a	*97%* a
No	**126**	117	9	-	-	-	-	-	-	126	-	85	32	9
	6%	*7%* **bcj**	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%* **bcj**	*-%*	*9%* **bc**	*4%*	*3%*

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

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

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	***e**	***f**	***g**
Unweighted total	**2398**	1469	998	1607	769	623	1539	1412	108	42	30	9	4	1
Weighted total	**2000**	1088	703	1219	609	435	1190	1113	54	27	17	3	4	*
Yes	**1874**	1044	684	1169	586	424	1129	1067	52	27	15	3	4	*
	94%	*96%*	*97%* f	*96%*	*96%*	*97%* f	*95%*	*96%*	*97%*	*100%* d	*89%*	*100%*	*100%*	*100%*
No	**126**	45	19	50	23	11	61	47	2	*	2	-	-	-
	6%	*4%*	*3%*	*4%*	*4%*	*3%*	*5%* **be**	*4%*	*3%*	**%*	*11%* c	*-%*	*-%*	*-%*

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

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

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**2398**	733	17	11	4	1	3	-	4	487	391	399	316	13
Weighted total	**2000**	586	10	7	5	*	*	-	1	450	298	284	176	11
Yes	**1874**	563	10	7	5	*	*	-	1	422	289	273	174	11
	94%	*96%*	*100%*	*100%*	*100%*	*100%*	*100%*	*-%*	*100%*	*94%*	*97%* a	*96%*	*99%* **ac**	*97%*
No	**126**	23	-	-	-	-	-	-	-	28	9	11	2	*
	6%	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%* **bd**	*3%*	*4%* d	*1%*	*3%*

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

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
Yes	**1874**	199	134	161	85	5	396	23	164	1631	242	1114	53
	94%	*95%*	*96%*	*95%*	*100%* **abc**	*100%*	*96%*	*93%*	*96%*	*94%*	*95%*	*96%*	*100%*
No	**126**	9	6	8	-	-	15	2	7	113	13	50	-
	6%	*5%* d	*4%* d	*5%* d	*-%*	*-%*	*4%*	*7%*	*4%*	*6%*	*5%*	*4%*	*-%*

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

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

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2398**	77	164	224	33	531	238	477	1370	220	1
Weighted total	**2000**	62	137	177	19	402	207	340	1009	122	2
Yes	**1874**	58	134	170	19	390	196	330	964	121	2
	94%	*94%*	*98%*	*96%*	*100%*	*97%*	*95%*	*97%*	*96%*	*99%* b	*100%*
No	**126**	4	2	6	-	12	11	10	45	2	-
	6%	*6%*	*2%*	*4%*	*-%*	*3%*	*5%*	*3%*	*4%* c	*1%*	*-%*

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

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

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**2398**	384	877	164	-	507	502	180	6	1409	943	594	1220	999	15
Weighted total	**2000**	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
Yes	**1874**	274	585	90	-	376	359	120	3	1001	649	434	867	673	5
	94%	*99%*	*97%*	*100%* b	*-%*	*95%*	*97%*	*99%* **ab**	*61%*	*96%*	*97%*	*97%*	*96%*	*97%* a	*100%*
No	**126**	3	17	*	-	18	12	1	2	43	19	13	40	19	-
	6%	*1%*	*3%* c	**%*	*-%*	*5%* c	*3%* c	*1%*	*39%*	*4%*	*3%*	*3%*	*4%* b	*3%*	*-%*

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

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

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2398**	423	297	367	117	92	1159	982	55	21	18	16
Weighted total	**2000**	291	204	274	75	52	860	688	37	16	19	11
Yes	**1874**	275	196	261	75	52	816	660	37	16	19	11
	94%	*94%*	*96%*	*95%*	*100%* **ac**	*100%* **ac**	*95%*	*96%*	*100%*	*100%*	*100%*	*100%*
No	**126**	16	8	12	*	-	44	29	-	-	-	-
	6%	*6%* **de**	*4%*	*5%* **de**	**%*	*-%*	*5%*	*4%*	*-%*	*-%*	*-%*	*-%*

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

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

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2398**	2133	1685	2163	1761	2322	1313	2167	561	4	1928	65	301	1938
Weighted total	**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
Yes	**1874**	1632	1256	1657	1344	1802	1016	1666	385	4	1457	51	246	1475
	94%	*95%*	*96%* e	*95%*	*95%*	*94%*	*96%*	*94%*	*98%* **ab**	*78%*	*93%*	*95%*	*96%*	*93%*
No	**126**	91	56	96	67	117	43	98	8	1	109	2	11	104
	6%	*5%*	*4%*	*5%*	*5%*	*6%* b	*4%* c	*6%* c	*2%*	*22%*	*7%*	*5%*	*4%*	*7%*

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

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

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2398**	418	17	97	392	257	1716	412	297	107	1967	1353	1045
Weighted total	**2000**	376	13	86	352	193	1472	320	259	98	1624	1093	907
Yes	**1874**	354	11	84	327	186	1366	308	246	98	1513	1051	823
	94%	*94%*	*86%*	*97%*	*93%*	*96%* b	*93%*	*96%* b	*95%*	*100%* **ac**	*93%*	*96%* b	*91%*
No	**126**	22	2	2	25	7	106	11	13	-	111	42	84
	6%	*6%*	*14%*	*3%*	*7%*	*4%*	*7%* **ac**	*4%*	*5%* b	*-%*	*7%* b	*4%*	*9%* a

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

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

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2398**	387	59	177	91	126	57	208	134	112	256	36	134
Weighted total	**2000**	152	17	69	34	49	21	82	50	47	112	15	73
Yes	**1874**	143	16	65	31	46	18	75	48	43	109	13	64
	94%	*94%*	*91%*	*93%*	*93%*	*93%*	*89%*	*92%*	*95%*	*91%*	*98%* **acd**	*84%*	*88%*
No	**126**	9	2	5	2	4	2	7	2	4	3	2	9
	6%	*6%*	*9%*	*7%*	*7%*	*7%*	*11%*	*8%*	*5%*	*9%* b	*2%*	*16%* b	*12%* b

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

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

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2398**	331	128	41	563	172	162	184	142	174	209	155	137
Weighted total	**2000**	289	154	57	261	123	116	150	141	209	187	184	130
Yes	**1874**	269	146	56	241	112	106	145	141	201	169	169	118
	94%	*93%*	*95%*	*99%*	*92%*	*91%*	*92%*	*96%*	*100%*	*96%*	*91%*	*92%*	*90%*
								ejlabdefgijkl		**jl**			
No	**126**	19	8	*	20	11	10	5	-	8	18	15	12
	6%	*7%*	*5%*	*1%*	*8%*	*9%*	*8%*	*4%*	*-%*	*4%*	*9%*	*8%*	*10%*
		h	h		h	**gh**	h	h		h	**ghi**	h	**ghi**

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

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

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2398**	500	897	500	501
Weighted total	**2000**	500	500	500	500
Yes	**1874**	472	460	487	455
	94%	*94%*	*92%*	*97%*	*91%*
		d		**abd**	
No	**126**	28	40	13	45
	6%	*6%*	*8%*	*3%*	*9%*
		c	c		**ac**

Columns Tested: a,b,c,d

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

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total	**2000**	1920	51	18	11	80	692	457	116	50	48
Marketing	**19**	17	1	-	*	2	2	2	3	2	1
	1%	*1%*	*3%* **ac**	*-%*	*3%* **ac**	*2%* a	**%*	**%*	*3%* **ab**	*4%* **ab**	*1%*
Customer Relationship Management	**6**	5	*	*	-	1	-	1	-	-	*
	%	**%*	*1%*	*1%* a	*-%*	*1%* a	*-%*	**%*	*-%*	*-%*	**%*
Customer Service	**30**	27	1	1	*	2	3	6	-	3	1
	1%	*1%*	*3%*	*4%* a	*4%*	*3%* a	**%*	*1%*	*-%*	*6%* **abc**	*2%* a
Procurement	**1**	1	*	*	-	1	-	-	-	-	*
	%	**%*	**%*	*2%* **ab**	*-%*	*1%* a	*-%*	*-%*	*-%*	*-%*	*1%* a
Finance / Accounts	**79**	66	7	5	1	13	8	19	15	5	6
	4%	*3%*	*14%* a	*25%* **abde**	*14%* a	*16%* a	*1%*	*4%* a	*13%* **ab**	*10%* **ab**	*12%* **ab**
Operations	**24**	21	2	1	*	3	4	2	2	2	1
	1%	*1%*	*3%* a	*5%* a	*4%* a	*4%* a	*1%*	*1%*	*2%*	*5%* **ab**	*2%*
Facilities	**3**	2	*	*	*	1	2	*	-	-	*
	%	**%*	**%*	*1%*	*4%* **abce**	*1%* a	**%*	**%*	*-%*	*-%*	**%*
Mailroom	*	-	*	-	*	*	-	-	*	-	-
	%	*-%*	**%* a	*-%*	*2%* a	*1%* a	*-%*	*-%*	**%*	*-%*	*-%*
Office Admin / Office Management	**465**	429	22	8	6	36	73	84	23	9	9
	23%	*22%*	*43%* a	*45%* a	*54%* a	*45%* a	*11%*	*18%* a	*20%* a	*18%*	*19%* a
Senior Management (Managing Director, Director, Business Owner)	**1288**	1272	13	2	1	16	582	327	69	26	29
	64%	*66%* **bcde**	*26%* **cde**	*10%*	*10%*	*20%* **cd**	*84%* **bcde**	*72%* **cde**	*59%*	*51%*	*60%*
Sales	**20**	18	1	*	*	2	2	6	*	3	*
	1%	*1%*	*2%* a	*2%*	*3%*	*2%* a	**%*	*1%*	**%*	*5%* **abce**	*1%*
Company Secretary	*	*	*	-	-	*	-	*	-	-	*
	%	**%*	**%* a	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	**%*
General manager / site manager	**9**	8	1	*	*	1	2	*	*	-	*
	%	**%*	*1%*	*2%* a	*2%* a	*1%* a	**%*	**%*	**%*	*-%*	*1%*
Refused	**3**	3	-	-	-	-	*	-	-	*	-
	%	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%* **ab**	*-%*

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

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

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total	**2000**	1920	51	18	11	80	692	457	116	50	48
Don't know	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**51**	49	1	1	-	2	13	11	3	-	*
	3%	*3%*	*3%*	*4%* d	*-%*	*3%*	*2%*	*2%*	*2%*	*-%*	**%*

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

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

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total	**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
Marketing	**19**	5	*	4	*	2	4	-	*	1	17	*	1	1
	1%	*2%* **gk**	**%*	*1%*	**%*	*1%*	*1%*	*-%*	**%*	*1%*	*1%*	**%*	*1%*	*1%*
Customer Relationship Management	**6**	1	-	-	*	-	2	1	-	*	4	1	-	*
	****%***	*1%*	*-%*	*-%*	**%*	*-%*	*1%*	*1%*	*-%*	**%*	**%*	*1%*	*-%*	**%*
Customer Service	**30**	5	2	8	1	5	2	2	*	3	27	2	1	-
	1%	*2%* m	*2%* m	*3%* m	*1%* m	*3%* **fhm**	*1%*	*1%*	**%*	*2%* m	*2%* m	*2%* m	*1%*	*-%*
Procurement	**1**	*	-	*	-	-	*	-	-	-	*	1	-	*
	****%***	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*1%* j	*-%*	**%*
Finance / Accounts	**79**	3	3	8	2	8	14	6	14	6	65	5	4	5
	4%	*1%*	*3%*	*3%*	*3%*	*5%*	*4%*	*3%*	*9%* **acgj**	*3%*	*4%*	*5%*	*4%*	*6%* **ac**
Operations	**24**	*	1	7	*	2	*	2	4	2	19	1	2	2
	1%	**%*	*1%*	*2%* **af**	**%*	*1%*	**%*	*1%*	*3%* **af**	*1%*	*1%*	*1%*	*2%* f	*2%* **af**
Facilities	**3**	-	*	2	-	-	*	*	*	-	3	*	-	-
	****%***	*-%*	**%*	*1%*	*-%*	*-%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	*-%*
Mailroom	*	*	-	-	-	-	-	-	-	*	*	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*
Office Admin / Office Management	**465**	42	18	63	15	54	80	34	32	42	382	31	21	32
	23%	*19%*	*16%*	*21%*	*23%*	*34%* **abcfghjl**	*25%*	*17%*	*20%*	*26%*	*22%*	*30%* **abcghjl**	*22%*	*36%* **abcfghij** l
Senior Management (Managing Director, Director, Business Owner)	**1288**	150	88	192	44	83	212	142	101	108	1121	58	65	45
	64%	*68%* **ekm**	*77%* **cefhjkm**	*65%* **ekm**	*68%* **em**	*52%*	*65%* **ekm**	*71%* **ekm**	*61%* m	*66%* **em**	*65%* **ekm**	*56%*	*66%* **ekm**	*51%*
Sales	**20**	2	-	6	*	-	*	4	4	*	18	1	1	1
	1%	*1%*	*-%*	*2%* f	**%*	*-%*	**%*	*2%* f	*3%* **ef**	**%*	*1%*	*1%*	*1%*	*1%*
Company Secretary	*	*	-	-	-	-	-	-	-	-	*	*	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*
General manager / site manager	**9**	2	-	*	*	1	1	2	2	-	8	*	*	1
	****%***	*1%*	*-%*	**%*	**%*	*1%*	**%*	*1%*	*1%*	*-%*	**%*	**%*	**%*	*1%*
Refused	**3**	-	-	-	-	-	2	-	-	-	2	-	1	*
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%* j	*1%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

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

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total	**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
Other answers	**51**	8	1	7	2	6	7	7	5	2	45	2	2	2
	3%	*4%*	*1%*	*2%*	*3%*	*3%*	*2%*	*3%*	*3%*	*1%*	*3%*	*2%*	*3%*	*2%*

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

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

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2398**	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total	**2000**	38	176	47	194	589	56	141	756	1548	452	1794	206
Marketing	**19**	-	*	-	3	9	-	*	6	14	4	15	4
	1%	*-%*	**%*	*-%*	*1%*	*2%*	*-%*	**%*	*1%*	*1%*	*1%*	*1%*	*2%* a
Customer Relationship Management	**6**	-	-	-	-	1	-	2	2	5	1	4	1
	%	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	**%*	**%*	**%*	**%*	*1%*
Customer Service	**30**	*	2	-	3	13	2	1	9	29	1	24	6
	1%	**%*	*1%*	*-%*	*1%*	*2%*	*3%*	*1%*	*1%*	*2%* b	**%*	*1%*	*3%* a
Procurement	**1**	-	*	-	*	1	-	-	-	1	*	1	*
	%	*-%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	**%*
Finance / Accounts	**79**	1	9	1	12	26	*	10	20	58	21	69	10
	4%	*3%*	*5%* f	*1%*	*6%* **fh**	*4%*	**%*	*7%* **fh**	*3%*	*4%*	*5%*	*4%*	*5%*
Operations	**24**	*	5	*	1	8	2	2	7	20	4	20	4
	1%	*1%*	*3%* h	**%*	**%*	*1%*	*3%* d	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*
Facilities	**3**	*	-	-	-	*	-	*	3	2	1	3	*
	%	**%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*
Mailroom	*	-	-	-	-	*	-	-	*	*	-	*	*
	%	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	**%*
Office Admin / Office Management	**465**	3	45	11	55	96	4	43	207	377	88	393	72
	23%	*7%*	*25%* **aef**	*24%* **af**	*28%* **aef**	*16%* f	*7%*	*31%* **aef**	*27%* **aef**	*24%* b	*20%*	*22%*	*35%* a
Senior Management (Managing Director, Director, Business Owner)	**1288**	34	106	33	116	419	48	80	452	981	308	1201	87
	64%	*88%* **bcdegh**	*60%*	*69%*	*60%*	*71%* **bdgh**	*86%* **bcdegh**	*57%*	*60%*	*63%*	*68%* a	*67%* b	*42%*
Sales	**20**	-	4	-	*	10	*	3	3	15	5	16	4
	1%	*-%*	*3%* **dh**	*-%*	**%*	*2%* h	**%*	*2%* h	**%*	*1%*	*1%*	*1%*	*2%*
Company Secretary	*	-	*	-	-	-	-	-	*	*	*	*	*
	%	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*
General manager / site manager	**9**	-	3	-	3	2	*	-	1	7	2	7	3
	%	*-%*	*2%* h	*-%*	*2%* h	**%*	**%*	*-%*	**%*	**%*	*1%*	**%*	*1%* a
Refused	**3**	*	-	-	2	1	-	-	-	3	*	2	*
	%	*1%* h	*-%*	*-%*	*1%* h	**%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	**%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2398**	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total	**2000**	38	176	47	194	589	56	141	756	1548	452	1794	206
Other answers	**51**	-	2	2	-	2	*	*	45	36	15	39	13
	3%	*-%*	*1%*	*4%*	*-%*	**%*	**%*	**%*	*6%*	*2%*	*3%*	*2%*	*6%*
				deg					**bdefg**				a

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

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2398**	2274	124	1449	371	549
Weighted total	**2000**	1874	126	1243	290	433
Marketing	**19**	19	-	6	4	7
	1%	*1%*	*-%*	*1%*	*1%*	*2%* a
Customer Relationship Management	**6**	6	-	1	2	2
	***%**	*%*	*-%*	*%*	*1%*	*1%*
Customer Service	**30**	28	2	22	2	6
	1%	*1%*	*1%*	*2%*	*1%*	*1%*
Procurement	**1**	1	-	*	*	1
	***%**	*%*	*-%*	*%*	*%*	*%*
Finance / Accounts	**79**	77	2	49	15	14
	4%	*4%*	*2%*	*4%*	*5%*	*3%*
Operations	**24**	23	1	10	6	8
	1%	*1%*	*1%*	*1%*	*2%* a	*2%*
Facilities	**3**	3	-	2	*	*
	***%**	*%*	*-%*	*%*	*%*	*%*
Mailroom	*	*	-	*	-	*
	***%**	*%*	*-%*	*%*	*-%*	*%*
Office Admin / Office Management	**465**	446	19	276	79	105
	23%	*24%* b	*15%*	*22%*	*27%* a	*24%*
Senior Management (Managing Director, Director, Business Owner)	**1288**	1191	98	822	167	274
	64%	*64%*	*77%* a	*66%* b	*58%*	*63%*
Sales	**20**	20	-	11	2	7
	1%	*1%*	*-%*	*1%*	*1%*	*2%*
Company Secretary	*	*	-	*	-	*
	***%**	*%*	*-%*	*%*	*-%*	*%*
General manager / site manager	**9**	9	-	3	4	2
	***%**	*1%*	*-%*	*%*	*1%* a	*1%*
Refused	**3**	2	*	3	-	*
	***%**	*%*	*%*	*%*	*-%*	*%*
Don't know	**-**	-	-	-	-	-
	***-%**	*-%*	*-%*	*-%*	*-%*	*-%*
Other answers	**51**	48	4	36	8	7
	3%	*3%*	*3%*	*3%*	*3%*	*2%*

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

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

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**2398**	1908	413	60	8	5	3	-	1	2321	77	904	1004	490
Weighted total	**2000**	1695	267	30	5	3	1	-	*	1962	38	905	790	305
Marketing	**19**	12	7	*	-	-	-	-	-	18	*	2	10	7
	1%	*1%*	*2%* **ai**	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	**%*	*1%* a	*2%* a
Customer Relationship Management	**6**	4	1	-	-	-	-	-	-	6	-	-	4	1
	****%***	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%* a	**%*
Customer Service	**30**	23	7	-	-	-	-	-	-	30	-	13	10	7
	1%	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*1%*	*1%*	*2%*
Procurement	**1**	*	1	*	-	-	-	-	-	1	*	-	*	1
	****%***	**%*	**%* a	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	**%*
Finance / Accounts	**79**	64	15	*	*	-	*	-	*	78	1	21	43	15
	4%	*4%*	*5%*	*2%*	*1%*	*-%*	*41%*	*-%*	*100%*	*4%*	*2%*	*2%*	*5%* a	*5%* a
Operations	**24**	19	3	*	2	*	-	-	-	22	3	6	13	6
	1%	*1%*	*1%*	*1%*	*39%*	*10%*	*-%*	*-%*	*-%*	*1%*	*7%* **abi**	*1%*	*2%*	*2%* a
Facilities	**3**	2	*	*	-	-	-	-	-	3	*	2	*	*
	****%***	**%*	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	**%*	**%*	**%*
Mailroom	*	-	*	-	-	*	-	-	-	*	*	-	-	*
	****%***	*-%*	**%*	*-%*	*-%*	*9%*	*-%*	*-%*	*-%*	**%*	*1%* **ai**	*-%*	*-%*	**%*
Office Admin / Office Management	**465**	398	65	2	*	*	-	-	-	463	2	182	216	67
	23%	*23%* **cj**	*24%* **cj**	*6%*	*4%*	*4%*	*-%*	*-%*	*-%*	*24%* **cj**	*6%*	*20%*	*27%* **ac**	*22%*
Senior Management (Managing Director, Director, Business Owner)	**1288**	1103	156	24	3	2	*	-	-	1259	29	650	453	185
	64%	*65%* b	*58%*	*80%* **abi**	*56%*	*78%*	*59%*	*-%*	*-%*	*64%* b	*76%* **abi**	*72%* **bc**	*57%*	*61%*
Sales	**20**	13	7	*	-	-	-	-	-	20	*	5	8	7
	1%	*1%*	*3%* **ai**	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*2%* **ab**
Company Secretary	*	*	*	-	-	-	-	-	-	*	-	*	-	*
	****%***	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	**%*
General manager / site manager	**9**	7	*	2	-	-	-	-	-	8	2	3	5	2
	****%***	**%*	**%*	*6%* **abi**	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*5%* **abi**	**%*	*1%*	*1%*
Refused	**3**	3	-	-	-	-	-	-	-	3	-	1	2	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	**%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other answers	**51**	46	5	*	-	-	-	-	-	51	*	20	26	6
	3%	*3%*	*2%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*1%*	*2%*	*3%*	*2%*

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total	**2398**	1469	998	1607	769	623	1539	1412	108	42	30	9	4	1
Weighted total	**2000**	1088	703	1219	609	435	1190	1113	54	27	17	3	4	*
Marketing	**19**	10	9	10	9	11	11	8	2	*	-	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*4%*	*1%*	*-%*	*-%*	*-%*	*-%*
						acf			a					
Customer Relationship Management	**6**	3	2	3	2	1	1	3	*	-	-	-	-	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*
Customer Service	**30**	21	5	21	15	7	16	19	1	2	*	-	-	-
	1%	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*6%*	*1%*	*-%*	*-%*	*-%*
		b		b	b					a				
Procurement	**1**	*	1	1	1	*	1	1	-	-	-	-	-	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Finance / Accounts	**79**	42	30	45	24	15	50	41	1	2	1	*	-	*
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*3%*	*6%*	*4%*	*5%*	*-%*	*100%*
Operations	**24**	15	10	15	11	9	15	13	2	*	-	-	-	-
	1%	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*4%*	*1%*	*-%*	*-%*	*-%*	*-%*
									a					
Facilities	**3**	3	1	3	*	1	2	2	-	*	*	-	-	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*2%*	*-%*	*-%*	*-%*
											a			
Mailroom	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Office Admin / Office Management	**465**	315	202	340	131	114	286	302	17	9	10	1	-	-
	23%	*29%*	*29%*	*28%*	*22%*	*26%*	*24%*	*27%*	*32%*	*32%*	*61%*	*41%*	*-%*	*-%*
		df	**df**	**df**		d					**abc**			
Senior Management (Managing Director, Director, Business Owner)	**1288**	624	414	722	395	253	756	671	29	11	4	1	4	-
	64%	*57%*	*59%*	*59%*	*65%*	*58%*	*64%*	*60%*	*55%*	*39%*	*26%*	*52%*	*100%*	*-%*
					abce		**abce**	**cd**	d					
Sales	**20**	8	6	8	8	7	12	7	*	-	1	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	**%*	*-%*	*6%*	*-%*	*-%*	*-%*
						c					**ab**			
Company Secretary	*	*	*	*	-	*	*	*	-	-	-	-	-	-
	%	*%*	*%*	*%*	*-%*	*%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
General manager / site manager	**9**	8	5	8	2	*	6	8	*	-	*	-	-	-
	%	*1%*	*1%*	*1%*	*%*	*%*	*1%*	*1%*	*%*	*-%*	*%*	*-%*	*-%*	*-%*
Refused	**3**	*	-	*	-	-	3	*	-	-	-	-	-	-
	%	*%*	*-%*	*%*	*-%*	*-%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other answers	**51**	38	18	41	9	17	29	36	*	4	*	*	-	-
	3%	*4%*	*3%*	*3%*	*2%*	*4%*	*2%*	*3%*	*1%*	*15%*	**%*	*2%*	*-%*	*-%*
		d		d		d				**abd**				

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

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

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**2398**	733	17	11	4	1	3	-	4	487	391	399	316	13
Weighted total	**2000**	586	10	7	5	*	*	-	1	450	298	284	176	11
Marketing	**19**	7	2	*	-	-	-	-	-	1	4	2	2	*
	1%	*1%*	*17%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*1%*	*1%*	*3%*
Customer Relationship Management	**6**	2	*	-	-	-	-	-	-	-	1	*	2	-
	****%***	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*1%* a	*-%*
Customer Service	**30**	15	*	-	-	-	-	-	-	6	7	4	5	-
	1%	*3%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*	*1%*	*3%*	*-%*
Procurement	**1**	1	-	-	-	-	-	-	-	*	*	1	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	*-%*	*-%*
Finance / Accounts	**79**	24	*	*	-	-	*	-	*	10	12	14	8	1
	4%	*4%*	*3%*	*2%*	*-%*	*-%*	*30%*	*-%*	*24%*	*2%*	*4%*	*5%* a	*4%*	*8%*
Operations	**24**	9	*	-	2	-	*	-	*	2	3	8	3	-
	1%	*2%*	*3%*	*-%*	*35%*	*-%*	*13%*	*-%*	*10%*	**%*	*1%*	*3%* a	*1%*	*-%*
Facilities	**3**	*	-	-	-	-	-	-	-	2	*	*	*	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	**%*	*-%*
Mailroom	*	*	-	-	-	-	-	-	-	-	-	-	*	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*
Office Admin / Office Management	**465**	129	2	*	-	*	-	-	*	120	80	78	60	3
	23%	*22%*	*21%*	*2%*	*-%*	*100%*	*-%*	*-%*	*22%*	*27%*	*27%*	*27%*	*34%* **abc**	*23%*
Senior Management (Managing Director, Director, Business Owner)	**1288**	380	5	6	3	-	*	-	*	279	187	165	83	7
	64%	*65%*	*54%*	*94%*	*65%*	*-%*	*56%*	*-%*	*44%*	*62%* d	*63%* d	*58%* d	*48%*	*61%*
Sales	**20**	8	-	-	-	-	-	-	-	1	2	3	3	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*1%*	*2%* a	*-%*
Company Secretary	*	-	-	-	-	-	-	-	-	*	-	-	*	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*
General manager / site manager	**9**	2	*	-	*	-	-	-	-	5	1	*	2	-
	****%***	**%*	**%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*1%* c	**%*	**%*	*1%* c	*-%*
Refused	**3**	-	-	-	-	-	-	-	-	-	-	*	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other answers	**51**	9	-	-	-	-	-	-	-	24	1	9	7	*
	3%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%* b	**%*	*3%* b	*4%* b	*4%*

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

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
Marketing	**19**	2	5	1	*	*	8	*	*	16	3	10	*
	1%	*1%*	*4%* **acd**	**%*	**%*	*8%*	*2%* c	*1%*	**%*	*1%*	*1%*	*1%*	*1%*
Customer Relationship Management	**6**	*	*	1	*	-	1	-	1	5	1	3	-
	****%***	**%*	**%*	*1%*	**%*	*-%*	**%*	*-%*	*1%*	**%*	**%*	**%*	*-%*
Customer Service	**30**	7	*	2	6	-	12	*	3	24	6	21	-
	1%	*4%* b	**%*	*1%*	*7%* **bc**	*-%*	*3%*	**%*	*2%*	*1%*	*2%*	*2%*	*-%*
Procurement	**1**	*	*	-	*	-	*	-	*	1	*	1	*
	****%***	**%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	**%*	**%*	**%*	**%*
Finance / Accounts	**79**	11	6	6	2	*	12	2	10	65	14	43	1
	4%	*5%*	*4%*	*3%*	*2%*	*3%*	*3%*	*9%*	*6%* a	*4%*	*5%*	*4%*	*3%*
Operations	**24**	1	*	6	4	-	10	*	1	15	9	13	2
	1%	**%*	**%*	*4%* **ab**	*5%* **ab**	*-%*	*3%*	**%*	*1%*	*1%*	*3%* a	*1%*	*5%* a
Facilities	**3**	*	*	-	-	-	-	-	*	3	-	3	-
	****%***	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	*-%*
Mailroom	*	-	-	-	*	-	*	-	*	*	*	*	-
	****%***	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*	**%*	**%*	**%*	**%*	*-%*
Office Admin / Office Management	**465**	57	19	37	17	1	62	6	61	419	46	321	19
	23%	*27%* b	*14%*	*22%* b	*20%*	*15%*	*15%*	*24%*	*36%* a	*24%* b	*18%*	*28%*	*36%*
Senior Management (Managing Director, Director, Business Owner)	**1288**	123	106	112	49	4	288	15	91	1125	162	695	26
	64%	*59%*	*76%* **acd**	*66%*	*58%*	*74%*	*70%* c	*61%*	*53%*	*65%*	*64%*	*60%*	*49%*
Sales	**20**	4	1	1	2	-	8	-	*	16	4	8	*
	1%	*2%*	*1%*	**%*	*3%*	*-%*	*2%* c	*-%*	**%*	*1%*	*2%*	*1%*	**%*
Company Secretary	*	-	-	-	-	-	-	-	-	*	-	*	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
General manager / site manager	**9**	*	*	2	*	-	2	-	*	4	6	5	4
	****%***	**%*	**%*	*1%*	**%*	*-%*	*1%*	*-%*	**%*	**%*	*2%* a	**%*	*7%* a

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

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
Refused	**3**	-	-	-	-	-	-	-	-	3	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**51**	3	1	2	4	-	6	1	2	47	4	41	*
	3%	*1%*	**%*	*1%*	*4%* b	-%	*2%*	*4%*	*1%*	*3%*	*2%*	*4%*	**%*

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

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

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	2398	77	164	224	33	531	238	477	1370	220	1
Weighted total	2000	62	137	177	19	402	207	340	1009	122	2
Marketing	19	*	5	5	-	4	5	5	7	1	-
	1%	*%	4%	3%	-%	1%	3%	1%	1%	*%	-%
Customer Relationship Management	6	-	1	*	-	1	1	3	3	*	-
	*%	-%	1%	*%	-%	*%	1%	1%	*%	*%	-%
Customer Service	30	2	7	8	2	6	9	6	16	*	-
	1%	4%	5%	4%	8%	2%	4% a	2%	2%	*%	-%
Procurement	1	-	*	*	-	*	*	*	*	*	-
	*%	-%	*%	*%	-%	*%	*%	*%	*%	*%	-%
Finance / Accounts	79	5	8	8	*	14	10	14	41	5	-
	4%	8%	6%	4%	1%	4%	5%	4%	4%	4%	-%
Operations	24	*	6	4	*	5	6	2	14	1	-
	1%	*%	4%	2%	*%	1%	3%	*%	1%	1%	-%
Facilities	3	-	*	*	*	*	*	*	3	*	-
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%
Mailroom	*	-	*	*	-	*	*	*	*	*	-
	*%	-%	*%	*%	-%	*%	*%	*%	*%	*%	-%
Office Admin / Office Management	465	6	33	35	6	85	46	78	301	38	2
	23%	10%	24% a	20%	30%	21%	22%	23%	30% a	31% a	100%
Senior Management (Managing Director, Director, Business Owner)	1288	47	69	109	9	275	120	223	567	73	-
	64%	77% b	50%	62%	50%	68% b	58%	66% b	56%	60%	-%
Sales	20	*	2	*	*	5	2	*	8	*	-
	1%	*%	2%	*%	*%	1%	1%	*%	1%	*%	-%
Company Secretary	*	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
General manager / site manager	9	-	2	2	2	*	2	3	8	2	-
	*%	-%	1%	1%	10% a	*%	1%	1%	1%	2%	-%
Refused	3	-	-	-	-	-	-	*	*	-	-
	*%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	51	-	3	5	-	6	3	6	38	1	-
	3%	-%	2%	3%	-%	2%	2%	2%	4% ac	1%	-%

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	2398	384	877	164	-	507	502	180	6	1409	943	594	1220	999	15
Weighted total	2000	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
Marketing	19	6	5	1	-	9	3	2	-	10	8	8	5	7	*
	1%	2% b	1%	1%	-%	2%	1%	2%	-%	1%	1%	2%	1%	1%	6%
Customer Relationship Management	6	2	2	*	-	1	2	*	-	3	2	2	3	3	-
	*%	1%	*%	*%	-%	*%	1%	*%	-%	*%	*%	*%	*%	*%	-%
Customer Service	30	2	4	*	-	9	7	4	-	21	5	11	17	12	-
	1%	1%	1%	*%	-%	2%	2%	3%	-%	2% b	1%	3% b	2%	2%	-%
Procurement	1	*	1	1	-	*	*	*	-	*	1	*	1	1	-
	*%	*%	*%	1%	-%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
Finance / Accounts	79	13	26	5	-	20	12	5	*	41	28	17	33	29	*
	4%	5%	4%	5%	-%	5%	3%	4%	6%	4%	4%	4%	4%	4%	1%
Operations	24	4	9	*	-	9	7	2	-	13	8	5	9	7	-
	1%	1%	2%	1%	-%	2%	2%	2%	-%	1%	1%	1%	1%	1%	-%
Facilities	3	*	1	*	-	*	*	*	-	3	1	*	2	1	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
Mailroom	*	*	*	*	-	*	*	*	-	*	*	*	*	*	-
	*%	*%	*%	1%	-%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
Office Admin / Office Management	465	61	187	30	-	76	90	24	*	304	190	97	238	209	1
	23%	22%	31% a	34% a	-%	19%	24%	20%	3%	29% c	28% c	22%	26%	30% a	27%
Senior Management (Managing Director, Director, Business Owner)	1288	181	338	49	-	262	231	76	4	597	396	291	555	384	2
	64%	65% bc	56%	54%	-%	66%	62%	63%	91%	57%	59%	65% ab	61% b	56%	35%
Sales	20	1	6	1	-	3	7	3	-	8	6	5	7	6	-
	1%	*%	1%	1%	-%	1%	2%	3%	-%	1%	1%	1%	1%	1%	-%
Company Secretary	*	*	*	-	-	-	-	-	-	*	*	-	*	*	-
	*%	*%	*%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	*%	-%
General manager / site manager	9	2	5	2	-	2	2	2	-	6	5	2	6	3	-
	*%	1%	1%	2%	-%	1%	1%	2%	-%	1%	1%	1%	1%	*%	-%
Refused	3	-	-	-	-	-	-	-	-	*	-	-	*	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	51	3	18	1	-	3	8	1	-	38	17	8	29	28	2
	3%	1%	3%	1%	-%	1%	2%	1%	-%	4% c	3%	2%	3%	4%	31%

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

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

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2398**	423	297	367	117	92	1159	982	55	21	18	16
Weighted total	**2000**	291	204	274	75	52	860	688	37	16	19	11
Marketing	**19**	4	1	4	2	*	1	7	*	*	-	-
	1%	*1%*	**%*	*1%*	*3%* b	**%*	**%*	*1%* a	*1%*	*2%*	*-%*	*-%*
Customer Relationship Management	**6**	1	1	*	-	-	3	1	-	*	-	-
	****%***	**%*	**%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	*-%*
Customer Service	**30**	4	3	4	2	2	14	12	-	*	-	-
	1%	*1%*	*2%*	*1%*	*3%*	*3%*	*2%*	*2%*	*-%*	**%*	*-%*	*-%*
Procurement	**1**	*	*	*	*	*	1	*	-	-	*	-
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	*1%*	*-%*
Finance / Accounts	**79**	12	7	11	2	1	31	31	1	*	-	1
	4%	*4%*	*3%*	*4%*	*2%*	*3%*	*4%*	*4%*	*2%*	*3%*	*-%*	*6%*
Operations	**24**	4	5	2	2	3	11	10	*	-	-	*
	1%	*1%*	*3%* c	*1%*	*3%* c	*5%* **ac**	*1%*	*1%*	*1%*	*-%*	*-%*	*2%*
Facilities	**3**	*	*	-	-	-	2	1	-	-	-	-
	****%***	**%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*
Mailroom	*	-	*	*	*	*	*	*	-	-	-	-
	****%***	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*
Office Admin / Office Management	**465**	62	57	45	16	10	233	200	9	8	5	2
	23%	*21%*	*28%* **ac**	*17%*	*21%*	*19%*	*27%*	*29%*	*25%*	*50%*	*28%*	*21%*
Senior Management (Managing Director, Director, Business Owner)	**1288**	194	121	203	47	32	523	386	26	7	13	8
	64%	*67%* b	*59%*	*74%* **abde**	*63%*	*63%*	*61%* b	*56%*	*71%*	*45%*	*71%*	*68%*
Sales	**20**	3	2	1	*	1	6	8	*	-	*	-
	1%	*1%*	*1%*	**%*	**%*	*2%* c	*1%*	*1%*	**%*	*-%*	**%*	*-%*
Company Secretary	*	-	-	-	-	-	*	*	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*
General manager / site manager	**9**	2	2	2	2	2	6	3	*	-	-	*
	****%***	*1%*	*1%*	*1%*	*3%*	*4%* **ac**	*1%*	**%*	**%*	*-%*	*-%*	**%*
Refused	**3**	-	-	-	-	-	*	*	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other answers	**51**	4	5	2	1	-	27	29	-	-	-	*
	3%	*1%*	*2%*	*1%*	*2%*	*-%*	*3%*	*4%*	*-%*	*-%*	*-%*	*2%*

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2398**	2133	1685	2163	1761	2322	1313	2167	561	4	1928	65	301	1938
Weighted total	**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
Marketing	**19**	15	9	15	15	17	12	17	9	-	16	-	4	14
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%* ab	*-%*	*1%*	*-%*	*2%*	*1%*
Customer Relationship Management	**6**	5	4	5	4	6	4	3	1	-	5	1	1	4
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*2%* a	*%*	*%*
Customer Service	**30**	23	20	23	21	23	11	25	7	-	25	*	2	27
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*-%*	*2%*	*%*	*1%*	*2%*
Procurement	**1**	*	*	*	1	1	*	1	*	-	1	-	1	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*-%*	*%*	*%*
Finance / Accounts	**79**	74	60	76	58	77	43	76	13	-	64	2	7	64
	4%	*4%*	*5%*	*4%*	*4%*	*4%*	*4%*	*4%*	*3%*	*-%*	*4%*	*4%*	*3%*	*4%*
Operations	**24**	22	15	24	16	23	17	22	4	-	16	*	6	13
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*-%*	*1%*	*%*	*2%* b	*1%*
Facilities	**3**	3	3	3	2	3	*	3	*	-	1	-	*	3
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*-%*	*%*	*%*
Mailroom	*	*	*	*	*	*	*	*	*	-	*	-	-	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*-%*	*-%*	*%*
Office Admin / Office Management	**465**	421	339	430	327	448	237	431	89	1	384	6	55	382
	23%	*24%*	*26%*	*25%*	*23%*	*23%*	*22%*	*24%*	*23%*	*22%*	*25%* b	*11%*	*21%*	*24%*
Senior Management (Managing Director, Director, Business Owner)	**1288**	1087	808	1103	914	1239	700	1112	251	2	984	41	175	1001
	64%	*63%*	*62%*	*63%*	*65%*	*65%*	*66%*	*63%*	*64%*	*39%*	*63%*	*77%* a	*68%*	*63%*
Sales	**20**	19	13	19	13	19	10	19	8	-	15	-	-	16
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*-%*	*1%*	*-%*	*-%*	*1%*
Company Secretary	*	*	*	*	*	*	*	*	-	-	*	-	-	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*
General manager / site manager	**9**	9	9	9	8	9	3	9	2	2	7	-	2	6
	%	*1%*	*1%*	*1%*	*1%*	*%*	*%*	*1%*	*1%*	*38%*	*%*	*-%*	*1%*	*%*
Refused	**3**	1	*	1	1	3	1	1	-	-	3	-	-	3
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other answers	**51**	43	30	43	30	50	20	44	7	-	43	3	4	44
	3%	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*-%*	*3%*	*5%*	*2%*	*3%*

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

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

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	2398	418	17	97	392	257	1716	412	297	107	1967	1353	1045
Weighted total	2000	376	13	86	352	193	1472	320	259	98	1624	1093	907
Marketing	19	4	*	4	2	5	13	1	3	1	15	8	11
	1%	1%	1%	5% b	1%	2% bc	1%	*%	1%	1%	1%	1%	1%
Customer Relationship Management	6	1	*	*	1	1	4	-	1	*	4	3	3
	*%	*%	1%	*%	*%	1%	*%	-%	*%	*%	*%	*%	*%
Customer Service	30	9	-	2	8	1	26	2	1	*	28	15	15
	1%	2%	-%	2%	2%	1%	2%	1%	*%	*%	2%	1%	2%
Procurement	1	*	-	*	*	-	1	*	1	-	1	*	1
	*%	*%	-%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%
Finance / Accounts	79	18	*	5	15	6	56	17	9	4	67	42	37
	4%	5%	2%	5%	4%	3%	4%	5%	3%	4%	4%	4%	4%
Operations	24	6	1	4	7	6	15	3	5	4	15	12	12
	1%	2%	6%	5%	2%	3% bc	1%	1%	2%	4% c	1%	1%	1%
Facilities	3	*	-	-	*	*	2	*	*	*	3	2	1
	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Mailroom	*	*	-	*	-	-	*	*	-	-	*	*	*
	*%	*%	-%	*%	-%	-%	*%	*%	-%	-%	*%	*%	*%
Office Admin / Office Management	465	74	2	11	71	39	331	93	38	13	405	300	165
	23%	20%	17%	12%	20%	20%	22%	29% ab	15%	13%	25% ab	27% b	18%
Senior Management (Managing Director, Director, Business Owner)	1288	250	6	57	233	124	965	186	195	73	1011	667	621
	64%	66%	47%	66%	66%	64%	66% c	58%	75% c	74% c	62%	61%	68% a
Sales	20	2	-	2	2	2	15	3	1	2	17	8	12
	1%	1%	-%	2%	1%	1%	1%	1%	*%	2%	1%	1%	1%
Company Secretary	*	-	-	-	-	-	*	-	-	-	*	*	*
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	*%	*%
General manager / site manager	9	4	2	-	6	*	4	6	2	2	6	8	1
	*%	1%	14%	-%	2%	*%	*%	2% ab	1%	2% c	*%	1% b	*%
Refused	3	-	-	-	-	-	1	2	-	-	3	2	1
	*%	-%	-%	-%	-%	-%	*%	1%	-%	-%	*%	*%	*%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	51	7	2	2	7	7	37	7	3	*	48	24	27
	3%	2%	13%	2%	2%	4%	3%	2%	1%	*%	3%	2%	3%

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2398**	387	59	177	91	126	57	208	134	112	256	36	134
Weighted total	**2000**	152	17	69	34	49	21	82	50	47	112	15	73
Marketing	**19**	1	-	1	*	1	*	*	1	*	*	-	*
	1%	*1%*	*-%*	*1%*	*1%*	*2%*	*2%*	**%*	*1%*	**%*	**%*	*-%*	**%*
Customer Relationship Management	**6**	-	-	1	-	-	-	-	-	-	-	-	1
	****%***	*-%*	*-%*	*2%* a	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*
Customer Service	**30**	2	*	1	*	*	*	2	*	*	1	*	1
	1%	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	**%*	*1%*	*1%*	*1%*
Procurement	**1**	*	*	*	*	*	-	*	-	-	*	-	-
	****%***	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*
Finance / Accounts	**79**	7	2	4	1	3	*	4	1	2	8	*	*
	4%	*5%*	*14%* **acd**	*5%*	*2%*	*7%* d	*1%*	*5%*	*1%*	*4%* d	*7%* d	*2%*	**%*
Operations	**24**	1	*	1	*	-	*	*	*	*	1	-	*
	1%	**%*	**%*	*1%*	*1%*	*-%*	*2%*	**%*	*1%*	**%*	*1%*	*-%*	**%*
Facilities	**3**	1	*	*	*	*	-	*	*	*	*	*	*
	****%***	**%*	*1%*	**%*	**%*	**%*	*-%*	**%*	*1%*	**%*	**%*	**%*	**%*
Mailroom	*	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Office Admin / Office Management	**465**	41	8	14	11	9	3	19	12	14	30	3	14
	23%	*27%*	*47%* **ac**	*20%*	*34%* c	*19%*	*16%*	*23%*	*24%*	*31%* d	*27%*	*22%*	*19%*
Senior Management (Managing Director, Director, Business Owner)	**1288**	95	6	47	20	35	15	55	34	30	66	10	54
	64%	*63%* b	*34%*	*68%* b	*60%* b	*70%*	*72%*	*67%*	*68%*	*63%*	*59%*	*67%*	*75%* b
Sales	**20**	*	*	*	*	*	-	*	-	-	1	*	*
	1%	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	*1%*	**%*	**%*
Company Secretary	*	*	-	-	-	-	-	*	-	-	*	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*
General manager / site manager	**9**	1	*	*	*	*	*	*	*	*	2	-	1
	****%***	**%*	*2%*	**%*	**%*	**%*	*1%*	**%*	**%*	**%*	*1%*	*-%*	*1%*
Refused	**3**	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other answers	**51**	4	*	1	*	*	1	1	1	*	2	1	*
	3%	*3%*	*1%*	*2%*	*1%*	*1%*	*5%* a	*2%*	*2%*	*1%*	*2%*	*8%* **ad**	**%*

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

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

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2398**	331	128	41	563	172	162	184	142	174	209	155	137
Weighted total	**2000**	289	154	57	261	123	116	150	141	209	187	184	130
Marketing	**19**	4	2	2	1	1	*	-	2	-	3	*	4
	1%	*1%*	*2%*	*3%*	**%*	*1%*	**%*	*-%*	*1%*	*-%*	*2%*	**%*	*3%*
				dgi									**dfgik**
Customer Relationship Management	**6**	*	-	-	1	1	-	*	-	*	*	*	2
	****%***	**%*	*-%*	*-%*	**%*	*1%*	*-%*	**%*	*-%*	**%*	**%*	**%*	*2%*
Customer Service	**30**	8	2	2	3	1	4	-	*	2	6	2	*
	1%	*3%*	*2%*	*3%*	*1%*	*1%*	*3%*	*-%*	**%*	*1%*	*3%*	*1%*	**%*
		g		g			**ghl**				**dghl**		
Procurement	**1**	-	-	-	*	-	-	*	*	-	-	1	*
	****%***	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	**%*
Finance / Accounts	**79**	15	5	2	11	11	3	5	4	8	6	8	2
	4%	*5%*	*3%*	*3%*	*4%*	*9%*	*2%*	*4%*	*3%*	*4%*	*3%*	*5%*	*1%*
						bdfghjl							
Operations	**24**	8	-	-	2	-	1	3	1	5	4	1	-
	1%	*3%*	*-%*	*-%*	*1%*	*-%*	*1%*	*2%*	*1%*	*2%*	*2%*	**%*	*-%*
		del								e			
Facilities	**3**	*	*	-	1	-	-	-	-	-	-	-	2
	****%***	**%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*
													d
Mailroom	*	*	-	-	-	-	-	-	*	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*
Office Admin / Office Management	**465**	68	32	10	62	24	29	46	37	56	43	36	22
	23%	*24%*	*20%*	*17%*	*24%*	*19%*	*25%*	*31%*	*27%*	*27%*	*23%*	*20%*	*17%*
								bdekl		l			
Senior Management (Managing Director, Director, Business Owner)	**1288**	176	111	42	172	79	75	88	86	130	116	125	88
	64%	*61%*	*72%*	*74%*	*66%*	*65%*	*65%*	*59%*	*61%*	*63%*	*62%*	*68%*	*68%*
			agh										
Sales	**20**	1	-	-	2	-	2	1	4	1	2	4	4
	1%	**%*	*-%*	*-%*	*1%*	*-%*	*2%*	**%*	*3%*	**%*	*1%*	*2%*	*3%*
									ade			**ae**	**abde**
Company Secretary	*	-	-	-	*	-	-	-	-	-	*	-	-
	****%***	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*
General manager / site manager	**9**	1	-	-	3	-	-	2	2	-	2	-	-
	****%***	**%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*1%*	*-%*	*1%*	*-%*	*-%*
Refused	**3**	2	*	-	-	*	-	-	-	-	-	-	-
	****%***	*1%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
		d											
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other answers	**51**	7	1	-	4	6	2	4	6	6	4	6	6
	3%	*2%*	*1%*	*-%*	*1%*	*5%*	*2%*	*3%*	*4%*	*3%*	*2%*	*3%*	*4%*
						d							d

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

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

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2398**	500	897	500	501
Weighted total	**2000**	500	500	500	500
Marketing	**19**	8	2	2	7
	1%	*2%*	**%*	**%*	*1%*
		bc			b
Customer Relationship Management	**6**	*	2	1	2
	****%***	**%*	**%*	**%*	**%*
Customer Service	**30**	12	7	2	9
	1%	*2%*	*1%*	**%*	*2%*
		c			c
Procurement	**1**	-	*	*	1
	****%***	*-%*	**%*	**%*	**%*
Finance / Accounts	**79**	21	25	17	16
	4%	*4%*	*5%*	*3%*	*3%*
Operations	**24**	8	3	9	4
	1%	*2%*	*1%*	*2%*	*1%*
Facilities	**3**	1	1	-	2
	****%***	**%*	**%*	*-%*	**%*
Mailroom	*	*	-	*	-
	****%***	**%*	*-%*	**%*	*-%*
Office Admin / Office Management	**465**	109	114	140	102
	23%	*22%*	*23%*	*28%*	*20%*
				abd	
Senior Management (Managing Director, Director, Business Owner)	**1288**	329	326	304	329
	64%	*66%*	*65%*	*61%*	*66%*
Sales	**20**	1	4	5	10
	1%	**%*	*1%*	*1%*	*2%*
				a	**ab**
Company Secretary	*	-	*	-	*
	****%***	*-%*	**%*	*-%*	**%*
General manager / site manager	**9**	1	3	4	2
	****%***	**%*	*1%*	*1%*	**%*
Refused	**3**	3	*	-	-
	****%***	*1%*	**%*	*-%*	*-%*
Don't know	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Other answers	**51**	8	12	15	16
	3%	*2%*	*2%*	*3%*	*3%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 8

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

Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total	**2000**	1920	51	18	11	80	692	457	116	50	48
Post is used mainly for administrative needs and is not core to our service delivery	**1243**	1198	31	9	5	45	460	281	70	31	25
	62%	*62%*	*62%*	*49%*	*45%*	*57%*	*66%*	*62%*	*60%*	*62%*	*52%*
		cde	**cd**			d	e	e			
Post is critical for our customer communications and/or statements but is not core to our business	**290**	276	8	5	2	14	84	74	25	9	12
	14%	*14%*	*15%*	*27%*	*15%*	*18%*	*12%*	*16%*	*22%*	*19%*	*26%*
				abde		a			a		**ab**
Post is core to our business operations (i.e. our business could not function without it)	**433**	413	12	4	4	20	136	98	20	9	10
	22%	*22%*	*24%*	*23%*	*36%*	*25%*	*20%*	*21%*	*17%*	*19%*	*22%*
					abce						
Don't Know	**34**	33	-	*	*	1	12	3	2	-	-
	2%	*2%*	*-%*	*1%*	*3%*	*1%*	*2%*	*1%*	*2%*	*-%*	*-%*
		b		b	**be**						

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

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

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total	**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
Post is used mainly for administrative needs and is not core to our service delivery	**1243**	133	65	186	47	114	213	120	104	82	1064	64	64	52
	62%	*61%* i	*57%*	*63%* i	*73%* **im**	*70%* **bijm**	*66%* i	*60%*	*63%* i	*50%*	*62%* i	*62%* i	*65%* i	*58%*
Post is critical for our customer communications and/or statements but is not core to our business	**290**	38	15	53	11	17	41	22	18	31	247	16	12	16
	14%	*17%*	*13%*	*18%*	*17%*	*11%*	*13%*	*11%*	*11%*	*19%*	*14%*	*15%*	*12%*	*18%*
Post is core to our business operations (i.e. our business could not function without it)	**433**	46	31	50	5	29	65	54	40	48	369	23	21	21
	22%	*21%* d	*27%* **cd**	*17%*	*8%*	*18%*	*20%* d	*27%* **cd**	*24%* d	*29%* **cdefj**	*22%* d	*22%* d	*21%* d	*24%* d
Don't Know	**34**	2	4	8	2	1	5	3	2	5	32	*	1	*
	2%	*1%*	*3%* **km**	*3%* **km**	*3%* k	*1%*	*2%*	*1%*	*1%*	*3%* k	*2%* k	*%*	*1%*	*1%*

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

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

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2398**	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total	**2000**	38	176	47	194	589	56	141	756	1548	452	1794	206
Post is used mainly for administrative needs and is not core to our service delivery	**1243**	23	105	35	138	329	44	67	503	990	253	1116	127
	62%	*60%*	*59%* g	*75%* **beg**	*71%* **beg**	*56%*	*78%* **abegh**	*47%*	*66%* **beg**	*64%* b	*56%*	*62%*	*62%*
Post is critical for our customer communications and/or statements but is not core to our business	**290**	4	15	1	35	73	5	44	112	231	59	253	36
	14%	*11%*	*9%*	*3%*	*18%* **bcef**	*12%* c	*8%*	*31%* **abcdefh**	*15%* **bc**	*15%*	*13%*	*14%*	*18%*
Post is core to our business operations (i.e. our business could not function without it)	**433**	11	53	10	19	168	8	30	133	305	128	394	40
	22%	*28%* **dfh**	*30%* **dfgh**	*22%* d	*10%*	*29%* **dfh**	*14%*	*21%* d	*18%* d	*20%*	*28%* a	*22%*	*19%*
Don't Know	**34**	-	3	-	2	19	*	-	9	22	12	31	3
	2%	*-%*	*2%*	*-%*	*1%*	*3%* **gh**	*1%*	*-%*	*1%*	*1%*	*3%*	*2%*	*1%*

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

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2398**	2274	124	1449	371	549
Weighted total	**2000**	1874	126	1243	290	433
Post is used mainly for administrative needs and is not core to our service delivery	**1243**	1150	93	1243	-	-
	62%	*61%*	*73%* a	*100%* **bc**	-%	-%
Post is critical for our customer communications and/or statements but is not core to our business	**290**	279	11	-	290	-
	14%	*15%*	*9%*	-%	*100%* **ac**	-%
Post is core to our business operations (i.e. our business could not function without it)	**433**	415	19	-	-	433
	22%	*22%*	*15%*	-%	-%	*100%* **ab**
Don't Know	**34**	30	4	-	-	-
	2%	*2%*	*3%*	-%	-%	-%

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

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

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**2398**	1908	413	60	8	5	3	-	1	2321	77	904	1004	490
Weighted total	**2000**	1695	267	30	5	3	1	-	*	1962	38	905	790	305
Post is used mainly for administrative needs and is not core to our service delivery	**1243**	1182	60	1	*	*	-	-	-	1242	1	756	426	61
	62%	*70%*	*23%*	*2%*	*1%*	*9%*	*-%*	*-%*	*-%*	*63%*	*2%*	*84%*	*54%*	*20%*
		bcij	**cj**							**bcj**		**bc**	c	
Post is critical for our customer communications and/or statements but is not core to our business	**290**	236	53	1	*	-	*	-	-	288	1	74	162	54
	14%	*14%*	*20%*	*3%*	*3%*	*-%*	*41%*	*-%*	*-%*	*15%*	*3%*	*8%*	*21%*	*18%*
		cj	**acij**							**cj**			a	a
Post is core to our business operations (i.e. our business could not function without it)	**433**	247	150	29	4	3	*	-	*	397	36	56	190	187
	22%	*15%*	*56%*	*95%*	*95%*	*91%*	*59%*	*-%*	*100%*	*20%*	*94%*	*6%*	*24%*	*61%*
			ai	**abi**						a	**abi**		a	**ab**
Don't Know	**34**	31	3	*	-	-	-	-	-	34	*	19	12	3
	2%	*2%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*2%*	*1%*	*1%*

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

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

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total	**2398**	1469	998	1607	769	623	1539	1412	108	42	30	9	4	1
Weighted total	**2000**	1088	703	1219	609	435	1190	1113	54	27	17	3	4	*
Post is used mainly for administrative needs and is not core to our service delivery	**1243**	633	322	702	267	169	636	667	22	9	5	-	-	-
	62%	*58%*	*46%*	*58%*	*44%*	*39%*	*53%*	*60%*	*40%*	*33%*	*28%*	*-%*	*-%*	*-%*
		bdef	e	**bdef**			**bde**	**bcd**						
Post is critical for our customer communications and/or statements but is not core to our business	**290**	189	149	212	95	109	206	193	6	5	5	*	2	-
	14%	*17%*	*21%*	*17%*	*16%*	*25%*	*17%*	*17%*	*11%*	*19%*	*31%*	*3%*	*50%*	*-%*
			acdf			**acdf**					b			
Post is core to our business operations (i.e. our business could not function without it)	**433**	264	228	301	237	156	342	250	26	13	7	3	2	*
	22%	*24%*	*32%*	*25%*	*39%*	*36%*	*29%*	*22%*	*49%*	*47%*	*41%*	*97%*	*50%*	*100%*
			acf		**abcf**	**acf**	**ac**		a	a	a			
Don't Know	**34**	3	4	4	10	1	6	4	-	*	-	-	-	-
	2%	**%*	*1%*	**%*	*2%*	**%*	**%*	**%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*
					abcef									

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

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

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**2398**	733	17	11	4	1	3	-	4	487	391	399	316	13
Weighted total	**2000**	586	10	7	5	*	*	-	1	450	298	284	176	11
Post is used mainly for administrative needs and is not core to our service delivery	**1243**	264	*	*	2	-	-	-	-	337	189	135	38	3
	62%	*45%*	*1%*	*7%*	*34%*	*-%*	*-%*	*-%*	*-%*	*75%* **bcd**	*63%* **cd**	*48%* d	*22%*	*27%*
Post is critical for our customer communications and/or statements but is not core to our business	**290**	91	2	2	-	-	*	-	*	46	45	58	59	3
	14%	*16%*	*22%*	*31%*	*-%*	*-%*	*13%*	*-%*	*10%*	*10%*	*15%* a	*21%* **ab**	*34%* **abc**	*28%*
Post is core to our business operations (i.e. our business could not function without it)	**433**	222	8	4	4	*	*	-	*	67	61	90	78	5
	22%	*38%*	*77%*	*62%*	*66%*	*100%*	*87%*	*-%*	*90%*	*15%*	*20%* a	*32%* **ab**	*44%* **abc**	*45%*
Don't Know	**34**	10	-	-	-	-	-	-	-	-	4	-	*	-
	2%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%* **ac**	*-%*	**%*	*-%*

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

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
Post is used mainly for administrative needs and is not core to our service delivery	**1243**	129	69	61	8	1	152	19	95	1109	133	673	29
	62%	*62%*	*49%*	*36%*	*9%*	*12%*	*37%*	*77%*	*56%*	*64%*	*52%*	*58%*	*54%*
		bcd	**cd**	d				**ac**	a	b			
Post is critical for our customer communications and/or statements but is not core to our business	**290**	29	20	39	7	*	63	3	29	254	36	201	10
	14%	*14%*	*15%*	*23%*	*8%*	*7%*	*15%*	*10%*	*17%*	*15%*	*14%*	*17%*	*19%*
				abd									
Post is core to our business operations (i.e. our business could not function without it)	**433**	45	50	66	70	4	189	3	46	356	77	287	14
	22%	*22%*	*36%*	*39%*	*83%*	*81%*	*46%*	*12%*	*27%*	*20%*	*30%*	*25%*	*27%*
			a	a	**abc**		**bc**				a		
Don't Know	**34**	6	-	4	-	-	7	-	*	25	8	4	-
	2%	*3%*	*-%*	*2%*	*-%*	*-%*	*2%*	*-%*	**%*	*1%*	*3%*	**%*	*-%*
		b		b							a		

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

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

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	***d**
Unweighted total	**2398**	77	164	224	33	531	238	477	1370	220	1
Weighted total	**2000**	62	137	177	19	402	207	340	1009	122	2
Post is used mainly for administrative needs and is not core to our service delivery	**1243**	17	63	82	8	172	95	173	588	50	2
	62%	*28%*	*46%* a	*46%*	*45%*	*43%*	*46%*	*51%* c	*58%* **ac**	*41%*	*100%*
Post is critical for our customer communications and/or statements but is not core to our business	**290**	6	18	24	4	67	28	66	176	26	-
	14%	*11%*	*13%*	*14%*	*23%*	*17%*	*14%*	*19%*	*17%*	*21%*	*-%*
Post is core to our business operations (i.e. our business could not function without it)	**433**	38	56	71	6	158	79	98	242	46	-
	22%	*61%* b	*41%*	*40%*	*32%*	*39%*	*38%*	*29%* b	*24%*	*37%* **ab**	*-%*
Don't Know	**34**	-	-	-	-	5	5	3	2	*	-
	2%	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*	*1%* b	**%*	**%*	*-%*

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

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

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	2398	384	877	164	-	507	502	180	6	1409	943	594	1220	999	15
Weighted total	2000	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
Post is used mainly for administrative needs and is not core to our service delivery	1243	121	273	29	-	180	141	29	4	611	303	184	517	396	2
	62%	*44%* c	*45%* c	*32%*	*-%*	*46%* **bc**	*38%* c	*24%*	*89%*	*59%* **bc**	*45%*	*41%*	*57%*	*57%*	*32%*
Post is critical for our customer communications and/or statements but is not core to our business	290	55	134	18	-	58	69	23	-	182	143	74	167	121	*
	14%	*20%*	*22%*	*20%*	*-%*	*15%*	*19%*	*19%*	*-%*	*17%*	*21%* **ac**	*17%*	*18%*	*17%*	*3%*
Post is core to our business operations (i.e. our business could not function without it)	433	98	191	44	-	150	156	67	*	248	218	185	220	173	3
	22%	*35%*	*32%*	*48%* **ab**	*-%*	*38%*	*42%*	*56%* **ab**	*11%*	*24%*	*33%* a	*41%* **ab**	*24%*	*25%*	*64%*
Don't Know	34	3	3	-	-	7	5	2	-	3	4	5	3	2	-
	2%	*1%*	**%*	*-%*	*-%*	*2%*	*1%*	*1%*	*-%*	**%*	*1%*	*1%* a	**%*	**%*	*-%*

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

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

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2398**	423	297	367	117	92	1159	982	55	21	18	16
Weighted total	**2000**	291	204	274	75	52	860	688	37	16	19	11
Post is used mainly for administrative needs and is not core to our service delivery	**1243**	109	76	117	15	8	476	383	22	3	6	1
	62%	*38%* **de**	*37%* **de**	*43%* **de**	*19%*	*15%*	*55%*	*56%*	*61%*	*18%*	*32%*	*7%*
Post is critical for our customer communications and/or statements but is not core to our business	**290**	58	37	47	16	16	153	126	6	7	4	2
	14%	*20%*	*18%*	*17%*	*21%*	*31%* **abc**	*18%*	*18%*	*16%*	*44%*	*24%*	*19%*
Post is core to our business operations (i.e. our business could not function without it)	**433**	124	91	106	43	28	227	177	8	6	8	9
	22%	*42%*	*45%*	*39%*	*57%* **abc**	*54%* **ac**	*26%*	*26%*	*23%*	*38%*	*44%*	*74%*
Don't Know	**34**	*	*	4	2	*	4	3	*	-	-	-
	2%	**%*	**%*	*1%* a	*3%* **ab**	**%*	**%*	**%*	*1%*	*-%*	*-%*	*-%*

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

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

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2398**	2133	1685	2163	1761	2322	1313	2167	561	4	1928	65	301	1938
Weighted total	**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
Post is used mainly for administrative needs and is not core to our service delivery	**1243**	1040	754	1060	822	1187	610	1083	201	1	1001	25	112	1041
	62%	*60%*	*57%*	*60%*	*58%*	*62%*	*58%*	*61%*	*51%*	*25%*	*64%*	*48%*	*43%*	*66%*
						bd	c	**ac**			b			a
Post is critical for our customer communications and/or statements but is not core to our business	**290**	262	216	264	215	282	169	256	62	-	215	14	53	217
	14%	*15%*	*16%*	*15%*	*15%*	*15%*	*16%*	*15%*	*16%*	*-%*	*14%*	*27%*	*21%*	*14%*
												a	b	
Post is core to our business operations (i.e. our business could not function without it)	**433**	399	330	405	363	422	274	399	125	4	336	14	91	297
	22%	*23%*	*25%*	*23%*	*26%*	*22%*	*26%*	*23%*	*32%*	*75%*	*21%*	*25%*	*35%*	*19%*
			e		e		b		**ab**				b	
Don't Know	**34**	22	12	24	12	28	5	26	5	-	14	-	1	24
	2%	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	*-%*	*1%*	*-%*	*1%*	*2%*
								a						

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

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

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2398**	418	17	97	392	257	1716	412	297	107	1967	1353	1045
Weighted total	**2000**	376	13	86	352	193	1472	320	259	98	1624	1093	907
Post is used mainly for administrative needs and is not core to our service delivery	**1243**	200	5	31	193	66	959	212	130	35	1068	659	584
	62%	*53%*	*37%*	*36%*	*55%* a	*34%*	*65%* a	*66%* a	*50%* b	*36%*	*66%* **ab**	*60%*	*64%* a
Post is critical for our customer communications and/or statements but is not core to our business	**290**	43	2	17	37	40	195	49	33	14	241	192	98
	14%	*12%*	*14%*	*20%* b	*10%*	*21%* b	*13%*	*15%*	*13%*	*14%*	*15%*	*18%* b	*11%*
Post is core to our business operations (i.e. our business could not function without it)	**433**	129	3	36	113	87	291	54	89	47	292	225	208
	22%	*34%*	*20%*	*42%*	*32%*	*45%* **bc**	*20%*	*17%*	*35%* c	*48%* **ac**	*18%*	*21%*	*23%*
Don't Know	**34**	5	4	2	8	-	26	5	6	2	24	16	17
	2%	*1%*	*29%*	*2%*	*2%*	*-%*	*2%* a	*2%* a	*2%*	*2%*	*1%*	*1%*	*2%*

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

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

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2398**	387	59	177	91	126	57	208	134	112	256	36	134
Weighted total	**2000**	152	17	69	34	49	21	82	50	47	112	15	73
Post is used mainly for administrative needs and is not core to our service delivery	**1243**	90	13	27	14	20	9	49	27	23	75	9	52
	62%	*59%*	*76%*	*40%*	*40%*	*41%*	*46%*	*60%*	*55%*	*49%*	*67%*	*63%*	*71%*
		cd	**acd**					a	a		a		a
Post is critical for our customer communications and/or statements but is not core to our business	**290**	29	3	9	2	8	3	13	10	9	15	3	9
	14%	*19%*	*16%*	*14%*	*7%*	*16%*	*12%*	*16%*	*20%*	*20%*	*14%*	*23%*	*13%*
		d											
Post is core to our business operations (i.e. our business could not function without it)	**433**	32	1	33	18	21	9	19	13	15	20	2	11
	22%	*21%*	*8%*	*47%*	*52%*	*43%*	*42%*	*23%*	*25%*	*31%*	*18%*	*15%*	*14%*
		b		**ab**	**ab**	**cd**	**cd**			**bd**			
Don't Know	**34**	1	-	-	-	-	-	1	-	-	2	-	1
	2%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*2%*	*-%*	*1%*

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

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

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2398**	331	128	41	563	172	162	184	142	174	209	155	137
Weighted total	**2000**	289	154	57	261	123	116	150	141	209	187	184	130
Post is used mainly for administrative needs and is not core to our service delivery	**1243**	186	93	35	168	89	63	85	69	126	118	131	80
	62%	*64%*	*60%*	*62%*	*64%*	*72%*	*55%*	*57%*	*49%*	*60%*	*63%*	*72%*	*62%*
		fh			**fh**	**bfghi**				h	h	**bfghi**	h
Post is critical for our customer communications and/or statements but is not core to our business	**290**	38	21	6	38	17	21	29	26	35	28	14	16
	14%	*13%*	*13%*	*11%*	*15%*	*13%*	*18%*	*19%*	*19%*	*17%*	*15%*	*8%*	*12%*
					k		k	k	k	k	k		
Post is core to our business operations (i.e. our business could not function without it)	**433**	65	34	10	52	18	28	36	44	47	37	36	29
	22%	*22%*	*22%*	*18%*	*20%*	*14%*	*24%*	*24%*	*31%*	*22%*	*20%*	*20%*	*22%*
		e					e	e	**dejk**				
Don't Know	**34**	-	7	6	3	*	4	*	2	*	4	2	6
	2%	*-%*	*5%*	*10%*	*1%*	**%*	*3%*	**%*	*2%*	**%*	*2%*	*1%*	*4%*
			adegi	**adeghijk**	a		**aegi**		a		a		**adegi**

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

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

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2398**	500	897	500	501
Weighted total	**2000**	500	500	500	500
Post is used mainly for administrative needs and is not core to our service delivery	**1243**	314	319	280	329
	62%	*63%*	*64%*	*56%*	*66%*
		c	c		c
Post is critical for our customer communications and/or statements but is not core to our business	**290**	65	76	90	58
	14%	*13%*	*15%*	*18%*	*12%*
				ad	
Post is core to our business operations (i.e. our business could not function without it)	**433**	108	97	126	101
	22%	*22%*	*19%*	*25%*	*20%*
				b	
Don't Know	**34**	13	7	3	11
	2%	*3%*	*1%*	*1%*	*2%*
		c			c

Columns Tested: a,b,c,d

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

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total	**2000**	1920	51	18	11	80	692	457	116	50	48
Yes	**116**	105	7	3	1	11	30	26	7	3	8
	6%	*5%*	*13%* a	*17%* a	*12%* a	*14%* a	*4%*	*6%*	*6%*	*6%*	*16%* **abcd**
No	**1812**	1750	41	13	8	62	656	419	108	44	37
	91%	*91%* **bcde**	*79%*	*72%*	*76%*	*77%*	*95%* **bde**	*92%* e	*93%* e	*89%* e	*78%*
Don't know	**71**	65	4	2	1	7	6	11	1	3	3
	4%	*3%*	*7%* a	*10%* a	*12%* a	*8%* a	*1%*	*2%* a	*1%*	*5%* a	*6%* **abc**

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

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

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total	**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
Yes	**116**	12	5	16	3	18	18	7	8	11	97	8	6	6
	6%	*5%*	*4%*	*5%*	*4%*	*11%* **cfgjl**	*5%*	*4%*	*5%*	*6%*	*6%*	*8%*	*6%*	*6%*
No	**1812**	198	105	268	61	134	301	187	149	152	1555	90	86	80
	91%	*90%* e	*92%*	*90%* e	*93%*	*83%*	*93%* **ek**	*94%* **ek**	*91%* e	*92%* e	*91%* e	*88%*	*88%*	*91%* e
Don't know	**71**	9	4	14	2	10	5	5	7	3	59	4	6	3
	4%	*4%*	*4%*	*5%* f	*3%*	*6%* **fi**	*2%*	*3%*	*4%*	*2%*	*3%*	*4%*	*6%* **fi**	*3%*

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

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

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2398**	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total	**2000**	38	176	47	194	589	56	141	756	1548	452	1794	206
Yes	**116**	4	8	1	11	41	6	9	37	96	21	102	15
	6%	*9%*	*4%*	*2%*	*6%*	*7%*	*10%* h	*6%*	*5%*	*6%*	*5%*	*6%*	*7%*
No	**1812**	35	167	46	178	527	50	123	685	1392	420	1637	176
	91%	*90%*	*95%* **egh**	*97%* g	*92%*	*89%*	*89%*	*87%*	*91%*	*90%*	*93%* a	*91%* b	*85%*
Don't know	**71**	*	1	*	5	21	1	9	34	61	11	56	16
	4%	**%*	*1%*	*1%*	*3%*	*4%* b	*1%*	*7%* b	*5%* b	*4%*	*2%*	*3%*	*8%* a

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

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2398**	2274	124	1449	371	549
Weighted total	**2000**	1874	126	1243	290	433
Yes	**116**	116	*	38	20	59
	6%	*6%*	**%*	*3%*	*7%*	*13%*
		b			a	**ab**
No	**1812**	1688	125	1173	254	357
	91%	*90%*	*99%*	*94%*	*88%*	*82%*
			a	**bc**	c	
Don't know	**71**	70	2	32	15	18
	4%	*4%*	*1%*	*3%*	*5%*	*4%*
					a	

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

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

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**2398**	1908	413	60	8	5	3	-	1	2321	77	904	1004	490
Weighted total	**2000**	1695	267	30	5	3	1	-	*	1962	38	905	790	305
Yes	**116**	56	44	13	2	1	*	-	*	100	16	27	29	60
	6%	*3%*	*17%* **ai**	*43%* **abi**	*45%*	*23%*	*59%*	*-%*	*100%*	*5%* a	*42%* **abi**	*3%*	*4%*	*20%* **ab**
No	**1812**	1576	214	17	3	2	*	-	-	1791	22	856	720	236
	91%	*93%* **bcij**	*80%* **cj**	*56%*	*54%*	*68%*	*41%*	*-%*	*-%*	*91%* **bcj**	*57%*	*95%* **bc**	*91%* c	*77%*
Don't know	**71**	63	8	*	*	*	-	-	-	71	*	22	41	8
	4%	*4%*	*3%*	*1%*	*1%*	*9%*	*-%*	*-%*	*-%*	*4%*	*1%*	*2%*	*5%* **ac**	*3%*

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

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

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	***e**	***f**	***g**
Unweighted total	**2398**	1469	998	1607	769	623	1539	1412	108	42	30	9	4	1
Weighted total	**2000**	1088	703	1219	609	435	1190	1113	54	27	17	3	4	*
Yes	**116**	66	59	77	53	39	81	65	6	2	2	3	*	*
	6%	*6%*	*8%* a	*6%*	*9%* **ac**	*9%* **ac**	*7%*	*6%*	*11%* a	*8%*	*10%*	*91%*	*5%*	*100%*
No	**1812**	974	613	1093	534	380	1079	1007	42	24	15	*	3	-
	91%	*90%*	*87%*	*90%*	*88%*	*87%*	*91%* **bde**	*90%* b	*77%*	*89%*	*89%*	*7%*	*95%*	*-%*
Don't know	**71**	48	31	49	22	16	30	42	6	1	*	*	-	-
	4%	*4%* f	*4%* f	*4%* f	*4%*	*4%*	*2%*	*4%*	*12%* a	*3%*	*1%*	*2%*	*-%*	*-%*

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

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

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	***b**	***c**	***d**	***e**	***f**	***g**	***h**	a	b	c	d	***e**
Unweighted total	**2398**	733	17	11	4	1	3	-	4	487	391	399	316	13
Weighted total	**2000**	586	10	7	5	*	*	-	1	450	298	284	176	11
Yes	**116**	42	4	5	2	*	*	-	1	19	14	20	23	2
	6%	*7%*	*36%*	*75%*	*31%*	*100%*	*100%*	*-%*	*100%*	*4%*	*5%*	*7%* a	*13%* **abc**	*16%*
No	**1812**	522	6	2	4	-	-	-	-	417	275	251	139	9
	91%	*89%*	*62%*	*25%*	*69%*	*-%*	*-%*	*-%*	*-%*	*93%* **cd**	*92%* d	*88%* d	*79%*	*84%*
Don't know	**71**	22	*	-	-	-	-	-	-	14	10	12	13	-
	4%	*4%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*3%*	*4%*	*7%* **ab**	*-%*

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

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
Yes	**116**	2	9	15	25	2	45	1	7	81	35	68	9
	6%	*1%*	*6%* a	*9%* a	*29%* **abc**	*32%*	*11%* c	*4%*	*4%*	*5%*	*14%* a	*6%*	*17%* a
No	**1812**	199	126	144	59	3	357	23	153	1607	205	1053	39
	91%	*96%* **bcd**	*91%* d	*85%* d	*70%*	*65%*	*87%*	*95%*	*89%*	*92%* b	*80%*	*90%* b	*72%*
Don't know	**71**	7	4	10	1	*	9	*	11	56	14	43	6
	4%	*3%*	*3%*	*6%* d	*1%*	*3%*	*2%*	*1%*	*7%* a	*3%*	*6%* a	*4%*	*11%* a

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

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

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	***d**
Unweighted total	**2398**	77	164	224	33	531	238	477	1370	220	1
Weighted total	**2000**	62	137	177	19	402	207	340	1009	122	2
Yes	**116**	14	21	27	8	23	30	26	58	10	-
	6%	*23%*	*15%*	*16%*	*42%* a	*6%*	*14%* a	*8%*	*6%*	*8%*	*-%*
No	**1812**	47	110	144	11	365	169	296	904	103	2
	91%	*77%*	*80%*	*81%* b	*57%*	*91%* b	*82%*	*87%*	*90%* c	*84%*	*100%*
Don't know	**71**	*	6	5	*	14	8	18	46	9	-
	4%	*1%*	*4%*	*3%*	*1%*	*3%*	*4%*	*5%*	*5%*	*7%*	*-%*

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

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

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**2398**	384	877	164	-	507	502	180	6	1409	943	594	1220	999	15
Weighted total	**2000**	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
Yes	**116**	25	49	12	-	38	27	13	*	62	55 a	35	50	48	1
	6%	*9%*	*8%*	*14% b*	*-%*	*10%*	*7%*	*11%*	*2%*	*6%*	*8%*	*8%*	*6%*	*7%*	*20%*
No	**1812**	239	522	72	-	340	329	102	4	939	584	396	819	613	4
	91%	*86% c*	*87% c*	*79%*	*-%*	*86%*	*89%*	*85%*	*98%*	*90%*	*88%*	*88%*	*90%*	*89%*	*78%*
Don't know	**71**	13	30	6	-	16	15	5	-	43	28	17	38	31	*
	4%	*5%*	*5%*	*7%*	*-%*	*4%*	*4%*	*4%*	*-%*	*4%*	*4%*	*4%*	*4%*	*5%*	*2%*

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

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

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	***b**	***c**	***d**
Unweighted total	**2398**	423	297	367	117	92	1159	982	55	21	18	16
Weighted total	**2000**	291	204	274	75	52	860	688	37	16	19	11
Yes	**116**	17	18	22	8	4	49	50	6	4	5	3
	6%	*6%*	*9%*	*8%*	*10%*	*8%*	*6%*	*7%*	*17%*	*25%*	*26%*	*22%*
No	**1812**	265	179	242	64	46	777	611	30	12	14	9
	91%	*91%*	*88%*	*89%*	*85%*	*88%*	*90%*	*89%*	*83%*	*75%*	*74%*	*76%*
Don't know	**71**	10	7	9	3	2	34	28	*	-	-	*
	4%	*3%*	*3%*	*3%*	*4%*	*4%*	*4%*	*4%*	*1%*	*-%*	*-%*	*2%*

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

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

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2398**	2133	1685	2163	1761	2322	1313	2167	561	4	1928	65	301	1938
Weighted total	**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
Yes	**116**	105	79	107	91	110	66	103	39	-	82	2	27	76
	6%	*6%*	*6%*	*6%*	*6%*	*6%*	*6%*	*6%*	*10%* **ab**	*-%*	*5%*	*4%*	*11%* b	*5%*
No	**1812**	1556	1189	1579	1273	1744	955	1597	336	5	1435	51	222	1453
	91%	*90%*	*91%*	*90%*	*90%*	*91%*	*90%* c	*91%* c	*86%*	*100%*	*92%*	*96%*	*86%*	*92%* a
Don't know	**71**	63	43	67	47	65	39	65	17	-	49	*	8	51
	4%	*4%*	*3%*	*4%*	*3%*	*3%*	*4%*	*4%*	*4%*	*-%*	*3%*	**%*	*3%*	*3%*

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

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

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2398**	418	17	97	392	257	1716	412	297	107	1967	1353	1045
Weighted total	**2000**	376	13	86	352	193	1472	320	259	98	1624	1093	907
Yes	**116**	48	1	21	36	29	71	16	32	11	71	54	62
	6%	*13%*	*5%*	*24%* b	*10%*	*15%* **bc**	*5%*	*5%*	*12%* c	*11%* c	*4%*	*5%*	*7%* a
No	**1812**	312	12	63	298	156	1345	300	217	86	1499	998	815
	91%	*83%*	*93%*	*73%*	*85%* a	*81%*	*91%* a	*94%* a	*84%*	*88%*	*92%* a	*91%*	*90%*
Don't know	**71**	16	*	2	17	8	56	3	10	*	54	41	30
	4%	*4%*	*2%*	*3%*	*5%*	*4%* c	*4%* c	*1%*	*4%*	*1%*	*3%*	*4%*	*3%*

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

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

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2398**	387	59	177	91	126	57	208	134	112	256	36	134
Weighted total	**2000**	152	17	69	34	49	21	82	50	47	112	15	73
Yes	**116**	10	2	6	6	4	4	4	5	4	5	1	3
	6%	*6%*	*11%*	*9%*	*19%* **ac**	*7%*	*19%* **ac**	*5%*	*10%*	*8%*	*4%*	*5%*	*4%*
No	**1812**	133	15	58	24	42	16	73	43	42	103	14	65
	91%	*88%* d	*87%* d	*84%* d	*71%*	*86%*	*76%*	*89%* b	*85%*	*89%*	*92%*	*94%*	*89%*
Don't know	**71**	9	*	5	3	4	1	5	2	1	5	*	5
	4%	*6%*	*2%*	*7%*	*10%*	*7%*	*5%*	*6%*	*5%*	*3%*	*4%*	*%*	*7%*

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

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

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2398**	331	128	41	563	172	162	184	142	174	209	155	137
Weighted total	**2000**	289	154	57	261	123	116	150	141	209	187	184	130
Yes	**116**	19	13	2	12	6	6	10	12	12	7	11	6
	6%	*7%*	*8%*	*3%*	*5%*	*5%*	*5%*	*7%*	*8%*	*6%*	*4%*	*6%*	*4%*
No	**1812**	255	133	51	238	113	107	133	126	192	172	169	123
	91%	*88%*	*86%*	*90%*	*91%*	*92%*	*93%*	*88%*	*89%*	*92%*	*92%*	*92%*	*95%* **abg**
Don't know	**71**	15	8	4	11	4	2	7	4	4	8	3	1
	4%	*5%*	*5%*	*7%*	*4%*	*3%*	*2%*	*5%*	*3%*	*2%*	*4%*	*2%*	*1%*

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

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

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2398**	500	897	500	501
Weighted total	**2000**	500	500	500	500
Yes	**116**	33	25	34	24
	6%	*7%*	*5%*	*7%*	*5%*
No	**1812**	439	458	451	464
	91%	*88%*	*92%*	*90%*	*93%*
			a		a
Don't know	**71**	27	17	15	12
	4%	*5%*	*3%*	*3%*	*2%*
		d			

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 10 Page 186

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

Base: All

		Total base	Business Size					Turnover				
			0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted total		**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total		**2000**	1920	51	18	11	80	692	457	116	50	48
Under £10 (under £120 pa)	(5)	**905**	891	10	2	1	14	407	183	35	19	5
		45%	*46%* bcde	*20%* c	*10%*	*13%*	*17%* c	*59%* bcde	*40%* ce	*30%* e	*38%* e	*10%*
£10 - £24 (£120 - £299 pa)	(17)	**387**	374	9	3	1	13	114	86	21	9	8
		19%	*19%* e	*17%*	*16%*	*12%*	*16%*	*16%*	*19%*	*18%*	*18%*	*17%*
£25 - £49 (£300 - £599 pa)	(37)	**231**	219	8	3	1	12	67	58	18	6	6
		12%	*11%*	*15%* a	*18%* a	*11%*	*15%* a	*10%*	*13%*	*15%*	*13%*	*13%*
£50 - £99 (£600 - £1,199 pa)	(75)	**172**	160	9	2	1	12	33	46	12	5	10
		9%	*8%*	*17%* **ad**	*12%*	*9%*	*15%* a	*5%*	*10%* a	*10%* a	*9%*	*21%* **abcd**
£100 - £199 (£1,200 - £2 ,399 pa)	(150)	**126**	116	6	2	2	10	29	38	13	5	6
		6%	*6%*	*12%* a	*11%* a	*16%* a	*13%* a	*4%*	*8%* a	*11%* a	*11%* a	*13%* a
£200 - £499 (£2,400 - 5 ,999 pa)	(350)	**103**	94	4	3	2	9	31	23	10	3	9
		5%	*5%*	*8%* a	*17%* **abe**	*17%* **ab**	*11%* a	*4%*	*5%*	*9%* a	*6%*	*18%* **abcd**
£500 - £999 (£6,000 - £11 ,999 pa)	(750)	**38**	33	2	1	1	4	7	9	5	2	2
		2%	*2%*	*5%* a	*7%* a	*7%* a	*6%* a	*1%*	*2%*	*4%* a	*4%* a	*4%* a
£1,000 - £1 ,999 (£12,000 - £23,999 pa)	(1500)	**14**	12	1	1	1	3	1	7	*	*	1
		1%	*1%*	*2%* a	*3%* a	*8%* **abe**	*3%* a	**%*	*1%* a	**%*	**%*	*1%* a
£2,000 - £2 ,999 (£24,000 - £35,999 pa)	(2500)	**7**	6	*	*	*	1	-	3	*	*	*
		****%***	**%*	**%*	*2%* a	*3%* **ab**	*1%*	*-%*	*1%*	**%*	*1%*	**%*
£3,000 - £4 ,999 (£36,000 - £59,999 pa)	(4000)	**9**	8	1	*	-	1	2	3	*	*	*
		****%***	**%*	*1%*	*1%*	*-%*	*1%*	**%*	*1%*	**%*	**%*	*1%*

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

Produced by OLR
Issue date: 05/02/19

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

		Total base	Business Size					Turnover				
			0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted total		**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total		**2000**	1920	51	18	11	80	692	457	116	50	48
£5,000 - £7 ,499 (£60,000 - £89,999 pa)	(6250)	**3**	2	*	*	*	*	-	*	-	*	*
		***%**	*%	*%	*1%*	*1%* a	*1%*	-%	*%	-%	*%	*%
£7,500 - £9 ,999 (£90,000 - £119,999 pa)	(8750)	**2**	2	*	-	-	*	-	-	2	-	*
		***%**	*%	*%	-%	-%	*%	-%	-%	*2%* **ab**	-%	*%
£10,000 - £14 ,999 (£120,000 - £179,999 pa)	(12500)	**3**	2	1	-	*	1	-	2	-	-	1
		***%**	*%	*1%* a	-%	*2%* a	*1%* a	-%	*%	-%	-%	*1%* a
£15,000 - £19 ,999 (£180,000 - £239,999 pa)	(17500)	*	-	-	*	-	*	-	-	-	-	-
		***%**	-%	-%	*1%* a	-%	*%*	-%	-%	-%	-%	-%
£20,000 - £24 ,999 (£240,000 - £299,999 pa)	(22500)	**-**	-	-	-	-	-	-	-	-	-	-
		***-%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£25,000 - £29 ,999 (£300,000 - £359,999 pa)	(27500)	*	-	-	*	-	*	-	-	-	-	-
		***%**	-%	-%	*1%* **ab**	-%	*%* a	-%	-%	-%	-%	-%
£30,000 - £39 ,999 (£360,000 - £479,999 pa)	(35000)	*	-	*	-	-	*	-	*	-	*	-
		***%**	-%	*1%* a	-%	-%	*%* a	-%	*%	-%	*%*	-%
£40,000 - £49 ,999 (£480,000 - £599,999 pa)	(45000)	**-**	-	-	-	-	-	-	-	-	-	-
		***-%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£50,000 - £74 ,999 (£600,000 - £899,999 pa)	(62500)	**-**	-	-	-	-	-	-	-	-	-	-
		***-%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£75,000 - £99 ,999 (£900,000 - £1,199,999 pa)	(87500)	**-**	-	-	-	-	-	-	-	-	-	-
		***-%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
Issue date: 05/02/19

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

		Total base	Business Size					Turnover				
			0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted total		**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total		**2000**	1920	51	18	11	80	692	457	116	50	48
£100,000 - £299,999 (£1 ,200,000 - £3 ,599,999 pa)	(200000)	*	-	*	-	-	*	-	-	-	-	-
		***%**	-%	*% a	-%	-%	*%	-%	-%	-%	-%	-%
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	**-**	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£500,000+ (£6 ,000,000+ pa)	(600000)	**-**	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know		**-**	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£100		**1695**	1644	35	10	5	51	622	372	86	39	29
		85%	*86%* **bcde**	*69%* **cde**	*56%*	*45%*	*63%* d	*90%* **bcde**	*81%* **ce**	*74%* e	*78%* e	*61%*
Net: £100 -<£1000		**267**	243	13	6	4	23	67	70	28	10	17
		13%	*13%*	*25%* a	*35%* **ab**	*40%* **abe**	*29%* a	*10%*	*15%* a	*24%* **ab**	*21%* a	*35%* **abd**
Net: £1000 -<£5000		**30**	26	2	1	1	4	3	12	*	1	1
		2%	*1%*	*3%* a	*6%* a	*11%* **abe**	*5%* a	*%*	*3%* a	*%*	*1%*	*2%* a
Net: £5000 -<£10,000		**5**	4	*	*	*	*	-	*	2	*	*
		***%**	*%*	*1%*	*1%*	*1%*	*1%*	-%	*%*	*2%* **ab**	*%*	*1%*
Net: £10,000 - <£25,000		**3**	2	1	*	*	1	-	2	-	-	1
		***%**	*%*	*1%* a	*1%*	*2%* a	*1%* a	-%	*%*	-%	-%	*1%* a
Net: £25,000 <£50,000		**1**	-	*	*	-	1	-	*	-	*	-
		***%**	-%	*1%* a	*1%* a	-%	*1%* a	-%	*%*	-%	*%*	-%
Net: £50,000 - <£100,000		**-**	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: >£100,000		*	-	*	-	-	*	-	-	-	-	-
		***%**	-%	*% a	-%	-%	*%	-%	-%	-%	-%	-%
Net: £5,000+		**8**	6	1	*	*	2	-	2	2	*	1
		***%**	*%*	*2%* a	*2%* a	*3%* a	*3%* a	-%	*1%*	*2%* a	*1%* a	*2%* a
Answered		**2000**	1920	51	18	11	80	692	457	116	50	48

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

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

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total	**2000**	1920	51	18	11	80	692	457	116	50	48
Mean	**152.36**	118.57	1082.58 a	792.00 a	688.01 a	963.32 a	55.77	189.82 a	247.53 a	292.57 a	357.63 a

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

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

		Total base	GOR (sample)												
			East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total		**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total		**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
Under £10 (under £120 pa)	(5)	**905**	103	45	124	29	81	157	97	78	66	780	44	48	33
		45%	*47%* m	*39%*	*42%*	*45%*	*50%* m	*48%* m	*49%* m	*47%*	*40%*	*46%* m	*43%*	*49%* m	*38%*
£10 - £24 (£120 - £299 pa)	(17)	**387**	43	23	58	17	33	55	38	29	31	327	22	19	19
		19%	*20%*	*20%*	*19%*	*25%*	*20%*	*17%*	*19%*	*18%*	*19%*	*19%*	*21%*	*19%*	*21%*
£25 - £49 (£300 - £599 pa)	(37)	**231**	23	11	42	9	10	36	17	22	25	195	12	11	14
		12%	*11%*	*10%*	*14%* e	*14%*	*6%*	*11%*	*8%*	*14%* e	*15%* e	*11%* e	*11%*	*11%*	*16%* **egj**
£50 - £99 (£600 - £1,199 pa)	(75)	**172**	16	6	34	3	19	27	12	11	20	148	9	6	9
		9%	*7%*	*5%*	*11%* l	*5%*	*12%* l	*8%*	*6%*	*7%*	*12%* **gl**	*9%*	*8%*	*6%*	*11%* l
£100 - £199 (£1,200 - £2,399 pa)	(150)	**126**	14	9	18	4	7	26	10	14	6	107	9	3	7
		6%	*6%*	*8%*	*6%*	*6%*	*4%*	*8%* l	*5%*	*8%* l	*4%*	*6%*	*9%* l	*4%*	*8%* l
£200 - £499 (£2,400 - 5,999 pa)	(350)	**103**	7	13	13	2	7	14	18	4	10	89	5	5	4
		5%	*3%*	*11%* **acefhjkl** m	*5%*	*3%*	*4%*	*4%*	*9%* **acfhjm**	*2%*	*6%*	*5%*	*5%*	*5%*	*4%*
£500 - £999 (£6,000 - £11,999 pa)	(750)	**38**	5	4	6	-	3	6	4	3	2	34	*	2	1
		2%	*2%*	*3%* k	*2%*	*-%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	**%*	*2%* k	*2%*
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**14**	2	1	2	-	-	2	-	1	2	9	1	3	1
		1%	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*	*-%*	**%*	*1%*	*1%*	*1%*	*3%* **egj**	*1%*
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**7**	2	-	*	-	*	1	2	*	1	6	*	1	*
		****%***	*1%*	*-%*	**%*	*-%*	**%*	**%*	*1%*	**%*	*1%*	**%*	**%*	*1%*	**%*
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**9**	3	-	*	1	2	*	2	*	1	9	-	*	*
		****%***	*1%*	*-%*	**%*	*1%* k	*1%*	**%*	*1%*	**%*	*1%*	*1%*	*-%*	**%*	**%*

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

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

		Total base	GOR (sample)												
			East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total		**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total		**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**3**	*	-	*	-	-	-	-	2	*	2	-	-	1
		***%**	*%	-%	*%	-%	-%	-%	-%	*1%* j	*%	*%	-%	-%	*1%*
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	**2**	2	-	-	-	-	-	*	-	-	2	-	-	-
		***%**	*1%* j	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	**3**	-	2	*	-	-	-	-	*	*	3	-	-	-
		***%**	-%	*2%* **fjklm**	*%	-%	-%	-%	-%	*%	*%	*%	-%	-%	-%
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	*	-	-	-	-	*	-	-	-	-	*	-	-	-
		***%**	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	*	-	-	-	-	-	*	-	-	-	*	-	-	-
		***%**	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	*	-	-	-	-	-	-	-	*	-	*	*	-	-
		***%**	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	*%	-%	-%
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	*	-	-	-	-	-	-	*	-	-	*	-	-	-
		***%**	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%

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

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

		Total base	GOR (sample)												
			East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total		**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total		**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
£500,000+ (£6 ,000,000+ pa)	(600000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: <£100		**1695**	186	86	257	58	143	275	163	140	142	1450	86	83	75
		85%	*85%*	*75%*	*87%* b	b	b	b	*82%*	*85%* b	*86%* b	*85%* b	b	*85%* b	b
Net: £100 -<£1000		**267**	26	26	37	6	16	46	32	21	19	229	15	11	12
		13%	*12%*	*23%* **acdefhij lm**	*13%*	*9%*	*10%*	*14%*	*16%*	*13%*	*12%*	*13%*	*14%*	*11%*	*13%*
Net: £1000 -<£5000		**30**	6	1	2	1	2	3	4	1	4	24	1	4	1
		2%	*3%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*4%* **cfj**	*1%*
Net: £5000 -<£10,000		**5**	2	-	*	-	-	-	*	2	*	4	-	-	1
		%	*1%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*1%*	**%*	**%*	*-%*	*-%*	*1%*
Net: £10,000 - <£25,000		**3**	-	2	*	-	*	-	-	*	*	3	-	-	-
		%	*-%*	*2%* **fjklm**	**%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	**%*	*-%*	*-%*	*-%*
Net: £25,000 <£50,000		**1**	-	-	-	-	-	*	-	*	-	*	*	-	-
		%	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	**%*	*-%*	*-%*
Net: £50,000 - <£100,000		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: >£100,000		*	-	-	-	-	-	-	*	-	-	*	-	-	-
		%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
Net: £5,000+		**8**	2	2	*	-	*	*	*	2	*	7	*	-	1
		%	*1%*	*2%* l	**%*	*-%*	**%*	**%*	**%*	*1%* l	**%*	**%*	**%*	*-%*	*1%*
Answered		**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
Mean		**152.36**	212.98	306.03 c	86.05	93.46	112.81	96.60	257.11	203.60	137.83	158.08	107.84	126.51	121.80

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

Produced by OLR
Issue date: 05/02/19

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

		Total base	Industry								Urbanity		Location	
			Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total		**2398**	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total		**2000**	38	176	47	194	589	56	141	756	1548	452	1794	206
Under £10 (under £120 pa)	(5)	**905**	24	64	33	102	233	41	38	369	717	188	812	93
		45%	*64%*	*36%*	*70%*	*53%*	*39%*	*73%*	*27%*	*49%*	*46%*	*42%*	*45%*	*45%*
			begh		**bdegh**	**beg**	g	**bdegh**		**beg**	b			
£10 - £24 (£120 - £299 pa)	(17)	**387**	10	29	4	41	111	8	36	147	298	88	334	53
		19%	*27%*	*16%*	*8%*	*21%*	*19%*	*15%*	*26%*	*19%*	*19%*	*20%*	*19%*	*26%*
			c			c	c		**bc**	c				a
£25 - £49 (£300 - £599 pa)	(37)	**231**	*	25	4	23	68	3	17	90	169	63	210	21
		12%	*1%*	*14%*	*9%*	*12%*	*12%*	*6%*	*12%*	*12%*	*11%*	*14%*	*12%*	*10%*
				a		a	a		a	a		a		
£50 - £99 (£600 - £1,199 pa)	(75)	**172**	2	19	1	18	46	1	19	67	134	38	161	11
		9%	*4%*	*11%*	*1%*	*9%*	*8%*	*1%*	*14%*	*9%*	*9%*	*8%*	*9%*	*5%*
				cf		**cf**	f		**cef**	**cf**			b	
£100 - £199 (£1,200 - £2,399 pa)	(150)	**126**	1	16	2	8	45	2	15	37	92	34	115	11
		6%	*2%*	*9%*	*3%*	*4%*	*8%*	*3%*	*10%*	*5%*	*6%*	*8%*	*6%*	*5%*
				dh			h		**adfh**					
£200 - £499 (£2,400 - 5,999 pa)	(350)	**103**	1	13	4	2	44	*	14	25	80	22	94	9
		5%	*2%*	*7%*	*8%*	*1%*	*7%*	*%*	*10%*	*3%*	*5%*	*5%*	*5%*	*4%*
				dfh	**df**		**dfh**		**dfh**					
£500 - £999 (£6,000 - £11,999 pa)	(750)	**38**	-	4	*	1	22	*	1	10	29	9	34	4
		2%	*-%*	*2%*	*1%*	*%*	*4%*	*%*	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*
							dgh							
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**14**	-	2	*	-	6	*	*	6	12	2	13	1
		1%	*-%*	*1%*	*%*	*-%*	*1%*	*%*	*%*	*1%*	*1%*	*1%*	*1%*	*1%*
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**7**	-	3	-	-	2	-	-	2	5	2	4	3
		%	*-%*	*2%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*	*%*	*%*	*%*	*2%*
				deh										a
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**9**	-	*	-	-	6	-	-	3	8	1	9	-
		%	*-%*	*%*	*-%*	*-%*	*1%*	*-%*	*-%*	*%*	*1%*	*%*	*1%*	*-%*

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

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

		Total base	Industry								Urbanity		Location	
			Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total		**2398**	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total		**2000**	38	176	47	194	589	56	141	756	1548	452	1794	206
£5,000 - £7 ,499 (£60,000 - £89,999 pa)	(6250)	**3**	-	1	-	-	2	-	-	*	2	1	3	-
		***%**	-%	*%	-%	-%	*%	-%	-%	*%	*%	*%	*%	-%
£7,500 - £9 ,999 (£90,000 - £119,999 pa)	(8750)	**2**	-	*	-	-	2	-	-	-	*	2	2	-
		***%**	-%	*%	-%	-%	*%	-%	-%	-%	*%	*% a	*%	-%
£10,000 - £14 ,999 (£120,000 - £179,999 pa)	(12500)	**3**	-	-	-	-	2	-	-	*	3	-	2	*
		***%**	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%	*%	*%
£15,000 - £19 ,999 (£180,000 - £239,999 pa)	(17500)	*	-	-	-	-	*	-	-	-	-	*	*	-
		***%**	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	*%	-%
£20,000 - £24 ,999 (£240,000 - £299,999 pa)	(22500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		***-%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£25,000 - £29 ,999 (£300,000 - £359,999 pa)	(27500)	*	-	*	-	-	-	-	-	-	-	*	*	-
		***%**	-%	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%
£30,000 - £39 ,999 (£360,000 - £479,999 pa)	(35000)	*	-	-	-	-	*	-	-	-	*	*	*	-
		***%**	-%	-%	-%	-%	*%	-%	-%	-%	*%	*%	*%	-%
£40,000 - £49 ,999 (£480,000 - £599,999 pa)	(45000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		***-%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£50,000 - £74 ,999 (£600,000 - £899,999 pa)	(62500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		***-%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£75,000 - £99 ,999 (£900,000 - £1,199,999 pa)	(87500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		***-%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£100,000 - £299,999 (£1 ,200,000 - £3 ,599,999 pa)	(200000)	*	-	*	-	-	-	-	-	-	-	*	*	-
		***%**	-%	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%

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

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

		Total base	Industry								Urbanity		Location	
			Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total		**2398**	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total		**2000**	38	176	47	194	589	56	141	756	1548	452	1794	206
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£500,000+ (£6 ,000,000+ pa)	(600000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£100		**1695**	37	138	41	183	458	54	111	673	1318	377	1517	178
		85%	*96%*	*78%*	*88%*	*95%*	*78%*	*96%*	*79%*	*89%*	*85%*	*84%*	*85%*	*86%*
			beg			**begh**		**begh**		**beg**				
Net: £100 -<£1000		**267**	2	32	5	11	111	2	30	72	201	66	243	24
		13%	*4%*	*18%*	*12%*	*5%*	*19%*	*4%*	*21%*	*10%*	*13%*	*15%*	*14%*	*12%*
				adfh			**adfh**		**adfh**	d				
Net: £1000 -<£5000		**30**	-	5	*	-	14	*	*	10	25	6	26	4
		2%	-%	*3%*	**%*	-%	*2%*	**%*	**%*	*1%*	*2%*	*1%*	*1%*	*2%*
				dg			d							
Net: £5000 -<£10,000		**5**	-	1	-	-	4	-	-	*	2	2	5	-
		****%***	-%	**%*	-%	-%	*1%*	-%	-%	**%*	**%*	*1%*	**%*	-%
							h							
Net: £10,000 - <£25,000		**3**	-	-	-	-	3	-	-	*	3	*	3	*
		****%***	-%	-%	-%	-%	**%*	-%	-%	**%*	**%*	**%*	**%*	**%*
Net: £25,000 <£50,000		**1**	-	*	-	-	*	-	-	-	*	*	1	-
		****%***	-%	**%*	-%	-%	**%*	-%	-%	-%	**%*	**%*	**%*	-%
Net: £50,000 - <£100,000		**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: >£100,000		*	-	*	-	-	-	-	-	-	-	*	*	-
		****%***	-%	**%*	-%	-%	-%	-%	-%	-%	-%	**%*	**%*	-%
Net: £5,000+		**8**	-	1	-	-	7	-	-	*	5	3	8	*
		****%***	-%	*1%*	-%	-%	*1%*	-%	-%	**%*	**%*	*1%*	**%*	**%*
							h							
Answered		**2000**	38	176	47	194	589	56	141	756	1548	452	1794	206
Mean		**152.36**	22.08	342.82	47.03	29.55	269.92	20.98	78.69	84.62	129.93	229.23	156.96	112.32
							dh		**adf**	d				

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

Produced by OLR
Issue date: 05/02/19

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

		Total base	Internet connection		Role of mail services		
			Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	a	b	c
Unweighted total		**2398**	2274	124	1449	371	549
Weighted total		**2000**	1874	126	1243	290	433
Under £10 (under £120 pa)	(5)	**905**	820	85	756	74	56
		45%	*44%*	*67%* a	*61%* **bc**	*25%* c	*13%*
£10 - £24 (£120 - £299 pa)	(17)	**387**	367	20	267	59	51
		19%	*20%*	*16%*	*22%* c	*20%* c	*12%*
£25 - £49 (£300 - £599 pa)	(37)	**231**	223	9	105	47	76
		12%	*12%*	*7%*	*8%*	*16%* a	*18%* a
£50 - £99 (£600 - £1,199 pa)	(75)	**172**	168	4	53	56	63
		9%	*9%* b	*3%*	*4%*	*19%* a	*14%* a
£100 - £199 (£1,200 - £2,399 pa)	(150)	**126**	121	5	36	29	59
		6%	*6%*	*4%*	*3%*	*10%* a	*14%* a
£200 - £499 (£2,400 - 5,999 pa)	(350)	**103**	99	4	17	19	66
		5%	*5%*	*3%*	*1%*	*6%* a	*15%* **ab**
£500 - £999 (£6,000 - £11,999 pa)	(750)	**38**	38	-	7	5	26
		2%	*2%*	*-%*	*1%*	*2%* a	*6%* **ab**
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**14**	14	-	*	1	13
		1%	*1%*	*-%*	**%*	**%*	*3%* **ab**
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**7**	7	-	-	-	7
		****%***	**%*	*-%*	*-%*	*-%*	*2%* **ab**
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**9**	9	-	*	-	9
		****%***	**%*	*-%*	**%*	*-%*	*2%* **ab**

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

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

		Total base	Internet connection		Role of mail services		
			Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	a	b	c
Unweighted total		**2398**	2274	124	1449	371	549
Weighted total		**2000**	1874	126	1243	290	433
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**3**	3	-	*	*	3
		***%**	*%	-%	*%	*%	*1%* a
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	**2**	2	-	-	-	2
		***%**	*%	-%	-%	-%	*% a
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	**3**	3	-	*	-	2
		***%**	*%	-%	*%	-%	*1%* a
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	*	*	-	-	-	*
		***%**	*%	-%	-%	-%	*%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	**-**	-	-	-	-	-
		***-%**	-%	-%	-%	-%	-%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	*	*	-	-	*	-
		***%**	*%	-%	-%	*%	-%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	*	*	-	-	-	*
		***%**	*%	-%	-%	-%	*%
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	**-**	-	-	-	-	-
		***-%**	-%	-%	-%	-%	-%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	**-**	-	-	-	-	-
		***-%**	-%	-%	-%	-%	-%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	**-**	-	-	-	-	-
		***-%**	-%	-%	-%	-%	-%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	*	*	-	-	-	*
		***%**	*%	-%	-%	-%	*%

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

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

		Total base	Internet connection		Role of mail services		
			Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	a	b	c
Unweighted total		**2398**	2274	124	1449	371	549
Weighted total		**2000**	1874	126	1243	290	433
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	**-**	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*
£500,000+ (£6 ,000,000+ pa)	(600000)	**-**	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		**-**	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*
Net: <£100		**1695**	1578	117	1182	236	247
		85%	*84%*	*93%* a	*95%* **bc**	*81%* c	*57%*
Net: £100 -<£1000		**267**	257	9	60	53	150
		13%	*14%* b	*7%*	*5%*	*18%* a	*35%* **ab**
Net: £1000 -<£5000		**30**	30	-	1	1	29
		2%	*2%*	*-%*	**%*	**%*	*7%* **ab**
Net: £5000 -<£10,000		**5**	5	-	*	*	4
		****%***	**%*	*-%*	**%*	**%*	*1%* a
Net: £10,000 - <£25,000		**3**	3	-	*	-	3
		****%***	**%*	*-%*	**%*	*-%*	*1%* a
Net: £25,000 <£50,000		**1**	1	-	-	*	*
		****%***	**%*	*-%*	*-%*	**%*	**%*
Net: £50,000 - <£100,000		**-**	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*
Net: >£100,000		*	*	-	-	-	*
		****%***	**%*	*-%*	*-%*	*-%*	**%*
Net: £5,000+		**8**	8	-	*	*	7
		****%***	**%*	*-%*	**%*	**%*	*2%* **ab**
Answered		**2000**	1874	126	1243	290	433
Mean		**152.36**	160.75	27.96	30.35	106.71 a	541.21 **ab**

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

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

		Total base	Monthly postal spend									Monthly Postal Spend (size)		
			<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total		2398	1908	413	60	8	5	3	-	1	2321	77	904	1004	490
Weighted total		2000	1695	267	30	5	3	1	-	*	1962	38	905	790	305
Under £10 (under £120 pa)	(5)	**905**	905	-	-	-	-	-	-	-	-	905	-	905	-	-
		45%	*53%*	-%	-%	-%	-%	-%	-%	-%	-%	*46%*	-%	*100%*	-%	-%
			bcij									**bcj**		**bc**		
£10 - £24 (£120 - £299 pa)	(17)	**387**	387	-	-	-	-	-	-	-	-	387	-	-	387	-
		19%	*23%*	-%	-%	-%	-%	-%	-%	-%	-%	*20%*	-%	-%	*49%*	-%
			bcij									**bcj**			**ac**	
£25 - £49 (£300 - £599 pa)	(37)	**231**	231	-	-	-	-	-	-	-	-	231	-	-	231	-
		12%	*14%*	-%	-%	-%	-%	-%	-%	-%	-%	*12%*	-%	-%	*29%*	-%
			bcj									**bcj**			**ac**	
£50 - £99 (£600 - £1,199 pa)	(75)	**172**	172	-	-	-	-	-	-	-	-	172	-	-	172	-
		9%	*10%*	-%	-%	-%	-%	-%	-%	-%	-%	*9%*	-%	-%	*22%*	-%
			bcj									**bcj**			**ac**	
£100 - £199 (£1,200 - £2 ,399 pa)	(150)	**126**	-	126	-	-	-	-	-	-	-	126	-	-	-	126
		6%	-%	*47%*	-%	-%	-%	-%	-%	-%	-%	*6%*	-%	-%	-%	*41%*
				acij								**acj**				**ab**
£200 - £499 (£2,400 - 5 ,999 pa)	(350)	**103**	-	103	-	-	-	-	-	-	-	103	-	-	-	103
		5%	-%	*39%*	-%	-%	-%	-%	-%	-%	-%	*5%*	-%	-%	-%	*34%*
				acij								**aj**				**ab**
£500 - £999 (£6,000 - £11 ,999 pa)	(750)	**38**	-	38	-	-	-	-	-	-	-	38	-	-	-	38
		2%	-%	*14%*	-%	-%	-%	-%	-%	-%	-%	*2%*	-%	-%	-%	*12%*
				acij								a				**ab**
£1,000 - £1 ,999 (£12,000 - £23,999 pa)	(1500)	**14**	-	-	14	-	-	-	-	-	-	14	-	-	-	14
		1%	-%	-%	*46%*	-%	-%	-%	-%	-%	-%	*37%*	-%	-%	-%	*5%*
					abi							**abi**				**ab**
£2,000 - £2 ,999 (£24,000 - £35,999 pa)	(2500)	**7**	-	-	7	-	-	-	-	-	-	7	-	-	-	7
		****%***	-%	-%	*23%*	-%	-%	-%	-%	-%	-%	*18%*	-%	-%	-%	*2%*
					abi							**abi**				**ab**
£3,000 - £4 ,999 (£36,000 - £59,999 pa)	(4000)	**9**	-	-	9	-	-	-	-	-	-	9	-	-	-	9
		****%***	-%	-%	*31%*	-%	-%	-%	-%	-%	-%	*24%*	-%	-%	-%	*3%*
					abi							**abi**				**ab**

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

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

		Total base	Monthly postal spend										Monthly Postal Spend (size)		
			<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total		**2398**	1908	413	60	8	5	3	-	1	2321	77	904	1004	490
Weighted total		**2000**	1695	267	30	5	3	1	-	*	1962	38	905	790	305
£5,000 - £7 ,499 (£60,000 - £89,999 pa)	(6250)	**3**	-	-	-	3	-	-	-	-	-	3	-	-	3
		***%**	-%	-%	-%	*59%*	-%	-%	-%	-%	-%	*7%* **abci**	-%	-%	*1%* **ab**
£7,500 - £9 ,999 (£90,000 - £119,999 pa)	(8750)	**2**	-	-	-	2	-	-	-	-	-	2	-	-	2
		***%**	-%	-%	-%	*41%*	-%	-%	-%	-%	-%	*5%* **abi**	-%	-%	*1%* **ab**
£10,000 - £14 ,999 (£120,000 - £179,999 pa)	(12500)	**3**	-	-	-	-	3	-	-	-	-	3	-	-	3
		***%**	-%	-%	-%	-%	*96%*	-%	-%	-%	-%	*7%* **abci**	-%	-%	*1%* **ab**
£15,000 - £19 ,999 (£180,000 - £239,999 pa)	(17500)	*	-	-	-	-	*	-	-	-	-	*	-	-	*
		***%**	-%	-%	-%	-%	*4%*	-%	-%	-%	-%	*%* **ai**	-%	-%	*%*
£20,000 - £24 ,999 (£240,000 - £299,999 pa)	(22500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£25,000 - £29 ,999 (£300,000 - £359,999 pa)	(27500)	*	-	-	-	-	-	*	-	-	-	*	-	-	*
		***%**	-%	-%	-%	-%	-%	*41%*	-%	-%	-%	*1%* **ai**	-%	-%	*%*
£30,000 - £39 ,999 (£360,000 - £479,999 pa)	(35000)	*	-	-	-	-	-	*	-	-	-	*	-	-	*
		***%**	-%	-%	-%	-%	-%	*59%*	-%	-%	-%	*1%* **ai**	-%	-%	*%*
£40,000 - £49 ,999 (£480,000 - £599,999 pa)	(45000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£50,000 - £74 ,999 (£600,000 - £899,999 pa)	(62500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£75,000 - £99 ,999 (£900,000 - £1,199,999 pa)	(87500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£100,000 - £299,999 (£1 ,200,000 - £3 ,599,999 pa)	(200000)	*	-	-	-	-	-	-	-	*	-	*	-	-	*
		***%**	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	*%* **ai**	-%	-%	*%*

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

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

		Total base	Monthly postal spend									Monthly Postal Spend (size)		
			<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total		2398	1908	413	60	8	5	3	-	1	2321	77	904	1004	490
Weighted total		2000	1695	267	30	5	3	1	-	*	1962	38	905	790	305
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£500,000+ (£6 ,000,000+ pa)	(600000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£100		1695	1695	-	-	-	-	-	-	-	1695	-	905	790	-
		85%	*100%*	-%	-%	-%	-%	-%	-%	-%	*86%*	-%	*100%*	*100%*	-%
			bcij								**bcj**		c	c	
Net: £100 -<£1000		267	-	267	-	-	-	-	-	-	267	-	-	-	267
		13%	-%	*100%*	-%	-%	-%	-%	-%	-%	*14%*	-%	-%	-%	*87%*
				acij							**acj**				**ab**
Net: £1000 -<£5000		30	-	-	30	-	-	-	-	-	-	30	-	-	30
		2%	-%	-%	*100%*	-%	-%	-%	-%	-%	-%	*79%*	-%	-%	*10%*
					abij							**abi**			**ab**
Net: £5000 -<£10,000		5	-	-	-	5	-	-	-	-	-	5	-	-	5
		%	-%	-%	-%	*100%*	-%	-%	-%	-%	-%	*12%*	-%	-%	*2%*
												abci			**ab**
Net: £10,000 - <£25,000		3	-	-	-	-	3	-	-	-	-	3	-	-	3
		%	-%	-%	-%	-%	*100%*	-%	-%	-%	-%	*7%*	-%	-%	*1%*
												abci			**ab**
Net: £25,000 <£50,000		1	-	-	-	-	-	1	-	-	-	1	-	-	1
		%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	*2%*	-%	-%	*%*
												abi			
Net: £50,000 - <£100,000		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: >£100,000		*	-	-	-	-	-	-	-	*	-	*	-	-	*
		%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	*%*	-%	-%	*%*
												ai			
Net: £5,000+		8	-	-	-	5	3	1	-	*	-	8	-	-	8
		%	-%	-%	-%	*100%*	*100%*	*100%*	-%	*100%*	-%	*21%*	-%	-%	*3%*
												abci			**ab**
Answered		2000	1695	267	30	5	3	1	-	*	1962	38	905	790	305
Mean		152.36	19.21	312.43	2493.19	7279.74	12711.20	31911.76	-	200000.00	59.06	4912.5	5.00	35.49	892.24
				ai	**abi**						a	**abi**		a	**ab**

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

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

		Total base	Types of mail sent						Number of letters/ large letters sent						
			Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total		**2398**	1469	998	1607	769	623	1539	1412	108	42	30	9	4	1
Weighted total		**2000**	1088	703	1219	609	435	1190	1113	54	27	17	3	4	*
Under £10 (under £120 pa)	(5)	**905**	370	137	411	85	81	377	407	1	2	1	-	-	-
		45%	*34%*	*19%*	*34%*	*14%*	*19%*	*32%*	*37%*	*2%*	*8%*	*6%*	-%	-%	-%
			bde	d	**bde**		d	**bde**	**bcd**						
£10 - £24 (£120 - £299 pa)	(17)	**387**	240	151	276	120	85	238	263	7	2	4	-	-	-
		19%	*22%*	*22%*	*23%*	*20%*	*20%*	*20%*	*24%*	*13%*	*8%*	*21%*	-%	-%	-%
									bc						
£25 - £49 (£300 - £599 pa)	(37)	**231**	152	116	166	129	71	179	159	6	-	2	*	-	-
		12%	*14%*	*17%*	*14%*	*21%*	*16%*	*15%*	*14%*	*11%*	-%	*9%*	*3%*	-%	-%
				c		**abcef**			c	c		c			
£50 - £99 (£600 - £1,199 pa)	(75)	**172**	122	113	134	72	67	140	111	15	7	1	*	-	-
		9%	*11%*	*16%*	*11%*	*12%*	*15%*	*12%*	*10%*	*28%*	*26%*	*5%*	*2%*	-%	-%
				acdf			**acdf**			**ad**	**ad**				
£100 - £199 (£1,200 - £2,399 pa)	(150)	**126**	92	82	103	80	56	103	84	8	6	4	-	-	-
		6%	*8%*	*12%*	*8%*	*13%*	*13%*	*9%*	*8%*	*15%*	*22%*	*26%*	-%	-%	-%
				acf		**acf**	**acf**			a	a	a			
£200 - £499 (£2,400 - £2,999 pa)	(350)	**103**	69	56	71	64	41	87	53	6	6	4	*	2	-
		5%	*6%*	*8%*	*6%*	*10%*	*9%*	*7%*	*5%*	*12%*	*21%*	*23%*	*10%*	*50%*	-%
				c		**acf**	**ac**			a	a	a			
£500 - £999 (£6,000 - £11,999 pa)	(750)	**38**	22	24	30	33	20	34	22	3	3	1	1	-	-
		2%	*2%*	*3%*	*2%*	*5%*	*5%*	*3%*	*2%*	*5%*	*12%*	*4%*	*47%*	-%	-%
				a		**abcf**	**acf**			a	a				
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**14**	7	9	9	8	7	12	6	1	*	*	-	2	-
		1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	-%	*45%*	-%
							ac								
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**7**	3	2	4	4	1	5	4	*	*	*	-	-	-
		****%***	**%*	**%*	**%*	*1%*	**%*	**%*	**%*	**%*	*1%*	*1%*	-%	-%	-%
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**9**	4	7	8	9	2	7	3	4	*	-	1	-	-
		****%***	**%*	*1%*	*1%*	*2%*	*1%*	*1%*	**%*	*7%*	*1%*	-%	*38%*	-%	-%
						acf				a					

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

Produced by OLR
Issue date: 05/02/19

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

		Total base	Types of mail sent						Number of letters/ large letters sent						
			Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total		**2398**	1469	998	1607	769	623	1539	1412	108	42	30	9	4	1
Weighted total		**2000**	1088	703	1219	609	435	1190	1113	54	27	17	3	4	*
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**3**	2	2	2	3	*	3	2	*	-	-	-	*	-
		***%**	*%	*%	*%	*%	*%	*%	*%	*1%*	-%	-%	-%	*3%*	-%
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	**2**	*	-	*	*	*	2	-	*	-	-	-	-	-
		***%**	*%	-%	*%	*%	*%	*%	-%	*%	-%	-%	-%	-%	-%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	**3**	3	2	3	2	2	3	1	2	-	*	-	-	-
		***%**	*%	*%	*%	*%	*%	*%	*%	*4%* a	-%	*1%* a	-%	-%	-%
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	*	-	-	-	*	*	*	-	-	-	-	-	-	-
		***%**	-%	-%	-%	*%	*%	*%	-%	-%	-%	-%	-%	-%	-%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	*	*	*	*	*	*	*	-	*	-	-	-	-	-
		***%**	*%	*%	*%	*%	*%	*%	-%	*% a	-%	-%	-%	-%	-%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	*	*	*	*	*	*	*	-	-	-	*	-	*	-
		***%**	*%	*%	*%	*%	*%	*%	-%	-%	-%	*1%* a	-%	*3%*	-%
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	*	*	*	*	*	*	*	-	-	-	-	-	-	*
		***%**	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	-%	*100%*

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

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

		Total base	Types of mail sent						Number of letters/ large letters sent						
			Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total		**2398**	1469	998	1607	769	623	1539	1412	108	42	30	9	4	1
Weighted total		**2000**	1088	703	1219	609	435	1190	1113	54	27	17	3	4	*
£300,000 - £499,999 (£3															
,600,000 - £5															
,999,999 pa)	(400000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
£500,000+ (£6															
,000,000+ pa)	(600000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: <£100		**1695**	885	518	987	406	304	933	939	29	12	7	*	-	-
		85%	*81%*	*74%*	*81%*	*67%*	*70%*	*78%*	*84%*	*54%*	*42%*	*42%*	*5%*	*-%*	*-%*
			bde	d	**bde**			**bde**	**bcd**						
Net: £100															
-<£1000		**267**	183	162	205	176	117	224	159	17	15	9	2	2	-
		13%	*17%*	*23%*	*17%*	*29%*	*27%*	*19%*	*14%*	*32%*	*55%*	*53%*	*57%*	*50%*	*-%*
				acf		**abcf**	**acf**			a	**ab**	**ab**			
Net: £1000															
-<£5000		**30**	15	18	21	21	11	24	13	5	1	*	1	2	-
		2%	*1%*	*3%*	*2%*	*3%*	*2%*	*2%*	*1%*	*9%*	*3%*	*2%*	*38%*	*45%*	*-%*
				a		**acf**				a					
Net: £5000															
-<£10,000		**5**	2	2	2	3	*	5	2	*	-	-	-	*	-
		%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*1%*	*-%*	*-%*	*-%*	*3%*	*-%*
Net: £10,000 -															
<£25,000		**3**	3	2	3	3	2	3	1	2	-	*	-	-	-
		%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*4%*	*-%*	*1%*	*-%*	*-%*	*-%*
										a		a			
Net: £25,000															
<£50,000		**1**	1	1	1	*	*	1	-	*	-	*	-	*	-
		%	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*-%*	*1%*	*-%*	*3%*	*-%*
										a		a			
Net: £50,000 -															
<£100,000		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: >£100,000		*	*	*	*	*	*	*	-	-	-	-	-	-	*
		%	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*
Net: £5,000+		**8**	6	5	6	6	3	8	2	2	-	*	-	*	*
		%	*1%*	*1%*	*%*	*1%*	*1%*	*1%*	*%*	*5%*	*-%*	*3%*	*-%*	*5%*	*100%*
										a		a			
Answered		**2000**	1088	703	1219	609	435	1190	1113	54	27	17	3	4	*
Mean		**152.36**	186.43	283.99	191.67	359.81	310.33	224.47	104.8	1029	294.2	881.23	1903.64	1991.97	200000
										a	a	a			

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 10 (continuation)

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

Base: All

		Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
			1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total		2398	733	17	11	4	1	3	-	4	487	391	399	316	13
Weighted total		2000	586	10	7	5	*	*	-	1	450	298	284	176	11
Under £10 (under £120 pa)	(5)	905	85	-	-	-	-	-	-	-	271	96	32	10	1
		45%	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*60%* bcd	*32%* cd	*11%* d	*6%*	*10%*
£10 - £24 (£120 - £299 pa)	(17)	387	119	*	2	-	-	-	-	-	87	102	70	15	3
		19%	*20%*	*1%*	*27%*	*-%*	*-%*	*-%*	*-%*	*-%*	*19%* d	*34%* acd	*25%* d	*9%*	*28%*
£25 - £49 (£300 - £599 pa)	(37)	231	129	-	-	-	-	-	-	-	38	46	60	21	2
		12%	*22%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*15%* a	*21%* abd	*12%*	*21%*
£50 - £99 (£600 - £1,199 pa)	(75)	172	72	*	-	-	-	-	-	-	15	23	51	44	2
		9%	*12%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*8%* a	*18%* ab	*25%* abc	*16%*
£100 - £199 (£1,200 - £2,399 pa)	(150)	126	77	2	*	-	-	-	-	-	27	15	35	26	1
		6%	*13%*	*20%*	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*5%*	*12%* ab	*15%* ab	*6%*
£200 - £499 (£2,400 - 5,999 pa)	(350)	103	60	2	*	2	-	-	-	-	3	11	21	35	*
		5%	*10%*	*18%*	*2%*	*35%*	*-%*	*-%*	*-%*	*-%*	*1%*	*4%* a	*8%* ab	*20%* abc	*2%*
£500 - £999 (£6,000 - £11,999 pa)	(750)	38	30	2	1	-	-	*	-	*	4	4	12	8	2
		2%	*5%*	*17%*	*14%*	*-%*	*-%*	*13%*	*-%*	*10%*	*1%*	*1%*	*4%* ab	*5%* ab	*15%*
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	14	7	1	*	-	-	-	-	-	2	2	*	5	-
		1%	*1%*	*11%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*%*	*3%* abc	*-%*
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	7	2	1	*	-	-	-	-	-	2	*	-	2	*
		%	*%*	*9%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*%*	*-%*	*1%* bc	*3%*
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	9	3	1	3	2	-	-	-	-	2	-	2	4	-
		%	*1%*	*13%*	*41%*	*31%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*1%*	*2%* ab	*-%*

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

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 10 (continuation)

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

Base: All

		Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
			1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total		2398	733	17	11	4	1	3	-	4	487	391	399	316	13
Weighted total		2000	586	10	7	5	*	*	-	1	450	298	284	176	11
£5,000 - £7 ,499 (£60,000 - £89,999 pa)	(6250)	3	*	*	*	2	-	-	-	-	-	*	*	2	-
		*%	*%	5%	2%	35%	-%	-%	-%	-%	-%	*%	*%	1% abc	-%
£7,500 - £9 ,999 (£90,000 - £119,999 pa)	(8750)	2	-	*	-	-	-	-	-	-	-	-	-	*	-
		*%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
£10,000 - £14 ,999 (£120,000 - £179,999 pa)	(12500)	3	2	*	-	-	-	-	-	-	-	-	-	3	-
		*%	*%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2% abc	-%
£15,000 - £19 ,999 (£180,000 - £239,999 pa)	(17500)	*	-	-	-	-	*	-	-	*	-	-	-	-	-
		*%	-%	-%	-%	-%	100%	-%	-%	22%	-%	-%	-%	-%	-%
£20,000 - £24 ,999 (£240,000 - £299,999 pa)	(22500)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£25,000 - £29 ,999 (£300,000 - £359,999 pa)	(27500)	*	-	*	-	-	-	-	-	-	-	-	-	*	-
		*%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
£30,000 - £39 ,999 (£360,000 - £479,999 pa)	(35000)	*	-	-	-	-	-	*	-	*	-	-	-	*	-
		*%	-%	-%	-%	-%	-%	56%	-%	44%	-%	-%	-%	*%	-%
£40,000 - £49 ,999 (£480,000 - £599,999 pa)	(45000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£50,000 - £74 ,999 (£600,000 - £899,999 pa)	(62500)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£75,000 - £99 ,999 (£900,000 - £1,199,999 pa)	(87500)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£100,000 - £299,999 (£1 ,200,000 - £3 ,599,999 pa)	(200000)	*	-	-	-	-	-	*	-	*	-	-	-	*	-
		*%	-%	-%	-%	-%	-%	30%	-%	24%	-%	-%	-%	*%	-%

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

Produced by OLR
Issue date: 05/02/19

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

		Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
			1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total		2398	733	17	11	4	1	3	-	4	487	391	399	316	13
Weighted total		2000	586	10	7	5	*	*	-	1	450	298	284	176	11
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£500,000+ (£6 ,000,000+ pa)	(600000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£100		1695	404	*	2	-	-	-	-	-	410	266	213	89	8
		85%	69%	2%	27%	-%	-%	-%	-%	-%	91% cd	89% cd	75% d	51%	75%
Net: £100 -<£1000		267	167	6	2	2	-	*	-	*	34	30	68	69	2
		13%	29%	55%	23%	35%	-%	13%	-%	10%	7%	10%	24% ab	40% abc	22%
Net: £1000 -<£5000		30	13	3	3	2	-	-	-	-	6	2	2	11	*
		2%	2%	33%	48%	31%	-%	-%	-%	-%	1%	1%	1%	6% abc	3%
Net: £5000 -<£10,000		5	*	1	*	2	-	-	-	-	-	*	*	2	-
		*%	*%	5%	2%	35%	-%	-%	-%	-%	-%	*%	*%	1% abc	-%
Net: £10,000 - <£25,000		3	2	*	-	-	*	-	-	*	-	-	-	3	-
		*%	*%	3%	-%	-%	100%	-%	-%	22%	-%	-%	-%	2% abc	-%
Net: £25,000 <£50,000		1	-	*	-	-	-	*	-	*	-	-	-	1	-
		*%	-%	2%	-%	-%	-%	56%	-%	44%	-%	-%	-%	*%	-%
Net: £50,000 - <£100,000		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: >£100,000		*	-	-	-	-	-	*	-	*	-	-	-	*	-
		*%	-%	-%	-%	-%	-%	30%	-%	24%	-%	-%	-%	*%	-%
Net: £5,000+		8	2	1	*	2	*	*	-	*	-	*	*	6	-
		*%	*%	10%	2%	35%	100%	87%	-%	90%	-%	*%	*%	3% abc	-%
Answered		2000	586	10	7	5	*	*	-	1	450	298	284	176	11
Mean		152.36	214.6	2449	2037	3511.52	17500.0	80634.23	-	66992	64.13	60.78	132.62 ab	833.41 abc	217.59

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

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

		Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
			Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total		**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total		**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
Under £10 (under £120 pa)	(5)	**905**	61	15	7	2	*	41	7	36	844	60	401	10
		45%	*29%* bcd	*11%* cd	*4%*	*2%*	*2%	*10%*	*30%* a	*21%* a	*48%* b	*24%*	*34%* b	*18%*
£10 - £24 (£120 - £299 pa)	(17)	**387**	69	34	13	2	*	69	4	46	338	49	263	13
		19%	*33%* bcd	*24%* cd	*8%* d	*2%*	*10%	*17%*	*16%*	*27%* a	*19%*	*19%*	*23%*	*24%*
£25 - £49 (£300 - £599 pa)	(37)	**231**	38	32	52	5	-	90	3	35	192	39	159	8
		12%	*18%* d	*23%* d	*31%* ad	*6%*	-%	*22%*	*14%*	*21%*	*11%*	*15%* a	*14%*	*15%*
£50 - £99 (£600 - £1,199 pa)	(75)	**172**	17	24	27	3	*	47	8	17	144	28	127	7
		9%	*8%*	*17%* ad	*16%* ad	*4%*	*10%	*12%*	*32%* ac	*10%*	*8%*	*11%*	*11%*	*13%*
£100 - £199 (£1,200 - £2,399 pa)	(150)	**126**	16	18	34	11	-	61	1	18	103	23	98	5
		6%	*8%*	*13%*	*20%* a	*13%*	-%	*15%*	*6%*	*10%*	*6%*	*9%* a	*8%*	*9%*
£200 - £499 (£2,400 - £5,999 pa)	(350)	**103**	4	10	21	29	*	48	*	14	81	21	65	6
		5%	*2%*	*7%* a	*12%* a	*33%* abc	*7%	*12%* b	*1%*	*8%*	*5%*	*8%* a	*6%*	*11%* a
£500 - £999 (£6,000 - £11,999 pa)	(750)	**38**	2	5	11	13	2	31	*	2	17	21	28	2
		2%	*1%*	*4%*	*6%* a	*15%* abc	*38%	*8%* c	*1%*	*1%*	*1%*	*8%* a	*2%*	*4%*
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**14**	*	*	4	4	-	6	-	3	11	3	8	1
		1%	*%*	*%*	*2%* a	*4%* ab	-%	*1%*	-%	*1%*	*1%*	*1%*	*1%*	*1%*
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**7**	*	*	-	3	*	3	*	*	2	5	2	2
		%	*%*	*%*	-%	*3%* abc	*6%	*1%*	*%*	*%*	*%*	*2%* a	*%*	*4%* a

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

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

		Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
			Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	***e**	a	b	c	a	b	a	b
Unweighted total		**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total		**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
£3,000 - £4 ,999 (£36,000 - £59,999 pa)	(4000)	**9**	-	-	-	8	1	9	-	-	7	2	8	-
		***%**	-%	-%	-%	*9%* **abc**	*21%*	*2%* c	-%	-%	*%	*1%*	*1%*	-%
£5,000 - £7 ,499 (£60,000 - £89,999 pa)	(6250)	**3**	-	-	*	3	-	3	-	*	*	2	2	-
		***%**	-%	-%	*%	*3%* **abc**	-%	*1%*	-%	*%	*%	*1%* a	*%	-%
£7,500 - £9 ,999 (£90,000 - £119,999 pa)	(8750)	**2**	-	-	-	-	*	*	-	-	2	*	*	-
		***%**	-%	-%	-%	-%	*1%*	*%	-%	-%	*%	*%	*%	-%
£10,000 - £14 ,999 (£120,000 - £179,999 pa)	(12500)	**3**	-	-	-	2	-	2	-	*	2	1	2	1
		***%**	-%	-%	-%	*3%* **abc**	-%	*1%*	-%	*%	*%	*%	*%	*1%*
£15,000 - £19 ,999 (£180,000 - £239,999 pa)	(17500)	*	-	-	-	*	-	*	-	-	*	-	-	-
		***%**	-%	-%	-%	*%	-%	*%	-%	-%	*%	-%	-%	-%
£20,000 - £24 ,999 (£240,000 - £299,999 pa)	(22500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		***-%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£25,000 - £29 ,999 (£300,000 - £359,999 pa)	(27500)	*	-	-	-	*	-	*	-	-	-	*	*	-
		***%**	-%	-%	-%	*%	-%	*%	-%	-%	-%	*%	*%	-%
£30,000 - £39 ,999 (£360,000 - £479,999 pa)	(35000)	*	-	-	-	-	*	*	-	-	*	-	*	-
		***%**	-%	-%	-%	-%	*5%*	*%	-%	-%	*%	-%	*%	-%
£40,000 - £49 ,999 (£480,000 - £599,999 pa)	(45000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		***-%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£50,000 - £74 ,999 (£600,000 - £899,999 pa)	(62500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		***-%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

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

Base: All

		Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
			Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total		**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total		**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	*	-	-	-	*	-	-	*	-	-	*	-	*
		***%**	-%	-%	-%	*%	-%	-%	*1%*	-%	-%	*%	-%	*%
£300,000 - £499,999 (£3,600,000 - £5,999,999 pa)	(400000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£500,000+ (£6,000,000+ pa)	(600000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£100		**1695**	186	105	100	12	1	248	22	134	1518	176	950	37
		85%	*89%* **bcd**	*76%* **cd**	*59%* d	*14%*	*22%*	*60%*	*92%* a	*78%* a	*87%* b	*69%*	*82%* b	*69%*
Net: £100 -<£1000		**267**	22	33	65	53	2	140	2	34	201	65	191	13
		13%	*11%*	*24%* a	*39%* **ab**	*62%* **abc**	*45%*	*34%* **bc**	*7%*	*20%*	*12%*	*26%* a	*16%*	*25%*
Net: £1000 -<£5000		**30**	*	*	4	15	1	18	*	3	20	10	19	3
		2%	*%	*%	*2%* a	*17%* **abc**	*27%*	*4%*	*%	*2%*	*1%*	*4%* a	*2%*	*5%* a
Net: £5000 -<£10,000		**5**	-	-	*	3	*	3	-	*	2	2	2	-
		***%**	-%	-%	*%	*3%* **abc**	*1%*	*1%*	-%	*%	*%	*1%* a	*%	-%
Net: £10,000 - <£25,000		**3**	-	-	-	3	-	2	-	*	2	1	2	1
		***%**	-%	-%	-%	*3%* **abc**	-%	*1%*	-%	*%	*%	*%	*%	*1%*
Net: £25,000 <£50,000		**1**	-	-	-	*	*	*	-	-	*	*	1	-
		***%**	-%	-%	-%	*%	*5%*	*%	-%	-%	*%	*%	*%	-%

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

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
Net: £50,000 - <£100,000	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: >£100,000	*	-	-	-	*	-	-	*	-	-	*	-	*
	***%**	-%	-%	-%	*%*	-%	-%	*1%*	-%	-%	*%*	-%	*%*
Net: £5,000+	**8**	-	-	*	5	*	5	*	*	5	3	5	1
	***%**	-%	-%	*%*	*6%*	*6%*	*1%*	*1%*	*%*	*%*	*1%*	*%*	*1%*
					abc						a		
Answered	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
Mean	**152.36**	49.24	104.39 a	186.37 **ab**	1726.78 **abc**	3084.71	415.61 c	1120.94	121.76	111.58	431.77 a	163.06	812.11 a

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

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

		Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
			Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	c	*d
Unweighted total		**2398**	77	164	224	33	531	238	477	1370	220	1
Weighted total		**2000**	62	137	177	19	402	207	340	1009	122	2
Under £10 (under £120 pa)	(5)	**905**	3	5	20	1	74	12	81	349	20	2
		45%	*5%*	*4%*	*11%*	*6%*	*18%* b	*6%*	*24%* c	*35%* **ac**	*16%*	*100%*
£10 - £24 (£120 - £299 pa)	(17)	**387**	7	18	27	3	84	36	80	226	21	-
		19%	*11%*	*13%*	*15%*	*17%*	*21%*	*18%*	*24%*	*22%*	*18%*	*-%*
£25 - £49 (£300 - £599 pa)	(37)	**231**	8	28	28	1	87	41	66	139	28	-
		12%	*13%*	*21%*	*16%*	*6%*	*22%*	*20%*	*19%* b	*14%*	*23%* b	*-%*
£50 - £99 (£600 - £1,199 pa)	(75)	**172**	10	16	20	9	45	27	45	110	22	-
		9%	*17%*	*12%*	*12%*	*49%* a	*11%*	*13%*	*13%*	*11%*	*18%* b	*-%*
£100 - £199 (£1,200 - £2,399 pa)	(150)	**126**	13	23	33	1	48	31	31	85	11	-
		6%	*22%*	*17%*	*19%*	*6%*	*12%*	*15%*	*9%*	*8%*	*9%*	*-%*
£200 - £499 (£2,400 - 5,999 pa)	(350)	**103**	7	21	19	1	35	29	25	63	13	-
		5%	*11%*	*15%*	*11%*	*4%*	*9%*	*14%* a	*7%*	*6%*	*10%* b	*-%*
£500 - £999 (£6,000 - £11,999 pa)	(750)	**38**	4	17	15	1	13	20	7	19	2	-
		2%	*7%*	*12%*	*9%*	*3%*	*3%*	*10%* a	*2%*	*2%*	*2%*	*-%*
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**14**	3	3	4	-	6	3	1	6	1	-
		1%	*5%*	*2%*	*2%*	*-%*	*1%*	*1%*	**%*	*1%*	*1%*	*-%*
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**7**	1	2	2	*	2	2	1	3	1	-
		****%***	*2%*	*1%*	*1%*	*1%*	**%*	*1%*	**%*	**%*	*1%*	*-%*
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**9**	5	2	6	1	6	3	*	4	1	-
		****%***	*8%* b	*2%*	*3%*	*6%*	*1%*	*2%*	**%*	**%*	*1%* a	*-%*

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

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

		Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
			Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	c	*d
Unweighted total		**2398**	77	164	224	33	531	238	477	1370	220	1
Weighted total		**2000**	62	137	177	19	402	207	340	1009	122	2
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**3**	-	2	2	*	*	2	*	2	*	-
		***%**	-%	*1%*	*1%*	*1%*	*%*	*1%* a	*%*	*%*	*%*	-%
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	**2**	-	*	*	-	-	*	*	*	-	-
		***%**	-%	*%*	*%*	-%	-%	*%*	*%*	*%*	-%	-%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	**3**	-	-	-	-	2	*	2	3	2	-
		***%**	-%	-%	-%	-%	*1%*	*%*	*1%*	*%*	*2%* b	-%
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	*	-	-	-	-	*	-	-	-	-	-
		***%**	-%	-%	-%	-%	*%*	-%	-%	-%	-%	-%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	**-**	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	*	-	*	*	-	-	*	-	*	-	-
		***%**	-%	*%*	*%*	-%	-%	*%*	-%	*%*	-%	-%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	*	*	-	*	-	*	-	*	*	-	-
		***%**	*%*	-%	*%*	-%	*%*	-%	*%*	*%*	-%	-%
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	**-**	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	**-**	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	**-**	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

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

		Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
			Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	c	*d
Unweighted total		**2398**	77	164	224	33	531	238	477	1370	220	1
Weighted total		**2000**	62	137	177	19	402	207	340	1009	122	2
£100,000 - £299,999 (£1 ,200,000 - £3 ,599,999 pa)	(200000)	*	*	-	-	*	*	-	*	*	*	-
		***%**	*%	-%	-%	*1%*	*%	-%	*%	*%	*%	-%
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	**-**	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£500,000+ (£6 ,000,000+ pa)	(600000)	**-**	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know		**-**	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£100		**1695**	28	68	95	15	290	116	272	823	91	2
		85%	*46%*	*49%*	*54%*	*79%* a	*72%* b	*56%*	*80%*	*82%* c	*74%*	*100%*
Net: £100 -<£1000		**267**	24	60	68	2	96	80	62	167	26	-
		13%	*39%*	*44%*	*38%* b	*13%*	*24%*	*39%* a	*18%*	*17%*	*21%*	-%
Net: £1000 -<£5000		**30**	9	7	12	1	13	8	2	13	3	-
		2%	*14%* b	*5%*	*7%*	*6%*	*3%*	*4%*	*1%*	*1%*	*3%* a	-%
Net: £5000 -<£10,000		**5**	-	2	2	*	*	2	*	2	*	-
		***%**	-%	*1%*	*1%*	*1%*	*%*	*1%* a	*%*	*%*	*%*	-%
Net: £10,000 - <£25,000		**3**	-	-	-	-	2	*	2	3	2	-
		***%**	-%	-%	-%	-%	*1%*	*%*	*1%*	*%*	*2%* b	-%
Net: £25,000 <£50,000		**1**	*	*	1	-	*	*	*	1	-	-
		***%**	*%	*%	*%	-%	*%	*%	*%	*%	-%	-%
Net: £50,000 - <£100,000		**-**	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: >£100,000		*	*	-	-	*	*	-	*	*	*	-
		***%**	*%	-%	-%	*1%*	*%	-%	*%	*%	*%	-%
Net: £5,000+		**8**	*	2	2	*	3	3	3	6	2	-
		***%**	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%* b	-%

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

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

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2398**	77	164	224	33	531	238	477	1370	220	1
Weighted total	**2000**	62	137	177	19	402	207	340	1009	122	2
Answered	**2000**	62	137	177	19	402	207	340	1009	122	2
Mean	**152.36**	1123.82	452.10	510.04	1766.64	344.15	390.20	260.64	191.32	601.15	5.00

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 10 (continuation)

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

Base: All

		Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
			Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total		2398	384	877	164	-	507	502	180	6	1409	943	594	1220	999	15
Weighted total		2000	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
Under £10 (under £120 pa)	(5)	905	51	114	8	-	38	59	2	-	361	131	71	308	217	-
		45%	*18%* c	*19%* c	*9%*	*-%*	*10%* c	*16%* **ac**	*2%*	*-%*	*35%* **bc**	*20%*	*16%*	*34%*	*31%*	*-%*
£10 - £24 (£120 - £299 pa)	(17)	387	63	127	8	-	75	69	12	*	230	142	87	216	150	2
		19%	*23%* c	*21%* c	*8%*	*-%*	*19%* c	*19%* c	*10%*	*3%*	*22%*	*21%*	*19%*	*24%*	*22%*	*31%*
£25 - £49 (£300 - £599 pa)	(37)	231	53	101	24	-	90	79	30	2	149	111	93	129	94	2
		12%	*19%*	*17%*	*27%* **ab**	*-%*	*23%*	*21%*	*25%*	*39%*	*14%*	*17%*	*21%* **ab**	*14%*	*14%*	*36%*
£50 - £99 (£600 - £1,199 pa)	(75)	172	41	102	13	-	53	37	15	*	118	109	49	97	96	1
		9%	*15%*	*17%*	*15%*	*-%*	*13%*	*10%*	*13%*	*6%*	*11%*	*16%* **ac**	*11%*	*11%*	*14%* a	*12%*
£100 - £199 (£1,200 - £2,399 pa)	(150)	126	24	75	13	-	47	55	19	2	87	78	59	77	61	1
		6%	*9%*	*13%*	*14%*	*-%*	*12%*	*15%*	*16%*	*52%*	*8%*	*12%* a	*13%* a	*8%*	*9%*	*10%*
£200 - £499 (£2,400 - 5,999 pa)	(350)	103	24	46	11	-	45	42	26	-	63	52	48	50	40	*
		5%	*8%*	*8%*	*12%*	*-%*	*12%*	*11%*	*22%* **ab**	*-%*	*6%*	*8%*	*11%* **ab**	*6%*	*6%*	*1%*
£500 - £999 (£6,000 - £11,999 pa)	(750)	38	10	18	6	-	26	12	5	-	19	23	21	16	16	-
		2%	*3%*	*3%*	*7%* b	*-%*	*7%* b	*3%*	*4%*	*-%*	*2%*	*4%* a	*5%* a	*2%*	*2%*	*-%*
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	14	5	5	1	-	6	5	2	-	7	8	7	4	6	*
		1%	*2%*	*1%*	*1%*	*-%*	*1%*	*1%*	*2%*	*-%*	*1%*	*1%*	*2%* a	*%*	*1%*	*1%*
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	7	1	2	1	-	2	2	2	-	1	2	2	2	1	*
		%	*%*	*%*	*1%*	*-%*	*1%*	*1%*	*2%*	*-%*	*%*	*%*	*1%*	*%*	*%*	*8%*
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	9	4	5	3	-	8	6	4	-	4	7	6	3	6	-
		%	*1%*	*1%*	*3%* b	*-%*	*2%*	*2%*	*4%*	*-%*	*%*	*1%*	*1%* a	*%*	*1%*	*-%*

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

Produced by OLR
Issue date: 05/02/19

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

		Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
			Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total		**2398**	384	877	164	-	507	502	180	6	1409	943	594	1220	999	15
Weighted total		**2000**	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**3**	-	2	*	-	1	3	1	-	2	2	*	2	2	-
		***%**	-%	*%	*%	-%	*%	*1%*	*%	-%	*%	*%	*%	*%	*%	-%
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	**2**	-	-	-	-	*	*	-	-	*	-	*	-	*	-
		***%**	-%	-%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%	*%	-%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	**3**	2	2	2	-	2	2	2	-	2	2	2	2	2	-
		***%**	*1%*	*%	*2%* b	-%	*1%*	*1%*	*2%*	-%	*%	*%	*%	*%	*%	-%
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	*	-	-	-	-	*	-	*	-	-	-	-	-	-	-
		***%**	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		***-%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	*	-	*	-	-	-	*	-	-	*	*	-	*	*	-
		***%**	-%	*%	-%	-%	-%	*%	-%	-%	*%	*%	-%	*%	*%	-%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	*	*	*	-	-	*	*	-	-	*	*	*	*	*	-
		***%**	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	*%	*%	*%	-%
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		***-%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		***-%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		***-%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	*	*	*	*	-	*	*	*	-	*	*	*	*	*	-
		***%**	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 10 (continuation)

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

Base: All

		Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
			Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total		2398	384	877	164	-	507	502	180	6	1409	943	594	1220	999	15
Weighted total		2000	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£500,000+ (£6 ,000,000+ pa)	(600000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£100		1695	208	445	53	-	256	244	59	2	858	493	301	750	557	4
		85%	75%	74%	59%	-%	65%	66%	49%	48%	82%	74%	67%	83%	80%	80%
			c	c			c	c			bc	c				
Net: £100 -<£1000		267	57	140	30	-	118	109	50	2	169	153	129	143	117	1
		13%	21%	23%	33%	-%	30%	29%	42%	52%	16%	23%	29%	16%	17%	11%
					ab				ab			a	ab			
Net: £1000 -<£5000		30	10	12	5	-	16	13	9	-	12	17	16	9	13	*
		2%	3%	2%	6%	-%	4%	4%	7%	-%	1%	3%	4%	1%	2%	9%
					b				b			a	a			
Net: £5000 -<£10,000		5	-	2	*	-	1	3	1	-	2	2	*	2	2	-
		*%	-%	*%	*%	-%	*%	1%	*%	-%	*%	*%	*%	*%	*%	-%
Net: £10,000 - <£25,000		3	2	2	2	-	3	2	2	-	2	2	2	2	2	-
		*%	1%	*%	2%	-%	1%	1%	2%	-%	*%	*%	*%	*%	*%	-%
					b											
Net: £25,000 <£50,000		1	*	1	-	-	*	*	-	-	1	1	*	*	1	-
		*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	*%	*%	*%	-%
Net: £50,000 - <£100,000		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: >£100,000		*	*	*	*	-	*	*	*	-	*	*	*	*	*	-
		*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
Net: £5,000+		8	2	5	2	-	4	5	3	-	5	5	3	5	5	-
		*%	1%	1%	3%	-%	1%	1%	2%	-%	*%	1%	1%	1%	1%	-%
Answered		2000	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
Mean		152.36	383.02	291.99	906.31	-	427.71	427.91	851.38	97.82	177.91	288.04	345.33	173.86	246.07	252.61

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

Produced by OLR
Issue date: 05/02/19

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

		Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
			First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total		**2398**	423	297	367	117	92	1159	982	55	21	18	16
Weighted total		**2000**	291	204	274	75	52	860	688	37	16	19	11
Under £10 (under £120 pa)	(5)	**905**	42	32	31	*	2	293	210	12	2	2	1
		45%	*15%* de	*16%* de	*11%* de	**%*	*3%*	*34%*	*31%*	*33%*	*13%*	*10%*	*7%*
£10 - £24 (£120 - £299 pa)	(17)	**387**	54	37	50	9	1	191	152	6	3	*	-
		19%	*19%* e	*18%* e	*18%* e	*11%* e	*2%*	*22%*	*22%*	*15%*	*17%*	*2%*	*-%*
£25 - £49 (£300 - £599 pa)	(37)	**231**	60	30	64	16	16	126	96	2	2	4	2
		12%	*20%*	*15%*	*23%* b	*21%*	*31%* ab	*15%*	*14%*	*6%*	*10%*	*22%*	*16%*
£50 - £99 (£600 - £1,199 pa)	(75)	**172**	32	29	45	12	9	89	91	6	4	1	1
		9%	*11%*	*14%*	*16%* a	*16%*	*17%*	*10%*	*13%* a	*17%*	*25%*	*5%*	*4%*
£100 - £199 (£1,200 - £2,399 pa)	(150)	**126**	44	34	33	14	8	79	63	*	1	5	4
		6%	*15%*	*16%*	*12%*	*18%*	*16%*	*9%*	*9%*	*1%*	*8%*	*28%*	*32%*
£200 - £499 (£2,400 - 5,999 pa)	(350)	**103**	37	22	26	13	7	51	40	2	2	*	2
		5%	*13%*	*11%*	*9%*	*17%* c	*13%*	*6%*	*6%*	*6%*	*12%*	*3%*	*19%*
£500 - £999 (£6,000 - £11,999 pa)	(750)	**38**	8	6	12	3	1	16	18	2	2	1	*
		2%	*3%*	*3%*	*4%*	*4%*	*2%*	*2%*	*3%*	*6%*	*12%*	*6%*	*4%*
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**14**	5	4	3	2	2	4	7	3	*	-	*
		1%	*2%*	*2%*	*1%*	*3%*	*5%* c	**%*	*1%*	*9%*	**%*	*-%*	*1%*
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**7**	1	1	3	2	*	2	*	*	*	1	-
		****%***	**%*	*1%*	*1%*	*3%* a	*1%*	**%*	**%*	*1%*	*2%*	*5%*	*-%*
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**9**	3	4	4	2	3	4	7	*	-	4	2
		****%***	*1%*	*2%*	*2%*	*3%*	*6%* ac	*1%*	*1%*	**%*	*-%*	*20%*	*16%*

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

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

		Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
			First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total		**2398**	423	297	367	117	92	1159	982	55	21	18	16
Weighted total		**2000**	291	204	274	75	52	860	688	37	16	19	11
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**3**	2	2	1	*	*	2	2	-	-	-	-
		***%**	*1%*	*1%*	**%*	*1%*	*1%*	**%*	**%*	-%	-%	-%	-%
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	**2**	-	*	*	-	-	-	*	2	-	-	-
		***%**	-%	**%*	**%*	-%	-%	-%	**%*	*5%*	-%	-%	-%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	**3**	2	2	2	2	2	2	*	-	-	-	-
		***%**	*1%*	*1%*	*1%*	*3%*	*4%* **ac**	**%*	**%*	-%	-%	-%	-%
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	*	-	-	-	-	-	-	-	-	-	-	-
		***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	**-**	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	*	-	-	-	-	-	*	*	-	-	-	-
		***%**	-%	-%	-%	-%	-%	**%*	**%*	-%	-%	-%	-%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	*	-	-	*	-	-	*	*	-	-	-	-
		***%**	-%	-%	**%*	-%	-%	**%*	**%*	-%	-%	-%	-%
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	**-**	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	**-**	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	**-**	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	*	-	-	*	-	-	*	*	-	-	-	-
		***%**	-%	-%	**%*	-%	-%	**%*	**%*	-%	-%	-%	-%

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

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

		Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
			First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total		**2398**	423	297	367	117	92	1159	982	55	21	18	16
Weighted total		**2000**	291	204	274	75	52	860	688	37	16	19	11
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	**-**	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£500,000+ (£6 ,000,000+ pa)	(600000)	**-**	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£100		**1695**	189	128	189	36	28	699	549	26	10	7	3
		85%	*65%* de	*63%* d	*69%* de	*49%*	*53%*	*81%*	*80%*	*71%*	*65%*	*39%*	*28%*
Net: £100 -<£1000		**267**	89	62	71	29	16	146	121	5	5	7	6
		13%	*31%*	*30%*	*26%*	*39%* c	*31%*	*17%*	*18%*	*13%*	*32%*	*36%*	*56%*
Net: £1000 -<£5000		**30**	9	9	11	7	6	10	15	4	*	5	2
		2%	*3%*	*5%*	*4%*	*9%* **ac**	*11%* **abc**	*1%*	*2%*	*10%*	*3%*	*25%*	*17%*
Net: £5000 -<£10,000		**5**	2	2	1	*	*	2	2	2	-	-	-
		***%**	*1%*	*1%*	*%*	*1%*	*1%*	*%*	*%*	*5%*	-%	-%	-%
Net: £10,000 - <£25,000		**3**	2	2	2	2	2	2	*	-	-	-	-
		***%**	*1%*	*1%*	*1%*	*3%*	*4%* **ac**	*%*	*%*	-%	-%	-%	-%
Net: £25,000 <£50,000		**1**	-	-	*	-	-	*	1	-	-	-	-
		***%**	-%	-%	*%*	-%	-%	*%*	*%*	-%	-%	-%	-%
Net: £50,000 - <£100,000		**-**	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: >£100,000		*	-	-	*	-	-	*	*	-	-	-	-
		***%**	-%	-%	*%*	-%	-%	*%*	*%*	-%	-%	-%	-%
Net: £5,000+		**8**	4	4	3	2	2	5	3	2	-	-	-
		***%**	*1%*	*2%*	*1%*	*3%*	*5%* c	*1%*	*%*	*5%*	-%	-%	-%
Answered		**2000**	291	204	274	75	52	860	688	37	16	19	11
Mean		**152.36**	318.42	424.47	445.81	725.90 a	947.94 **ab**	188.58	224.29	711.80	237.00	1024.39	806.99

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

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

		Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
			Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total		**2398**	2133	1685	2163	1761	2322	1313	2167	561	4	1928	65	301	1938
Weighted total		**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
Under £10 (under £120 pa)	(5)	**905**	714	467	730	545	856	388	766	132	-	734	18	71	780
		45%	*41%* b	*36%*	*42%* b	*39%*	*45%* **abcd**	*37%*	*43%* **ac**	*34%*	*-%*	*47%* b	*33%*	*28%*	*49%* a
£10 - £24 (£120 - £299 pa)	(17)	**387**	348	275	353	278	374	213	347	64	1	305	11	36	315
		19%	*20%*	*21%*	*20%*	*20%*	*19%*	*20%* c	*20%*	*16%*	*22%*	*19%*	*20%*	*14%*	*20%* a
£25 - £49 (£300 - £599 pa)	(37)	**231**	218	183	223	189	228	159	215	62	-	178	5	39	172
		12%	*13%*	*14%*	*13%*	*13%*	*12%*	*15%* b	*12%*	*16%* b	*-%*	*11%*	*10%*	*15%* b	*11%*
£50 - £99 (£600 - £1,199 pa)	(75)	**172**	159	143	161	140	165	106	162	44	2	126	3	25	130
		9%	*9%*	*11%* e	*9%*	*10%*	*9%*	*10%*	*9%*	*11%*	*36%*	*8%*	*6%*	*10%*	*8%*
£100 - £199 (£1,200 - £2,399 pa)	(150)	**126**	118	106	119	106	124	88	119	31	-	98	4	34	82
		6%	*7%*	*8%*	*7%*	*7%*	*6%*	*8%*	*7%*	*8%*	*-%*	*6%*	*7%*	*13%* b	*5%*
£200 - £499 (£2,400 - 5,999 pa)	(350)	**103**	96	83	96	88	98	61	87	31	-	71	7	23	65
		5%	*6%*	*6%*	*5%*	*6%*	*5%*	*6%*	*5%*	*8%* b	*-%*	*5%*	*14%* a	*9%* b	*4%*
£500 - £999 (£6,000 - £11,999 pa)	(750)	**38**	36	24	36	33	36	23	32	12	-	26	3	11	22
		2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*-%*	*2%*	*5%*	*4%* b	*1%*
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**14**	14	11	14	11	14	8	14	5	-	13	*	4	9
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*%*	*2%* b	*1%*
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**7**	7	7	7	7	7	5	7	2	2	2	-	2	1
		%	*%*	*1%*	*%*	*%*	*%*	*%*	*%*	*1%*	*38%*	*%*	*-%*	*1%* b	*%*

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

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

		Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
			Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total		**2398**	2133	1685	2163	1761	2322	1313	2167	561	4	1928	65	301	1938
Weighted total		**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
£3,000 - £4 ,999 (£36,000 - £59,999 pa)	(4000)	**9**	9	9	9	8	9	4	8	5	*	5	3	7	2
		***%**	*1%*	*1%*	*1%*	*1%*	**%*	**%*	**%*	*1%* **ab**	*3%*	**%*	*5%* a	*3%* b	**%*
£5,000 - £7 ,499 (£60,000 - £89,999 pa)	(6250)	**3**	3	3	3	3	3	2	3	2	-	2	-	2	*
		***%**	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*1%* b	**%*
£7,500 - £9 ,999 (£90,000 - £119,999 pa)	(8750)	**2**	*	*	*	*	2	*	*	-	-	2	-	2	*
		***%**	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	**%*	*-%*	*1%* b	**%*
£10,000 - £14 ,999 (£120,000 - £179,999 pa)	(12500)	**3**	1	1	1	2	3	2	3	2	-	2	-	2	*
		***%**	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*1%*	*-%*	**%*	*-%*	*1%* b	**%*
£15,000 - £19 ,999 (£180,000 - £239,999 pa)	(17500)	*	*	*	*	*	*	-	*	*	-	*	-	-	*
		***%**	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*
£20,000 - £24 ,999 (£240,000 - £299,999 pa)	(22500)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
£25,000 - £29 ,999 (£300,000 - £359,999 pa)	(27500)	*	*	-	*	*	*	*	*	*	-	*	-	-	*
		***%**	**%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*
£30,000 - £39 ,999 (£360,000 - £479,999 pa)	(35000)	*	*	*	*	*	*	*	*	-	-	*	-	*	*
		***%**	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	**%*
£40,000 - £49 ,999 (£480,000 - £599,999 pa)	(45000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
£50,000 - £74 ,999 (£600,000 - £899,999 pa)	(62500)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

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

		Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
			Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total		**2398**	2133	1685	2163	1761	2322	1313	2167	561	4	1928	65	301	1938
Weighted total		**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
£75,000 - £99 ,999 (£900,000 - £1,199,999 pa)	(87500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£100,000 - £299,999 (£1 ,200,000 - £3 ,599,999 pa)	(200000)	*	*	*	*	*	*	*	*	*	-	*	-	*	-
		***%**	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	-%
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£500,000+ (£6 ,000,000+ pa)	(600000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£100		**1695**	1440	1067	1467	1153	1623	866	1491	302	3	1343	37	171	1398
		***85%**	*84%*	*81%*	*84%*	*82%*	*85%* **bd**	*82%* c	*84%* **ac**	*77%*	*59%*	*86%* b	*70%*	*66%*	*88%* a
Net: £100 -<£1000		**267**	250	213	252	226	258	171	239	74	-	196	13	68	169
		***13%**	*14%*	*16%* e	*14%*	*16%* e	*13%*	*16%* b	*14%*	*19%* b	-%	*12%*	*25%* a	*26%* b	*11%*
Net: £1000 -<£5000		**30**	30	28	30	26	30	17	28	12	2	21	3	13	12
		***2%**	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%* **ab**	*41%*	*1%*	*5%* a	*5%* b	*1%*
Net: £5000 -<£10,000		**5**	3	3	3	3	5	2	3	2	-	4	-	4	*
		***%**	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*1%* b	*%
Net: £10,000 - <£25,000		**3**	1	1	1	2	3	2	3	2	-	2	-	2	*
		***%**	*%	*%	*%	*%	*%	*%	*%	*1%*	-%	*%	-%	*1%* b	*%
Net: £25,000 <£50,000		**1**	1	*	1	1	1	1	1	*	-	1	-	*	*
		***%**	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%
Net: £50,000 - <£100,000		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

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

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2398**	2133	1685	2163	1761	2322	1313	2167	561	4	1928	65	301	1938
Weighted total	**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
Net: >£100,000	*	*	*	*	*	*	*	*	*	-	*	-	*	-
	***%**	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	-%
Net: £5,000+	**8**	4	4	4	6	8	5	6	5	-	7	-	6	1
	***%**	*%	*%	*%	*%	*%	*%	*%	*1%*	-%	*%	-%	*2%*	*%
									b				b	
Answered	**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
Mean	**152.36**	148.51	172.19	146.56	181.04	156.24	186.71	151.79	351.34	1104.60	150.02	302.55	566.23	78.19
													b	

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

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

		Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
			Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	***b**	a	b	a	b	c	a	b	c	a	b
Unweighted total		**2398**	418	17	97	392	257	1716	412	297	107	1967	1353	1045
Weighted total		**2000**	376	13	86	352	193	1472	320	259	98	1624	1093	907
Under £10 (under £120 pa)	(5)	**905**	82	6	13	89	31	720	148	68	21	807	452	453
		45%	*22%*	*44%*	*15%*	*25%* a	*16%*	*49%* a	*46%* a	*26%*	*21%*	*50%* **ab**	*41%*	*50%* a
£10 - £24 (£120 - £299 pa)	(17)	**387**	73	-	9	70	29	292	59	42	16	324	230	156
		19%	*19%*	*-%*	*11%*	*20%* a	*15%*	*20%*	*18%*	*16%*	*16%*	*20%*	*21%* b	*17%*
£25 - £49 (£300 - £599 pa)	(37)	**231**	54	4	15	46	24	173	33	41	19	169	146	85
		12%	*14%*	*28%*	*17%*	*13%*	*13%*	*12%*	*10%*	*16%* c	*19%* c	*10%*	*13%* b	*9%*
£50 - £99 (£600 - £1,199 pa)	(75)	**172**	43	*	6	46	16	122	32	29	6	135	97	75
		9%	*11%*	*4%*	*7%*	*13%*	*8%*	*8%*	*10%*	*11%*	*7%*	*8%*	*9%*	*8%*
£100 - £199 (£1,200 - £2,399 pa)	(150)	**126**	45	*	13	36	28	76	22	18	9	98	74	52
		6%	*12%*	*4%*	*15%*	*10%*	*15%* **bc**	*5%*	*7%*	*7%*	*9%*	*6%*	*7%*	*6%*
£200 - £499 (£2,400 - 5,999 pa)	(350)	**103**	39	*	9	34	33	50	20	23	14	66	56	46
		5%	*10%*	*2%*	*10%*	*10%*	*17%* **bc**	*3%*	*6%* b	*9%* c	*14%* c	*4%*	*5%*	*5%*
£500 - £999 (£6,000 - £11,999 pa)	(750)	**38**	20	*	7	18	15	21	2	21	5	12	22	16
		2%	*5%*	*3%*	*8%*	*5%*	*8%* **bc**	*1%*	**%*	*8%* c	*6%* c	*1%*	*2%*	*2%*
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**14**	7	-	2	5	4	10	1	3	4	7	7	7
		1%	*2%*	*-%*	*3%*	*1%*	*2%* **bc**	*1%*	**%*	*1%*	*4%* c	**%*	*1%*	*1%*
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**7**	5	2	4	2	2	2	3	4	2	1	3	4
		****%***	*1%*	*14%*	*5%* b	*1%*	*1%* b	**%*	*1%* b	*2%* c	*2%* c	**%*	**%*	**%*
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**9**	6	*	2	5	6	2	1	7	*	2	4	5
		****%***	*2%*	*1%*	*3%*	*1%*	*3%* **bc**	**%*	**%*	*3%* c	**%*	**%*	**%*	*1%*

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

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

		Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
			Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total		**2398**	418	17	97	392	257	1716	412	297	107	1967	1353	1045
Weighted total		**2000**	376	13	86	352	193	1472	320	259	98	1624	1093	907
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**3**	1	-	2	1	1	2	-	1	2	*	1	2
		***%**	*%	-%	*2%* b	*%	*%	*%	-%	*%	*2%* c	*%	*%	*%
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	**2**	2	-	2	*	2	*	-	2	-	*	*	2
		***%**	*1%*	-%	*2%* b	*%	*1%* **bc**	*%	-%	*1%* c	-%	*%	*%	*%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	**3**	1	-	1	-	2	*	-	1	-	2	*	2
		***%**	*%	-%	*1%*	-%	*1%* **bc**	*%	-%	*%	-%	*%	*%	*%
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	*	-	-	-	-	-	-	*	-	-	*	*	-
		***%**	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	*	-	-	*	-	-	*	-	*	-	-	*	-
		***%**	-%	-%	*%	-%	-%	*%	-%	*%	-%	-%	*%	-%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	*	*	-	*	*	*	-	-	-	*	*	-	*
		***%**	*%	-%	*%	*%	*%	-%	-%	-%	*%	*%	-%	*%
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	*	*	-	-	*	*	-	-	*	-	-	*	-
		***%**	*%	-%	-%	*%	*%	-%	-%	*%	-%	-%	*%	-%

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

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

		Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
			Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total		**2398**	418	17	97	392	257	1716	412	297	107	1967	1353	1045
Weighted total		**2000**	376	13	86	352	193	1472	320	259	98	1624	1093	907
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
£500,000+ (£6 ,000,000+ pa)	(600000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: <£100		**1695**	251	10	44	251	100	1307	271	179	62	1435	926	769
		85%	*67%*	*76%*	*51%*	*71%* a	*52%*	*89%* **ac**	*85%* a	*69%*	*63%*	*88%* **ab**	*85%*	*85%*
Net: £100 -<£1000		**267**	104	1	29	88	76	148	43	62	28	176	152	115
		13%	*28%*	*9%*	*34%*	*25%*	*39%* **bc**	*10%*	*13%* b	*24%* c	*29%* c	*11%*	*14%*	*13%*
Net: £1000 -<£5000		**30**	18	2	9	12	12	14	5	14	6	10	14	17
		2%	*5%*	*15%*	*10%* b	*3%*	*6%* **bc**	*1%*	*2%*	*5%* c	*6%* c	*1%*	*1%*	*2%*
Net: £5000 -<£10,000		**5**	3	-	4	1	3	2	-	3	2	*	1	4
		%	*1%*	*-%*	*4%* b	*%*	*1%* **bc**	*%*	*-%*	*1%* c	*2%* c	*%*	*%*	*%*
Net: £10,000 - <£25,000		**3**	1	-	1	-	2	*	*	1	-	2	*	2
		%	*%*	*-%*	*1%*	*-%*	*1%* **bc**	*%*	*%*	*%*	*-%*	*%*	*%*	*%*
Net: £25,000 <£50,000		**1**	*	-	*	*	*	*	-	*	*	*	*	*
		%	*%*	*-%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*%*	*%*	*%*
Net: £50,000 - <£100,000		**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: >£100,000		*	*	-	-	*	*	-	-	*	-	-	*	-
		%	*%*	*-%*	*-%*	*%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*
Net: £5,000+		**8**	4	-	5	1	5	3	*	3	2	3	1	7
		%	*1%*	*-%*	*5%* b	*%*	*3%* **bc**	*%*	*%*	*1%* c	*2%* c	*%*	*%*	*1%* a
Answered		**2000**	376	13	86	352	193	1472	320	259	98	1624	1093	907
Mean		**152.36**	411.49	448.77	920.32	304.70	767.90 **bc**	84.26	100.99	510.28 c	390.24 c	82.48	129.65	179.71

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 10 (continuation)

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

Base: All

		Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
			RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%			a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total		**2398**	387	59	177	91	126	57	208	134	112	256	36	134
Weighted total		**2000**	152	17	69	34	49	21	82	50	47	112	15	73
Under £10 (under £120 pa)	(5)	**905**	52	4	12	2	7	4	28	14	17	46	5	38
		45%	*34%*	*21%*	*17%*	*6%*	*15%*	*19%*	*34%*	*27%*	*36%*	*41%*	*34%*	*52%*
			bcd	d	d				**ab**	a				**ab**
£10 - £24 (£120 - £299 pa)	(17)	**387**	34	7	12	8	10	6	19	15	10	28	4	9
		19%	*23%*	*39%*	*17%*	*22%*	*20%*	*31%*	*23%*	*29%*	*20%*	*25%*	*25%*	*12%*
				acd								d	d	
£25 - £49 (£300 - £599 pa)	(37)	**231**	19	2	14	3	10	1	13	4	4	9	1	11
		12%	*12%*	*12%*	*20%*	*8%*	*21%*	*5%*	*16%*	*9%*	*8%*	*8%*	*9%*	*15%*
					ad		**bd**		b					b
£50 - £99 (£600 - £1,199 pa)	(75)	**172**	22	3	8	5	6	2	10	7	7	13	3	8
		9%	*14%*	*20%*	*12%*	*16%*	*13%*	*9%*	*13%*	*13%*	*14%*	*11%*	*19%*	*11%*
£100 - £199 (£1,200 - £2,399 pa)	(150)	**126**	8	1	6	3	5	1	3	3	5	4	1	1
		6%	*5%*	*3%*	*8%*	*9%*	*9%*	*7%*	*4%*	*7%*	*10%*	*4%*	*9%*	*1%*
							c				**bd**		d	
£200 - £499 (£2,400 - 5,999 pa)	(350)	**103**	8	*	9	6	6	3	4	4	1	7	*	6
		5%	*5%*	*2%*	*13%*	*18%*	*11%*	*14%*	*5%*	*7%*	*1%*	*6%*	*2%*	*8%*
					ab	**ab**	c	c						a
£500 - £999 (£6,000 - £11,999 pa)	(750)	**38**	5	*	3	1	3	*	3	1	2	2	*	*
		2%	*3%*	*2%*	*5%*	*4%*	*6%*	*1%*	*4%*	*1%*	*5%*	*2%*	*%*	*%*
							d				d			
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**14**	1	*	*	*	*	*	*	*	*	*	*	*
		1%	*%*	*1%*	*1%*	*1%*	*1%*	*%*	*%*	*%*	*%*	*%*	*1%*	*%*
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**7**	1	-	2	2	*	1	*	1	1	*	-	*
		%	*1%*	*-%*	*3%*	*7%*	*1%*	*5%*	*%*	*2%*	*2%*	*%*	*-%*	*%*
					a	**ab**		c			b			
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**9**	2	-	2	2	1	2	1	2	1	2	-	*
		%	*1%*	*-%*	*3%*	*7%*	*2%*	*10%*	*1%*	*4%*	*2%*	*2%*	*-%*	*%*
						ab		**ac**						

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

Produced by OLR
Issue date: 05/02/19

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

		Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
			RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%			a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total		**2398**	387	59	177	91	126	57	208	134	112	256	36	134
Weighted total		**2000**	152	17	69	34	49	21	82	50	47	112	15	73
£5,000 - £7 ,499 (£60,000 - £89,999 pa)	(6250)	**3**	*	-	*	*	*	-	*	*	*	-	-	*
		***%**	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%	-%	*%
£7,500 - £9 ,999 (£90,000 - £119,999 pa)	(8750)	**2**	*	-	*	*	-	*	-	*	*	-	-	-
		***%**	*%	-%	*%	*%	-%	*%	-%	*%	*%	-%	-%	-%
£10,000 - £14 ,999 (£120,000 - £179,999 pa)	(12500)	**3**	-	-	-	-	-	-	-	-	-	-	-	-
		***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£15,000 - £19 ,999 (£180,000 - £239,999 pa)	(17500)	*	-	-	*	*	-	-	-	-	-	-	-	*
		***%**	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%
£20,000 - £24 ,999 (£240,000 - £299,999 pa)	(22500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		***-%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£25,000 - £29 ,999 (£300,000 - £359,999 pa)	(27500)	*	-	-	-	-	-	-	-	-	-	-	-	-
		***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£30,000 - £39 ,999 (£360,000 - £479,999 pa)	(35000)	*	-	-	-	-	-	-	-	-	-	-	-	-
		***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£40,000 - £49 ,999 (£480,000 - £599,999 pa)	(45000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		***-%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£50,000 - £74 ,999 (£600,000 - £899,999 pa)	(62500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		***-%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£75,000 - £99 ,999 (£900,000 - £1,199,999 pa)	(87500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		***-%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£100,000 - £299,999 (£1 ,200,000 - £3 ,599,999 pa)	(200000)	*	-	-	-	-	-	-	-	-	-	-	-	-
		***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
Issue date: 05/02/19

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

		Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
			RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%			a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total		**2398**	387	59	177	91	126	57	208	134	112	256	36	134
Weighted total		**2000**	152	17	69	34	49	21	82	50	47	112	15	73
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
£500,000+ (£6 ,000,000+ pa)	(600000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: <£100		**1695**	127	16	46	18	34	13	70	39	37	97	13	65
		85%	*84%* **cd**	*92%* **cd**	*66%* d	*53%*	*69%*	*64%*	*86%* **ab**	*78%* b	*79%*	*86%*	*88%*	*90%* a
Net: £100 -<£1000		**267**	21	1	18	11	13	4	10	8	8	13	2	7
		13%	*14%*	*7%*	*26%* **ab**	*31%* **ab**	*27%* **cd**	*21%*	*12%*	*16%*	*16%*	*12%*	*11%*	*9%*
Net: £1000 -<£5000		**30**	4	*	5	5	2	3	2	3	2	2	*	1
		2%	*3%*	*1%*	*7%* a	*15%* **abc**	*4%*	*14%* **ac**	*2%*	*6%*	*4%*	*2%*	*1%*	*1%*
Net: £5000 -<£10,000		**5**	*	-	*	*	*	*	*	*	*	-	-	*
		%	*%*	*-%*	*%*	*1%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*%*
Net: £10,000 - <£25,000		**3**	-	-	*	*	-	-	-	-	-	-	-	*
		%	*-%*	*-%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*
Net: £25,000 <£50,000		**1**	-	-	-	-	-	-	-	-	-	-	-	-
		%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: £50,000 - <£100,000		**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: >£100,000		*	-	-	-	-	-	-	-	-	-	-	-	-
		%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: £5,000+		**8**	*	-	*	*	*	*	*	*	*	-	-	*
		%	*%*	*-%*	*%*	*1%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*%*
Answered		**2000**	152	17	69	34	49	21	82	50	47	112	15	73
Mean		**152.36**	165.25	69.18	380.68 **ab**	691.03 **ab**	255.56	608.38 **ac**	148.59	298.42	243.02	140.24	63.53	108.82

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 10 (continuation)

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

Base: All

		Total base	Month											
			Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		**2398**	331	128	41	563	172	162	184	142	174	209	155	137
Weighted total		**2000**	289	154	57	261	123	116	150	141	209	187	184	130
Under £10 (under £120 pa)	(5)	**905**	125	66	25	114	63	50	69	48	88	96	92	68
		45%	*43%*	*43%*	*44%*	*44%* h	*51%* h	*43%*	*46%* h	*34%*	*42%*	*52%* **dh**	*50%* h	*53%* h
£10 - £24 (£120 - £299 pa)	(17)	**387**	55	34	14	50	28	24	29	22	43	21	42	24
		19%	*19%* j	*22%* j	*25%* j	*19%* j	*23%* j	*21%* j	*19%* j	*15%*	*21%* j	*12%*	*23%* j	*19%*
£25 - £49 (£300 - £599 pa)	(37)	**231**	27	13	9	28	16	13	15	29	27	20	16	18
		12%	*9%*	*8%*	*16%*	*11%*	*13%*	*11%*	*10%*	*21%* **abdfgjk**	*13%*	*11%*	*9%*	*14%*
£50 - £99 (£600 - £1,199 pa)	(75)	**172**	26	15	3	30	6	10	16	10	17	18	10	10
		9%	*9%*	*10%*	*6%*	*11%* **ek**	*5%*	*9%*	*11%* e	*7%*	*8%*	*10%*	*5%*	*8%*
£100 - £199 (£1,200 - £2,399 pa)	(150)	**126**	25	16	2	11	5	7	4	11	18	10	10	7
		6%	*9%* **dg**	*10%* **deg**	*3%*	*4%*	*4%*	*6%*	*3%*	*8%* g	*9%* **dg**	*5%*	*5%*	*6%*
£200 - £499 (£2,400 - 5,999 pa)	(350)	**103**	19	7	2	16	4	6	8	10	6	13	9	2
		5%	*6%* l	*5%*	*4%*	*6%* l	*3%*	*5%*	*6%*	*7%* l	*3%*	*7%* l	*5%*	*2%*
£500 - £999 (£6,000 - £11,999 pa)	(750)	**38**	7	1	-	6	1	3	4	2	6	4	4	-
		2%	*2%*	*1%*	*-%*	*2%*	*1%*	*2%*	*3%*	*2%*	*3%* l	*2%*	*2%*	*-%*
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**14**	2	2	-	1	-	3	*	3	1	*	1	-
		1%	*1%*	*1%*	*-%*	**%*	*-%*	*2%* **de**	**%*	*2%* **de**	**%*	**%*	**%*	*-%*
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**7**	*	-	*	2	-	-	2	*	*	2	*	-
		****%***	**%*	*-%*	*1%*	*1%*	*-%*	*-%*	*1%*	**%*	**%*	*1%*	**%*	*-%*
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**9**	-	*	-	3	*	-	*	2	2	2	-	-
		****%***	*-%*	**%*	*-%*	*1%* a	**%*	*-%*	**%*	*1%*	*1%*	*1%*	*-%*	*-%*
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**3**	2	-	-	*	*	-	*	-	-	-	-	-
		****%***	*1%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Produced by OLR
Issue date: 05/02/19

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

		Total base	Month											
			Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		**2398**	331	128	41	563	172	162	184	142	174	209	155	137
Weighted total		**2000**	289	154	57	261	123	116	150	141	209	187	184	130
£7,500 - £9 ,999 (£90,000 - £119,999 pa)	(8750)	**2**	-	-	-	*	-	-	2	-	-	-	-	-
		***%**	-%	-%	-%	*%	-%	-%	*1%* **ad**	-%	-%	-%	-%	-%
£10,000 - £14 ,999 (£120,000 - £179,999 pa)	(12500)	**3**	*	-	-	-	-	-	-	2	*	-	-	-
		***%**	*%	-%	-%	-%	-%	-%	-%	*1%* d	*%	-%	-%	-%
£15,000 - £19 ,999 (£180,000 - £239,999 pa)	(17500)	*	-	-	-	*	-	-	-	-	-	-	-	-
		***%**	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
£20,000 - £24 ,999 (£240,000 - £299,999 pa)	(22500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£25,000 - £29 ,999 (£300,000 - £359,999 pa)	(27500)	*	-	-	-	-	-	-	-	*	-	-	-	-
		***%**	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
£30,000 - £39 ,999 (£360,000 - £479,999 pa)	(35000)	*	-	-	-	-	-	-	*	*	-	-	-	-
		***%**	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%
£40,000 - £49 ,999 (£480,000 - £599,999 pa)	(45000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£50,000 - £74 ,999 (£600,000 - £899,999 pa)	(62500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£75,000 - £99 ,999 (£900,000 - £1,199,999 pa)	(87500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£100,000 - £299,999 (£1 ,200,000 - £3 ,599,999 pa)	(200000)	*	*	-	-	-	-	-	-	-	-	-	-	-
		***%**	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£500,000+ (£6 ,000,000+ pa)	(600000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

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

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2398**	331	128	41	563	172	162	184	142	174	209	155	137
Weighted total	**2000**	289	154	57	261	123	116	150	141	209	187	184	130
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£100	**1695**	233	128	52	222	113	97	129	110	175	156	160	120
	85%	*81%*	*83%*	*92%* h	*85%* h	*92%* **abdfhij**	*84%*	*86%*	*78%*	*84%*	*83%*	*87%* h	*93%* **abdfhij**
Net: £100 -<£1000	**267**	50	24	4	33	10	16	17	24	30	27	23	10
	13%	*17%* **del**	*15%* **el**	*7%*	*13%*	*8%*	*14%*	*11%*	*17%* **el**	*14%*	*14%*	*13%*	*7%*
Net: £1000 -<£5000	**30**	3	3	*	6	*	3	2	5	3	4	1	-
	2%	*1%*	*2%*	*1%*	*2%*	**%*	*2%*	*1%*	*4%* **aekl**	*1%*	*2%*	**%*	*-%*
Net: £5000 -<£10,000	**5**	2	-	-	*	*	-	2	-	-	-	-	-
	****%***	*1%*	*-%*	*-%*	**%*	**%*	*-%*	*2%* d	*-%*	*-%*	*-%*	*-%*	*-%*
Net: £10,000 - <£25,000	**3**	*	-	-	*	-	-	-	2	*	-	-	-
	****%***	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*1%* d	**%*	*-%*	*-%*	*-%*
Net: £25,000 <£50,000	**1**	-	-	-	-	-	-	*	*	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*
Net: £50,000 - <£100,000	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: >£100,000	*	*	-	-	-	-	-	-	-	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: £5,000+	**8**	3	-	-	*	*	-	2	2	*	-	-	-
	****%***	*1%*	*-%*	*-%*	**%*	**%*	*-%*	*2%* d	*2%* d	**%*	*-%*	*-%*	*-%*
Answered	**2000**	289	154	57	261	123	116	150	141	209	187	184	130
Mean	**152.36**	234.60	80.44 l	56.85	156.23 **el**	50.14	97.77 l	246.68	423.72 **de**	121.46	134.37 **el**	63.53 l	31.18

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

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

		Total base	Quarter			
			Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%			a	b	c	d
Unweighted total		**2398**	500	897	500	501
Weighted total		**2000**	500	500	500	500
Under £10 (under £120 pa)	(5)	**905**	217	226	206	256
		45%	*43%*	*45%*	*41%*	*51%*
						abc
£10 - £24 (£120 - £299 pa)	(17)	**387**	104	102	93	88
		19%	*21%*	*20%*	*19%*	*18%*
£25 - £49 (£300 - £599 pa)	(37)	**231**	49	57	72	54
		12%	*10%*	*11%*	*14%*	*11%*
					a	
£50 - £99 (£600 - £1,199 pa)	(75)	**172**	45	46	44	38
		9%	*9%*	*9%*	*9%*	*8%*
£100 - £199 (£1,200 - £2,399 pa)	(150)	**126**	42	23	34	27
		6%	*8%*	*5%*	*7%*	*5%*
			bd			
£200 - £499 (£2,400 - 5,999 pa)	(350)	**103**	28	26	25	24
		5%	*6%*	*5%*	*5%*	*5%*
£500 - £999 (£6,000 - £11,999 pa)	(750)	**38**	8	10	12	9
		2%	*2%*	*2%*	*2%*	*2%*
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**14**	5	4	5	1
		1%	*1%*	*1%*	*1%*	**%*
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**7**	1	2	2	2
		****%***	**%*	**%*	**%*	**%*
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**9**	*	4	4	2
		****%***	**%*	*1%*	*1%*	**%*
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**3**	2	*	*	-
		****%***	**%*	**%*	**%*	*-%*
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	**2**	-	*	2	-
		****%***	*-%*	**%*	**%*	*-%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

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

Base: All

		Total base	Quarter			
			Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%			a	b	c	d
Unweighted total		**2398**	500	897	500	501
Weighted total		**2000**	500	500	500	500
£10,000 - £14 ,999 (£120,000 - £179,999 pa)	(12500)	**3**	*	-	2	-
		***%**	*%	-%	*% b	-%
£15,000 - £19 ,999 (£180,000 - £239,999 pa)	(17500)	*	-	*	-	-
		***%**	-%	*%	-%	-%
£20,000 - £24 ,999 (£240,000 - £299,999 pa)	(22500)	**-**	-	-	-	-
		-%	-%	-%	-%	-%
£25,000 - £29 ,999 (£300,000 - £359,999 pa)	(27500)	*	-	-	*	-
		***%**	-%	-%	*%	-%
£30,000 - £39 ,999 (£360,000 - £479,999 pa)	(35000)	*	-	-	*	-
		***%**	-%	-%	*%	-%
£40,000 - £49 ,999 (£480,000 - £599,999 pa)	(45000)	**-**	-	-	-	-
		-%	-%	-%	-%	-%
£50,000 - £74 ,999 (£600,000 - £899,999 pa)	(62500)	**-**	-	-	-	-
		-%	-%	-%	-%	-%
£75,000 - £99 ,999 (£900,000 - £1,199,999 pa)	(87500)	**-**	-	-	-	-
		-%	-%	-%	-%	-%
£100,000 - £299,999 (£1 ,200,000 - £3 ,599,999 pa)	(200000)	*	*	-	-	-
		***%**	*%	-%	-%	-%
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	**-**	-	-	-	-
		-%	-%	-%	-%	-%
£500,000+ (£6 ,000,000+ pa)	(600000)	**-**	-	-	-	-
		-%	-%	-%	-%	-%
Don't know		**-**	-	-	-	-
		-%	-%	-%	-%	-%
Net: <£100		**1695**	414	431	414	436
		85%	*83%*	*86%*	*83%*	*87%*

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 05/02/19

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

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2398**	500	897	500	501
Weighted total	**2000**	500	500	500	500
Net: £100 -<£1000	**267**	78	59	70	59
	13%	*16%*	*12%*	*14%*	*12%*
		b			
Net: £1000 -<£5000	**30**	6	9	10	5
	2%	*1%*	*2%*	*2%*	*1%*
Net: £5000 -<£10,000	**5**	2	*	2	-
	***%**	*%	*%	*%	-%
Net: £10,000 - <£25,000	**3**	*	*	2	-
	***%**	*%	*%	*%	-%
Net: £25,000 <£50,000	**1**	-	-	1	-
	***%**	-%	-%	*%	-%
Net: £50,000 - <£100,000	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Net: >£100,000	*	*	-	-	-
	***%**	*%	-%	-%	-%
Net: £5,000+	**8**	3	1	5	-
	***%**	*1%*	**%*	*1%*	-%
				bd	
Answered	**2000**	500	500	500	500
Mean	**152.36**	166.78	116.61	244.50	81.55
				bd	

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 11

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

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total	**2000**	1920	51	18	11	80	692	457	116	50	48
Letters	**1088**	1026	39	16	9	63	309	267	73	34	37
	54%	*53%*	*76%* a	*86%* **abe**	*80%* a	*79%* a	*45%*	*59%* a	*63%* a	*69%* a	*77%* **abc**
Other everyday correspondence, such as invoices, one off bills etc.	**1000**	945	34	13	8	55	311	251	68	35	39
	50%	*49%*	*66%* a	*73%* a	*75%* a	*69%* a	*45%*	*55%* a	*58%* a	*70%* **ab**	*81%* **abcd**
Large letters	**703**	655	28	13	7	48	198	183	44	20	25
	35%	*34%*	*54%* a	*70%* **abe**	*69%* **ab**	*60%* a	*29%*	*40%* a	*38%* a	*40%* a	*51%* **abc**
Parcels and packets	**609**	576	20	8	5	33	183	155	39	17	19
	30%	*30%*	*38%* a	*45%* a	*49%* a	*41%* a	*26%*	*34%* a	*33%*	*34%*	*40%* a
Order fulfilment (sending ordered goods to customers)	**353**	337	11	3	2	16	118	95	26	5	4
	18%	*18%*	*21%*	*18%*	*15%*	*19%*	*17%* e	*21%* **de**	*22%* **de**	*9%*	*9%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	**285**	264	11	6	4	21	58	79	32	13	14
	14%	*14%*	*22%* a	*31%* **ab**	*36%* **abe**	*26%* a	*8%*	*17%* a	*27%* **ab**	*26%* a	*29%* **ab**
Advertising and promotional material, such as catalogues, brochures and direct mail	**148**	136	6	3	2	11	41	36	14	4	6
	7%	*7%*	*12%* a	*16%* a	*20%* **ab**	*14%* a	*6%*	*8%*	*12%* a	*7%*	*12%* a
Publications, such as magazines, periodicals, customer newsletters	**88**	82	3	2	1	6	40	21	2	1	1
	4%	*4%*	*6%*	*10%* **ab**	*8%*	*7%* a	*6%* e	*4%*	*2%*	*1%*	*2%*
Legal / accounts documents / tax forms	**11**	11	-	-	*	*	2	4	-	2	2
	1%	*1%*	*-%*	*-%*	*%*	*%*	*%*	*1%*	*-%*	*4%* **abc**	*4%* **abc**
Goods / business supplies / large packets ordered via lorry	**7**	7	-	-	-	-	3	2	-	-	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*%*	*%*	*-%*	*-%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of These	**305**	302	2	*	*	3	139	50	13	4	1
	15%	*16%* **bcde**	*4%*	*1%*	*5%*	*4%*	*20%* **bcde**	*11%* e	*11%* e	*8%* e	*1%*

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total	**2000**	1920	51	18	11	80	692	457	116	50	48
Other	**5**	5	-	*	-	*	2	1	-	*	-
	***%**	*%	-%	*%	-%	*%	*%	*%	-%	*%	-%
Don't Know	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: Letters, large letters, packets and parcels	**1367**	1297	43	17	9	70	420	327	84	38	41
	68%	*68%*	*84%* a	*94%* **abde**	*86%* a	*87%* a	*61%*	*72%* a	*72%* a	*76%* a	*86%* **abcd**
Net: Bulk mailings	**435**	406	16	8	5	29	121	113	40	15	19
	22%	*21%*	*32%* a	*45%* **abe**	*45%* **ab**	*37%* a	*17%*	*25%* a	*34%* **ab**	*30%* a	*41%* **ab**

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 11 (continuation)

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

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total	**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
Letters	**1088**	123	59	158	30	98	177	112	74	94	923	56	57	52
	54%	*56%*	*51%*	*53%*	*46%*	*61%*	*55%*	*56%*	*45%*	*57%*	*54%*	*55%*	*59%*	*58%*
		h				**dh**		h		h	h	h	h	h
Other everyday correspondence, such as invoices, one off bills etc.	**1000**	107	66	128	38	68	161	99	82	93	842	51	52	55
	50%	*49%*	*58%*	*43%*	*59%*	*42%*	*50%*	*50%*	*50%*	*56%*	*49%*	*50%*	*54%*	*62%*
			ce		**ce**					**ce**			**ceacefghjk**	
Large letters	**703**	85	46	105	20	51	110	58	55	69	598	38	36	31
	35%	*38%*	*40%*	*35%*	*30%*	*32%*	*34%*	*29%*	*34%*	*41%*	*35%*	*37%*	*37%*	*35%*
										g				
Parcels and packets	**609**	73	41	102	10	45	103	57	55	49	534	29	25	20
	30%	*33%*	*36%*	*34%*	*15%*	*28%*	*32%*	*29%*	*34%*	*29%*	*31%*	*29%*	*26%*	*23%*
		dm	**dm**	**dlm**		d	**dm**	d	**dm**	d	**dm**	d		
Order fulfilment (sending ordered goods to customers)	**353**	37	28	53	4	22	46	43	38	36	306	17	15	15
	18%	*17%*	*24%*	*18%*	*6%*	*14%*	*14%*	*22%*	*23%*	*22%*	*18%*	*17%*	*15%*	*17%*
		d	**defl**	d				**df**	**defl**	**df**	d	d		d
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	**285**	27	14	44	10	7	45	30	23	40	241	9	16	18
	14%	*12%*	*13%*	*15%*	*16%*	*4%*	*14%*	*15%*	*14%*	*24%*	*14%*	*9%*	*17%*	*20%*
		e	e	**ek**	e		e	**ek**	**eabcefghjk**		**ek**		**ek**	**aefjk**
Advertising and promotional material, such as catalogues, brochures and direct mail	**148**	9	13	25	5	6	32	11	14	11	125	7	9	6
	7%	*4%*	*11%*	*8%*	*8%*	*4%*	*10%*	*5%*	*8%*	*7%*	*7%*	*7%*	*10%*	*6%*
			ae				**ae**						**ae**	
Publications, such as magazines, periodicals, customer newsletters	**88**	10	8	19	4	1	17	7	6	7	78	5	3	3
	4%	*4%*	*7%*	*7%*	*5%*	**%*	*5%*	*4%*	*4%*	*4%*	*5%*	*5%*	*3%*	*3%*
		e	e	**el**	e		e	e	e	e	e	e		
Legal / accounts documents / tax forms	**11**	1	-	5	-	2	-	2	-	1	10	*	*	1
	1%	**%*	*-%*	*2%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*1%*	**%*	**%*	*1%*
				fl										
Goods / business supplies / large packets ordered via lorry	**7**	-	-	-	-	2	3	-	2	-	7	-	*	-
	****%***	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*1%*	*-%*	**%*	*-%*	**%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of These	**305**	38	14	47	16	22	55	27	32	11	262	17	17	9
	15%	*17%*	*12%*	*16%*	*25%*	*14%*	*17%*	*14%*	*20%*	*7%*	*15%*	*16%*	*17%*	*10%*
		im		i	**bim**	i	**im**	i	**im**		**im**	**im**	**im**	

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total	**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
Other	**5**	-	1	2	-	-	1	-	-	1	5	-	*	*
	***%**	-%	*1%*	*1%*	-%	-%	*%*	-%	-%	*1%*	*%*	-%	*%*	*%*
Don't Know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: Letters, large letters, packets and parcels	**1367**	154	76	207	33	121	217	139	106	116	1169	70	69	60
	68%	*70%* d	*67%*	*69%* d	*51%*	*75%* d	*67%* d	*70%* d	*65%*	*70%* d	*68%* d	*68%* d	*70%* d	*68%* d
Net: Bulk mailings	**435**	41	28	76	14	12	74	39	35	52	372	18	22	24
	22%	*19%* e	*25%* e	*25%* **ek**	*21%* e	*8%*	*23%* e	*20%* e	*21%* e	*31%* **aefgjkl**	*22%* e	*17%* e	*23%* e	*27%* **aek**

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 11 (continuation)

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

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2398**	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total	**2000**	38	176	47	194	589	56	141	756	1548	452	1794	206
Letters	**1088**	19	89	24	125	276	31	113	412	828	261	968	121
	54%	*49%*	*51%*	*52%*	*64%*	*47%*	*55%*	*80%*	*54%*	*53%*	*58%*	*54%*	*58%*
					abeh			**abcdefh**	e				
Other everyday correspondence, such as invoices, one off bills etc.	**1000**	26	90	30	124	275	28	80	347	722	279	913	87
	50%	*69%*	*51%*	*65%*	*64%*	*47%*	*50%*	*57%*	*46%*	*47%*	*62%*	*51%*	*42%*
		befh		**eh**	**befh**			**eh**			a	b	
Large letters	**703**	7	62	6	75	158	8	99	285	516	187	634	70
	35%	*19%*	*35%*	*13%*	*39%*	*27%*	*15%*	*71%*	*38%*	*33%*	*41%*	*35%*	*34%*
			acef		**acef**	**cf**		**abcdefh**	**acef**		a		
Parcels and packets	**609**	4	85	8	39	234	12	37	188	464	145	561	48
	30%	*10%*	*48%*	*17%*	*20%*	*40%*	*21%*	*26%*	*25%*	*30%*	*32%*	*31%*	*24%*
			acdefgh			**acdfgh**		a	a			b	
Order fulfilment (sending ordered goods to customers)	**353**	2	57	8	13	170	3	6	92	269	83	327	25
	18%	*6%*	*32%*	*16%*	*7%*	*29%*	*6%*	*4%*	*12%*	*17%*	*18%*	*18%*	*12%*
			acdfgh	**dg**		**acdfgh**			**dg**			b	
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	**285**	2	32	8	24	80	11	30	99	211	73	260	25
	14%	*6%*	*18%*	*17%*	*12%*	*14%*	*19%*	*21%*	*13%*	*14%*	*16%*	*14%*	*12%*
			a				a	**adeh**					
Advertising and promotional material, such as catalogues, brochures and direct mail	**148**	*	18	1	20	42	5	3	59	109	38	132	16
	7%	**%*	*10%*	*2%*	*10%*	*7%*	*9%*	*2%*	*8%*	*7%*	*8%*	*7%*	*8%*
			acg		**acg**	**ag**	**ag**		**ag**				
Publications, such as magazines, periodicals, customer newsletters	**88**	2	9	*	4	15	1	4	52	66	22	70	18
	4%	*6%*	*5%*	**%*	*2%*	*3%*	*2%*	*3%*	*7%*	*4%*	*5%*	*4%*	*9%*
			de						**cdeg**				a
Legal / accounts documents / tax forms	**11**	-	-	-	1	6	-	2	2	10	1	9	2
	1%	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*1%*	**%*	*1%*	**%*	*1%*	*1%*
						h							
Goods / business supplies / large packets ordered via lorry	**7**	-	2	-	-	*	-	-	5	7	-	5	2
	****%***	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	**%*	*-%*	**%*	*1%*
			e										
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2398**	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total	**2000**	38	176	47	194	589	56	141	756	1548	452	1794	206
None of These	**305**	3	23	10	19	77	11	12	149	254	51	272	33
	15%	*9%*	*13%*	*21%* **dg**	*10%*	*13%*	*20%* **dg**	*9%*	*20%* **abdeg**	*16%* b	*11%*	*15%*	*16%*
Other	**5**	*	-	-	-	1	-	-	4	3	2	5	-
	%	*1%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	*1%*	**%*	*-%*
Don't Know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: Letters, large letters, packets and parcels	**1367**	22	122	26	140	392	34	125	503	1039	328	1227	140
	68%	*57%*	*69%*	*56%*	*72%* **ac**	*66%*	*61%*	*89%* **abcdefh**	*67%*	*67%*	*73%* a	*68%*	*68%*
Net: Bulk mailings	**435**	5	45	8	41	115	14	32	174	331	104	389	46
	22%	*12%*	*26%* **ae**	*17%*	*21%*	*20%*	*26%* a	*23%*	*23%*	*21%*	*23%*	*22%*	*22%*

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

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2398**	2274	124	1449	371	549
Weighted total	**2000**	1874	126	1243	290	433
Letters	**1088**	1044	45	633	189	264
	54%	*56%* b	*35%*	*51%*	*65%* a	*61%* a
Other everyday correspondence, such as invoices, one off bills etc.	**1000**	947	53	573	187	237
	50%	*51%*	*42%*	*46%*	*64%* **ac**	*55%* a
Large letters	**703**	684	19	322	149	228
	35%	*37%* b	*15%*	*26%*	*52%* a	*53%* a
Parcels and packets	**609**	586	23	267	95	237
	30%	*31%* b	*18%*	*21%*	*33%* a	*55%* **ab**
Order fulfilment (sending ordered goods to customers)	**353**	335	17	104	53	193
	18%	*18%*	*14%*	*8%*	*18%* a	*45%* **ab**
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	**285**	281	4	101	79	104
	14%	*15%* b	*3%*	*8%*	*27%* a	*24%* a
Advertising and promotional material, such as catalogues, brochures and direct mail	**148**	144	4	55	32	61
	7%	*8%*	*3%*	*4%*	*11%* a	*14%* a
Publications, such as magazines, periodicals, customer newsletters	**88**	83	5	33	18	37
	4%	*4%*	*4%*	*3%*	*6%* a	*8%* a
Legal / accounts documents / tax forms	**11**	11	-	5	-	6
	1%	*1%*	*-%*	**%*	*-%*	*1%* **ab**
Goods / business supplies / large packets ordered via lorry	**7**	7	-	4	3	*
	****%***	**%*	*-%*	**%*	*1%* c	**%*
Refused	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*

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

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2398**	2274	124	1449	371	549
Weighted total	**2000**	1874	126	1243	290	433
None of These	**305**	270	35	258	10	17
	15%	*14%*	*28%* a	*21%* **bc**	*3%*	*4%*
Other	**5**	4	1	5	*	-
	***%**	*%	*1%*	*%	*%	-%
Don't Know	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Net: Letters, large letters, packets and parcels	**1367**	1304	63	765	232	359
	68%	*70%* b	*50%*	*62%*	*80%* a	*83%* a
Net: Bulk mailings	**435**	424	11	169	109	156
	22%	*23%* b	*9%*	*14%*	*38%* a	*36%* a

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

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

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**2398**	1908	413	60	8	5	3	-	1	2321	77	904	1004	490
Weighted total	**2000**	1695	267	30	5	3	1	-	*	1962	38	905	790	305
Letters	**1088**	885	183	15	2	3	1	-	*	1068	20	370	515	203
	54%	*52%*	*69%* **acij**	*48%*	*50%*	*96%*	*100%*	*-%*	*100%*	*54%*	*53%*	*41%*	*65%* a	*67%* a
Other everyday correspondence, such as invoices, one off bills etc.	**1000**	830	160	8	2	1	*	-	*	989	11	350	480	171
	50%	*49%* **cj**	*60%* **acij**	*25%*	*50%*	*18%*	*59%*	*-%*	*100%*	*50%* **cj**	*28%*	*39%*	*61%* a	*56%* a
Large letters	**703**	518	162	18	2	2	1	-	*	680	23	137	381	185
	35%	*31%*	*61%* **ai**	*59%* **ai**	*49%*	*86%*	*100%*	*-%*	*100%*	*35%* a	*60%* **ai**	*15%*	*48%* a	*61%* **ab**
Parcels and packets	**609**	406	176	21	3	3	*	-	*	582	27	85	321	203
	30%	*24%*	*66%* **ai**	*69%* **ai**	*59%*	*91%*	*82%*	*-%*	*100%*	*30%* a	*70%* **ai**	*9%*	*41%* a	*67%* **ab**
Order fulfilment (sending ordered goods to customers)	**353**	193	131	21	5	3	1	-	-	324	28	35	158	160
	18%	*11%*	*49%* **ai**	*68%* **abi**	*100%*	*91%*	*100%*	*-%*	*-%*	*17%* a	*74%* **abi**	*4%*	*20%* a	*52%* **ab**
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	**285**	202	75	6	*	*	*	-	*	277	7	48	154	82
	14%	*12%*	*28%* **ai**	*21%* a	*9%*	*4%*	*59%*	*-%*	*100%*	*14%* a	*19%*	*5%*	*20%* a	*27%* **ab**
Advertising and promotional material, such as catalogues, brochures and direct mail	**148**	91	49	6	*	2	-	-	*	140	8	29	62	57
	7%	*5%*	*18%* **ai**	*19%* **ai**	*2%*	*68%*	*-%*	*-%*	*100%*	*7%* a	*20%* **ai**	*3%*	*8%* a	*19%* **ab**
Publications, such as magazines, periodicals, customer newsletters	**88**	59	26	3	*	-	-	-	*	85	3	14	45	29
	4%	*3%*	*10%* **ai**	*10%* **ai**	*2%*	*-%*	*-%*	*-%*	*100%*	*4%*	*9%* a	*2%*	*6%* a	*10%* **ab**
Legal / accounts documents / tax forms	**11**	8	2	2	-	-	-	-	-	10	2	4	4	4
	1%	**%*	*1%*	*5%* **abi**	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*4%* **abi**	**%*	**%*	*1%*
Goods / business supplies / large packets ordered via lorry	**7**	7	-	*	-	-	-	-	-	7	*	-	7	*
	****%***	**%*	*-%*	*1%* b	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*1%* a	**%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of These	**305**	304	1	-	-	-	-	-	-	305	-	278	25	1
	15%	*18%* **bcij**	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*16%* **bcj**	*-%*	*31%* **bc**	*3%* c	**%*

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**2398**	1908	413	60	8	5	3	-	1	2321	77	904	1004	490
Weighted total	**2000**	1695	267	30	5	3	1	-	*	1962	38	905	790	305
Other	**5**	5	-	*	-	-	-	-	-	5	*	3	2	*
	***%**	*%	-%	*%	-%	-%	-%	-%	-%	*%	*%	*%	*%	*%
Don't Know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: Letters, large letters, packets and parcels	**1367**	1099	236	25	3	3	1	-	*	1335	32	439	660	268
	***68%**	*65%*	*89%* **ai**	*84%* **ai**	*60%*	*100%*	*100%*	*-%*	*100%*	*68%* a	*82%* **ai**	*48%*	*84%* a	*88%* **ab**
Net: Bulk mailings	**435**	304	117	11	*	2	*	-	*	421	14	81	223	131
	***22%**	*18%*	*44%* **ai**	*36%* **ai**	*9%*	*73%*	*59%*	*-%*	*100%*	*21%* a	*36%* **ai**	*9%*	*28%* a	*43%* **ab**

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 11 (continuation)

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

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total	**2398**	1469	998	1607	769	623	1539	1412	108	42	30	9	4	1
Weighted total	**2000**	1088	703	1219	609	435	1190	1113	54	27	17	3	4	*
Letters	**1088**	1088	572	1088	403	323	727	988	50	27	17	2	4	*
	54%	*100%*	*81%*	*89%*	*66%*	*74%*	*61%*	*89%*	*93%*	*100%*	*100%*	*62%*	*100%*	*100%*
		bcdef	**def**	**bdef**	f	**df**				a				
Other everyday correspondence, such as invoices, one off bills etc.	**1000**	662	438	705	336	314	1000	625	38	25	13	*	2	*
	50%	*61%*	*62%*	*58%*	*55%*	*72%*	*84%*	*56%*	*71%*	*91%*	*76%*	*9%*	*50%*	*100%*
		d	**cd**			**abcd**	**abcde**		a	**ab**	a			
Large letters	**703**	572	703	703	342	249	509	627	41	19	11	2	4	*
	35%	*53%*	*100%*	*58%*	*56%*	*57%*	*43%*	*56%*	*75%*	*70%*	*64%*	*55%*	*100%*	*100%*
		f	**acdef**	**af**	f	f			a					
Parcels and packets	**609**	403	342	461	609	184	453	412	25	10	9	2	4	*
	30%	*37%*	*49%*	*38%*	*100%*	*42%*	*38%*	*37%*	*47%*	*36%*	*54%*	*55%*	*97%*	*100%*
			acef		**abcef**	a			a					
Order fulfilment (sending ordered goods to customers)	**353**	199	190	232	253	143	353	204	16	4	6	1	*	-
	18%	*18%*	*27%*	*19%*	*41%*	*33%*	*30%*	*18%*	*30%*	*14%*	*36%*	*52%*	*5%*	*-%*
			ac		**abcef**	**abc**	**ac**		**ac**		**ac**			
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	**285**	222	173	227	119	285	245	186	21	11	5	*	4	*
	14%	*20%*	*25%*	*19%*	*20%*	*65%*	*21%*	*17%*	*40%*	*40%*	*28%*	*17%*	*100%*	*100%*
			acdf			**abcdf**			a	a				
Advertising and promotional material, such as catalogues, brochures and direct mail	**148**	111	86	118	74	148	113	98	10	4	1	1	3	*
	7%	*10%*	*12%*	*10%*	*12%*	*34%*	*9%*	*9%*	*18%*	*14%*	*8%*	*50%*	*95%*	*100%*
			cf			**abcdf**			a					
Publications, such as magazines, periodicals, customer newsletters	**88**	57	51	70	36	88	64	57	5	1	6	1	*	*
	4%	*5%*	*7%*	*6%*	*6%*	*20%*	*5%*	*5%*	*9%*	*2%*	*38%*	*41%*	*3%*	*100%*
			af			**abcdf**					**abc**			
Legal / accounts documents / tax forms	**11**	3	3	3	*	3	11	3	-	-	-	-	-	-
	1%	**%*	**%*	**%*	**%*	*1%*	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
						d	**acd**							
Goods / business supplies / large packets ordered via lorry	**7**	3	2	3	2	-	7	3	*	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	*-%*	*1%*	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of These	**305**	-	-	-	-	-	-	-	-	-	-	-	-	-
	15%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total	**2398**	1469	998	1607	769	623	1539	1412	108	42	30	9	4	1
Weighted total	**2000**	1088	703	1219	609	435	1190	1113	54	27	17	3	4	*
Other	**5**	2	*	2	*	*	5	2	*	-	-	-	-	-
	***%**	*%	*%	*%	*%	*%	*% b	*%	*%	-%	-%	-%	-%	-%
Don't Know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: Letters, large letters, packets and parcels	**1367**	1088	703	1219	609	353	886	1113	54	27	17	3	4	*
	***68%**	*100%* ef	*100%* ef	*100%* ef	*100%* ef	*81%* f	*74%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*
Net: Bulk mailings	**435**	323	249	344	184	435	353	286	27	13	11	3	4	*
	***22%**	*30%*	*35%* acdf	*28%*	*30%*	*100%* abcdf	*30%*	*26%*	*51%* a	*47%* a	*65%* a	*93%*	*100%*	*100%*

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

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

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	2398	733	17	11	4	1	3	-	4	487	391	399	316	13
Weighted total	2000	586	10	7	5	*	*	-	1	450	298	284	176	11
Letters	1088	387	6	3	5	-	*	-	*	387	265	265	163	7
	54%	*66%*	*64%*	*49%*	*100%*	*-%*	*100%*	*-%*	*78%*	*86%*	*89%*	*93%* **ab**	*93%* a	*67%*
Other everyday correspondence, such as invoices, one off bills etc.	1000	326	7	1	2	-	*	-	*	186	179	202	128	9
	50%	*56%*	*72%*	*9%*	*35%*	*-%*	*44%*	*-%*	*34%*	*41%*	*60%* a	*71%* **ab**	*73%* **ab**	*82%*
Large letters	703	327	5	7	4	-	*	-	*	187	161	197	150	9
	35%	*56%*	*51%*	*98%*	*66%*	*-%*	*100%*	*-%*	*78%*	*42%*	*54%* a	*69%* **ab**	*86%* **abc**	*79%*
Parcels and packets	609	586	10	7	5	*	*	-	1	119	112	134	92	4
	30%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*-%*	*100%*	*27%*	*38%* a	*47%* **ab**	*52%* **ab**	*34%*
Order fulfilment (sending ordered goods to customers)	353	235	9	5	3	*	*	-	*	54	52	66	55	3
	18%	*40%*	*89%*	*70%*	*65%*	*100%*	*70%*	*-%*	*76%*	*12%*	*18%* a	*23%* **ab**	*31%* **abc**	*27%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	285	112	4	1	2	*	*	-	*	41	47	71	65	3
	14%	*19%*	*40%*	*19%*	*35%*	*100%*	*44%*	*-%*	*56%*	*9%*	*16%* a	*25%* **ab**	*37%* **abc**	*29%*
Advertising and promotional material, such as catalogues, brochures and direct mail	148	69	4	*	*	-	*	-	*	29	27	29	31	2
	7%	*12%*	*39%*	*2%*	*1%*	*-%*	*30%*	*-%*	*24%*	*6%*	*9%*	*10%* a	*18%* **abc**	*15%*
Publications, such as magazines, periodicals, customer newsletters	88	31	3	*	2	-	*	-	*	22	18	17	13	-
	4%	*5%*	*29%*	*2%*	*35%*	*-%*	*44%*	*-%*	*34%*	*5%*	*6%*	*6%*	*7%*	*-%*
Legal / accounts documents / tax forms	11	*	-	-	-	-	-	-	-	-	*	1	2	-
	1%	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*1%* a	*-%*
Goods / business supplies / large packets ordered via lorry	7	2	-	-	-	-	-	-	-	-	-	3	*	-
	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%* **ab**	**%*	*-%*
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	***b**	***c**	***d**	***e**	***f**	***g**	***h**	a	b	c	d	***e**
Unweighted total	**2398**	733	17	11	4	1	3	-	4	487	391	399	316	13
Weighted total	**2000**	586	10	7	5	*	*	-	1	450	298	284	176	11
None of These	**305**	-	-	-	-	-	-	-	-	-	-	-	-	-
	15%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**5**	*	-	-	-	-	-	-	-	2	-	-	*	-
	****%***	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%
Don't Know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: Letters, large letters, packets and parcels	**1367**	586	10	7	5	*	*	-	1	450	298	284	176	11
	68%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*-%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*
Net: Bulk mailings	**435**	173	7	1	2	*	*	-	*	79	74	103	84	3
	22%	*30%*	*70%*	*20%*	*35%*	*100%*	*44%*	*-%*	*56%*	*18%*	*25%* a	*36%* **ab**	*48%* **abc**	*29%*

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

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
Letters	**1088**	149	92	110	50	2	246	17	137	984	104	1042	46
	54%	*72%* d	*66%*	*65%*	*58%*	*39%*	*60%*	*72%*	*80%* a	*56%* b	*41%*	*89%*	*85%*
Other everyday correspondence, such as invoices, one off bills etc.	**1000**	121	77	95	41	1	211	12	113	894	106	672	31
	50%	*58%*	*56%*	*56%*	*48%*	*24%*	*51%*	*48%*	*66%* **ab**	*51%* b	*42%*	*58%*	*59%*
Large letters	**703**	112	75	96	57	2	216	12	113	623	80	667	36
	35%	*54%*	*54%*	*57%*	*67%* **ab**	*40%*	*52%*	*48%*	*66%* **ab**	*36%*	*32%*	*57%*	*68%*
Parcels and packets	**609**	208	139	169	85	5	411	24	171	454	155	440	21
	30%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*26%*	*61%* a	*38%*	*40%*
Order fulfilment (sending ordered goods to customers)	**353**	44	51	83	69	4	243	2	8	241	111	213	18
	18%	*21%*	*37%* a	*49%* **ab**	*81%* **abc**	*89%*	*59%* **bc**	*7%*	*5%*	*14%*	*44%* a	*18%*	*33%* a
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	**285**	30	31	36	22	1	82	1	36	249	36	212	16
	14%	*15%*	*22%* a	*21%*	*25%* a	*14%*	*20%* b	*4%*	*21%* b	*14%*	*14%*	*18%*	*29%* a
Advertising and promotional material, such as catalogues, brochures and direct mail	**148**	15	11	30	17	*	60	*	12	122	26	111	7
	7%	*7%*	*8%*	*18%* **ab**	*20%* **ab**	*5%*	*15%* **bc**	*2%*	*7%*	*7%*	*10%* a	*10%*	*13%*
Publications, such as magazines, periodicals, customer newsletters	**88**	8	14	10	4	*	32	1	2	79	9	67	4
	4%	*4%*	*10%* a	*6%*	*5%*	*3%*	*8%* c	*6%* c	*1%*	*5%*	*4%*	*6%*	*7%*
Legal / accounts documents / tax forms	**11**	*	-	-	-	-	*	-	-	11	-	3	-
	1%	*%	-%	-%	-%	-%	*%	-%	-%	*1%*	-%	*%	-%

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
Goods / business supplies / large packets ordered via lorry	**7**	2	-	-	*	-	*	-	2	7	-	3	-
	%	*1%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*1%* a	**%*	*-%*	**%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of These	**305**	-	-	-	-	-	-	-	-	265	39	-	-
	15%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*15%*	*15%*	*-%*	*-%*
Other	**5**	-	-	*	-	-	*	-	-	5	*	2	-
	%	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	**%*	*-%*
Don't Know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: Letters, large letters, packets and parcels	**1367**	208	139	169	85	5	411	24	171	1177	190	1165	53
	68%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*67%*	*75%* a	*100%*	*100%*
Net: Bulk mailings	**435**	43	42	62	35	1	138	3	43	381	54	322	22
	22%	*21%*	*31%* a	*37%* a	*41%* a	*18%*	*33%* **bc**	*10%*	*25%* b	*22%*	*21%*	*28%*	*41%* a

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

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

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	2398	77	164	224	33	531	238	477	1370	220	1
Weighted total	2000	62	137	177	19	402	207	340	1009	122	2
Letters	1088	37	96	155	16	286	116	340	1009	122	2
	54%	*60%*	*70%*	*88%*	*87%*	*71%* b	*56%*	*100%*	*100%*	*100%*	*100%*
Other everyday correspondence, such as invoices, one off bills etc.	1000	28	73	97	8	234	102	197	628	84	-
	50%	*46%*	*53%*	*55%*	*42%*	*58%* b	*49%*	*58%*	*62%*	*69%* a	*-%*
Large letters	703	41	70	128	15	253	89	216	519	87	-
	35%	*67%* b	*52%*	*72%*	*82%*	*63%* b	*43%*	*64%* b	*51%*	*71%* **ab**	*-%*
Parcels and packets	609	62	137	145	7	402	207	150	355	63	-
	30%	*100%*	*100%*	*82%* b	*38%*	*100%*	*100%*	*44%* b	*35%*	*52%* b	*-%*
Order fulfilment (sending ordered goods to customers)	353	33	77	84	8	143	109	77	170	34	-
	18%	*54%*	*56%*	*48%*	*41%*	*36%*	*53%* a	*23%* b	*17%*	*27%* b	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	285	12	28	43	3	84	35	61	207	31	-
	14%	*19%*	*20%*	*24%*	*14%*	*21%*	*17%*	*18%*	*21%*	*26%* a	*-%*
Advertising and promotional material, such as catalogues, brochures and direct mail	148	12	19	32	2	47	27	41	96	19	2
	7%	*20%*	*14%*	*18%*	*9%*	*12%*	*13%*	*12%*	*10%*	*15%* b	*100%*
Publications, such as magazines, periodicals, customer newsletters	88	3	10	13	2	24	12	17	53	15	-
	4%	*5%*	*7%*	*7%*	*9%*	*6%*	*6%*	*5%*	*5%*	*12%* **ab**	*-%*
Legal / accounts documents / tax forms	11	-	-	-	-	*	-	3	3	2	-
	1%	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	**%*	*1%* b	*-%*
Goods / business supplies / large packets ordered via lorry	7	2	-	2	-	2	-	3	1	1	-
	**%*	*4%* b	*-%*	*1%*	*-%*	*1%*	*-%*	*1%* b	**%*	*1%* b	*-%*

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

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

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	***d**
Unweighted total	**2398**	77	164	224	33	531	238	477	1370	220	1
Weighted total	**2000**	62	137	177	19	402	207	340	1009	122	2
Refused	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of These	**305**	-	-	-	-	-	-	-	-	-	-
	15%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**5**	-	-	-	-	*	-	*	2	*	-
	****%***	-%	-%	-%	-%	*%	-%	*%	*%	*%	-%
Don't Know	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: Letters, large letters, packets and parcels	**1367**	62	137	177	19	402	207	340	1009	122	2
	68%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*
Net: Bulk mailings	**435**	21	44	66	5	126	58	101	294	57	2
	22%	*34%*	*32%*	*37%*	*27%*	*31%*	*28%*	*30%*	*29%*	*46%* **ab**	*100%*

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

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

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**2398**	384	877	164	-	507	502	180	6	1409	943	594	1220	999	15
Weighted total	**2000**	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
Letters	**1088**	216	501	63	-	246	258	74	4	1044	545	317	815	646	5
	54%	*78%*	*83%*	*70%*	*-%*	*62%*	*70%*	*61%*	*100%*	*100%*	*82%*	*71%*	*90%*	*93%*	*98%*
		c	**ac**				**ac**			**bc**	c			a	
Other everyday correspondence, such as invoices, one off bills etc.	**1000**	165	385	53	-	209	211	61	4	634	418	250	541	425	4
	50%	*60%*	*64%*	*59%*	*-%*	*53%*	*57%*	*51%*	*81%*	*61%*	*63%*	*56%*	*60%*	*61%*	*80%*
										c	c				
Large letters	**703**	277	602	90	-	208	218	70	3	549	668	280	544	397	3
	35%	*100%*	*100%*	*100%*	*-%*	*53%*	*59%*	*58%*	*61%*	*53%*	*100%*	*63%*	*60%*	*57%*	*59%*
											ac	a			
Parcels and packets	**609**	148	284	56	-	394	371	121	4	387	327	448	341	257	2
	30%	*53%*	*47%*	*62%*	*-%*	*100%*	*100%*	*100%*	*100%*	*37%*	*49%*	*100%*	*38%*	*37%*	*46%*
		b		b							a	**ab**			
Order fulfilment (sending ordered goods to customers)	**353**	81	155	33	-	167	149	62	2	182	178	174	169	115	1
	18%	*29%*	*26%*	*36%*	*-%*	*42%*	*40%*	*51%*	*39%*	*17%*	*27%*	*39%*	*19%*	*17%*	*16%*
				b				**ab**			a	**ab**			
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	**285**	52	152	18	-	67	75	25	-	210	166	90	167	136	3
	14%	*19%*	*25%*	*20%*	*-%*	*17%*	*20%*	*21%*	*-%*	*20%*	*25%*	*20%*	*18%*	*20%*	*64%*
			a								**ac**				
Advertising and promotional material, such as catalogues, brochures and direct mail	**148**	28	74	11	-	47	45	17	*	105	83	59	100	58	*
	7%	*10%*	*12%*	*12%*	*-%*	*12%*	*12%*	*14%*	*11%*	*10%*	*12%*	*13%*	*11%*	*8%*	*3%*
												a	b		
Publications, such as magazines, periodicals, customer newsletters	**88**	11	47	12	-	16	28	11	-	55	47	33	46	49	*
	4%	*4%*	*8%*	*13%*	*-%*	*4%*	*8%*	*9%*	*-%*	*5%*	*7%*	*7%*	*5%*	*7%*	*6%*
			a	**ab**			a	a							
Legal / accounts documents / tax forms	**11**	1	3	*	-	*	*	*	-	3	3	*	3	-	-
	1%	**%*	*1%*	**%*	*-%*	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	**%*	*-%*	*-%*
Goods / business supplies / large packets ordered via lorry	**7**	2	*	*	-	2	*	*	-	3	2	2	3	3	-
	****%***	*1%*	**%*	**%*	*-%*	*1%*	**%*	**%*	*-%*	**%*	**%*	*1%*	**%*	**%*	*-%*
		b													
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

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

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**2398**	384	877	164	-	507	502	180	6	1409	943	594	1220	999	15
Weighted total	**2000**	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
None of These	**305**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	15%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**5**	*	*	*	-	*	*	*	-	2	*	*	2	*	*
	****%***	**%*	**%*	**%*	-%	**%*	**%*	**%*	-%	**%*	**%*	**%*	**%*	**%*	*1%*
Don't Know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: Letters, large letters, packets and parcels	**1367**	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
	68%	*100%*	*100%*	*100%*	-%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*
Net: Bulk mailings	**435**	75	219	36	-	108	118	46	*	307	238	144	254	197	4
	22%	*27%*	*36%* a	*40%* a	-%	*27%*	*32%*	*38%* a	*11%*	*29%*	*36%* a	*32%*	*28%*	*28%*	*68%*

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

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

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2398**	423	297	367	117	92	1159	982	55	21	18	16
Weighted total	**2000**	291	204	274	75	52	860	688	37	16	19	11
Letters	**1088**	222	150	180	46	34	748	615	18	8	10	6
	54%	*76%* cde	*73%* cd	*66%*	*62%*	*65%*	*87%*	*89%*	*49%*	*47%*	*52%*	*51%*
Other everyday correspondence, such as invoices, one off bills etc.	**1000**	184	121	144	38	31	503	415	21	8	11	3
	50%	*63%* cd	*59%*	*53%*	*50%*	*60%*	*59%*	*60%*	*58%*	*47%*	*59%*	*28%*
Large letters	**703**	185	125	160	47	36	489	374	19	8	9	8
	35%	*63%*	*61%*	*58%*	*63%*	*70%* c	*57%*	*54%*	*51%*	*49%*	*47%*	*67%*
Parcels and packets	**609**	291	204	274	75	52	345	265	15	9	17	10
	30%	*100%*	*100%*	*100%*	*100%*	*100%*	*40%*	*39%*	*41%*	*56%*	*90%*	*91%*
Order fulfilment (sending ordered goods to customers)	**353**	120	85	109	40	31	172	124	9	5	13	6
	18%	*41%*	*42%*	*40%*	*53%* abc	*59%* abc	*20%*	*18%*	*25%*	*34%*	*69%*	*49%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	**285**	57	41	50	21	13	154	140	8	8	5	3
	14%	*20%*	*20%*	*18%*	*28%* ac	*24%*	*18%*	*20%*	*21%*	*52%*	*24%*	*28%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**148**	49	28	30	15	9	82	59	4	3	5	1
	7%	*17%* c	*14%*	*11%*	*20%* c	*18%*	*10%*	*9%*	*12%*	*16%*	*28%*	*8%*
Publications, such as magazines, periodicals, customer newsletters	**88**	20	19	14	4	8	40	48	1	2	*	1
	4%	*7%*	*9%* c	*5%*	*6%*	*15%* acd	*5%*	*7%* a	*3%*	*13%*	*3%*	*5%*
Legal / accounts documents / tax forms	**11**	*	-	-	*	*	3	-	-	-	-	-
	1%	*%*	-%	-%	*%*	*1%*	*%*	-%	-%	-%	-%	-%
Goods / business supplies / large packets ordered via lorry	**7**	*	*	2	*	*	*	1	-	-	-	-
	%	*%*	*%*	*1%*	*%*	*1%*	*%*	*%*	-%	-%	-%	-%
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2398**	423	297	367	117	92	1159	982	55	21	18	16
Weighted total	**2000**	291	204	274	75	52	860	688	37	16	19	11
None of These	**305**	-	-	-	-	-	-	-	4	-	2	-
	15%	-%	-%	-%	-%	-%	-%	-%	*10%*	-%	*9%*	-%
Other	**5**	*	-	*	*	*	2	*	*	*	-	-
	****%***	*%	-%	*%	*%	*%	*%	*%	*1%*	*%	-%	-%
Don't Know	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: Letters, large letters, packets and parcels	**1367**	291	204	274	75	52	860	688	26	12	17	11
	68%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*71%*	*72%*	*90%*	*95%*
Net: Bulk mailings	**435**	100	70	75	35	26	225	202	11	10	8	4
	22%	*34%*	*34%*	*28%*	*47%*	*50%*	*26%*	*29%*	*31%*	*65%*	*42%*	*36%*
		c			**abc**	**abc**						

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

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

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	**d**	a	b	a	b
Unweighted total	**2398**	2133	1685	2163	1761	2322	1313	2167	561	4	1928	65	301	1938
Weighted total	**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
Letters	**1088**	1043	865	1049	835	1056	587	1020	202	5	898	34	163	886
	54%	*61%* e	*66%* **acde**	*60%* e	*59%* e	*55%*	*55%*	*58%* c	*51%*	*97%*	*57%*	*63%*	*63%* b	*56%*
Other everyday correspondence, such as invoices, one off bills etc.	**1000**	903	744	912	742	987	545	921	193	2	812	23	123	821
	50%	*52%*	*57%* **acde**	*52%*	*53%*	*51%*	*51%*	*52%*	*49%*	*39%*	*52%*	*43%*	*48%*	*52%*
Large letters	**703**	674	623	683	581	687	426	655	166	2	580	21	132	540
	35%	*39%* e	*47%* **acde**	*39%* e	*41%* e	*36%*	*40%*	*37%*	*42%* b	*36%*	*37%*	*39%*	*51%* b	*34%*
Parcels and packets	**609**	574	500	582	533	589	381	561	168	*	448	21	128	404
	30%	*33%*	*38%* **ace**	*33%*	*38%* **ace**	*31%*	*36%* b	*32%*	*43%* **ab**	*3%*	*29%*	*40%*	*50%* b	*26%*
Order fulfilment (sending ordered goods to customers)	**353**	321	268	327	307	346	236	322	107	-	242	15	84	214
	18%	*19%*	*20%*	*19%*	*22%* **ace**	*18%*	*22%* b	*18%*	*27%* **ab**	*-%*	*15%*	*28%* a	*33%* b	*14%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	**285**	268	226	268	230	279	161	265	52	-	233	12	42	227
	14%	*16%*	*17%* e	*15%*	*16%*	*15%*	*15%*	*15%*	*13%*	*-%*	*15%*	*22%*	*16%*	*14%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**148**	132	107	133	124	146	92	134	46	-	114	6	32	108
	7%	*8%*	*8%*	*8%*	*9%*	*8%*	*9%*	*8%*	*12%* **ab**	*-%*	*7%*	*11%*	*12%* b	*7%*
Publications, such as magazines, periodicals, customer newsletters	**88**	81	64	81	67	88	50	84	30	1	74	3	22	64
	4%	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*8%* **ab**	*22%*	*5%*	*6%*	*8%* b	*4%*
Legal / accounts documents / tax forms	**11**	8	5	8	7	11	8	10	5	-	11	-	2	10
	1%	**%*	**%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%* b	*-%*	*1%*	*-%*	*1%*	*1%*
Goods / business supplies / large packets ordered via lorry	**7**	7	6	7	7	7	7	7	3	-	6	1	*	7
	****%***	**%*	**%*	**%*	**%*	**%*	*1%*	**%*	*1%*	*-%*	**%*	*2%* a	**%*	**%*

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

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

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2398**	2133	1685	2163	1761	2322	1313	2167	561	4	1928	65	301	1938
Weighted total	**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of These	**305**	198	96	205	151	274	128	224	46	-	217	10	19	251
	15%	*11%* b	*7%*	*12%* b	*11%* b	*14%* **abcd**	*12%*	*13%*	*12%*	*-%*	*14%*	*19%*	*7%*	*16%* a
Other	**5**	4	3	4	5	5	5	4	2	-	3	-	2	3
	***%**	*%*	*%*	*%*	*%*	*%*	*1%*	*%*	*1%*	*-%*	*%*	*-%*	*1%*	*%*
Don't Know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: Letters, large letters, packets and parcels	**1367**	1289	1070	1303	1063	1324	761	1270	287	5	1079	41	207	1054
	68%	*75%* e	*82%* **acde**	*74%* e	*75%* e	*69%*	*72%*	*72%*	*73%*	*100%*	*69%*	*77%*	*80%* b	*67%*
Net: Bulk mailings	**435**	400	326	401	345	428	247	403	103	1	351	16	78	335
	22%	*23%*	*25%*	*23%*	*24%*	*22%*	*23%*	*23%*	*26%*	*22%*	*22%*	*31%*	*30%* b	*21%*

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

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

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	2398	418	17	97	392	257	1716	412	297	107	1967	1353	1045
Weighted total	2000	376	13	86	352	193	1472	320	259	98	1624	1093	907
Letters	1088	184	5	44	165	112	777	194	103	58	917	659	429
	54%	*49%*	*38%*	*51%*	*47%*	*58%*	*53%*	*61%* b	*40%*	*60%* a	*56%* a	*60%* b	*47%*
Other everyday correspondence, such as invoices, one off bills etc.	1000	160	3	42	146	94	725	178	102	49	842	615	385
	50%	*43%*	*21%*	*48%*	*42%*	*49%*	*49%*	*56%* b	*39%*	*50%*	*52%* a	*56%* b	*42%*
Large letters	703	150	5	37	133	100	471	128	95	46	556	412	291
	35%	*40%*	*37%*	*43%*	*38%*	*52%* **bc**	*32%*	*40%* b	*37%*	*47%* c	*34%*	*38%* b	*32%*
Parcels and packets	609	234	3	59	202	103	426	75	149	53	402	329	280
	30%	*62%*	*26%*	*68%*	*58%*	*54%* **bc**	*29%* c	*23%*	*58%* c	*54%* c	*25%*	*30%*	*31%*
Order fulfilment (sending ordered goods to customers)	353	153	1	48	126	82	223	46	113	39	200	184	169
	18%	*41%*	*7%*	*55%* b	*36%*	*42%* **bc**	*15%*	*14%*	*44%* c	*40%* c	*12%*	*17%*	*19%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	285	43	2	17	46	41	202	41	28	22	233	185	100
	14%	*12%*	*19%*	*20%*	*13%*	*21%* **bc**	*14%*	*13%*	*11%*	*23%* **ac**	*14%*	*17%* b	*11%*
Advertising and promotional material, such as catalogues, brochures and direct mail	148	44	2	11	39	29	97	20	35	13	100	83	64
	7%	*12%*	*17%*	*13%*	*11%*	*15%* **bc**	*7%*	*6%*	*13%* c	*13%* c	*6%*	*8%*	*7%*
Publications, such as magazines, periodicals, customer newsletters	88	20	*	3	17	12	57	17	18	6	64	39	49
	4%	*5%*	*1%*	*4%*	*5%*	*6%*	*4%*	*5%*	*7%* c	*6%*	*4%*	*4%*	*5%* a
Legal / accounts documents / tax forms	11	1	-	-	1	*	10	1	-	2	10	10	1
	1%	*%*	-%	-%	*%*	*%*	*1%*	*%*	-%	*2%* a	*1%*	*1%* b	*%*
Goods / business supplies / large packets ordered via lorry	7	6	-	*	6	1	6	-	-	2	5	6	1
	%	*2%*	-%	*%*	*2%*	*1%*	*%*	-%	-%	*2%* **ac**	*%*	*1%*	*%*
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2398**	418	17	97	392	257	1716	412	297	107	1967	1353	1045
Weighted total	**2000**	376	13	86	352	193	1472	320	259	98	1624	1093	907
None of These	**305**	40	4	7	49	6	258	36	33	5	262	134	171
	15%	*11%*	*29%*	*8%*	*14%*	*3%*	*18%*	*11%*	*13%*	*5%*	*16%*	*12%*	*19%*
							ac	a	b		b		a
Other	**5**	*	-	-	*	*	4	1	-	*	5	2	4
	%	*%*	-%	-%	*%*	*%*	*%*	*%*	-%	*%*	*%*	*%*	*%*
Don't Know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: Letters, large letters, packets and parcels	**1367**	291	9	70	260	157	966	233	185	86	1083	776	591
	68%	*77%*	*68%*	*82%*	*74%*	*82%*	*66%*	*73%*	*72%*	*88%*	*67%*	*71%*	*65%*
						bc		b		**ac**		b	
Net: Bulk mailings	**435**	83	2	21	82	63	300	68	61	32	341	260	175
	22%	*22%*	*20%*	*24%*	*23%*	*33%*	*20%*	*21%*	*23%*	*32%*	*21%*	*24%*	*19%*
						bc				c		b	

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 11 (continuation)

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

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2398**	387	59	177	91	126	57	208	134	112	256	36	134
Weighted total	**2000**	152	17	69	34	49	21	82	50	47	112	15	73
Letters	**1088**	132	13	44	22	36	17	72	44	28	60	11	37
	54%	*87%* **bcd**	*74%*	*64%*	*65%*	*73%*	*82%*	*87%* a	*87%* a	*59%*	*53%*	*74%* **bd**	*51%*
Other everyday correspondence, such as invoices, one off bills etc.	**1000**	94	10	35	16	27	12	45	35	26	64	8	40
	50%	*62%* **cd**	*56%*	*50%*	*47%*	*55%*	*58%*	*55%*	*70%* **ac**	*55%*	*57%*	*52%*	*55%*
Large letters	**703**	85	12	37	17	30	9	49	24	20	34	6	27
	35%	*56%*	*70%* **acd**	*54%*	*51%*	*61%* **bd**	*45%*	*59%*	*49%*	*43%* b	*30%*	*39%*	*37%*
Parcels and packets	**609**	59	3	69	34	49	21	44	24	17	35	5	19
	30%	*39%* b	*20%*	*100%* **ab**	*100%* **ab**	*100%* **cd**	*100%* **cd**	*54%*	*48%*	*36%*	*31%*	*30%*	*26%*
Order fulfilment (sending ordered goods to customers)	**353**	28	*	33	16	21	11	18	13	10	19	2	9
	18%	*19%* b	*3%*	*47%* **ab**	*48%* **ab**	*43%* **cd**	*53%* **cd**	*22%*	*27%*	*21%*	*17%*	*15%*	*13%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	**285**	26	3	11	5	7	4	11	12	7	20	2	7
	14%	*17%*	*19%*	*15%*	*16%*	*14%*	*18%*	*13%*	*25%* **ac**	*15%*	*17%* d	*16%*	*10%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**148**	13	2	6	3	5	2	7	5	4	9	2	1
	7%	*9%*	*9%*	*8%*	*10%*	*10%*	*9%*	*9%*	*9%*	*7%* d	*8%* d	*13%* d	*2%*
Publications, such as magazines, periodicals, customer newsletters	**88**	11	3	4	3	3	1	4	3	3	7	3	*
	4%	*7%*	*16%* **ac**	*5%*	*8%*	*6%*	*3%*	*5%*	*6%*	*6%* d	*6%* d	*22%* **abd**	**%*
Legal / accounts documents / tax forms	**11**	-	-	-	-	-	-	-	-	-	1	-	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	**%*
Goods / business supplies / large packets ordered via lorry	**7**	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 11 (continuation)

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

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2398**	387	59	177	91	126	57	208	134	112	256	36	134
Weighted total	**2000**	152	17	69	34	49	21	82	50	47	112	15	73
None of These	**305**	-	-	-	-	-	-	-	-	1	12	1	8
	15%	-%	-%	-%	-%	-%	-%	-%	-%	*3%*	*11%* a	*9%*	*10%* a
Other	**5**	*	*	-	*	-	-	-	-	-	-	*	-
	****%***	*%*	*%*	-%	*%*	-%	-%	-%	-%	-%	-%	*%*	-%
Don't Know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: Letters, large letters, packets and parcels	**1367**	152	17	69	34	49	21	82	50	39	75	12	52
	68%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*82%* **bd**	*67%*	*77%*	*72%*
Net: Bulk mailings	**435**	40	7	15	9	12	5	19	15	12	29	6	8
	22%	*27%*	*42%* **ac**	*22%*	*27%*	*23%*	*23%*	*23%*	*30%*	*26%* d	*26%* d	*38%* d	*10%*

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 11 (continuation)

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

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2398**	331	128	41	563	172	162	184	142	174	209	155	137
Weighted total	**2000**	289	154	57	261	123	116	150	141	209	187	184	130
Letters	**1088**	191	76	29	142	63	57	83	81	123	87	86	71
	54%	*66%*	*49%*	*51%*	*54%*	*51%*	*49%*	*55%*	*57%*	*59%*	*47%*	*47%*	*54%*
		bdefgjkl							j	**jk**			
Other everyday correspondence, such as invoices, one off bills etc.	**1000**	146	77	25	145	62	54	66	74	103	89	90	70
	50%	*51%*	*50%*	*44%*	*55%*	*50%*	*47%*	*44%*	*52%*	*50%*	*48%*	*49%*	*54%*
					g								
Large letters	**703**	125	54	14	90	32	42	56	61	79	48	53	48
	35%	*43%*	*35%*	*25%*	*35%*	*26%*	*36%*	*37%*	*43%*	*38%*	*26%*	*29%*	*37%*
		cdejk			**ej**		**ej**	**ej**	**cejk**	**ej**			**ej**
Parcels and packets	**609**	89	38	17	81	27	34	43	58	83	56	51	32
	30%	*31%*	*25%*	*30%*	*31%*	*22%*	*30%*	*29%*	*41%*	*40%*	*30%*	*28%*	*25%*
		e			e				**abdefgjkl**	**abdegkl**			
Order fulfilment (sending ordered goods to customers)	**353**	51	23	3	43	14	24	27	37	48	28	40	16
	18%	*18%*	*15%*	*5%*	*17%*	*11%*	*21%*	*18%*	*26%*	*23%*	*15%*	*22%*	*12%*
		c			c		**cel**	c	**abcdejl**	**cdejl**		**cel**	
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	**285**	37	12	2	39	12	20	23	25	46	24	27	17
	14%	*13%*	*8%*	*4%*	*15%*	*9%*	*17%*	*15%*	*18%*	*22%*	*13%*	*15%*	*13%*
					b		**bce**		**bce**	**abcdejl**			
Advertising and promotional material, such as catalogues, brochures and direct mail	**148**	24	9	4	17	8	9	10	10	19	11	20	7
	7%	*8%*	*6%*	*6%*	*7%*	*6%*	*8%*	*6%*	*7%*	*9%*	*6%*	*11%*	*5%*
Publications, such as magazines, periodicals, customer newsletters	**88**	9	4	-	13	3	7	7	9	6	7	16	6
	4%	*3%*	*3%*	*-%*	*5%*	*3%*	*6%*	*5%*	*6%*	*3%*	*4%*	*9%*	*5%*
												abeij	
Legal / accounts documents / tax forms	**11**	-	2	-	1	1	1	-	2	-	-	2	2
	1%	*-%*	*1%*	*-%*	**%*	*1%*	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*	*1%*
			a				a					a	a
Goods / business supplies / large packets ordered via lorry	**7**	-	-	-	-	1	-	2	-	-	-	2	2
	****%***	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*2%*
						d		d				d	**ad**
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of These	**305**	36	33	10	25	19	21	23	28	25	32	32	22
	15%	*12%*	*21%*	*17%*	*10%*	*15%*	*18%*	*15%*	*20%*	*12%*	*17%*	*17%*	*17%*
			adi			d	d	d	**ad**		d	d	d

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2398**	331	128	41	563	172	162	184	142	174	209	155	137
Weighted total	**2000**	289	154	57	261	123	116	150	141	209	187	184	130
Other	**5**	-	-	-	*	3	1	-	-	2	-	-	-
	***%**	-%	-%	-%	*%	*2%*	*1%*	-%	-%	*1%*	-%	-%	-%
						adgj	d			d			
Don't Know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: Letters, large letters, packets and parcels	**1367**	221	91	38	187	73	77	101	100	156	119	113	90
	68%	*77%*	*59%*	*68%*	*71%*	*60%*	*66%*	*67%*	*71%*	*75%*	*64%*	*61%*	*69%*
		befgjk			**bejk**				**be**	**bejk**			
Net: Bulk mailings	**435**	56	20	4	58	19	30	32	40	66	37	48	24
	22%	*19%*	*13%*	*7%*	*22%*	*16%*	*26%*	*22%*	*28%*	*32%*	*20%*	*26%*	*19%*
					bc		**bce**	c	**abce**	**abcdegjl**		**bce**	

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 11 (continuation)

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

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2398**	500	897	500	501
Weighted total	**2000**	500	500	500	500
Letters	**1088**	296	263	287	243
	54%	*59%* bd	*53%*	*57%* d	*49%*
Other everyday correspondence, such as invoices, one off bills etc.	**1000**	248	260	243	249
	50%	*50%*	*52%*	*49%*	*50%*
Large letters	**703**	194	164	197	149
	35%	*39%* bd	*33%*	*39%* bd	*30%*
Parcels and packets	**609**	144	142	184	139
	30%	*29%*	*28%*	*37%* abd	*28%*
Order fulfilment (sending ordered goods to customers)	**353**	76	81	111	84
	18%	*15%*	*16%*	*22%* abd	*17%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	**285**	52	70	94	68
	14%	*10%*	*14%* a	*19%* abd	*14%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**148**	37	34	39	38
	7%	*7%*	*7%*	*8%*	*8%*
Publications, such as magazines, periodicals, customer newsletters	**88**	13	24	22	29
	4%	*3%*	*5%* a	*4%*	*6%* a
Legal / accounts documents / tax forms	**11**	2	3	2	4
	1%	**%*	*1%*	**%*	*1%*
Goods / business supplies / large packets ordered via lorry	**7**	-	1	2	4
	****%***	*-%*	**%*	**%*	*1%* a
Refused	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
None of These	**305**	79	65	75	86
	15%	*16%*	*13%*	*15%*	*17%* b
Other	**5**	-	4	2	-
	****%***	*-%*	*1%*	**%*	*-%*

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 05/02/19

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

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2398**	500	897	500	501
Weighted total	**2000**	500	500	500	500
Don't Know	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Net: Letters, large letters, packets and parcels	**1367**	351	337	357	322
	68%	*70%*	*67%*	*71%*	*64%*
		d		d	
Net: Bulk mailings	**435**	80	108	138	109
	22%	*16%*	*22%*	*28%*	*22%*
			a	**abd**	a

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 12 Page 270

Letters and large letters (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending large letters (QV6a=1 or 2)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1606**	1018	359	148	81	588	338	305	103	62	127
Weighted total	**1218**	1152	41	16	9	66	367	293	78	37	37
0-24%	**236**	224	8	3	1	12	77	59	22	8	9
	19%	*19%* d	*21%* d	*16%*	*10%*	*18%*	*21%*	*20%*	*28%*	*21%*	*24%*
25-49%	**89**	83	3	2	1	6	26	18	7	5	4
	7%	*7%*	*8%*	*9%*	*7%*	*8%*	*7%*	*6%*	*9%*	*14%* b	*10%*
50-74%	**217**	205	6	4	2	12	60	65	11	4	9
	18%	*18%*	*15%*	*23%* b	*20%*	*18%*	*16%*	*22%*	*15%*	*12%*	*26%* **acd**
75-100%	**677**	640	23	8	6	37	204	151	37	20	15
	56%	*56%*	*56%*	*51%*	*62%*	*55%*	*56%* e	*52%* e	*48%*	*54%*	*40%*
Answered	**1218**	1152	41	16	9	66	367	293	78	37	37
Mean	**66.53**	66.58	65.04	64.66	70.87	65.75	65.88 e	65.13 e	59.29	65.11	57.88

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1606**	125	54	181	36	105	193	115	91	103	1003	212	198	193
Weighted total	**1218**	140	70	179	31	107	196	123	88	104	1038	62	62	56
0-24%	**236**	28	13	36	3	20	42	28	19	18	208	8	9	11
	19%	*20%*	*19%*	*20%* k	*9%*	*19%*	*21%* k	*23%* k	*22%*	*18%*	*20%* k	*13%*	*15%*	*19%*
25-49%	**89**	13	10	11	*	3	10	5	12	11	74	4	6	4
	7%	*9%*	*14%* **cdefgjk**	*6%*	*1%*	*3%*	*5%*	*4%*	*13%* **cdefgjk**	*10%* e	*7%*	*6%*	*10%* **eg**	*8%*
50-74%	**217**	28	15	34	2	17	42	23	8	19	189	11	11	6
	18%	*20%* **hm**	*22%* **hm**	*19%* **hm**	*7%*	*16%*	*21%* **dhm**	*19%* m	*9%*	*18%*	*18%* **hm**	*17%* m	*18%* **hm**	*10%*
75-100%	**677**	71	31	98	26	66	102	67	49	56	567	40	35	35
	56%	*51%*	*44%*	*55%*	*83%* **abcefghijk lm**	*62%* b	*52%*	*54%*	*56%*	*54%*	*55%*	*64%* **abfj**	*57%*	*63%* **abfj**
Answered	**1218**	140	70	179	31	107	196	123	88	104	1038	62	62	56
Mean	**66.53**	64.13	60.22	66.42	82.71 **abcfghijlm**	72.37 b	64.81	64.90	63.78	64.49	65.89	73.25 **abcfghij**	68.18	69.07

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

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

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1606**	36	153	35	175	364	53	140	648	1103	503	1377	229
Weighted total	**1218**	21	97	24	136	313	32	123	469	918	300	1087	131
0-24%	**236**	3	40	5	17	85	5	6	73	171	65	223	13
	19%	*13%*	*41%*	*22%*	*13%*	*27%*	*15%*	*5%*	*16%*	*19%*	*22%*	*20%*	*10%*
			acdefgh	g	g	**dgh**	g		g			b	
25-49%	**89**	1	11	1	7	36	2	6	25	62	26	83	6
	7%	*7%*	*11%*	*3%*	*5%*	*11%*	*6%*	*5%*	*5%*	*7%*	*9%*	*8%*	*5%*
			gh			**dgh**							
50-74%	**217**	4	7	7	32	55	7	21	83	162	55	197	20
	18%	*18%*	*8%*	*28%*	*24%*	*17%*	*23%*	*17%*	*18%*	*18%*	*18%*	*18%*	*15%*
				b	b	b	b	b	b				
75-100%	**677**	13	40	11	79	137	18	90	289	524	153	585	92
	56%	*62%*	*41%*	*47%*	*58%*	*44%*	*56%*	*73%*	*62%*	*57%*	*51%*	*54%*	*70%*
		be			**be**			**bcdefh**	**be**	b			a
Answered	**1218**	21	97	24	136	313	32	123	469	918	300	1087	131
Mean	**66.53**	72.96	50.54	61.99	71.24	57.78	70.29	80.70	70.55	67.55	63.40	65.14	78.09
		be			**be**	b	**be**	**bcdefh**	**be**	b			a

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

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1606**	1554	52	896	294	412
Weighted total	**1218**	1168	50	702	211	301
0-24%	**236**	225	11	104	41	90
	19%	*19%*	*22%*	*15%*	*20%*	*30%* **ab**
25-49%	**89**	86	2	40	9	39
	7%	*7%*	*4%*	*6%*	*4%*	*13%* **ab**
50-74%	**217**	212	5	117	37	61
	18%	*18%*	*10%*	*17%*	*18%*	*20%*
75-100%	**677**	645	32	441	124	111
	56%	*55%*	*63%*	*63%* c	*59%* c	*37%*
Answered	**1218**	1168	50	702	211	301
Mean	**66.53**	66.37	70.18	72.21 **bc**	67.20 c	52.94

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

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

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**1606**	1210	335	47	6	4	3	-	1	1545	61	424	786	396
Weighted total	**1218**	987	204	21	2	3	1	-	*	1191	27	411	576	231
0-24%	**236**	146	79	9	*	1	*	-	-	225	11	28	118	90
	19%	*15%*	*39%* **ai**	*44%* **ai**	*2%*	*19%*	*82%*	*-%*	*-%*	*19%* a	*39%* **ai**	*7%*	*20%* a	*39%* **ab**
25-49%	**89**	62	22	2	2	-	*	-	-	84	4	9	54	26
	7%	*6%*	*11%* **ai**	*10%*	*88%*	*-%*	*18%*	*-%*	*-%*	*7%*	*16%* **ai**	*2%*	*9%* a	*11%* a
50-74%	**217**	174	37	5	-	-	-	-	-	212	5	49	125	42
	18%	*18%*	*18%*	*23%*	*-%*	*-%*	*-%*	*-%*	*-%*	*18%*	*18%*	*12%*	*22%* a	*18%* a
75-100%	**677**	605	65	5	*	2	-	-	*	670	7	325	279	72
	56%	*61%* **bcij**	*32%*	*23%*	*9%*	*81%*	*-%*	*-%*	*100%*	*56%* **bcj**	*27%*	*79%* **bc**	*48%* c	*31%*
Answered	**1218**	987	204	21	2	3	1	-	*	1191	27	411	576	231
Mean	**66.53**	71.16 **bcij**	47.17	40.58	29.68	78.53	17.65	-	90.00	67.06 **bcj**	43.09	83.95 **bc**	62.04 c	46.69

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

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

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total	**1606**	1468	998	1606	620	518	1111	1412	108	42	30	9	4	1
Weighted total	**1218**	1087	703	1218	461	344	792	1113	54	27	17	3	4	*
0-24%	**236**	191	147	236	168	89	191	220	10	5	1	-	-	-
	19%	*18%*	*21%* a	*19%*	*36%* **abcef**	*26%* **abc**	*24%* **ac**	*20%* d	*19%*	*18%*	*5%*	*-%*	*-%*	*-%*
25-49%	**89**	80	62	89	76	42	78	78	4	3	2	1	*	-
	7%	*7%*	*9%*	*7%*	*16%* **abcf**	*12%* **abc**	*10%* **ac**	*7%*	*7%*	*12%*	*11%*	*38%*	*3%*	*-%*
50-74%	**217**	200	152	217	105	74	183	199	12	*	5	*	-	-
	18%	*18%*	*22%* c	*18%*	*23%* **ac**	*21%*	*23%* **ac**	*18%* c	*23%* c	*1%*	*30%* c	*2%*	*-%*	*-%*
75-100%	**677**	616	343	677	113	138	340	616	27	19	9	2	4	*
	56%	*57%* **bdef**	*49%* **def**	*56%* **bdef**	*25%*	*40%* d	*43%* d	*55%*	*51%*	*69%* b	*54%*	*60%*	*97%*	*100%*
Answered	**1218**	1087	703	1218	461	344	792	1113	54	27	17	3	4	*
Mean	**66.53**	67.59 **bdef**	62.16 **def**	66.53 **bdef**	43.20	54.41 d	57.05 d	66.34	64.35	72.52	72.36	70.35	81.09	90.00

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

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

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1606**	592	12	9	4	-	3	-	3	487	391	399	316	13
Weighted total	**1218**	441	7	7	5	-	*	-	*	450	298	284	176	11
0-24%	**236**	155	3	6	3	-	*	-	*	87	68	53	27	2
	19%	*35%*	*36%*	*98%*	*65%*	*-%*	*70%*	*-%*	*70%*	*19%*	*23%* d	*19%*	*15%*	*20%*
25-49%	**89**	71	3	*	2	-	-	-	-	18	23	32	15	-
	7%	*16%*	*37%*	*2%*	*35%*	*-%*	*-%*	*-%*	*-%*	*4%*	*8%* a	*11%* a	*9%* a	*-%*
50-74%	**217**	103	2	-	-	-	-	-	-	64	49	60	40	3
	18%	*23%*	*27%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*14%*	*17%*	*21%* a	*23%* **ab**	*30%*
75-100%	**677**	113	-	-	-	-	*	-	*	281	158	139	94	6
	56%	*26%*	*-%*	*-%*	*-%*	*-%*	*30%*	*-%*	*30%*	*63%* **bcd**	*53%*	*49%*	*53%*	*50%*
Answered	**1218**	441	7	7	5	-	*	-	*	450	298	284	176	11
Mean	**66.53**	44.33	28.98	7.87	12.57	-	41.27	-	41.27	71.22 **bcd**	63.55	62.52	66.11	65.51

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

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**1606**	216	141	150	103	10	350	33	236	1449	157	1530	76
Weighted total	**1218**	165	105	122	67	2	295	20	145	1100	118	1165	53
0-24%	**236**	38	39	50	39	1	141	5	22	178	58	221	15
	19%	*23%*	*37%* a	*41%* a	*58%* **abc**	*60%*	*48%* **bc**	*27%*	*15%*	*16%*	*49%* a	*19%*	*28%*
25-49%	**89**	18	19	28	9	*	50	4	22	73	16	85	4
	7%	*11%*	*18%*	*23%* a	*14%*	*17%*	*17%*	*20%*	*15%*	*7%*	*13%* a	*7%*	*8%*
50-74%	**217**	40	26	25	13	*	58	1	44	203	13	209	8
	18%	*24%*	*25%*	*21%*	*20%*	*11%*	*20%* b	*3%*	*31%* **ab**	*18%* b	*11%*	*18%*	*15%*
75-100%	**677**	68	20	19	6	*	46	10	58	646	31	650	27
	56%	*41%* **bcd**	*19%* d	*15%*	*8%*	*12%*	*16%*	*51%* a	*40%* a	*59%* b	*26%*	*56%*	*50%*
Answered	**1218**	165	105	122	67	2	295	20	145	1100	118	1165	53
Mean	**66.53**	55.60 **bcd**	40.96 d	35.78	29.96	29.09	34.93	57.48 a	57.83 a	69.47 b	39.20	66.83	59.97

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

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

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	***d**
Unweighted total	**1606**	66	130	224	33	453	167	477	1370	220	1
Weighted total	**1218**	49	103	177	19	331	130	340	1009	122	2
0-24%	**236**	27	52	80	3	100	67	62	173	28	-
	19%	*55%*	*50%*	*45%* b	*16%*	*30%*	*52%* a	*18%*	*17%*	*23%* b	*-%*
25-49%	**89**	10	17	25	2	52	23	30	68	9	-
	7%	*20%*	*16%*	*14%*	*13%*	*16%*	*18%*	*9%*	*7%*	*8%*	*-%*
50-74%	**217**	6	16	27	5	85	20	81	181	29	-
	18%	*12%*	*16%*	*15%*	*29%* a	*26%* b	*15%*	*24%* b	*18%*	*24%* b	*-%*
75-100%	**677**	6	18	45	8	94	20	165	586	56	2
	56%	*13%*	*18%*	*26%*	*41%*	*28%* b	*15%*	*49%*	*58%* **ac**	*46%*	*100%*
Answered	**1218**	49	103	177	19	331	130	340	1009	122	2
Mean	**66.53**	29.90	33.43	40.30	59.02 a	47.66 b	31.84	63.28	68.61 **ac**	60.36	80.00

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

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

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**1606**	384	877	164	-	391	424	140	6	1409	943	505	1220	999	15
Weighted total	**1218**	277	602	90	-	282	296	89	4	1044	668	368	907	692	5
0-24%	**236**	69	113	23	-	118	89	39	1	179	137	124	167	117	1
	19%	*25%* b	*19%*	*25%* b	*-%*	*42%* b	*30%*	*43%* b	*13%*	*17%*	*21%* a	*34%* **ab**	*18%*	*17%*	*20%*
25-49%	**89**	24	53	5	-	54	44	8	2	76	60	55	65	55	*
	7%	*9%*	*9%*	*6%*	*-%*	*19%* c	*15%*	*9%*	*42%*	*7%*	*9%*	*15%* **ab**	*7%*	*8%*	*4%*
50-74%	**217**	73	130	22	-	65	78	22	-	195	143	89	175	129	1
	18%	*26%*	*22%*	*24%*	*-%*	*23%*	*26%*	*25%*	*-%*	*19%*	*21%*	*24%* a	*19%*	*19%*	*22%*
75-100%	**677**	111	307	40	-	45	85	20	2	594	328	100	500	390	3
	56%	*40%*	*51%* a	*44%*	*-%*	*16%*	*29%* a	*22%*	*45%*	*57%* **bc**	*49%* c	*27%*	*55%*	*56%*	*54%*
Answered	**1218**	277	602	90	-	282	296	89	4	1044	668	368	907	692	5
Mean	**66.53**	57.35	63.83 a	58.86	-	37.22	47.89 **ac**	40.84	45.87	67.96 **bc**	62.34 c	46.07	66.65	67.68	64.89

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

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

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1606**	374	260	298	96	78	1114	952	39	17	11	12
Weighted total	**1218**	249	169	208	56	40	822	663	23	10	12	10
0-24%	**236**	76	52	87	22	15	137	114	4	2	9	7
	19%	*30%*	*31%*	*42%* ab	*40%*	*37%*	*17%*	*17%*	*19%*	*21%*	*76%*	*75%*
25-49%	**89**	46	30	38	9	6	63	52	*	3	2	*
	7%	*18%*	*18%*	*18%*	*17%*	*15%*	*8%*	*8%*	*%	*31%*	*17%*	*%
50-74%	**217**	69	36	49	11	9	162	119	7	2	*	2
	18%	*28%*	*21%*	*24%*	*20%*	*24%*	*20%*	*18%*	*30%*	*24%*	*2%*	*19%*
75-100%	**677**	58	50	34	13	10	460	378	12	2	1	*
	56%	*23%* c	*30%* c	*16%*	*24%*	*25%*	*56%*	*57%*	*51%*	*24%*	*4%*	*5%
Answered	**1218**	249	169	208	56	40	822	663	23	10	12	10
Mean	**66.53**	44.97 c	47.36 c	37.56	41.51	45.69 c	67.70	67.78	66.20	42.66	17.66	22.80

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

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

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	a	b	a	b
Unweighted total	**1606**	1543	1314	1557	1279	1572	916	1520	394	3	1337	47	227	1317
Weighted total	**1218**	1161	966	1170	940	1183	668	1139	239	5	1005	35	186	985
0-24%	**236**	225	188	229	196	228	142	215	59	-	186	13	39	184
	19%	*19%*	*19%*	*20%*	*21%*	*19%*	*21%*	*19%*	*24%* b	*-%*	*19%*	*38%* a	*21%*	*19%*
25-49%	**89**	87	80	88	77	88	61	86	24	-	66	1	34	51
	7%	*8%*	*8%*	*8%*	*8%*	*7%*	*9%*	*8%*	*10%*	*-%*	*7%*	*4%*	*18%* b	*5%*
50-74%	**217**	209	182	211	181	213	124	206	45	2	188	3	31	178
	18%	*18%*	*19%*	*18%*	*19%*	*18%*	*19%*	*18%*	*19%*	*38%*	*19%*	*9%*	*16%*	*18%*
75-100%	**677**	639	516	642	487	654	340	632	112	3	565	17	83	571
	56%	*55%*	*53%*	*55%*	*52%*	*55%*	*51%*	*55%* **ac**	*47%*	*62%*	*56%*	*49%*	*44%*	*58%* a
Answered	**1218**	1161	966	1170	940	1183	668	1139	239	5	1005	35	186	985
Mean	**66.53**	66.14	65.08	66.03	63.84	66.28	62.95	66.59 **ac**	59.62	81.24	67.30 b	56.66	58.18	68.47 a

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

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

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1606**	268	12	64	250	187	1116	296	175	75	1338	949	657
Weighted total	**1218**	210	7	50	189	131	863	216	131	69	1006	711	507
0-24%	**236**	88	1	22	74	47	156	31	53	25	156	133	103
	19%	*42%*	*11%*	*44%*	*39%*	*36%* **bc**	*18%*	*15%*	*40%* c	*36%* c	*16%*	*19%*	*20%*
25-49%	**89**	27	*	8	23	6	65	18	17	8	64	50	38
	7%	*13%*	*2%*	*17%*	*12%*	*5%*	*7%*	*8%*	*13%* c	*12%*	*6%*	*7%*	*8%*
50-74%	**217**	30	2	14	24	28	157	30	23	7	182	138	78
	18%	*14%*	*25%*	*28%* b	*13%*	*21%* c	*18%*	*14%*	*18%*	*10%*	*18%*	*19%* b	*15%*
75-100%	**677**	65	4	5	69	50	486	137	39	29	605	390	287
	56%	*31%*	*62%*	*11%*	*37%* a	*38%*	*56%* a	*64%* **ab**	*30%*	*42%*	*60%* **ab**	*55%*	*57%*
Answered	**1218**	210	7	50	189	131	863	216	131	69	1006	711	507
Mean	**66.53**	44.52	72.66	33.73	48.04 a	52.90	67.35 a	71.56 a	45.37	50.36	70.44 **ab**	66.26	66.91

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

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

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**1606**	387	59	150	79	115	53	208	134	91	185	31	91
Weighted total	**1218**	152	17	51	25	41	19	82	50	34	64	11	47
0-24%	**236**	24	3	15	7	13	5	14	9	5	12	*	6
	19%	*16%*	*15%*	*30%* **ab**	*29%* a	*31%* **cd**	*26%*	*17%*	*19%*	*15%*	*19%* c	*3%*	*13%*
25-49%	**89**	14	1	11	7	7	6	9	6	3	6	2	2
	7%	*9%*	*6%*	*22%* **ab**	*30%* **ab**	*18%*	*34%* **acd**	*11%*	*11%*	*10%*	*9%*	*19%* d	*5%*
50-74%	**217**	34	5	12	6	11	3	19	11	7	14	3	10
	18%	*23%*	*28%*	*23%*	*26%*	*27%*	*15%*	*23%*	*22%*	*22%*	*21%*	*27%*	*21%*
75-100%	**677**	80	9	13	4	10	5	40	24	18	33	6	29
	56%	*53%* **cd**	*51%* **cd**	*25%*	*15%*	*25%*	*25%*	*49%* **ab**	*48%* **ab**	*53%*	*51%*	*51%*	*61%*
Answered	**1218**	152	17	51	25	41	19	82	50	34	64	11	47
Mean	**66.53**	65.72 **cd**	65.38 **cd**	45.33	40.78	46.50	44.42	63.85 **ab**	61.66 **ab**	67.26	63.17	70.57	70.65

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

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

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	*c	d	e	f	g	h	i	j	k	l
Unweighted total	**1606**	254	74	22	412	97	86	135	97	114	134	86	95
Weighted total	**1218**	205	82	32	164	69	66	97	92	136	96	98	81
0-24%	**236**	48	18	4	26	15	11	15	23	28	17	17	15
	19%	*23%* d	*21%*	*11%*	*16%*	*22%*	*17%*	*15%*	*25%* d	*20%*	*18%*	*17%*	*19%*
25-49%	**89**	16	4	4	15	4	2	8	7	11	5	7	5
	7%	*8%*	*5%*	*11%*	*9%* f	*6%*	*3%*	*8%*	*8%*	*8%*	*6%*	*8%*	*6%*
50-74%	**217**	29	20	7	34	10	14	16	14	26	13	19	13
	18%	*14%*	*25%* a	*23%*	*21%* a	*14%*	*21%*	*16%*	*15%*	*19%*	*14%*	*19%*	*17%*
75-100%	**677**	112	40	18	89	40	39	58	48	71	61	55	47
	56%	*55%*	*49%*	*55%*	*54%*	*58%*	*59%*	*60%*	*52%*	*52%*	*63%* b	*57%*	*58%*
Answered	**1218**	205	82	32	164	69	66	97	92	136	96	98	81
Mean	**66.53**	64.65	63.80	67.37	66.43	66.23	69.39	69.90	62.14	64.41	71.73 h	68.08	68.25

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

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

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**1606**	350	595	346	315
Weighted total	**1218**	319	299	325	275
0-24%	**236**	69	52	65	49
	19%	*22%*	*18%*	*20%*	*18%*
25-49%	**89**	24	20	27	18
	7%	*8%*	*7%*	*8%*	*6%*
50-74%	**217**	57	58	57	45
	18%	*18%*	*19%*	*17%*	*16%*
75-100%	**677**	169	168	177	163
	56%	*53%*	*56%*	*54%*	*59%*
Answered	**1218**	319	299	325	275
Mean	**66.53**	64.71	67.04	65.42	69.41

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 13 Page 286

Parcels and packets (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending parcels and packets (QV6a=3)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**769**	489	158	79	43	280	155	149	47	31	62
Weighted total	**609**	576	20	8	5	33	183	155	39	17	19
0-24%	**157**	141	8	5	4	16	37	43	7	8	6
	26%	*24%*	*39%*	*55%*	*80%*	*50%*	*20%*	*27%*	*18%*	*44%*	*31%*
			a	**ab**	**abce**	**ab**				**ac**	
25-49%	**94**	88	4	2	*	6	33	25	3	1	5
	15%	*15%*	*18%*	*18%*	*8%*	*17%*	*18%*	*16%*	*8%*	*3%*	*25%*
							d				**cd**
50-74%	**103**	99	3	1	1	4	24	28	9	4	2
	17%	*17%*	*15%*	*10%*	*12%*	*13%*	*13%*	*18%*	*22%*	*24%*	*9%*
75-100%	**255**	248	5	1	-	7	88	60	20	5	7
	42%	*43%*	*27%*	*17%*	*-%*	*20%*	*48%*	*39%*	*52%*	*28%*	*35%*
		bcde	d	d		d	d		d		
Answered	**609**	576	20	8	5	33	183	155	39	17	19
Mean	**55.13**	56.18	43.40	34.11	15.87	36.74	58.95	53.72	61.39	40.91	46.61
		bcde	**cde**	d		d	**de**		**de**		

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**769**	62	30	102	13	45	96	56	56	53	513	102	79	75
Weighted total	**609**	73	41	102	10	45	103	57	55	49	534	29	25	20
0-24%	**157**	20	14	26	6	7	32	6	11	9	132	12	9	5
	26%	*27%*	*35%*	*26%*	*62%*	*16%*	*31%*	*11%*	*20%*	*18%*	*25%*	*40%*	*36%*	*22%*
		g	g	g			g				g	**ceghijm**	**egij**	
25-49%	**94**	14	9	11	-	7	14	7	4	12	79	5	4	6
	15%	*19%*	*23%*	*11%*	*-%*	*16%*	*13%*	*12%*	*7%*	*25%*	*15%*	*19%*	*16%*	*28%*
			h							**ch**		h		**cfghj**
50-74%	**103**	9	6	20	-	6	18	7	13	11	91	4	4	5
	17%	*13%*	*14%*	*19%*	*-%*	*14%*	*17%*	*13%*	*24%*	*23%*	*17%*	*12%*	*15%*	*24%*
									k					k
75-100%	**255**	30	11	44	4	25	40	36	27	17	233	9	8	5
	42%	*41%*	*27%*	*44%*	*38%*	*54%*	*39%*	*63%*	*48%*	*34%*	*44%*	*29%*	*33%*	*25%*
				km		**biklm**		**abcfijklm**	**km**		**km**			
Answered	**609**	73	41	102	10	45	103	57	55	49	534	29	25	20
Mean	**55.13**	51.57	43.67	56.42	37.54	64.43	51.81	69.27	64.98	55.14	56.37	42.92	48.11	48.91
				k		**bfklm**		**abcfijklm**	**abfklm**	k	**kl**			

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 13 (continuation)

Parcels and packets (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending parcels and packets (QV6a=3)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	d	e	***f**	g	h	a	b	a	b
Unweighted total	**769**	10	120	17	50	259	22	36	253	538	231	675	94
Weighted total	**609**	4	85	8	39	234	12	37	188	464	145	561	48
0-24%	**157**	1	12	2	16	33	4	24	67	116	41	140	17
	26%	*24%*	*14%*	*21%*	*40%* **be**	*14%*	*31%*	*64%* **bdeh**	*36%* **be**	*25%*	*29%*	*25%*	*35%* a
25-49%	**94**	2	10	4	10	31	2	5	29	66	28	82	11
	15%	*41%*	*12%*	*48%*	*27%* **beh**	*13%*	*16%*	*15%*	*15%*	*14%*	*19%*	*15%*	*23%* a
50-74%	**103**	1	15	*	6	42	2	5	32	88	15	99	4
	17%	*35%*	*17%*	*6%*	*15%*	*18%*	*15%*	*14%*	*17%*	*19%* b	*11%*	*18%* b	*9%*
75-100%	**255**	-	48	2	7	128	5	3	60	195	60	239	16
	42%	*-%*	*56%* **dgh**	*25%*	*18%*	*55%* **dgh**	*38%*	*7%*	*32%* **dg**	*42%*	*41%*	*43%*	*32%*
Answered	**609**	4	85	8	39	234	12	37	188	464	145	561	48
Mean	**55.13**	38.72	66.64 **dgh**	40.55	35.82	66.32 **dgh**	51.58	24.94	46.70 **dg**	56.02	52.25	55.89 b	46.33

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**769**	746	23	323	135	303
Weighted total	**609**	586	23	267	95	237
0-24%	**157**	154	3	79	30	48
	26%	*26%*	*13%*	*30%* c	*32%* c	*20%*
25-49%	**94**	89	5	36	19	37
	15%	*15%*	*20%*	*14%*	*20%*	*16%*
50-74%	**103**	100	4	49	13	41
	17%	*17%*	*16%*	*18%*	*13%*	*17%*
75-100%	**255**	243	12	102	33	112
	42%	*41%*	*51%*	*38%*	*35%*	*47%* **ab**
Answered	**609**	586	23	267	95	237
Mean	**55.13**	54.75	64.51	51.57	50.07	60.06 **ab**

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

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

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**769**	460	247	49	6	4	2	-	1	707	62	85	375	309
Weighted total	**609**	406	176	21	3	3	*	-	*	582	27	85	321	203
0-24%	**157**	104	45	5	*	2	-	-	*	150	7	33	72	53
	26%	*26%*	*26%*	*23%*	*8%*	*85%*	*-%*	*-%*	*100%*	*26%*	*27%*	*39%* **bc**	*22%*	*26%*
25-49%	**94**	65	25	3	*	-	-	-	-	90	4	13	52	28
	15%	*16%*	*14%*	*15%*	*18%*	*-%*	*-%*	*-%*	*-%*	*15%*	*14%*	*16%*	*16%*	*14%*
50-74%	**103**	81	18	2	2	-	-	-	-	99	4	10	71	22
	17%	*20%* b	*10%*	*11%*	*69%*	*-%*	*-%*	*-%*	*-%*	*17%* b	*15%*	*12%*	*22%* **ac**	*11%*
75-100%	**255**	155	88	11	*	*	*	-	-	243	12	29	126	100
	42%	*38%*	*50%* **ai**	*51%*	*6%*	*15%*	*100%*	*-%*	*-%*	*42%*	*43%*	*34%*	*39%*	*49%* **ab**
Answered	**609**	406	176	21	3	3	*	-	*	582	27	85	321	203
Mean	**55.13**	53.73	57.73	64.21 a	57.95	17.07	80.00	-	8.00	54.94	59.17	47.49	55.38	57.92 a

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

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

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**769**	557	494	620	769	277	591	521	57	18	15	5	3	1
Weighted total	**609**	403	342	461	609	184	453	412	25	10	9	2	4	*
0-24%	**157**	143	113	156	157	53	131	129	12	6	4	*	4	*
	26%	*36%* df	*33%* d	*34%* d	*26%*	*29%*	*29%*	*31%*	*49%* a	*64%*	*45%*	*29%*	*100%*	*100%*
25-49%	**94**	80	72	87	94	40	76	79	2	2	5	-	-	-
	15%	*20%* d	*21%* d	*19%*	*15%*	*22%* d	*17%*	*19%* b	*6%*	*18%*	*52%*	*-%*	*-%*	*-%*
50-74%	**103**	79	66	89	103	32	85	82	5	1	*	1	-	-
	17%	*20%*	*19%*	*19%*	*17%*	*17%*	*19%*	*20%*	*21%*	*6%*	**%*	*71%*	*-%*	*-%*
75-100%	**255**	100	90	129	255	58	161	121	6	1	*	-	-	-
	42%	*25%*	*26%*	*28%*	*42%* **abcef**	*32%* a	*36%* **abc**	*29%*	*24%*	*11%*	*3%*	*-%*	*-%*	*-%*
Answered	**609**	403	342	461	609	184	453	412	25	10	9	2	4	*
Mean	**55.13**	42.24	43.58	44.34	55.13 **abcef**	47.09 a	50.68 **abc**	45.97	39.02	22.38	19.28	50.63	17.31	8.00

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

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

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	***b**	***c**	***d**	***e**	***f**	***g**	***h**	a	b	c	d	***e**
Unweighted total	**769**	733	17	11	4	1	3	-	4	125	146	173	171	5
Weighted total	**609**	586	10	7	5	*	*	-	1	119	112	134	92	4
0-24%	**157**	157	-	-	-	-	*	-	*	29	42	40	42	2
	26%	*27%*	*-%*	*-%*	*-%*	*-%*	*30%*	*-%*	*24%*	*24%*	*38%* a	*30%*	*46%* **ac**	*42%*
25-49%	**94**	89	2	-	2	-	-	-	-	16	19	32	19	-
	15%	*15%*	*24%*	*-%*	*34%*	*-%*	*-%*	*-%*	*-%*	*14%*	*17%*	*24%* a	*21%*	*-%*
50-74%	**103**	98	3	1	2	-	-	-	-	24	22	28	15	-
	17%	*17%*	*27%*	*14%*	*35%*	*-%*	*-%*	*-%*	*-%*	*20%*	*20%*	*21%*	*17%*	*-%*
75-100%	**255**	242	5	6	2	*	*	-	*	49	28	34	15	2
	42%	*41%*	*48%*	*86%*	*31%*	*100%*	*70%*	*-%*	*76%*	*41%* **bcd**	*25%* d	*25%* d	*16%*	*58%*
Answered	**609**	586	10	7	5	*	*	-	1	119	112	134	92	4
Mean	**55.13**	54.41	66.86	87.08	70.24	95.00	57.46	-	65.57	54.50 **bcd**	42.04	42.79 d	35.80	54.67

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

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**769**	256	177	197	126	12	465	38	263	589	180	579	41
Weighted total	**609**	208	139	169	85	5	411	24	171	454	155	440	21
0-24%	**157**	88	30	27	12	*	72	11	75	147	10	150	5
	26%	*42%* **bcd**	*22%*	*16%*	*14%*	*5%*	*17%*	*44%* a	*44%* a	*32%* b	*6%*	*34%*	*24%*
25-49%	**94**	27	34	23	10	*	59	*	33	86	8	87	*
	15%	*13%*	*24%* **acd**	*13%*	*12%*	*8%*	*14%* b	*2%*	*19%* b	*19%* b	*5%*	*20%* b	*2%*
50-74%	**103**	28	23	34	17	*	72	6	25	72	32	83	7
	17%	*13%*	*17%*	*20%*	*20%*	*8%*	*18%*	*24%*	*15%*	*16%*	*20%*	*19%*	*32%* a
75-100%	**255**	65	52	85	46	4	209	7	38	149	106	120	9
	42%	*31%*	*37%*	*50%* **ab**	*54%* **ab**	*80%*	*51%* **bc**	*31%*	*22%*	*33%*	*68%* a	*27%*	*43%* a
Answered	**609**	208	139	169	85	5	411	24	171	454	155	440	21
Mean	**55.13**	44.25	52.67 a	62.92 **ab**	67.75 **ab**	85.67	62.58 **bc**	47.34	38.32	47.64	76.97 a	43.77	56.12 a

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

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

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**769**	77	164	178	18	531	238	233	498	128	-
Weighted total	**609**	62	137	145	7	402	207	150	355	63	-
0-24%	**157**	11	19	29	1	135	23	46	134	21	-
	26%	*19%*	*14%*	*20%*	*20%*	*34%* b	*11%*	*31%*	*38%*	*33%*	-%
25-49%	**94**	4	24	26	2	66	28	26	75	11	-
	15%	*7%*	*17%* a	*18%*	*28%*	*16%*	*14%*	*17%*	*21%*	*17%*	-%
50-74%	**103**	7	24	24	3	65	38	41	62	19	-
	17%	*12%*	*18%*	*17%*	*48%*	*16%*	*18%*	*27%* b	*17%*	*30%* b	-%
75-100%	**255**	39	70	66	*	136	118	37	84	13	-
	42%	*63%*	*51%*	*46%*	*5%*	*34%*	*57%* a	*25%*	*24%*	*20%*	-%
Answered	**609**	62	137	145	7	402	207	150	355	63	-
Mean	**55.13**	66.90	63.64	57.19	42.04	48.18	68.61 a	45.31 b	40.46	41.83	-

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

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

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**769**	220	424	110	-	507	502	180	6	526	462	594	472	376	10
Weighted total	**609**	148	284	56	-	394	371	121	4	387	327	448	341	257	2
0-24%	**157**	38	105	17	-	75	117	24	2	139	109	140	120	97	1
	26%	*25%*	*37%* a	*30%*	*-%*	*19%*	*31%* **ac**	*20%*	*39%*	*36%*	*33%*	*31%*	*35%*	*38%*	*35%*
25-49%	**94**	32	57	8	-	50	66	14	2	80	69	73	60	53	*
	15%	*22%*	*20%*	*13%*	*-%*	*13%*	*18%* **ac**	*11%*	*45%*	*21%*	*21%* c	*16%*	*18%*	*21%*	*5%*
50-74%	**103**	37	54	15	-	76	62	24	*	74	63	73	68	47	1
	17%	*25%*	*19%*	*27%*	*-%*	*19%*	*17%*	*20%*	*3%*	*19%*	*19%*	*16%*	*20%*	*18%*	*44%*
75-100%	**255**	41	67	16	-	193	127	59	1	93	86	161	93	59	*
	42%	*28%*	*24%*	*30%*	*-%*	*49%* b	*34%*	*49%* b	*13%*	*24%*	*26%*	*36%* **ab**	*27%*	*23%*	*16%*
Answered	**609**	148	284	56	-	394	371	121	4	387	327	448	341	257	2
Mean	**55.13**	47.67 b	41.06	47.04	-	61.68 b	49.20	60.47 b	33.86	41.57	43.46	49.93 **ab**	43.68	40.15	39.07

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

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

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**769**	423	297	367	117	92	485	381	20	13	16	13
Weighted total	**609**	291	204	274	75	52	345	265	15	9	17	10
0-24%	**157**	88	65	55	16	15	111	93	4	2	1	*
	26%	*30%*	*32%*	*20%*	*21%*	*28%*	*32%*	*35%*	*26%*	*21%*	*3%*	*5%*
		c	**cd**									
25-49%	**94**	56	35	39	8	7	61	49	5	3	-	2
	15%	*19%*	*17%*	*14%*	*11%*	*13%*	*18%*	*19%*	*36%*	*33%*	*-%*	*17%*
		d										
50-74%	**103**	62	40	59	17	11	65	48	1	*	4	1
	17%	*21%*	*20%*	*22%*	*22%*	*21%*	*19%*	*18%*	*7%*	*3%*	*24%*	*8%*
75-100%	**255**	86	64	121	34	19	108	75	5	4	12	7
	42%	*29%*	*32%*	*44%*	*46%*	*37%*	*31%*	*28%*	*31%*	*43%*	*73%*	*70%*
				ab	**ab**							
Answered	**609**	291	204	274	75	52	345	265	15	9	17	10
Mean	**55.13**	47.57	47.65	58.38	58.89	52.90	47.37	44.07	48.59	53.83	79.03	71.90
				ab	**ab**							

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

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

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	a	***b**	a	b
Unweighted total	**769**	731	658	740	697	751	504	724	257	1	597	24	141	547
Weighted total	**609**	574	500	582	533	589	381	561	168	*	448	21	128	404
0-24%	**157**	152	136	152	137	153	94	150	34	-	136	4	26	127
	26%	*27%*	*27%*	*26%*	*26%*	*26%*	*25%*	*27%* c	*20%*	*-%*	*30%*	*19%*	*21%*	*31%* a
25-49%	**94**	91	87	93	87	92	58	88	20	-	80	2	20	71
	15%	*16%*	*17%*	*16%*	*16%*	*16%*	*15%*	*16%*	*12%*	*-%*	*18%*	*9%*	*16%*	*18%*
50-74%	**103**	97	83	100	93	103	70	96	34	-	67	2	35	56
	17%	*17%*	*17%*	*17%*	*17%*	*17%*	*18%*	*17%*	*21%*	*-%*	*15%*	*7%*	*27%* b	*14%*
75-100%	**255**	233	194	236	216	241	160	227	80	*	165	14	47	150
	42%	*41%*	*39%*	*41%*	*41%*	*41%*	*42%*	*40%*	*48%* b	*100%*	*37%*	*65%*	*36%*	*37%*
Answered	**609**	574	500	582	533	589	381	561	168	*	448	21	128	404
Mean	**55.13**	54.09	52.69	54.32	54.32	54.64	55.45	53.98	61.05 **ab**	99.00	50.25	67.65	54.82	50.11

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

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

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**769**	269	10	70	240	140	517	107	173	58	529	429	340
Weighted total	**609**	234	3	59	202	103	426	75	149	53	402	329	280
0-24%	**157**	32	1	5	30	27	106	22	19	7	131	94	64
	26%	*14%*	*21%*	*8%*	*15%*	*26%*	*25%*	*30%*	*13%*	*13%*	*33%* **ab**	*28%*	*23%*
25-49%	**94**	27	*	5	25	8	74	11	15	1	78	51	43
	15%	*12%*	*3%*	*8%*	*13%*	*8%*	*17%* a	*14%*	*10%* b	*2%*	*19%* **ab**	*15%*	*15%*
50-74%	**103**	35	1	12	32	13	79	11	24	12	64	63	40
	17%	*15%*	*16%*	*21%*	*16%*	*13%*	*19%*	*15%*	*16%*	*23%*	*16%*	*19%*	*14%*
75-100%	**255**	139	2	37	115	54	166	31	91	33	128	122	133
	42%	*59%*	*60%*	*63%*	*57%*	*53%* b	*39%*	*41%*	*61%* c	*63%* c	*32%*	*37%*	*47%* a
Answered	**609**	234	3	59	202	103	426	75	149	53	402	329	280
Mean	**55.13**	68.05	71.92	74.10	66.39	60.73 c	54.36	51.14	69.14 c	75.07 c	47.18	51.44	59.45 a

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

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

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	a	b	c	d	a	b	*c	d
Unweighted total	**769**	164	22	177	91	126	57	111	66	49	86	16	38
Weighted total	**609**	59	3	69	34	49	21	44	24	17	35	5	19
0-24%	**157**	19	1	18	6	16	6	15	9	5	7	2	6
	26%	*32%* d	*41%*	*27%*	*17%*	*32%*	*31%*	*33%*	*38%*	*29%*	*20%*	*40%*	*31%*
25-49%	**94**	12	*	12	6	10	4	10	3	5	4	1	2
	15%	*20%*	*3%*	*17%*	*18%*	*20%*	*18%*	*22%*	*13%*	*27%* b	*13%*	*31%*	*12%*
50-74%	**103**	13	1	10	8	5	6	8	5	1	8	1	3
	17%	*21%*	*42%*	*14%*	*23%*	*11%*	*28%* a	*18%*	*23%* a	*8%*	*22%* a	*21%*	*15%*
75-100%	**255**	16	*	29	14	19	5	12	6	6	16	*	8
	42%	*26%*	*14%*	*42%* a	*42%* a	*38%* b	*23%*	*27%*	*26%*	*36%*	*45%*	*9%*	*42%*
Answered	**609**	59	3	69	34	49	21	44	24	17	35	5	19
Mean	**55.13**	45.54	40.34	55.79 a	58.94 a	50.11	45.74	44.80	44.50	49.31	60.09	35.23	55.87

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 13 (continuation)

Parcels and packets (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending parcels and packets (QV6a=3)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	***c**	d	e	f	g	h	i	j	k	l
Unweighted total	**769**	118	32	12	199	37	49	57	55	64	72	39	35
Weighted total	**609**	89	38	17	81	27	34	43	58	83	56	51	32
0-24%	**157**	26	13	7	20	7	9	16	20	16	10	11	3
	26%	*30%*	*34%*	*40%*	*24%*	*26%*	*26%*	*37%*	*34%*	*19%*	*19%*	*21%*	*9%*
		l	l		l			**ijl**	**jl**				
25-49%	**94**	13	10	*	13	5	3	5	9	9	10	9	7
	15%	*15%*	*26%*	*3%*	*16%*	*19%*	*10%*	*12%*	*16%*	*11%*	*17%*	*17%*	*22%*
50-74%	**103**	11	5	2	13	9	6	14	7	16	9	10	2
	17%	*13%*	*14%*	*10%*	*16%*	*32%*	*18%*	*31%*	*13%*	*19%*	*17%*	*19%*	*6%*
						adhl		**adhl**					
75-100%	**255**	38	10	8	36	6	16	9	21	42	27	22	20
	42%	*43%*	*27%*	*47%*	*44%*	*23%*	*46%*	*20%*	*37%*	*51%*	*47%*	*43%*	*63%*
		eg			**eg**		**eg**			**beg**	**eg**	g	**abdegh**
Answered	**609**	89	38	17	81	27	34	43	58	83	56	51	32
Mean	**55.13**	54.54	46.14	54.74	57.58	48.15	59.48	42.05	48.12	60.80	61.69	56.37	64.80
		g			g		g			g	**begh**	g	**begh**

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

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

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**769**	162	285	176	146
Weighted total	**609**	144	142	184	139
0-24%	**157**	46	36	52	24
	26%	*32%*	*25%*	*28%*	*17%*
		d		d	
25-49%	**94**	24	21	23	25
	15%	*16%*	*15%*	*13%*	*18%*
50-74%	**103**	18	28	37	21
	17%	*12%*	*19%*	*20%*	*15%*
75-100%	**255**	56	58	72	69
	42%	*39%*	*41%*	*39%*	*49%*
Answered	**609**	144	142	184	139
Mean	**55.13**	52.35	56.26	52.38	60.47
					ac

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 14

Other post items (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending other postal items (QV6a=4-8 or 98)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1645**	1086	346	134	79	559	378	326	105	64	133
Weighted total	**1272**	1209	39	15	9	63	410	317	83	39	43
0-24%	**621**	585	22	9	5	36	170	159	43	22	21
	49%	*48%*	*57%* a	*58%* a	*59%*	*57%* a	*41%*	*50%* a	*52%*	*56%* a	*50%*
25-49%	**101**	95	3	1	1	6	37	24	7	*	4
	8%	*8%*	*9%*	*8%*	*12%*	*9%*	*9%* d	*8%* d	*8%* d	*1%*	*10%* d
50-74%	**125**	117	5	2	1	7	41	34	3	6	4
	10%	*10%*	*12%*	*15%*	*7%*	*12%*	*10%*	*11%* c	*4%*	*15%* c	*10%*
75-100%	**425**	411	9	3	2	14	162	100	30	11	13
	33%	*34%* **bcde**	*23%*	*19%*	*22%*	*22%*	*40%* b	*31%*	*36%*	*27%*	*30%*
Answered	**1272**	1209	39	15	9	63	410	317	83	39	43
Mean	**43.16**	43.64 **bcde**	34.97	32.43	31.94	33.95	49.51 **bde**	41.94	40.47	37.88	39.29

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1645**	117	65	172	39	85	201	122	104	116	1021	206	202	216
Weighted total	**1272**	136	82	180	39	84	207	127	104	122	1080	65	62	65
0-24%	**621**	67	33	95	18	45	102	65	56	50	530	32	30	29
	49%	*49%*	*40%*	*53%* i	*45%*	*53%*	*50%*	*51%*	*54%*	*41%*	*49%*	*49%*	*49%*	*45%*
25-49%	**101**	12	3	10	2	7	19	6	10	13	82	9	5	6
	8%	*9%*	*4%*	*6%*	*5%*	*8%*	*9%*	*5%*	*10%*	*11%*	*8%*	*13%* **bcgj**	*8%*	*9%*
50-74%	**125**	18	17	18	2	8	14	16	5	12	110	3	8	4
	10%	*13%* **hkmcdfhijkm**	*21%*	*10%*	*6%*	*10%*	*7%*	*12%* **hkm**	*5%*	*10%*	*10%* k	*5%*	*12%* **hkm**	*6%*
75-100%	**425**	39	29	58	17	24	71	40	33	47	358	21	19	26
	33%	*29%*	*35%*	*32%*	*44%*	*29%*	*34%*	*32%*	*32%*	*39%*	*33%*	*33%*	*31%*	*40%* **aj**
Answered	**1272**	136	82	180	39	84	207	127	104	122	1080	65	62	65
Mean	**43.16**	40.41	49.99	41.14	50.13	39.22	42.88	41.43	38.54	49.60 h	42.97	42.36	42.02	48.25

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

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

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1645**	43	179	42	176	445	54	110	595	1113	532	1453	192
Weighted total	**1272**	27	117	32	133	388	35	86	452	943	329	1159	113
0-24%	**621**	6	62	9	53	186	17	57	230	455	166	563	58
	49%	*21%*	*53%*	*27%*	*40%*	*48%*	*47%*	*66%*	*51%*	*48%*	*51%*	*49%*	*51%*
			acd		a	**ac**	**ac**	**abcdefh**	**acd**				
25-49%	**101**	2	13	1	11	29	4	12	31	75	26	88	13
	8%	*6%*	*11%*	*3%*	*8%*	*7%*	*12%*	*14%*	*7%*	*8%*	*8%*	*8%*	*12%*
								eh					
50-74%	**125**	4	5	6	22	29	1	11	47	91	34	121	4
	10%	*14%*	*4%*	*20%*	*16%*	*7%*	*4%*	*13%*	*10%*	*10%*	*10%*	*10%*	*4%*
		b		**befh**	**befh**			**be**	b			b	
75-100%	**425**	16	38	16	48	144	13	6	145	322	103	387	38
	33%	*59%*	*32%*	*50%*	*36%*	*37%*	*37%*	*7%*	*32%*	*34%*	*31%*	*33%*	*33%*
		bdefgh	g	**bgh**	g	g	g		g				
Answered	**1272**	27	117	32	133	388	35	86	452	943	329	1159	113
Mean	**43.16**	68.55	40.33	59.24	47.65	45.50	45.45	23.67	41.62	43.83	41.22	43.16	43.14
		bdefgh	g	**begh**	g	g	g		g				

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

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1645**	1577	68	870	304	464
Weighted total	**1272**	1208	64	677	232	357
0-24%	**621**	603	18	277	123	219
	49%	*50%*	*29%*	*41%*	*53%*	*61%*
		b			a	**ab**
25-49%	**101**	98	3	49	23	28
	8%	*8%*	*5%*	*7%*	*10%*	*8%*
50-74%	**125**	116	9	79	19	27
	10%	*10%*	*13%*	*12%*	*8%*	*8%*
				c		
75-100%	**425**	391	34	272	67	83
	33%	*32%*	*53%*	*40%*	*29%*	*23%*
			a	**bc**		
Answered	**1272**	1208	64	677	232	357
Mean	**43.16**	42.07	63.55	50.32	39.03	31.95
			a	**bc**	c	

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

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

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**1645**	1202	371	55	8	5	3	-	1	1573	72	435	767	443
Weighted total	**1272**	1000	239	26	5	3	1	-	*	1238	34	402	598	273
0-24%	**621**	441	157	18	2	3	*	-	*	598	23	142	300	180
	49%	*44%*	*66%* **ai**	*69%* **ai**	*49%*	*91%*	*82%*	*-%*	*100%*	*48%* a	*68%* **ai**	*35%*	*50%* a	*66%* **ab**
25-49%	**101**	83	18	*	-	-	-	-	-	101	*	13	70	18
	8%	*8%* **cj**	*8%* j	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%* **cj**	**%*	*3%*	*12%* **ac**	*7%* a
50-74%	**125**	105	19	*	-	-	*	-	-	124	1	36	69	20
	10%	*11%* **cj**	*8%*	*2%*	*-%*	*-%*	*18%*	*-%*	*-%*	*10%* **cj**	*2%*	*9%*	*12%* c	*7%*
75-100%	**425**	370	45	7	2	*	-	-	-	415	10	211	159	55
	33%	*37%* b	*19%*	*29%*	*51%*	*9%*	*-%*	*-%*	*-%*	*34%* b	*30%* b	*53%* **bc**	*27%* c	*20%*
Answered	**1272**	1000	239	26	5	3	1	-	*	1238	34	402	598	273
Mean	**43.16**	47.06 **bcij**	28.37	31.86	51.17	9.27	16.47	-	2.00	43.46 **bcj**	32.33	60.01 **bc**	38.35 c	28.86

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

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

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1645**	1104	800	1185	614	623	1539	1012	95	39	26	7	4	1
Weighted total	**1272**	780	537	849	469	435	1190	756	46	26	14	3	4	*
0-24%	**621**	507	361	551	357	231	586	486	32	17	9	3	4	*
	49%	*65%*	*67%*	*65%*	*76%*	*53%*	*49%*	*64%*	*71%*	*66%*	*68%*	*100%*	*97%*	*100%*
		ef	**ef**	**ef**	**abcef**									
25-49%	**101**	88	67	93	59	49	95	83	7	4	*	-	-	-
	8%	*11%*	*12%*	*11%*	*13%*	*11%*	*8%*	*11%*	*15%*	*14%*	*1%*	*-%*	*-%*	*-%*
		f	f	f	f	f								
50-74%	**125**	108	64	114	33	41	117	105	2	3	4	-	*	-
	10%	*14%*	*12%*	*13%*	*7%*	*9%*	*10%*	*14%*	*5%*	*12%*	*27%*	*-%*	*3%*	*-%*
		def	d	**def**			d	b						
75-100%	**425**	77	45	91	20	114	392	83	4	2	1	-	-	-
	33%	*10%*	*8%*	*11%*	*4%*	*26%*	*33%*	*11%*	*10%*	*8%*	*4%*	*-%*	*-%*	*-%*
		d	d	d		**abcd**	**abcde**							
Answered	**1272**	780	537	849	469	435	1190	756	46	26	14	3	4	*
Mean	**43.16**	23.50	21.74	24.05	15.80	37.07	42.73	24.52	20.44	20.61	21.09	1.66	2.09	2.00
		d	d	d		**abcd**	**abcde**							

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

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

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1645**	580	17	9	4	1	3	-	4	273	293	319	288	11
Weighted total	**1272**	448	10	5	5	*	*	-	1	236	214	233	156	9
0-24%	**621**	341	8	4	3	*	*	-	1	148	122	157	117	6
	49%	*76%*	*77%*	*80%*	*65%*	*100%*	*100%*	*-%*	*100%*	*63%*	*57%*	*67%* b	*75%* **abc**	*69%*
25-49%	**101**	54	2	1	2	-	-	-	-	14	31	30	18	1
	8%	*12%*	*18%*	*20%*	*35%*	*-%*	*-%*	*-%*	*-%*	*6%*	*14%* a	*13%* a	*12%* a	*11%*
50-74%	**125**	33	-	-	-	-	-	-	-	37	31	32	12	2
	10%	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*16%* d	*15%* d	*14%* d	*8%*	*21%*
75-100%	**425**	20	*	-	-	-	-	-	-	37	30	15	8	-
	33%	*4%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*16%* **cd**	*14%* **cd**	*6%*	*5%*	*-%*
Answered	**1272**	448	10	5	5	*	*	-	1	236	214	233	156	9
Mean	**43.16**	15.98	11.93	7.34	17.19	5.00	1.27	-	2.07	27.31 **cd**	28.69 **cd**	20.94 d	17.14	19.29

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

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1645**	182	135	170	114	12	392	23	198	1443	202	1120	64
Weighted total	**1272**	146	105	136	75	5	331	13	124	1096	176	805	43
0-24%	**621**	112	67	108	64	5	256	10	90	505	116	518	33
	49%	*76%* b	*63%*	*79%* b	*86%* **ab**	*98%*	*77%*	*79%*	*73%*	*46%*	*66%* a	*64%*	*75%*
25-49%	**101**	15	19	19	5	*	39	2	17	88	13	89	4
	8%	*10%*	*18%* **ad**	*14%*	*7%*	*2%*	*12%*	*17%*	*14%*	*8%*	*7%*	*11%*	*9%*
50-74%	**125**	13	9	7	4	-	19	-	14	115	10	113	2
	10%	*9%*	*8%*	*5%*	*6%*	*-%*	*6%*	*-%*	*11%* a	*10%* b	*6%*	*14%* b	*4%*
75-100%	**425**	6	10	2	1	-	17	*	3	389	36	85	5
	33%	*4%*	*10%* **cd**	*2%*	*2%*	*-%*	*5%*	*4%*	*2%*	*35%* b	*21%*	*11%*	*12%*
Answered	**1272**	146	105	136	75	5	331	13	124	1096	176	805	43
Mean	**43.16**	16.56 d	21.71 **cd**	14.11	10.09	2.42	15.39	11.95	17.31	45.49 b	28.63	24.08	21.66

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

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

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1645**	64	134	176	28	429	185	354	1038	181	1
Weighted total	**1272**	48	114	136	15	308	161	232	726	98	2
0-24%	**621**	41	88	99	8	233	124	148	468	69	2
	49%	*85%*	*78%*	*72%*	*52%*	*76%*	*77%*	*64%*	*64%*	*71%*	*100%*
25-49%	**101**	4	14	19	2	42	17	28	82	10	-
	8%	*8%*	*12%*	*14%*	*15%*	*14%*	*10%*	*12%*	*11%*	*10%*	*-%*
50-74%	**125**	1	9	13	2	19	14	37	101	9	-
	10%	*3%*	*8%*	*10%*	*13%*	*6%*	*8%*	*16%* c	*14%*	*9%*	*-%*
75-100%	**425**	2	3	6	3	14	7	18	76	10	-
	33%	*4%*	*2%*	*4%*	*19%*	*4%*	*4%*	*8%*	*10%*	*11%*	*-%*
Answered	**1272**	48	114	136	15	308	161	232	726	98	2
Mean	**43.16**	12.25	13.33	16.61	31.39	16.41	14.64	24.43	23.81	22.39	20.00

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

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

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**1645**	299	711	136	-	402	407	147	4	1051	755	477	899	764	14
Weighted total	**1272**	201	464	71	-	295	289	95	4	742	508	341	634	500	5
0-24%	**621**	131	313	56	-	225	217	80	2	480	343	257	408	314	4
	49%	*65%*	*67%*	*79%* **ab**	*-%*	*77%*	*75%*	*84%* **ab**	*58%*	*65%*	*67%*	*75%* **ab**	*64%*	*63%*	*81%*
25-49%	**101**	28	54	9	-	38	41	9	2	84	62	51	70	60	*
	8%	*14%*	*12%*	*13%*	*-%*	*13%*	*14%*	*10%*	*42%*	*11%*	*12%*	*15%*	*11%*	*12%*	*2%*
50-74%	**125**	23	58	1	-	18	19	3	-	106	63	20	95	78	*
	10%	*12%* c	*13%* c	*2%*	*-%*	*6%*	*6%*	*3%*	*-%*	*14%* c	*12%* c	*6%*	*15%*	*16%*	*3%*
75-100%	**425**	19	39	4	-	13	13	3	-	71	40	13	62	48	1
	33%	*9%*	*8%*	*6%*	*-%*	*4%*	*4%*	*3%*	*-%*	*10%* c	*8%* c	*4%*	*10%*	*10%*	*14%*
Answered	**1272**	201	464	71	-	295	289	95	4	742	508	341	634	500	5
Mean	**43.16**	23.64 c	21.75 c	15.54	-	15.71	16.16 c	12.01	22.02	23.43 c	21.48 c	15.99	24.23	24.09	18.84

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

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

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1645**	357	254	291	99	83	863	759	44	19	15	13
Weighted total	**1272**	238	167	204	62	46	600	500	28	16	15	6
0-24%	**621**	174	122	147	53	37	390	310	17	6	13	3
	49%	*73%*	*73%*	*72%*	*86%* abc	*80%*	*65%*	*62%*	*61%*	*40%*	*86%*	*48%*
25-49%	**101**	37	24	32	5	5	72	63	2	1	-	2
	8%	*16%*	*15%*	*15%*	*8%*	*11%*	*12%*	*13%*	*6%*	*4%*	*-%*	*31%*
50-74%	**125**	17	15	15	2	2	85	77	*	4	2	*
	10%	*7%*	*9%* d	*7%*	*3%*	*5%*	*14%*	*15%*	*1%*	*27%*	*12%*	*5%*
75-100%	**425**	10	4	11	2	2	54	50	9	4	*	1
	33%	*4%*	*3%*	*5%*	*3%*	*4%*	*9%*	*10%*	*33%*	*28%*	*2%*	*17%*
Answered	**1272**	238	167	204	62	46	600	500	28	16	15	6
Mean	**43.16**	17.23 d	16.23	17.55 d	12.06	13.42	23.35	24.45	36.26	44.87	11.50	28.89

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

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

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1645**	1511	1255	1530	1269	1622	926	1523	407	3	1333	46	228	1313
Weighted total	**1272**	1143	926	1159	962	1251	708	1160	261	3	1002	33	185	987
0-24%	**621**	598	514	603	508	612	352	586	140	1	472	22	112	450
	49%	*52%*	*56%* e	*52%*	*53%* e	*49%*	*50%*	*51%*	*54%*	*41%*	*47%*	*66%* a	*60%* b	*46%*
25-49%	**101**	98	91	100	86	99	60	95	22	-	77	2	16	79
	8%	*9%*	*10%*	*9%*	*9%*	*8%*	*9%*	*8%*	*8%*	*-%*	*8%*	*6%*	*9%*	*8%*
50-74%	**125**	118	101	118	102	124	72	118	25	2	106	1	13	106
	10%	*10%*	*11%*	*10%*	*11%*	*10%*	*10%*	*10%*	*10%*	*59%*	*11%*	*4%*	*7%*	*11%*
75-100%	**425**	329	219	338	267	416	223	361	74	-	348	8	44	352
	33%	*29%* b	*24%*	*29%* b	*28%* b	*33%* **abcd**	*32%*	*31%*	*28%*	*-%*	*35%*	*23%*	*24%*	*36%* a
Answered	**1272**	1143	926	1159	962	1251	708	1160	261	3	1002	33	185	987
Mean	**43.16**	39.17 b	34.98	39.53 b	38.52 b	43.06 **abcd**	42.26	41.29	38.81	29.54	44.67 b	27.71	32.47	45.82 a

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

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

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1645**	307	11	78	277	212	1129	296	215	81	1332	980	665
Weighted total	**1272**	266	5	69	234	152	904	206	179	75	1010	745	527
0-24%	**621**	167	2	47	140	88	424	103	107	55	456	362	259
	49%	*63%*	*44%*	*68%*	*60%*	*58%* b	*47%*	*50%*	*60%* c	*73%* **ac**	*45%*	*49%*	*49%*
25-49%	**101**	19	2	6	20	12	77	10	14	2	84	63	38
	8%	*7%*	*42%*	*9%*	*9%*	*8%*	*9%* c	*5%*	*8%*	*3%*	*8%*	*8%*	*7%*
50-74%	**125**	21	-	3	20	8	96	21	9	4	111	77	47
	10%	*8%*	*-%*	*5%*	*8%*	*5%*	*11%* a	*10%* a	*5%*	*6%*	*11%* a	*10%*	*9%*
75-100%	**425**	59	1	13	54	45	307	71	49	14	359	242	183
	33%	*22%*	*14%*	*19%*	*23%*	*29%*	*34%*	*35%*	*28%*	*18%*	*36%* **ab**	*32%*	*35%*
Answered	**1272**	266	5	69	234	152	904	206	179	75	1010	745	527
Mean	**43.16**	31.31	37.37	26.94	32.98	36.14	44.31 a	43.97 a	35.37 b	24.84	45.84 **ab**	42.78	43.69

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

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

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	*c	d
Unweighted total	**1645**	301	48	142	75	103	45	155	112	90	197	26	94
Weighted total	**1272**	111	13	51	25	38	16	57	39	37	76	12	47
0-24%	**621**	76	7	44	21	33	12	44	27	21	35	5	23
	49%	*68%* b	*51%*	*85%* **ab**	*82%* **ab**	*85%* d	*79%*	*77%*	*67%*	*57%*	*46%*	*45%*	*50%*
25-49%	**101**	7	1	3	2	3	1	4	4	*	3	4	*
	8%	*6%*	*4%*	*7%*	*7%*	*8%*	*9%*	*7%*	*11%*	*1%*	*4%*	*31%*	*%*
50-74%	**125**	20	4	3	2	1	2	7	6	5	7	1	8
	10%	*18%* c	*29%* **cd**	*5%*	*9%*	*3%*	*10%*	*12%* a	*14%* a	*13%*	*9%*	*5%*	*17%* b
75-100%	**425**	8	2	2	*	1	*	2	3	11	32	2	15
	33%	*7%*	*16%* **cd**	*3%*	*2%*	*4%*	*2%*	*3%*	*8%*	*28%*	*41%* a	*19%*	*33%*
Answered	**1272**	111	13	51	25	38	16	57	39	37	76	12	47
Mean	**43.16**	22.73 **cd**	34.54 **acd**	14.57	14.40	13.89	17.83	17.11	21.74 a	38.07	49.97 a	34.89	44.57

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

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

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	*c	d	e	f	g	h	i	j	k	l
Unweighted total	**1645**	221	85	21	424	111	100	128	92	121	144	97	101
Weighted total	**1272**	177	98	29	180	79	70	94	90	141	110	120	85
0-24%	**621**	84	38	8	90	25	35	51	54	84	48	56	48
	49%	*48%*	*38%*	*27%*	*50%*	*32%*	*50%*	*54%*	*60%*	*60%*	*44%*	*47%*	*57%*
		e			e		e	**be**	**abej**	**abdej**		e	**bej**
25-49%	**101**	16	8	4	7	8	9	6	6	13	11	8	4
	8%	*9%*	*8%*	*13%*	*4%*	*10%*	*13%*	*7%*	*7%*	*9%*	*10%*	*7%*	*5%*
		d				d	**dl**			d	d		
50-74%	**125**	25	9	7	22	7	5	2	7	10	15	8	9
	10%	*14%*	*9%*	*24%*	*12%*	*9%*	*7%*	*2%*	*8%*	*7%*	*13%*	*7%*	*10%*
		gi	g		g	g			g	g	g		g
75-100%	**425**	51	43	10	62	38	21	35	22	34	36	48	24
	33%	*29%*	*44%*	*35%*	*34%*	*49%*	*30%*	*37%*	*24%*	*24%*	*33%*	*40%*	*29%*
			afhil		i	**adfhijl**		**hi**				**hi**	
Answered	**1272**	177	98	29	180	79	70	94	90	141	110	120	85
Mean	**43.16**	40.81	52.71	54.16	44.69	57.88	40.18	44.14	32.45	32.75	45.64	46.66	38.04
			afhil		**hi**	**adfghijl**		**hi**			**hi**	**hi**	

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

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

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**1645**	327	635	341	342
Weighted total	**1272**	304	330	324	315
0-24%	**621**	130	150	189	152
	49%	*43%*	*46%*	*58%*	*48%*
				abd	
25-49%	**101**	28	24	25	23
	8%	*9%*	*7%*	*8%*	*7%*
50-74%	**125**	41	34	19	31
	10%	*14%*	*10%*	*6%*	*10%*
		c	c		c
75-100%	**425**	105	122	90	108
	33%	*34%*	*37%*	*28%*	*34%*
			c		
Answered	**1272**	304	330	324	315
Mean	**43.16**	45.93	46.89	35.96	43.99
		c	c		c

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 15

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Total base	Business Size					Turnover				
			0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted total		**1606**	1018	359	148	81	588	338	305	103	62	127
Weighted total		**1218**	1152	41	16	9	66	367	293	78	37	37
1-24	(12.5)	**1113**	1060	35	12	6	53	348	265	72	30	30
		91%	*92%*	*85%*	*74%*	*66%*	*80%*	*95%*	*91%*	*92%*	*82%*	*82%*
			bcde	**cde**			d	**bde**	e	**de**		
25 - 49	(37.0)	**54**	46	4	2	1	8	8	16	2	1	2
		4%	*4%*	*9%*	*14%*	*16%*	*11%*	*2%*	*5%*	*2%*	*4%*	*4%*
				a	a	a	a		a			
50 - 99	(75.0)	**27**	24	*	1	1	3	5	5	2	5	2
		2%	*2%*	*1%*	*7%*	*13%*	*4%*	*1%*	*2%*	*3%*	*13%*	*6%*
					ab	**abe**	**ab**				**abc**	**ab**
100 - 249	(175.0)	**17**	15	1	1	*	2	7	4	-	*	3
		1%	*1%*	*3%*	*4%*	*5%*	*4%*	*2%*	*1%*	*-%*	*1%*	*7%*
				a	a	a	a					**abc**
250 - 499	(375.0)	**3**	2	*	*	-	*	-	2	*	-	*
		%	*%*	*1%*	*%*	*-%*	*1%*	*-%*	*1%*	*%*	*-%*	*%*
500 - 4,999	(2750.0)	**4**	3	*	*	-	*	-	*	2	*	-
		%	*%*	*%*	*1%*	*-%*	*%*	*-%*	*%*	*2%*	*%*	*-%*
										ab		
5,000 - 49 ,999	(27500.0)	*	-	*	-	-	*	-	-	-	-	-
		%	*-%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: 0-49		**1167**	1107	38	14	7	60	356	281	74	32	32
		96%	*96%*	*94%*	*89%*	*82%*	*91%*	*97%*	*96%*	*95%*	*86%*	*87%*
			cde	**cd**			d	**de**	**de**	e		
Net: 50+		**51**	45	2	2	2	6	11	12	4	5	5
		4%	*4%*	*6%*	*11%*	*18%*	*9%*	*3%*	*4%*	*5%*	*14%*	*13%*
					ab	**abe**	a				**ab**	**abc**
Answered		**1218**	1152	41	16	9	66	367	293	78	37	37
Mean		**29.19**	25.85	116.83	43.86	32.86	87.24	16.71	21.22	78.75	30.31	28.99
										ab		a

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

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Total base	GOR (sample)												
			East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total		**1606**	125	54	181	36	105	193	115	91	103	1003	212	198	193
Weighted total		**1218**	140	70	179	31	107	196	123	88	104	1038	62	62	56
1-24	(12.5)	**1113**	134	58	166	25	102	178	111	80	96	951	57	56	50
		91%	*96%* **bdlm**	*83%*	*93%* **bd**	*81%*	*96%* **bd**	*91%*	*90%*	*90%*	*92%*	*92%* **bd**	*91%*	*90%*	*89%*
25 - 49	(37.0)	**54**	4	8	6	4	4	6	6	5	3	44	3	3	4
		4%	*3%*	*12%* **acfijk**	*3%*	*13%* **acfijk**	*4%*	*3%*	*5%*	*5%*	*3%*	*4%*	*4%*	*5%*	*7%*
50 - 99	(75.0)	**27**	2	-	3	2	*	9	3	2	4	24	1	*	1
		2%	*1%*	*-%*	*2%*	*6%* **el**	**%*	*4%* **el**	*2%*	*2%*	*4%*	*2%*	*2%*	*1%*	*3%*
100 - 249	(175.0)	**17**	-	4	3	-	*	3	2	2	1	14	1	1	1
		1%	*-%*	*5%* **aej**	*2%*	*-%*	**%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*
250 - 499	(375.0)	**3**	-	-	-	-	-	-	1	-	1	2	*	*	-
		****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	**%*	*1%*	**%*	*-%*
500 - 4,999	(2750.0)	**4**	-	-	2	-	-	-	-	-	-	2	*	2	*
		****%***	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*3%* **fjkm**	**%*
5,000 - 49 ,999	(27500.0)	*	-	-	-	-	-	-	*	-	-	*	-	-	-
		****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: 0-49		**1167**	138	66	172	29	106	184	117	84	98	995	60	59	54
		96%	*99%* f	*95%*	*96%*	*94%*	*99%* **dfgil**	*94%*	*95%*	*95%*	*95%*	*96%*	*96%*	*95%*	*96%*
Net: 50+		**51**	2	4	8	2	1	12	6	4	5	43	3	3	2
		4%	*1%*	*5%*	*4%*	*6%* e	*1%*	*6%* **ae**	*5%* e	*5%*	*5%* e	*4%*	*4%*	*5%* e	*4%*
Answered		**1218**	140	70	179	31	107	196	123	88	104	1038	62	62	56
Mean		**29.19**	13.87	24.09 **ae**	44.48	19.43 **ae**	14.01	18.33 a	49.84	18.65 a	20.05	26.17	24.78	89.96 **fjkm**	22.78

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

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Total base	Industry								Urbanity		Location	
			Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total		**1606**	36	153	35	175	364	53	140	648	1103	503	1377	229
Weighted total		**1218**	21	97	24	136	313	32	123	469	918	300	1087	131
1-24	(12.5)	**1113**	21	88	22	135	278	32	116	420	833	280	998	116
		91%	*99%* e	*90%*	*91%*	*99%* **bcegh**	*89%*	*98%* **eh**	*95%* **eh**	*89%*	*91%*	*93%*	*92%*	*89%*
25 - 49	(37.0)	**54**	*	1	*	1	22	*	5	23	46	8	47	7
		4%	**%*	*1%*	*1%*	*1%*	*7%* **bd**	*1%*	*4%* d	*5%* **bd**	*5%* b	*3%*	*4%*	*5%*
50 - 99	(75.0)	**27**	*	2	-	-	11	*	*	14	21	6	20	7
		2%	**%*	*2%*	*-%*	*-%*	*3%* **dg**	**%*	**%*	*3%* d	*2%*	*2%*	*2%*	*5%* a
100 - 249	(175.0)	**17**	-	4	2	*	1	-	1	9	14	3	16	1
		1%	*-%*	*4%* **de**	*8%* **defgh**	**%*	**%*	*-%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*
250 - 499	(375.0)	**3**	-	1	-	-	-	-	-	2	2	1	3	-
		****%***	*-%*	*1%* e	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	**%*	*-%*
500 - 4,999	(2750.0)	**4**	-	2	-	-	*	-	-	2	2	2	4	-
		****%***	*-%*	*2%* e	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	*1%*	**%*	*-%*
5,000 - 49 ,999	(27500.0)	*	-	*	-	-	-	-	-	-	-	*	*	-
		****%***	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: 0-49		**1167**	21	89	22	136	300	32	122	443	879	288	1045	122
		96%	*100%*	*91%*	*92%*	*100%* **bceh**	*96%* b	*100%* b	*99%* **bch**	*94%*	*96%*	*96%*	*96%*	*94%*
Net: 50+		**51**	*	9	2	*	12	*	1	27	39	12	43	8
		4%	**%*	*9%* **defg**	*8%* **dg**	**%*	*4%* d	**%*	*1%*	*6%* **dg**	*4%*	*4%*	*4%*	*6%*
Answered		**1218**	21	97	24	136	313	32	123	469	918	300	1087	131
Mean		**29.19**	12.75	106.70	25.36 **dfg**	13.00	18.07	13.05	14.49	31.17	24.33	44.11	30.47	18.58

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

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Total base	Internet connection		Role of mail services		
			Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	a	b	c
Unweighted total		**1606**	1554	52	896	294	412
Weighted total		**1218**	1168	50	702	211	301
1-24	(12.5)	**1113**	1067	47	667	193	250
		91%	*91%*	*93%*	*95%* **bc**	*91%* c	*83%*
25 - 49	(37.0)	**54**	52	2	22	6	26
		4%	*4%*	*3%*	*3%*	*3%*	*9%* **ab**
50 - 99	(75.0)	**27**	27	*	9	5	13
		2%	*2%*	*%*	*1%*	*2%*	*4%* a
100 - 249	(175.0)	**17**	15	2	5	5	7
		1%	*1%*	*4%*	*1%*	*2%* a	*2%* a
250 - 499	(375.0)	**3**	3	-	-	*	3
		***%**	*%*	*-%*	*-%*	*%*	*1%* a
500 - 4,999	(2750.0)	**4**	4	-	-	2	2
		***%**	*%*	*-%*	*-%*	*1%* a	*1%* a
5,000 - 49 ,999	(27500.0)	*	*	-	-	-	*
		***%**	*%*	*-%*	*-%*	*-%*	*%*
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-
		***-%**	*-%*	*-%*	*-%*	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-
		***-%**	*-%*	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	**-**	-	-	-	-	-
		***-%**	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		**-**	-	-	-	-	-
		***-%**	*-%*	*-%*	*-%*	*-%*	*-%*
Net: 0-49		**1167**	1119	49	688	199	276
		96%	*96%*	*96%*	*98%* **bc**	*94%*	*92%*
Net: 50+		**51**	49	2	14	12	25
		4%	*4%*	*4%*	*2%*	*6%* a	*8%* a
Answered		**1218**	1168	50	702	211	301
Mean		**29.19**	29.62	19.35	15.14	42.49 a	52.82

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 15 (continuation)

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Total base	Monthly postal spend									Monthly Postal Spend (size)		
			<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total		1606	1210	335	47	6	4	3	-	1	1545	61	424	786	396
Weighted total		1218	987	204	21	2	3	1	-	*	1191	27	411	576	231
1-24	(12.5)	1113	939	159	13	2	1	-	-	-	1098	15	407	533	174
		91%	*95%*	*78%*	*59%*	*82%*	*19%*	-%	-%	-%	*92%*	*56%*	*99%*	*92%*	*75%*
			bcij	cj							bcj		bc	c	
25 - 49	(37.0)	54	29	17	5	*	2	*	-	-	47	7	1	28	25
		4%	*3%*	*9%*	*22%*	*14%*	*72%*	*41%*	-%	-%	*4%*	*26%*	**%*	*5%*	*11%*
				ai	abi							abi		a	ab
50 - 99	(75.0)	27	12	15	1	-	-	-	-	-	26	1	2	10	16
		2%	*1%*	*7%*	*4%*	-%	-%	-%	-%	-%	*2%*	*3%*	*1%*	*2%*	*7%*
				ai							a				ab
100 - 249	(175.0)	17	7	9	*	-	*	*	-	-	16	1	1	6	10
		1%	*1%*	*4%*	*2%*	-%	*9%*	*41%*	-%	-%	*1%*	*3%*	**%*	*1%*	*4%*
				ai								a			ab
250 - 499	(375.0)	3	*	2	1	-	-	-	-	-	2	1	-	*	3
		**%*	**%*	*1%*	*5%*	-%	-%	-%	-%	-%	**%*	*4%*	-%	**%*	*1%*
				ai	abi							abi			ab
500 - 4,999	(2750.0)	4	-	2	2	*	-	*	-	-	2	2	-	-	4
		**%*	-%	*1%*	*8%*	*4%*	-%	*18%*	-%	-%	**%*	*7%*	-%	-%	*2%*
				ai	abi							abi			ab
5,000 - 49 ,999	(27500.0)	*	-	-	-	-	-	-	-	*	-	*	-	-	*
		**%*	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	**%*	-%	-%	**%*
												ai			
50,000 - 499,999	(275000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
500,000 - 4 ,999,999	(2750000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49		1167	969	176	17	2	2	*	-	-	1145	22	408	561	199
		96%	*98%*	*87%*	*81%*	*96%*	*91%*	*41%*	-%	-%	*96%*	*82%*	*99%*	*97%*	*86%*
			bcij								bcj		bc	c	
Net: 50+		51	19	27	4	*	*	*	-	*	46	5	3	16	32
		4%	*2%*	*13%*	*19%*	*4%*	*9%*	*59%*	-%	*100%*	*4%*	*18%*	*1%*	*3%*	*14%*
				ai	ai						a	ai		a	ab
Answered		1218	987	204	21	2	3	1	-	*	1191	27	411	576	231
Mean		29.19	15.18	53.59	252.85	130.60	45.43	572.59	-	27500.00	21.74	358.41	13.30	16.51	89.21
				ai	abi						a	abi		a	ab

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

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Total base	Types of mail sent						Number of letters/ large letters sent						
			Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total		**1606**	1468	998	1606	620	518	1111	1412	108	42	30	9	4	1
Weighted total		**1218**	1087	703	1218	461	344	792	1113	54	27	17	3	4	*
1-24	(12.5)	**1113**	988	627	1113	412	286	706	1113	-	-	-	-	-	-
		91%	*91%* e	*89%* e	*91%* **ef**	*89%* e	*83%*	*89%* e	*100%* **bcd**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
25 - 49	(37.0)	**54**	50	41	54	25	27	44	-	54	-	-	-	-	-
		4%	*5%*	*6%*	*4%*	*5%*	*8%* **ac**	*6%*	*-%*	*100%* **acd**	*-%*	*-%*	*-%*	*-%*	*-%*
50 - 99	(75.0)	**27**	27	19	27	10	13	25	-	-	27	-	-	-	-
		2%	*2%*	*3%*	*2%*	*2%*	*4%*	*3%*	*-%*	*-%*	*100%* **abd**	*-%*	*-%*	*-%*	*-%*
100 - 249	(175.0)	**17**	17	11	17	9	11	13	-	-	-	17	-	-	-
		1%	*2%*	*2%*	*1%*	*2%*	*3%* **abc**	*2%*	*-%*	*-%*	*-%*	*100%* **abc**	*-%*	*-%*	*-%*
250 - 499	(375.0)	**3**	2	2	3	2	3	2	-	-	-	-	3	-	-
		****%***	**%*	**%*	**%*	**%*	*1%* a	**%*	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*	*-%*
500 - 4,999	(2750.0)	**4**	4	4	4	4	4	2	-	-	-	-	-	4	-
		****%***	**%*	*1%*	**%*	*1%*	*1%* **acf**	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*
5,000 - 49 ,999	(27500.0)	*	*	*	*	*	*	*	-	-	-	-	-	-	*
		****%***	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49		**1167**	1038	668	1167	437	314	750	1113	54	-	-	-	-	-
		96%	*95%* e	*95%* e	*96%* e	*95%* e	*91%*	*95%* e	*100%* **cd**	*100%* **cd**	*-%*	*-%*	*-%*	*-%*	*-%*
Net: 50+		**51**	50	35	51	24	30	42	-	-	27	17	3	4	*
		4%	*5%*	*5%*	*4%*	*5%*	*9%* **abcdf**	*5%*	*-%*	*-%*	*100%* **ab**	*100%* **ab**	*100%*	*100%*	*100%*
Answered		**1218**	1087	703	1218	461	344	792	1113	54	27	17	3	4	*
Mean		**29.19**	30.75	38.17	29.19	48.38	64.09	30.14	12.50	37.00	75.00	175.00	375.00	2750.00	27500.0

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

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
			1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total		**1606**	592	12	9	4	-	3	-	3	487	391	399	316	13
Weighted total		**1218**	441	7	7	5	-	*	-	*	450	298	284	176	11
1-24	(12.5)	**1113**	395	7	6	4	-	-	-	-	422	281	256	145	9
		91%	*89%*	*94%*	*98%*	*69%*	-%	-%	-%	-%	*94%* d	*94%* **cd**	*90%* d	*82%*	*85%*
25 - 49	(37.0)	**54**	23	*	*	2	-	-	-	-	10	8	18	18	-
		4%	*5%*	*6%*	*2%*	*31%*	-%	-%	-%	-%	*2%*	*3%*	*6%* **ab**	*10%* **abc**	-%
50 - 99	(75.0)	**27**	10	-	-	-	-	*	-	*	8	8	6	4	2
		2%	*2%*	-%	-%	-%	-%	*13%*	-%	*13%*	*2%*	*3%*	*2%*	*2%*	*15%*
100 - 249	(175.0)	**17**	9	-	-	*	-	*	-	*	7	1	4	5	-
		1%	*2%*	-%	-%	*1%*	-%	*56%*	-%	*56%*	*2%*	**%*	*1%*	*3%* b	-%
250 - 499	(375.0)	**3**	2	-	-	-	-	-	-	-	2	-	*	1	-
		****%***	**%*	-%	-%	-%	-%	-%	-%	-%	**%*	-%	**%*	**%*	-%
500 - 4,999	(2750.0)	**4**	4	-	-	-	-	-	-	-	-	-	*	4	-
		****%***	*1%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	**%*	*2%* **abc**	-%
5,000 - 49,999	(27500.0)	*	-	-	-	-	-	*	-	*	-	-	-	*	-
		****%***	-%	-%	-%	-%	-%	*30%*	-%	*30%*	-%	-%	-%	**%*	-%
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
500,000 - 4,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49		**1167**	418	7	7	5	-	-	-	-	432	289	274	163	9
		96%	*95%*	*100%*	*100%*	*99%*	-%	-%	-%	-%	*96%* d	*97%* d	*97%* d	*93%*	*85%*
Net: 50+		**51**	24	-	-	*	-	*	-	*	18	9	10	13	2
		4%	*5%*	-%	-%	*1%*	-%	*100%*	-%	*100%*	*4%*	*3%*	*3%*	*7%* **abc**	*15%*
Answered		**1218**	441	7	7	5	-	*	-	*	450	298	284	176	11
Mean		**29.19**	41.76	13.86	13.10	21.40	-	8466.10	-	8466	18.58	15.53	18.53	97.26 a	21.77

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

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
			Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total		**1606**	216	141	150	103	10	350	33	236	1449	157	1530	76
Weighted total		**1218**	165	105	122	67	2	295	20	145	1100	118	1165	53
1-24	(12.5)	**1113**	150	97	110	52	2	263	19	128	1009	104	1068	45
		91%	*91%* d	*93%* d	*90%* d	*78%*	*81%*	*89%*	*96%*	*88%*	*92%*	*88%*	*92%* b	*85%*
25 - 49	(37.0)	**54**	7	3	6	10	*	18	*	6	47	6	52	2
		4%	*4%*	*3%*	*5%*	*15%* abc	*8%*	*6%*	*2%*	*4%*	*4%*	*5%*	*4%*	*4%*
50 - 99	(75.0)	**27**	3	4	*	3	-	6	-	4	23	4	23	4
		2%	*2%*	*3%* c	*%*	*5%* c	-%	*2%*	-%	*3%*	*2%*	*3%*	*2%*	*8%* a
100 - 249	(175.0)	**17**	4	1	4	*	*	6	*	3	15	2	16	1
		1%	*2%*	*1%*	*3%*	*%*	*12%*	*2%*	*%*	*2%*	*1%*	*1%*	*1%*	*3%*
250 - 499	(375.0)	**3**	*	*	*	1	-	1	*	-	3	*	3	*
		%	*%*	*%*	*%*	*2%*	-%	*%*	*1%*	-%	*%*	*%*	*%*	*1%*
500 - 4,999	(2750.0)	**4**	2	-	2	-	-	*	-	3	2	2	4	-
		%	*1%*	-%	*1%*	-%	-%	*%*	-%	*2%* a	*%*	*1%* a	*%*	-%
5,000 - 49,999	(27500.0)	*	-	-	-	*	-	-	*	-	-	*	-	*
		%	-%	-%	-%	*%*	-%	-%	*1%*	-%	-%	*%*	-%	*%*
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
500,000 - 4,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49		**1167**	157	100	116	62	2	281	19	135	1057	110	1120	47
		96%	*95%*	*95%*	*95%*	*93%*	*88%*	*96%*	*98%*	*93%*	*96%*	*93%*	*96%* b	*89%*
Net: 50+		**51**	8	5	6	5	*	13	*	11	43	8	45	6
		4%	*5%*	*5%*	*5%*	*7%*	*12%*	*4%*	*2%*	*7%*	*4%*	*7%*	*4%*	*11%* a
Answered		**1218**	165	105	122	67	2	295	20	145	1100	118	1165	53
Mean		**29.19**	48.29	17.47	58.80	78.67	33.28	21.23	195.91	83.99 a	22.99	86.88 a	26.37	90.72

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

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
			Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	c	*d
Unweighted total		**1606**	66	130	224	33	453	167	477	1370	220	1
Weighted total		**1218**	49	103	177	19	331	130	340	1009	122	2
1-24	(12.5)	**1113**	41	91	159	16	299	113	313	914	100	2
		91%	*85%*	*88%*	*90%*	*85%*	*90%*	*87%*	*92%* c	*91%* c	*82%*	*100%*
25 - 49	(37.0)	**54**	3	4	7	*	21	4	17	45	12	-
		4%	*6%*	*4%*	*4%*	*%*	*6%*	*3%*	*5%*	*4%*	*10%* **ab**	-%
50 - 99	(75.0)	**27**	1	2	2	1	6	4	6	27	5	-
		2%	*1%*	*2%*	*1%*	*4%*	*2%*	*3%*	*2%*	*3%*	*4%*	-%
100 - 249	(175.0)	**17**	3	4	7	1	4	6	3	17	5	-
		1%	*5%*	*4%*	*4%*	*4%*	*1%*	*4%* a	*1%*	*2%*	*4%* **ab**	-%
250 - 499	(375.0)	**3**	1	*	*	1	*	1	*	2	-	-
		%	*2%*	*%*	*%*	*6%* a	*%*	*1%*	*%*	*%*	-%	-%
500 - 4,999	(2750.0)	**4**	-	2	2	*	2	2	*	4	*	-
		%	-%	*2%*	*1%*	*1%*	*1%*	*1%*	*%*	*%*	*%*	-%
5,000 - 49 ,999	(27500.0)	*	*	-	-	*	*	-	*	*	*	-
		%	*%*	-%	-%	*1%*	*%*	-%	*%*	*%*	*%*	-%
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know		**-**	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49		**1167**	44	95	166	16	320	117	330	959	113	2
		96%	*91%*	*92%*	*94%*	*85%*	*97%* b	*90%*	*97%* c	*95%*	*92%*	*100%*
Net: 50+		**51**	4	8	11	3	11	13	10	50	10	-
		4%	*9%*	*8%*	*6%*	*15%*	*3%*	*10%* a	*3%*	*5%*	*8%* a	-%
Answered		**1218**	49	103	177	19	331	130	340	1009	122	2
Mean		**29.19**	103.91	68.04	48.05	246.22	42.71	62.80	28.63	32.06	54.92	12.50

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 15 (continuation)

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
			Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total		**1606**	384	877	164	-	391	424	140	6	1409	943	505	1220	999	15
Weighted total		**1218**	277	602	90	-	282	296	89	4	1044	668	368	907	692	5
1-24	(12.5)	**1113**	256	532	74	-	256	255	72	4	952	596	329	836	613	5
		91%	*93%* bc	*88%* c	*82%*	-%	*91%* bc	*86%*	*80%*	*100%*	*91%*	*89%*	*89%*	*92%* b	*89%*	*94%*
25 - 49	(37.0)	**54**	17	36	10	-	17	17	7	-	48	40	21	41	37	*
		4%	*6%*	*6%*	*11%* ab	-%	*6%*	*6%*	*8%*	-%	*5%*	*6%*	*6%*	*5%*	*5%*	*4%*
50 - 99	(75.0)	**27**	3	17	3	-	4	9	2	-	23	15	7	17	20	*
		2%	*1%*	*3%*	*3%*	-%	*2%*	*3%*	*2%*	-%	*2%*	*2%*	*2%*	*2%*	*3%*	*1%*
100 - 249	(175.0)	**17**	1	11	2	-	2	9	6	-	17	11	7	9	16	-
		1%	*%	*2%* a	*2%* a	-%	*1%*	*3%* a	*7%* a	-%	*2%*	*2%*	*2%*	*1%*	*2%* a	-%
250 - 499	(375.0)	**3**	*	2	1	-	1	2	-	-	2	2	2	1	3	-
		%	*%	*%	*1%* a	-%	*%	*1%*	-%	-%	*%	*%	*%	*%	*%	-%
500 - 4,999	(2750.0)	**4**	*	4	*	-	*	4	2	-	4	4	4	2	4	-
		%	*%	*1%*	*%	-%	*%	*1%* a	*2%* a	-%	*%	*1%*	*1%*	*%	*1%*	-%
5,000 - 49,999	(27500.0)	*	*	*	*	-	*	*	*	-	*	*	*	*	*	-
		%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
500,000 - 4,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49		**1167**	273	568	84	-	273	272	79	4	999	637	349	878	650	5
		96%	*99%* bc	*94%*	*93%*	-%	*97%* bc	*92%*	*89%*	*100%*	*96%*	*95%*	*95%*	*97%* b	*94%*	*99%*
Net: 50+		**51**	4	34	6	-	8	23	10	-	45	31	19	29	42	*
		4%	*1%*	*6%* a	*7%* a	-%	*3%*	*8%* a	*11%* a	-%	*4%*	*5%*	*5%*	*3%*	*6%* a	*1%*
Answered		**1218**	277	602	90	-	282	296	89	4	1044	668	368	907	692	5
Mean		**29.19**	28.84	42.13	67.21	-	31.45	67.50	125.26	12.50	31.15	39.06	55.71	26.57	40.36	14.42

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

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

		Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
			First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	**b**	**c**	**d**
Unweighted total		**1606**	374	260	298	96	78	1114	952	39	17	11	12
Weighted total		**1218**	249	169	208	56	40	822	663	23	10	12	10
1-24	(12.5)	**1113**	223	145	189	45	27	758	587	18	6	9	10
		91%	*89%*	*86%*	*91%*	*80%*	*68%*	*92%*	*89%*	*78%*	*57%*	*73%*	*100%*
			de	e	**de**			b					
25 - 49	(37.0)	**54**	14	9	12	7	7	37	33	*	*	2	-
		4%	*5%*	*5%*	*6%*	*12%*	*18%*	*4%*	*5%*	**%*	*4%*	*14%*	*-%*
						abc	**abc**						
50 - 99	(75.0)	**27**	3	5	3	1	1	18	21	2	-	-	-
		2%	*1%*	*3%*	*1%*	*1%*	*1%*	*2%*	*3%*	*10%*	*-%*	*-%*	*-%*
100 - 249	(175.0)	**17**	5	8	2	2	3	7	16	-	2	*	*
		1%	*2%*	*5%*	*1%*	*3%*	*8%*	*1%*	*2%*	*-%*	*20%*	*4%*	**%*
				ac			**ac**		a				
250 - 499	(375.0)	**3**	1	2	*	-	-	1	3	1	-	1	-
		****%***	*1%*	*1%*	**%*	*-%*	*-%*	**%*	**%*	*5%*	*-%*	*9%*	*-%*
500 - 4,999	(2750.0)	**4**	3	-	2	2	2	2	4	2	2	-	-
		****%***	*1%*	*-%*	*1%*	*3%*	*5%*	**%*	*1%*	*7%*	*19%*	*-%*	*-%*
						b	**bc**						
5,000 - 49													
,999	(27500.0)	*	-	-	*	-	-	*	*	-	-	-	-
		****%***	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*
50,000 -													
499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
500,000 - 4													
,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: 0-49		**1167**	236	154	201	52	34	794	620	18	6	10	10
		96%	*95%*	*91%*	*97%*	*92%*	*86%*	*97%*	*93%*	*79%*	*62%*	*87%*	*100%*
			e		**be**			b					
Net: 50+		**51**	13	14	7	4	6	28	44	5	4	2	*
		4%	*5%*	*9%*	*3%*	*8%*	*14%*	*3%*	*7%*	*21%*	*38%*	*13%*	**%*
				c			**ac**		a				
Answered		**1218**	249	169	208	56	40	822	663	23	10	12	10
Mean		**29.19**	57.49	26.57	58.84	110.21	155.59	27.85	41.53	227.20	553.85	55.05	13.28
						b	**ab**						

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

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
			Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total		**1606**	1543	1314	1557	1279	1572	916	1520	394	3	1337	47	227	1317
Weighted total		**1218**	1161	966	1170	940	1183	668	1139	239	5	1005	35	186	985
1-24	(12.5)	**1113**	1061	881	1070	855	1083	612	1044	213	5	924	28	165	908
		91%	*91%*	*91%*	*91%*	*91%*	*92%*	*92%*	*92%*	*89%*	*100%*	*92%* b	*81%*	*89%*	*92%*
25 - 49	(37.0)	**54**	51	41	51	43	52	31	48	14	-	44	2	8	44
		4%	*4%*	*4%*	*4%*	*5%*	*4%*	*5%*	*4%*	*6%*	*-%*	*4%*	*5%*	*4%*	*4%*
50 - 99	(75.0)	**27**	25	23	25	23	24	16	25	7	-	17	3	5	19
		2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*-%*	*2%*	*8%* a	*2%*	*2%*
100 - 249	(175.0)	**17**	17	15	17	15	17	6	16	5	-	15	-	4	13
		1%	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*-%*	*2%*	*-%*	*2%*	*1%*
250 - 499	(375.0)	**3**	3	2	3	1	3	*	3	1	-	2	-	3	*
		****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*1%*	*-%*	**%*	*-%*	*1%* b	**%*
500 - 4,999	(2750.0)	**4**	4	4	4	4	4	2	2	*	-	2	2	2	2
		****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*5%* a	*1%* b	**%*
5,000 - 49 ,999	(27500.0)	*	*	*	*	*	*	*	*	*	-	*	-	*	-
		****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	**%*	*-%*
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: 0-49		**1167**	1112	922	1121	898	1135	643	1092	227	5	969	30	173	952
		96%	*96%*	*95%*	*96%*	*95%*	*96%*	*96%*	*96%*	*95%*	*100%*	*96%* b	*87%*	*93%*	*97%* a
Net: 50+		**51**	49	44	49	43	48	25	47	13	-	36	5	13	33
		4%	*4%*	*5%*	*4%*	*5%*	*4%*	*4%*	*4%*	*5%*	*-%*	*4%*	*13%* a	*7%* b	*3%*
Answered		**1218**	1161	966	1170	940	1183	668	1139	239	5	1005	35	186	985
Mean		**29.19**	29.86	32.27	29.72	32.32	29.50	29.95	25.69	36.51	12.50	26.24	161.60 a	72.19 b	21.51

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

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
			Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total		**1606**	268	12	64	250	187	1116	296	175	75	1338	949	657
Weighted total		**1218**	210	7	50	189	131	863	216	131	69	1006	711	507
1-24	(12.5)	**1113**	187	6	47	165	109	798	201	122	59	923	649	464
		91%	*89%*	*96%*	*93%*	*87%*	*83%*	*92%* a	*93%* a	*93%*	*86%*	*92%*	*91%*	*92%*
25 - 49	(37.0)	**54**	7	*	3	7	13	34	6	2	3	47	30	23
		4%	*3%*	*2%*	*5%*	*4%*	*10%* bc	*4%*	*3%*	*2%*	*4%*	*5%*	*4%*	*5%*
50 - 99	(75.0)	**27**	6	-	*	7	7	11	8	1	3	22	18	9
		2%	*3%*	*-%*	**%*	*3%*	*6%* b	*1%*	*4%* b	*1%*	*5%* a	*2%*	*3%*	*2%*
100 - 249	(175.0)	**17**	7	*	*	7	1	15	1	3	1	13	10	7
		1%	*3%*	*2%*	*1%*	*4%*	*1%*	*2%*	**%*	*2%*	*1%*	*1%*	*1%*	*1%*
250 - 499	(375.0)	**3**	1	-	-	1	1	2	-	1	*	2	1	2
		****%***	*1%*	*-%*	*-%*	*1%*	*1%*	**%*	*-%*	*1%*	**%*	**%*	**%*	**%*
500 - 4,999	(2750.0)	**4**	2	-	*	2	*	3	-	2	2	-	2	2
		****%***	*1%*	*-%*	**%*	*1%*	**%*	**%*	*-%*	*1%* c	*3%* c	*-%*	**%*	**%*
5,000 - 49,999	(27500.0)	*	*	-	-	*	*	-	-	*	-	-	*	-
		****%***	**%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
500,000 - 4,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: 0-49		**1167**	194	6	50	172	121	832	207	125	62	970	679	488
		96%	*92%*	*98%*	*99%* b	*91%*	*93%*	*96%* a	*96%*	*95%*	*91%*	*96%* b	*96%*	*96%*
Net: 50+		**51**	17	*	1	17	10	32	9	7	6	37	32	19
		4%	*8%*	*2%*	*1%*	*9%* a	*7%* b	*4%*	*4%*	*5%*	*9%* c	*4%*	*4%*	*4%*
Answered		**1218**	210	7	50	189	131	863	216	131	69	1006	711	507
Mean		**29.19**	63.83	15.79	21.07	68.20	53.71	28.82	16.21	82.86 c	95.44 c	17.73	30.40	27.50

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

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
			RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%			a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total		**1606**	387	59	150	79	115	53	208	134	91	185	31	91
Weighted total		**1218**	152	17	51	25	41	19	82	50	34	64	11	47
1-24	(12.5)	**1113**	139	15	45	21	36	17	76	45	31	59	10	46
		91%	*91%* d	*89%*	*88%*	*83%*	*87%*	*89%*	*92%*	*90%*	*90%*	*91%*	*89%*	*98%* **abc**
25 - 49	(37.0)	**54**	7	2	3	2	3	1	4	2	1	4	1	*
		4%	*4%*	*9%*	*6%*	*8%*	*7%*	*3%*	*4%*	*3%*	*3%*	*6%*	*10%* d	*1%*
50 - 99	(75.0)	**27**	3	*	1	1	1	*	1	*	*	*	*	-
		2%	*2%*	**%*	*3%*	*4%*	*3%*	*1%*	*1%*	*1%*	**%*	**%*	*2%*	*-%*
100 - 249	(175.0)	**17**	2	*	*	-	*	*	*	2	1	*	-	*
		1%	*1%*	*1%*	**%*	*-%*	*1%*	*1%*	**%*	*4%* c	*3%*	**%*	*-%*	*1%*
250 - 499	(375.0)	**3**	2	*	1	1	1	1	1	1	1	1	-	*
		****%***	*2%*	*1%*	*2%*	*4%*	*3%*	*6%* c	*1%*	*2%*	*3%*	*2%*	*-%*	**%*
500 - 4,999	(2750.0)	**4**	-	-	-	-	-	-	-	-	-	-	-	-
		****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
5,000 - 49 ,999	(27500.0)	*	-	-	-	-	-	-	-	-	-	-	-	-
		****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: 0-49		**1167**	145	17	48	23	39	17	79	47	32	63	11	47
		96%	*96%*	*98%*	*95%*	*91%*	*94%*	*92%*	*97%*	*93%*	*93%*	*98%*	*98%*	*99%* a
Net: 50+		**51**	7	*	3	2	3	1	3	3	2	2	*	*
		4%	*4%*	*2%*	*5%*	*9%*	*6%*	*8%*	*3%*	*7%*	*7%* d	*2%*	*2%*	*1%*
Answered		**1218**	152	17	51	25	41	19	82	50	34	64	11	47
Mean		**29.19**	22.18	17.96	24.66	33.45	27.10	36.62	19.95	28.42	30.96 d	21.16	15.84	14.34

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 15 (continuation)

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Total base	Month											
			Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%			a	b	***c**	d	e	f	g	h	i	j	k	l
Unweighted total		**1606**	254	74	22	412	97	86	135	97	114	134	86	95
Weighted total		**1218**	205	82	32	164	69	66	97	92	136	96	98	81
1-24	(12.5)	**1113**	185	74	28	150	65	61	93	81	122	85	88	80
		91%	*91%*	*90%*	*88%*	*92%*	*95%*	*93%*	*96%*	*89%*	*90%*	*88%*	*90%*	*99%*
									ahij					**abdhijk**
25 - 49	(37.0)	**54**	12	5	2	7	2	2	1	5	8	4	4	1
		4%	*6%*	*6%*	*7%*	*4%*	*3%*	*3%*	*1%*	*5%*	*6%*	*4%*	*4%*	*1%*
			g								g			
50 - 99	(75.0)	**27**	5	3	-	3	*	1	2	-	4	7	2	*
		2%	*2%*	*4%*	*-%*	*2%*	**%*	*2%*	*2%*	*-%*	*3%*	*7%*	*2%*	**%*
				h								**adehl**		
100 - 249	(175.0)	**17**	2	-	2	2	1	1	-	4	2	1	2	*
		1%	*1%*	*-%*	*5%*	*1%*	*2%*	*2%*	*-%*	*4%*	*2%*	*1%*	*2%*	**%*
										adg				
250 - 499	(375.0)	**3**	*	-	-	2	-	*	-	-	-	-	-	-
		****%***	**%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
500 - 4,999	(2750.0)	**4**	*	-	-	-	-	-	*	2	-	-	2	-
		****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*2%*	*-%*	*-%*	*2%*	*-%*
										ad			**ad**	
5,000 - 49														
,999	(27500.0)	*	*	-	-	-	-	-	-	-	-	-	-	-
		****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
50,000 -														
499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
500,000 - 4														
,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: 0-49		**1167**	198	79	30	157	68	63	95	86	130	89	92	81
		96%	*97%*	*96%*	*95%*	*96%*	*98%*	*96%*	*97%*	*94%*	*96%*	*92%*	*94%*	*100%*
														hjk
Net: 50+		**51**	7	3	2	7	1	2	2	6	6	7	6	*
		4%	*3%*	*4%*	*5%*	*4%*	*2%*	*4%*	*3%*	*6%*	*4%*	*8%*	*6%*	**%*
										l		l	l	
Answered		**1218**	205	82	32	164	69	66	97	92	136	96	98	81
Mean		**29.19**	35.70	16.61	22.82	21.48	16.05	18.60	17.20	69.86	18.49	19.11	69.43	13.13
				l						d	l	l	d	

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

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Total base	Quarter			
			Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%			a	b	c	d
Unweighted total		**1606**	350	595	346	315
Weighted total		**1218**	319	299	325	275
1-24	(12.5)	**1113**	287	277	297	252
		91%	*90%*	*93%*	*91%*	*92%*
25 - 49	(37.0)	**54**	20	11	14	9
		4%	*6%*	*4%*	*4%*	*3%*
50 - 99	(75.0)	**27**	8	4	6	9
		2%	*3%*	*1%*	*2%*	*3%*
100 - 249	(175.0)	**17**	3	4	6	3
		1%	*1%*	*1%*	*2%*	*1%*
250 - 499	(375.0)	**3**	*	3	-	-
		***%**	*%*	*1%*	-%	-%
500 - 4,999	(2750.0)	**4**	*	-	2	2
		***%**	*%*	-%	*1%*	*1%*
						b
5,000 - 49 ,999	(27500.0)	*	*	-	-	-
		***%**	*%*	-%	-%	-%
50,000 - 499,999	(275000.0)	**-**	-	-	-	-
		-%	-%	-%	-%	-%
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-
		-%	-%	-%	-%	-%
5m +	(5500000.0)	**-**	-	-	-	-
		-%	-%	-%	-%	-%
Don't know		**-**	-	-	-	-
		-%	-%	-%	-%	-%
Net: 0-49		**1167**	307	288	311	261
		96%	*96%*	*96%*	*96%*	*95%*
Net: 50+		**51**	12	11	14	14
		4%	*4%*	*4%*	*4%*	*5%*
Answered		**1218**	319	299	325	275
Mean		**29.19**	29.49	19.59	32.57	35.26

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QV2a.1 On average, how often does your organisation send letters and large letters?

Base: All where letters or large letters are sent (QV6a=1-2)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1606**	1018	359	148	81	588	338	305	103	62	127
Weighted total	**1218**	1152	41	16	9	66	367	293	78	37	37
Less than once a week	**450**	438	9	2	1	12	167	107	20	12	5
	37%	*38%*	*22%*	*11%*	*16%*	*18%*	*46%*	*37%*	*26%*	*32%*	*12%*
		bcde	c			c	**bcde**	**ce**	e	e	
Once a week	**298**	283	10	4	2	15	97	63	28	4	12
	24%	*25%*	*24%*	*23%*	*22%*	*23%*	*26%*	*21%*	*35%*	*11%*	*31%*
							d		**bd**		**bd**
More than once a week but not every day	**284**	265	11	5	2	18	75	66	18	12	13
	23%	*23%*	*28%*	*31%*	*21%*	*28%*	*20%*	*23%*	*23%*	*34%*	*35%*
				a		a				a	**abc**
Once a day	**176**	156	11	6	4	20	24	57	13	5	8
	14%	*14%*	*26%*	*35%*	*41%*	*30%*	*7%*	*19%*	*16%*	*14%*	*21%*
			a	a	**abe**	a		a	a	a	a
Twice a day	**8**	8	*	-	-	*	3	-	-	4	*
	1%	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*10%*	*1%*
										abce	
More than twice a day	**3**	3	-	-	-	-	*	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1606**	125	54	181	36	105	193	115	91	103	1003	212	198	193
Weighted total	**1218**	140	70	179	31	107	196	123	88	104	1038	62	62	56
Less than once a week	**450**	52	23	71	11	49	70	52	33	28	389	19	23	18
	37%	*37%*	*33%*	*40%* i	*36%*	*46%* **ikm**	*36%*	*42%* **ik**	*37%*	*27%*	*37%* i	*31%*	*37%*	*33%*
Once a week	**298**	34	11	48	9	26	41	32	20	33	254	16	14	14
	24%	*24%*	*16%*	*27%*	*28%*	*25%*	*21%*	*26%*	*23%*	*32%* **bf**	*24%*	*26%*	*22%*	*26%*
More than once a week but not every day	**284**	20	23	41	9	19	51	27	21	26	238	16	16	13
	23%	*15%*	*33%* **ae**	*23%*	*29%* a	*18%*	*26%* a	*22%*	*24%*	*25%* a	*23%* a	*25%* a	*26%* a	*24%* a
Once a day	**176**	31	13	19	2	12	31	12	14	13	146	10	9	10
	14%	*22%* **cdegj**	*18%*	*11%*	*7%*	*11%*	*16%*	*10%*	*16%*	*13%*	*14%*	*16%*	*15%*	*18%* c
Twice a day	**8**	1	-	-	-	-	4	*	*	3	8	1	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*2%*	**%*	**%*	*3%* **cjlm**	*1%*	*1%*	*-%*	*-%*
More than twice a day	**3**	2	-	-	-	-	-	-	-	-	2	*	*	-
	****%***	*1%* j	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	**%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

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

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1606**	36	153	35	175	364	53	140	648	1103	503	1377	229
Weighted total	**1218**	21	97	24	136	313	32	123	469	918	300	1087	131
Less than once a week	**450**	11	34	15	45	105	15	25	199	341	109	399	51
	37%	*52%*	*35%*	*60%*	*33%*	*33%*	*45%*	*21%*	*42%*	*37%*	*36%*	*37%*	*39%*
		deg	g	**bdegh**	g	g	g		**deg**				
Once a week	**298**	7	31	4	39	83	9	17	107	224	74	261	38
	24%	*34%*	*32%*	*18%*	*29%*	*27%*	*29%*	*14%*	*23%*	*24%*	*25%*	*24%*	*29%*
		g	**gh**		g	g	g		g				
More than once a week but not every day	**284**	2	19	3	36	79	8	30	107	215	69	257	26
	23%	*8%*	*19%*	*13%*	*26%*	*25%*	*25%*	*25%*	*23%*	*23%*	*23%*	*24%*	*20%*
					a	a	a	a	a				
Once a day	**176**	1	14	2	15	39	*	48	56	131	44	160	15
	14%	*6%*	*14%*	*9%*	*11%*	*13%*	*%*	*39%*	*12%*	*14%*	*15%*	*15%*	*12%*
			f	f	f	f		**abcdefh**	f				
Twice a day	**8**	-	-	*	-	6	-	1	*	5	3	7	1
	1%	*-%*	*-%*	*1%*	*-%*	*2%*	*-%*	*1%*	*%*	*1%*	*1%*	*1%*	*1%*
						h		h					
More than twice a day	**3**	-	-	-	2	*	-	*	-	2	*	3	-
	%	*-%*	*-%*	*-%*	*1%*	*%*	*-%*	*%*	*-%*	*%*	*%*	*%*	*-%*
					h								
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1606**	1554	52	896	294	412
Weighted total	**1218**	1168	50	702	211	301
Less than once a week	**450**	422	28	337	46	67
	37%	*36%*	*55%* a	*48%* **bc**	*22%*	*22%*
Once a week	**298**	289	9	189	45	61
	24%	*25%*	*19%*	*27%* c	*21%*	*20%*
More than once a week but not every day	**284**	273	11	135	58	90
	23%	*23%*	*22%*	*19%*	*28%* a	*30%* a
Once a day	**176**	174	2	38	59	78
	14%	*15%* b	*4%*	*5%*	*28%* a	*26%* a
Twice a day	**8**	8	-	1	3	4
	1%	*1%*	*-%*	**%*	*1%* a	*1%* a
More than twice a day	**3**	2	*	2	-	1
	****%***	**%*	*1%*	**%*	*-%*	**%*
Don't know	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*

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

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

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**1606**	1210	335	47	6	4	3	-	1	1545	61	424	786	396
Weighted total	**1218**	987	204	21	2	3	1	-	*	1191	27	411	576	231
Less than once a week	**450**	410	34	6	-	-	-	-	-	444	6	271	140	39
	37%	*42%*	*16%*	*28%*	*-%*	*-%*	*-%*	*-%*	*-%*	*37%*	*22%*	*66%*	*24%*	*17%*
		bij								**bj**		**bc**	c	
Once a week	**298**	266	30	2	*	-	-	-	-	296	2	96	170	32
	24%	*27%*	*15%*	*9%*	*2%*	*-%*	*-%*	*-%*	*-%*	*25%*	*7%*	*23%*	*29%*	*14%*
		bcj								**bcj**		c	**ac**	
More than once a week but not every day	**284**	213	68	2	*	-	-	-	-	282	2	32	181	71
	23%	*22%*	*34%*	*9%*	*4%*	*-%*	*-%*	*-%*	*-%*	*24%*	*8%*	*8%*	*31%*	*31%*
		cj	**acij**							**cj**			a	a
Once a day	**176**	89	69	11	2	3	1	-	*	159	17	10	79	86
	14%	*9%*	*34%*	*53%*	*93%*	*100%*	*100%*	*-%*	*100%*	*13%*	*62%*	*3%*	*14%*	*37%*
			ai	**abi**						a	**abi**		a	**ab**
Twice a day	**8**	6	2	*	-	-	-	-	-	8	*	1	5	2
	1%	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	**%*	*1%*	*1%*
More than twice a day	**3**	2	*	-	-	-	-	-	-	3	-	-	2	*
	****%***	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

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

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total	**1606**	1468	998	1606	620	518	1111	1412	108	42	30	9	4	1
Weighted total	**1218**	1087	703	1218	461	344	792	1113	54	27	17	3	4	*
Less than once a week	**450**	387	187	450	119	79	215	422	10	8	7	2	-	-
	37%	*36%*	*27%*	*37%*	*26%*	*23%*	*27%*	*38%*	*19%*	*30%*	*42%*	*79%*	*-%*	*-%*
		bdef		**bdef**				b			b			
Once a week	**298**	265	161	298	112	74	196	281	8	8	1	-	-	-
	24%	*24%*	*23%*	*24%*	*24%*	*21%*	*25%*	*25%*	*14%*	*28%*	*9%*	*-%*	*-%*	*-%*
								bd		**bd**				
More than once a week but not every day	**284**	265	197	284	134	103	226	256	18	6	4	*	*	-
	23%	*24%*	*28%*	*23%*	*29%*	*30%*	*28%*	*23%*	*33%*	*21%*	*23%*	*2%*	*3%*	*-%*
			ac		**ac**	**ac**	**ac**		a					
Once a day	**176**	163	150	176	92	84	146	145	18	4	5	1	4	*
	14%	*15%*	*21%*	*14%*	*20%*	*25%*	*18%*	*13%*	*34%*	*14%*	*27%*	*19%*	*97%*	*100%*
			ac		**ac**	**acf**	**ac**		**ac**		a			
Twice a day	**8**	5	8	8	4	3	6	7	-	2	-	-	-	-
	1%	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*6%*	*-%*	*-%*	*-%*	*-%*
			a							**ab**				
More than twice a day	**3**	3	*	3	-	-	3	3	-	-	-	-	-	-
	****%***	**%*	**%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

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

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1606**	592	12	9	4	-	3	-	3	487	391	399	316	13
Weighted total	**1218**	441	7	7	5	-	*	-	*	450	298	284	176	11
Less than once a week	**450**	118	*	1	-	-	-	-	-	450	-	-	-	-
	37%	*27%*	*1%*	*14%*	-%	-%	-%	-%	-%	*100%* **bcd**	-%	-%	-%	-%
Once a week	**298**	107	2	2	2	-	*	-	*	-	298	-	-	-
	24%	*24%*	*24%*	*28%*	*35%*	-%	*13%*	-%	*13%*	-%	*100%* **acd**	-%	-%	-%
More than once a week but not every day	**284**	128	4	2	-	-	-	-	-	-	-	284	-	-
	23%	*29%*	*50%*	*35%*	-%	-%	-%	-%	-%	-%	-%	*100%* **abd**	-%	-%
Once a day	**176**	85	2	1	3	-	*	-	*	-	-	-	176	-
	14%	*19%*	*24%*	*23%*	*65%*	-%	*87%*	-%	*87%*	-%	-%	-%	*100%* **abc**	-%
Twice a day	**8**	4	-	-	-	-	-	-	-	-	-	-	-	8
	1%	*1%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*76%*
More than twice a day	**3**	-	-	-	-	-	-	-	-	-	-	-	-	3
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*24%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**1606**	216	141	150	103	10	350	33	236	1449	157	1530	76
Weighted total	**1218**	165	105	122	67	2	295	20	145	1100	118	1165	53
Less than once a week	**450**	75	21	12	11	*	70	8	41	409	41	432	18
	37%	*45%* **bcd**	*20%* c	*9%*	*17%*	*24%*	*24%*	*40%* a	*28%*	*37%*	*35%*	*37%*	*34%*
Once a week	**298**	41	49	17	5	*	74	6	30	270	28	281	17
	24%	*25%* **cd**	*46%* **acd**	*14%*	*8%*	*11%*	*25%*	*31%*	*21%*	*25%*	*24%*	*24%*	*32%*
More than once a week but not every day	**284**	36	20	66	11	1	92	4	38	254	30	273	11
	23%	*22%*	*19%*	*54%* **abd**	*17%*	*36%*	*31%*	*22%*	*26%*	*23%*	*25%*	*23%*	*20%*
Once a day	**176**	13	15	25	39	*	55	1	35	156	20	168	8
	14%	*8%*	*14%* a	*21%* a	*58%* **abc**	*14%*	*19%*	*7%*	*24%* b	*14%*	*17%*	*14%*	*14%*
Twice a day	**8**	1	1	2	-	*	3	-	1	8	-	8	-
	1%	*1%*	*1%*	*2%*	*-%*	*14%*	*1%*	*-%*	*1%*	*1%*	*-%*	*1%*	*-%*
More than twice a day	**3**	-	-	-	-	-	-	-	-	3	-	3	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

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

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	***d**
Unweighted total	**1606**	66	130	224	33	453	167	477	1370	220	1
Weighted total	**1218**	49	103	177	19	331	130	340	1009	122	2
Less than once a week	**450**	12	28	56	6	83	36	108	346 c	33	2
	37%	*26%*	*27%*	*32%*	*34%*	*25%*	*28%*	*32%*	*34%*	*27%*	*100%*
Once a week	**298**	10	21	33	2	80	32	79	257	27	-
	24%	*22%*	*21%*	*19%*	*12%*	*24%*	*25%*	*23%*	*26%*	*22%*	*-%*
More than once a week but not every day	**284**	14	33	52	6	97	38	102 b	240	31	-
	23%	*29%*	*32%*	*30%*	*34%*	*29%*	*29%*	*30%*	*24%*	*25%*	*-%*
Once a day	**176**	11	22	34	4	68	24	51	157	31 **ab**	-
	14%	*24%*	*21%*	*19%*	*20%*	*20%*	*18%*	*15%*	*16%*	*26%*	*-%*
Twice a day	**8**	*	-	*	-	4	-	*	5	*	-
	1%	*1%*	*-%*	**%*	*-%*	*1%*	*-%*	**%*	**%*	**%*	*-%*
More than twice a day	**3**	-	-	*	-	-	-	-	3	-	-
	****%***	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

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

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**1606**	384	877	164	-	391	424	140	6	1409	943	505	1220	999	15
Weighted total	**1218**	277	602	90	-	282	296	89	4	1044	668	368	907	692	5
Less than once a week	**450**	79	145	19	-	67	76	19	*	369	177	92	331	230	1
	37%	*28%*	*24%*	*21%*	*-%*	*24%*	*26%*	*21%*	*3%*	*35%* **bc**	*27%*	*25%*	*36%*	*33%*	*20%*
Once a week	**298**	65	139	18	-	69	75	18	2	252	148	93	219	167	*
	24%	*23%*	*23%*	*20%*	*-%*	*24%*	*25%*	*20%*	*47%*	*24%*	*22%*	*25%*	*24%*	*24%*	*4%*
More than once a week but not every day	**284**	79	167	29	-	94	75	28	2	255	187	107	212	162	3
	23%	*28%*	*28%*	*32%*	*-%*	*33%* b	*25%*	*32%*	*50%*	*24%*	*28%*	*29%* a	*23%*	*23%*	*65%*
Once a day	**176**	53	143	22	-	51	67	22	-	161	147	74	135	124	*
	14%	*19%*	*24%*	*24%*	*-%*	*18%*	*23%*	*25%*	*-%*	*15%*	*22%* a	*20%* a	*15%*	*18%*	*5%*
Twice a day	**8**	1	7	2	-	1	2	2	-	5	8	3	7	6	*
	1%	**%*	*1%*	*2%* a	*-%*	**%*	*1%*	*2%* a	*-%*	**%*	*1%* a	*1%*	*1%*	*1%*	*6%*
More than twice a day	**3**	*	*	-	-	-	-	-	-	3	-	-	3	3	-
	****%***	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

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

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1606**	374	260	298	96	78	1114	952	39	17	11	12
Weighted total	**1218**	249	169	208	56	40	822	663	23	10	12	10
Less than once a week	**450**	59	34	54	9	7	291	221	6	4	1	3
	37%	*24%*	*20%*	*26%* d	*15%*	*19%*	*35%*	*33%*	*27%*	*39%*	*11%*	*30%*
Once a week	**298**	58	50	56	13	9	200	165	5	2	2	*
	24%	*23%*	*30%*	*27%*	*23%*	*21%*	*24%*	*25%*	*21%*	*20%*	*18%*	*3%*
More than once a week but not every day	**284**	70	42	60	16	10	189	153	7	2	3	4
	23%	*28%*	*25%*	*29%*	*28%*	*26%*	*23%*	*23%*	*30%*	*16%*	*25%*	*46%*
Once a day	**176**	59	39	39	19	11	132	116	5	2	5	*
	14%	*24%*	*23%*	*19%*	*33%* c	*29%* c	*16%*	*17%*	*21%*	*21%*	*45%*	*1%*
Twice a day	**8**	2	3	*	*	2	7	6	-	*	-	2
	1%	*1%*	*2%* c	**%*	*1%*	*5%* **ac**	*1%*	*1%*	*-%*	*3%*	*-%*	*20%*
More than twice a day	**3**	-	-	-	-	-	3	3	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

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

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1606**	1543	1314	1557	1279	1572	916	1520	394	3	1337	47	227	1317
Weighted total	**1218**	1161	966	1170	940	1183	668	1139	239	5	1005	35	186	985
Less than once a week	**450**	417	320	420	330	433	220	414	77	2	373	12	56	376
	37%	*36%*	*33%*	*36%*	*35%*	*37%*	*33%*	*36%*	*32%*	*39%*	*37%*	*35%*	*30%*	*38%* a
Once a week	**298**	283	241	288	232	285	170	285	67	-	238	8	45	236
	24%	*24%*	*25%*	*25%*	*25%*	*24%*	*26%*	*25%*	*28%*	*-%*	*24%*	*22%*	*24%*	*24%*
More than once a week but not every day	**284**	278	235	279	220	281	163	267	49	3	235	8	38	235
	23%	*24%*	*24%*	*24%*	*23%*	*24%*	*24%*	*23%*	*20%*	*61%*	*23%*	*22%*	*20%*	*24%*
Once a day	**176**	172	164	172	150	174	109	162	46	-	147	7	47	126
	14%	*15%*	*17%*	*15%*	*16%*	*15%*	*16%*	*14%*	*19%* b	*-%*	*15%*	*20%*	*25%* b	*13%*
Twice a day	**8**	8	5	8	7	8	4	8	1	-	8	-	*	8
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	*-%*	*1%*	*-%*	*%*	*1%*
More than twice a day	**3**	3	1	3	*	3	*	3	*	-	3	-	-	3
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*-%*	*-%*	*%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

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

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1606**	268	12	64	250	187	1116	296	175	75	1338	949	657
Weighted total	**1218**	210	7	50	189	131	863	216	131	69	1006	711	507
Less than once a week	**450**	67	4	15	62	25	325	96	42	23	378	254	196
	37%	*32%*	*57%*	*30%*	*33%*	*19%*	*38%* a	*44%* **ab**	*32%*	*33%*	*38%*	*36%*	*39%*
Once a week	**298**	44	2	13	39	31	222	44	32	18	247	183	115
	24%	*21%*	*35%*	*25%*	*21%*	*23%*	*26%*	*20%*	*24%*	*26%*	*25%*	*26%*	*23%*
More than once a week but not every day	**284**	62	*	12	57	36	200	46	41	12	228	157	127
	23%	*30%*	*7%*	*23%*	*30%*	*27%*	*23%*	*21%*	*31%* **bc**	*17%*	*23%*	*22%*	*25%*
Once a day	**176**	36	*	11	30	34	112	30	14	14	146	110	65
	14%	*17%*	*2%*	*22%*	*16%*	*26%* **bc**	*13%*	*14%*	*11%*	*21%* a	*15%*	*15%*	*13%*
Twice a day	**8**	*	-	-	*	5	3	*	2	2	5	6	3
	1%	**%*	*-%*	*-%*	**%*	*4%* **bc**	**%*	**%*	*1%*	*3%* c	**%*	*1%*	*1%*
More than twice a day	**3**	*	-	-	*	*	2	-	*	-	2	2	*
	****%***	**%*	*-%*	*-%*	**%*	**%*	**%*	*-%*	**%*	*-%*	**%*	**%*	**%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

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

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**1606**	387	59	150	79	115	53	208	134	91	185	31	91
Weighted total	**1218**	152	17	51	25	41	19	82	50	34	64	11	47
Less than once a week	**450**	61	8	16	7	14	5	33	19	12	26	3	20
	37%	*40%* d	*47%* **cd**	*32%*	*27%*	*33%*	*28%*	*41%*	*38%*	*34%*	*41%*	*26%*	*41%*
Once a week	**298**	39	6	13	7	12	5	23	14	5	18	3	15
	24%	*25%*	*32%*	*26%*	*26%*	*28%*	*28%*	*28%*	*28%*	*14%*	*28%* a	*25%*	*32%* a
More than once a week but not every day	**284**	31	3	11	5	8	5	17	10	11	12	4	8
	23%	*21%*	*16%*	*21%*	*22%*	*18%*	*26%*	*21%*	*20%*	*33%* **bd**	*19%*	*33%*	*18%*
Once a day	**176**	20	1	10	6	8	2	8	6	6	7	2	4
	14%	*13%*	*5%*	*19%* b	*24%* **ab**	*19%* c	*12%*	*10%*	*12%*	*18%*	*10%*	*16%*	*9%*
Twice a day	**8**	1	-	1	*	*	1	*	1	-	1	*	*
	1%	*1%*	*-%*	*3%*	*1%*	*1%*	*6%* c	**%*	*2%*	*-%*	*2%*	**%*	*1%*
More than twice a day	**3**	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 16 (continuation)

QV2a.1 On average, how often does your organisation send letters and large letters?

Base: All where letters or large letters are sent (QV6a=1-2)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	***c**	d	e	f	g	h	i	j	k	l
Unweighted total	**1606**	254	74	22	412	97	86	135	97	114	134	86	95
Weighted total	**1218**	205	82	32	164	69	66	97	92	136	96	98	81
Less than once a week	**450**	78	22	12	65	23	20	35	23	49	29	47	46
	37%	*38%*	*27%*	*37%*	*40%*	*34%*	*30%*	*36%*	*25%*	*36%*	*31%*	*48%*	*57%*
		h			**bh**							**bfhj**	**abdefghij**
Once a week	**298**	48	25	11	41	16	19	22	23	36	22	21	13
	24%	*23%*	*31%*	*34%*	*25%*	*23%*	*30%*	*23%*	*25%*	*26%*	*23%*	*21%*	*17%*
			l				l						
More than once a week but not every day	**284**	45	21	2	36	21	18	23	28	30	25	20	15
	23%	*22%*	*26%*	*5%*	*22%*	*30%*	*27%*	*24%*	*30%*	*22%*	*26%*	*20%*	*19%*
Once a day	**176**	32	12	6	20	8	9	15	17	21	19	11	7
	14%	*15%*	*14%*	*18%*	*12%*	*12%*	*14%*	*15%*	*18%*	*15%*	*20%*	*11%*	*8%*
									l		**dl**		
Twice a day	**8**	2	*	-	1	1	-	2	2	-	*	-	-
	1%	*1%*	*1%*	*-%*	*1%*	*1%*	*-%*	*2%*	*2%*	*-%*	**%*	*-%*	*-%*
More than twice a day	**3**	-	*	2	-	*	-	-	-	-	-	-	-
	****%***	*-%*	*1%*	*6%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

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

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**1606**	350	595	346	315
Weighted total	**1218**	319	299	325	275
Less than once a week	**450**	112	108	107	122
	37%	*35%*	*36%*	*33%*	*44%*
					abc
Once a week	**298**	85	76	81	56
	24%	*26%*	*26%*	*25%*	*20%*
More than once a week but not every day	**284**	69	74	81	60
	23%	*22%*	*25%*	*25%*	*22%*
Once a day	**176**	49	37	52	37
	14%	*15%*	*12%*	*16%*	*13%*
Twice a day	**8**	2	2	4	*
	1%	*1%*	*1%*	*1%*	**%*
More than twice a day	**3**	2	*	-	-
	%	*1%*	**%*	-%	-%
Don't know	**-**	-	-	-	-
	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 17

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Total base	Business Size					Turnover				
			0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted total		**769**	489	158	79	43	280	155	149	47	31	62
Weighted total		**609**	576	20	8	5	33	183	155	39	17	19
1-24	(12.5)	**586**	556	18	8	5	30	177	150	37	17	18
		96%	*96%* be	*91%*	*93%*	*99%*	*93%*	*97%*	*97%*	*95%*	*98%*	*96%*
25 - 49	(37.0)	**10**	9	1	*	*	1	3	2	2	-	*
		2%	*2%*	*4%* a	*4%*	*1%*	*4%*	*2%*	*2%*	*5%*	*-%*	*2%*
50 - 99	(75.0)	**7**	6	1	*	-	1	1	3	*	*	*
		1%	*1%*	*3%*	*1%*	*-%*	*2%*	*1%*	*2%*	**%*	**%*	*2%*
100 - 249	(175.0)	**5**	5	*	-	-	*	2	*	-	-	-
		1%	*1%*	**%*	*-%*	*-%*	**%*	*1%*	**%*	*-%*	*-%*	*-%*
250 - 499	(375.0)	*	-	-	*	-	*	-	-	-	-	-
		****%***	*-%*	*-%*	*1%* a	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
500 - 4,999	(2750.0)	*	-	*	*	-	*	-	-	-	*	-
		****%***	*-%*	*2%* a	*1%*	*-%*	*1%* a	*-%*	*-%*	*-%*	*1%*	*-%*
5,000 - 49 ,999	(27500.0)	**-**	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: 0-49		**596**	565	19	8	5	32	179	152	39	17	19
		98%	*98%* b	*95%*	*97%*	*100%*	*96%*	*98%*	*98%*	*100%*	*98%*	*98%*
50+		**13**	11	1	*	-	1	3	3	*	*	*
		2%	*2%*	*5%* a	*3%*	*-%*	*4%*	*2%*	*2%*	**%*	*2%*	*2%*
Answered		**609**	576	20	8	5	33	183	155	39	17	19
Mean		**16.99**	15.03	67.21 a	37.72 a	12.72	51.26 a	14.99	14.05	13.86	50.53	14.16

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

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 17 (continuation)

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Total base	GOR (sample)												
			East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total		**769**	62	30	102	13	45	96	56	56	53	513	102	79	75
Weighted total		**609**	73	41	102	10	45	103	57	55	49	534	29	25	20
1-24	(12.5)	**586**	68	41	99	9	43	101	55	51	46	513	29	25	19
		96%	*94%*	*100%*	*98%*	*91%*	*94%*	*99%*	*96%*	*93%*	*94%*	*96%*	*98%*	*99%* h	*96%*
25 - 49	(37.0)	**10**	3	-	1	-	-	1	*	2	3	9	*	*	1
		2%	*4%*	*-%*	*1%*	*-%*	*-%*	*1%*	**%*	*4%*	*6%* **ckl**	*2%*	**%*	**%*	*3%*
50 - 99	(75.0)	**7**	*	*	*	1	3	-	2	-	-	6	*	*	*
		1%	**%*	**%*	**%*	*9%*	*6%* **cfj**	*-%*	*3%*	*-%*	*-%*	*1%*	*2%*	**%*	*1%*
100 - 249	(175.0)	**5**	2	-	2	-	-	-	-	2	-	5	*	-	-
		1%	*2%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*1%*	**%*	*-%*	*-%*
250 - 499	(375.0)	*	-	-	-	-	*	-	-	-	-	*	-	-	-
		****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
500 - 4,999	(2750.0)	*	-	-	-	-	-	*	*	*	-	*	-	-	-
		****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*
5,000 - 49 ,999	(27500.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: 0-49		**596**	71	41	100	9	43	103	55	53	49	522	29	25	20
		98%	*98%*	*100%*	*98%*	*91%*	*94%*	*100%* e	*97%*	*96%*	*100%*	*98%*	*98%*	*100%* e	*99%*
50+		**13**	2	*	2	1	3	*	2	2	-	12	1	*	*
		2%	*2%*	**%*	*2%*	*9%*	*6%* **fl**	**%*	*3%*	*4%*	*-%*	*2%*	*2%*	**%*	*1%*
Answered		**609**	73	41	102	10	45	103	57	55	49	534	29	25	20
Mean		**16.99**	17.23	12.76	15.60	18.36	17.22	14.29	20.67	30.67	13.89	17.48	13.88	12.80	13.70

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

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Total base	Industry								Urbanity		Location	
			Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			*a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted total		769	10	120	17	50	259	22	36	253	538	231	675	94
Weighted total		609	4	85	8	39	234	12	37	188	464	145	561	48
1-24	(12.5)	586	4	82	8	39	220	12	37	182	449	137	542	45
		96%	*100%*	*97%*	*100%*	*100%*	*94%*	*100%*	*100%*	*97%*	*97%*	*95%*	*97%*	*92%*
													b	
25 - 49	(37.0)	10	-	1	-	-	5	-	-	4	6	4	8	2
		2%	-%	*1%*	-%	-%	*2%*	-%	-%	*2%*	*1%*	*3%*	*1%*	*4%*
														a
50 - 99	(75.0)	7	-	-	-	-	5	-	-	2	4	2	7	-
		1%	-%	-%	-%	-%	*2%*	-%	-%	*1%*	*1%*	*2%*	*1%*	-%
100 - 249	(175.0)	5	-	2	-	-	3	-	-	*	5	*	4	2
		1%	-%	*2%*	-%	-%	*1%*	-%	-%	*%*	*1%*	*%*	*1%*	*4%*
				h										a
250 - 499	(375.0)	*	-	-	-	-	*	-	-	-	-	*	*	-
		%	-%	-%	-%	-%	*%*	-%	-%	-%	-%	*%*	*%*	-%
500 - 4,999	(2750.0)	*	-	*	-	-	*	-	-	*	-	*	*	-
		%	-%	*%*	-%	-%	*%*	-%	-%	*%*	-%	*%*	*%*	-%
5,000 - 49 ,999	(27500.0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50,000 - 499,999	(275000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
500,000 - 4 ,999,999	(2750000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49		596	4	83	8	39	226	12	37	186	455	142	550	47
		98%	*100%*	*98%*	*100%*	*100%*	*96%*	*100%*	*100%*	*99%*	*98%*	*98%*	*98%*	*96%*
50+		13	-	2	-	-	9	-	-	2	10	3	11	2
		2%	-%	*2%*	-%	-%	*4%*	-%	-%	*1%*	*2%*	*2%*	*2%*	*4%*
Answered		609	4	85	8	39	234	12	37	188	464	145	561	48
Mean		16.99	12.50	20.33	12.50	12.50	19.70	12.50	12.50	14.52	15.23	22.62	16.76	19.63

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

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Total base	Internet connection		Role of mail services		
			Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted total		**769**	746	23	323	135	303
Weighted total		**609**	586	23	267	95	237
1-24	(12.5)	**586**	563	23	264	91	222
		96%	*96%*	*100%*	*99%* bc	*95%*	*93%*
25 - 49	(37.0)	**10**	10	-	*	2	8
		2%	*2%*	-%	*%	*2%* a	*3%* a
50 - 99	(75.0)	**7**	7	-	*	2	4
		1%	*1%*	-%	*%	*2%* a	*2%* a
100 - 249	(175.0)	**5**	5	-	2	-	4
		1%	*1%*	-%	*1%*	-%	*1%*
250 - 499	(375.0)	*	*	-	-	-	*
		%	*%	-%	-%	-%	*%
500 - 4,999	(2750.0)	*	*	-	-	*	*
		%	*%	-%	-%	*%	*%
5,000 - 49 ,999	(27500.0)	**-**	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	**-**	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Don't know		**-**	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Net: 0-49		**596**	573	23	264	93	229
		98%	*98%*	*100%*	*99%* c	*98%*	*97%*
50+		**13**	13	-	2	2	8
		2%	*2%*	-%	*1%*	*2%*	*3%* a
Answered		**609**	586	23	267	95	237
Mean		**16.99**	17.17	12.50	13.73	16.02	21.21

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

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Total base	Monthly postal spend									Monthly Postal Spend (size)		
			<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total		769	460	247	49	6	4	2	-	1	707	62	85	375	309
Weighted total		609	406	176	21	3	3	*	-	*	582	27	85	321	203
1-24	(12.5)	586	404	167	13	*	2	-	-	-	571	15	85	319	182
		96%	*100%*	*95%*	*61%*	*8%*	*85%*	*-%*	*-%*	*-%*	*98%*	*56%*	*100%*	*99%*	*90%*
			bcij	**cj**							**bcj**		c	c	
25 - 49	(37.0)	10	*	6	3	1	*	*	-	-	6	4	-	*	10
		2%	**%*	*3%*	*16%*	*20%*	*11%*	*50%*	*-%*	*-%*	*1%*	*16%*	*-%*	**%*	*5%*
				ai	**abi**						a	**abi**			**ab**
50 - 99	(75.0)	7	2	2	3	*	-	-	-	-	3	3	-	2	5
		1%	**%*	*1%*	*15%*	*6%*	*-%*	*-%*	*-%*	*-%*	*1%*	*12%*	*-%*	*1%*	*2%*
					abi							**abi**			b
100 - 249	(175.0)	5	-	2	2	2	-	-	-	-	2	3	-	-	5
		1%	*-%*	*1%*	*8%*	*67%*	*-%*	*-%*	*-%*	*-%*	**%*	*13%*	*-%*	*-%*	*3%*
				a	**abi**							**abi**			b
250 - 499	(375.0)	*	-	-	-	-	*	-	-	-	-	*	-	-	*
		**%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*
500 - 4,999	(2750.0)	*	-	*	-	-	-	*	-	*	*	*	-	-	*
		**%*	*-%*	**%*	*-%*	*-%*	*-%*	*50%*	*-%*	*100%*	**%*	*1%*	*-%*	*-%*	**%*
												ai			
5,000 - 49 ,999	(27500.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
50,000 - 499,999	(275000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: 0-49		596	404	173	16	1	2	*	-	-	577	19	85	319	192
		98%	*100%*	*98%*	*77%*	*27%*	*95%*	*50%*	*-%*	*-%*	*99%*	*73%*	*100%*	*99%*	*95%*
			cj	**cj**							**cj**		c	c	
50+		13	2	3	5	2	*	*	-	*	5	7	-	2	11
		2%	**%*	*2%*	*23%*	*73%*	*5%*	*50%*	*-%*	*100%*	*1%*	*27%*	*-%*	*1%*	*5%*
					abi							**abi**			**ab**
Answered		609	406	176	21	3	3	*	-	*	582	27	85	321	203
Mean		16.99	12.79	16.39	38.66	129.69	31.92	1393.50	-	2750.00	13.88	84.46	12.50	12.87	25.38
					abi							**abi**			

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

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Total base	Types of mail sent						Number of letters/ large letters sent						
			Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total		**769**	557	494	620	769	277	591	521	57	18	15	5	3	1
Weighted total		**609**	403	342	461	609	184	453	412	25	10	9	2	4	*
1-24	(12.5)	**586**	387	327	441	586	173	435	395	23	10	9	2	4	-
		96%	*96%*	*95%*	*96%*	*96%*	*94%*	*96%*	*96%*	*91%*	*99%*	*97%*	*100%*	*100%*	*-%*
25 - 49	(37.0)	**10**	6	5	7	10	7	9	7	*	-	-	-	-	-
		2%	*2%*	*2%*	*2%*	*2%*	*4%* **abcd**	*2%*	*2%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*
50 - 99	(75.0)	**7**	3	7	7	7	1	5	6	*	-	-	-	-	-
		1%	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
100 - 249	(175.0)	**5**	5	4	5	5	2	4	4	2	-	*	-	-	-
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*7%* a	*-%*	**%*	*-%*	*-%*	*-%*
250 - 499	(375.0)	*	-	-	-	*	*	*	-	-	-	-	-	-	-
		****%***	*-%*	*-%*	*-%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
500 - 4,999	(2750.0)	*	*	*	*	*	*	*	-	-	*	*	-	-	*
		****%***	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	*1%*	*3%*	*-%*	*-%*	*100%*
5,000 - 49 ,999	(27500.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: 0-49		**596**	394	332	449	596	180	444	402	23	10	9	2	4	-
		98%	*98%*	*97%*	*97%*	*98%*	*98%*	*98%*	*98%* b	*93%*	*99%*	*97%*	*100%*	*100%*	*-%*
50+		**13**	9	11	12	13	4	9	10	2	*	*	-	-	*
		2%	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*2%*	*7%* a	*1%*	*3%*	*-%*	*-%*	*100%*
Answered		**609**	403	342	461	609	184	453	412	25	10	9	2	4	*
Mean		**16.99**	18.43	19.12	18.17	16.99	18.52	17.56	15.33	23.90 a	27.87	83.98	12.50	12.50	2750.00

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

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
			1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total		**769**	733	17	11	4	1	3	-	4	125	146	173	171	5
Weighted total		**609**	586	10	7	5	*	*	-	1	119	112	134	92	4
1-24	(12.5)	**586**	586	-	-	-	-	-	-	-	118	107	128	85	4
		96%	*100%*	-%	-%	-%	-%	-%	-%	-%	*99%* d	*95%*	*96%*	*92%*	*100%*
25 - 49	(37.0)	**10**	-	10	-	-	-	-	-	-	*	2	4	2	-
		2%	-%	*100%*	-%	-%	-%	-%	-%	-%	*%	*2%*	*3%*	*2%*	-%
50 - 99	(75.0)	**7**	-	-	7	-	-	-	-	-	1	2	2	1	-
		1%	-%	-%	*100%*	-%	-%	-%	-%	-%	*1%*	*2%*	*2%*	*2%*	-%
100 - 249	(175.0)	**5**	-	-	-	5	-	-	-	-	-	2	-	3	-
		1%	-%	-%	-%	*100%*	-%	-%	-%	-%	-%	*2%*	-%	*4%* **ac**	-%
250 - 499	(375.0)	*	-	-	-	-	*	-	-	*	-	-	-	-	-
		%	-%	-%	-%	-%	*100%*	-%	-%	*22%*	-%	-%	-%	-%	-%
500 - 4,999	(2750.0)	*	-	-	-	-	-	*	-	*	-	*	-	*	-
		%	-%	-%	-%	-%	-%	*100%*	-%	*78%*	-%	*%	-%	*%	-%
5,000 - 49 ,999	(27500.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49		**596**	586	10	-	-	-	-	-	-	118	109	132	86	4
		98%	*100%*	*100%*	-%	-%	-%	-%	-%	-%	*99%* d	*97%*	*98%* d	*94%*	*100%*
50+		**13**	-	-	7	5	*	*	-	1	1	4	2	5	-
		2%	-%	-%	*100%*	*100%*	*100%*	*100%*	-%	*100%*	*1%*	*3%*	*2%*	*6%* **ac**	-%
Answered		**609**	586	10	7	5	*	*	-	1	119	112	134	92	4
Mean		**16.99**	12.50	37.00	75.00	175.00	375.00	2750.00	-	2237	13.01	17.95	14.26	31.11	12.50

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

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
			Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total		**769**	256	177	197	126	12	465	38	263	589	180	579	41
Weighted total		**609**	208	139	169	85	5	411	24	171	454	155	440	21
1-24	(12.5)	**586**	208	134	166	73	4	390	24	170	442	144	421	21
		96%	*100%* **bcd**	*96%* d	*98%* d	*86%*	*73%*	*95%*	*99%*	*99%* a	*97%* b	*93%*	*96%*	*98%*
25 - 49	(37.0)	**10**	*	2	3	4	1	10	-	*	5	5	7	*
		2%	**%*	*1%*	*2%* a	*5%* a	*22%*	*2%* c	*-%*	**%*	*1%*	*3%*	*2%*	*1%*
50 - 99	(75.0)	**7**	-	2	1	4	-	6	*	1	4	3	7	-
		1%	*-%*	*1%*	**%*	*5%* **ac**	*-%*	*1%*	**%*	*1%*	*1%*	*2%*	*1%*	*-%*
100 - 249	(175.0)	**5**	-	2	-	4	-	5	-	*	2	3	5	-
		1%	*-%*	*1%*	*-%*	*4%* **ac**	*-%*	*1%*	*-%*	**%*	**%*	*2%* a	*1%*	*-%*
250 - 499	(375.0)	*	-	-	-	*	-	*	-	-	*	-	-	-
		****%***	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
500 - 4,999	(2750.0)	*	-	-	*	*	*	*	*	-	*	*	*	*
		****%***	*-%*	*-%*	**%*	**%*	*5%*	**%*	*1%*	*-%*	**%*	**%*	**%*	*1%*
5,000 - 49 ,999	(27500.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: 0-49		**596**	208	136	169	77	5	400	24	170	448	149	428	21
		98%	*100%* **bd**	*97%* d	*100%* d	*91%*	*95%*	*97%*	*99%*	*99%* a	*99%* b	*96%*	*97%*	*99%*
50+		**13**	-	4	1	8	*	11	*	1	6	7	12	*
		2%	*-%*	*3%* a	**%*	*9%* **abc**	*5%*	*3%* c	*1%*	*1%*	*1%*	*4%* a	*3%*	*1%*
Answered		**609**	208	139	169	85	5	411	24	171	454	155	440	21
Mean		**16.99**	12.51	15.74 a	14.06	28.18 a	148.53	18.10	27.26	12.93	15.84	20.35	17.63	29.30

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

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
			Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	*d
Unweighted total		**769**	77	164	178	18	531	238	233	498	128	-
Weighted total		**609**	62	137	145	7	402	207	150	355	63	-
1-24	(12.5)	**586**	56	126	129	7	390	196	148	340	62	-
		96%	*90%*	*92%*	*89%*	*97%*	*97%*	*95%*	*98%*	*96%*	*98%*	-%
25 - 49	(37.0)	**10**	2	4	5	*	5	5	2	6	*	-
		2%	*3%*	*3%*	*3%*	*1%*	*1%*	*2%*	*1%*	*2%*	*%*	-%
50 - 99	(75.0)	**7**	4	1	5	-	6	1	*	3	1	-
		1%	*6%* b	*1%*	*3%*	-%	*1%*	*1%*	*%*	*1%*	*2%*	-%
100 - 249	(175.0)	**5**	-	5	5	-	-	5	-	5	-	-
		1%	-%	*4%*	*4%*	-%	-%	*3%* a	-%	*2%*	-%	-%
250 - 499	(375.0)	*	-	-	-	-	*	-	-	-	-	-
		%	-%	-%	-%	-%	*%*	-%	-%	-%	-%	-%
500 - 4,999	(2750.0)	*	*	-	*	*	*	-	*	*	*	-
		%	*1%*	-%	*%*	*2%*	*%*	-%	*%*	*%*	*%*	-%
5,000 - 49 ,999	(27500.0)	**-**	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know		**-**	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49		**596**	58	130	134	7	396	201	150	346	62	-
		98%	*93%*	*95%*	*93%*	*98%*	*98%*	*97%*	*100%* b	*97%*	*98%*	-%
50+		**13**	4	7	11	*	6	6	*	9	1	-
		2%	*7%*	*5%*	*7%*	*2%*	*2%*	*3%*	*%*	*3%* a	*2%*	-%
Answered		**609**	62	137	145	7	402	207	150	355	63	-
Mean		**16.99**	33.30	20.20	25.98	61.86	16.66	17.62	16.25	19.21	21.53	-

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

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
			Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total		**769**	220	424	110	-	507	502	180	6	526	462	594	472	376	10
Weighted total		**609**	148	284	56	-	394	371	121	4	387	327	448	341	257	2
1-24	(12.5)	**586**	144	272	54	-	382	355	115	4	371	312	433	332	242	2
		96%	*97%*	*96%*	*97%*	-%	*97%*	*96%*	*95%*	*100%*	*96%*	*95%*	*97%*	*98%* b	*94%*	*96%*
25 - 49	(37.0)	**10**	2	3	*	-	7	8	5	-	6	5	6	5	5	-
		2%	*1%*	*1%*	*1%*	-%	*2%*	*2%*	*4%*	-%	*2%*	*2%*	*1%*	*1%*	*2%*	-%
50 - 99	(75.0)	**7**	2	5	1	-	3	4	1	-	3	7	6	1	4	*
		1%	*1%*	*2%*	*2%*	-%	*1%*	*1%*	*1%*	-%	*1%*	*2%*	*1%*	*%*	*2%*	*4%*
100 - 249	(175.0)	**5**	-	4	-	-	2	4	-	-	5	4	2	2	5	-
		1%	-%	*1%*	-%	-%	*%*	*1%*	-%	-%	*1%*	*1%*	*%*	*1%*	*2%* a	-%
250 - 499	(375.0)	*	-	-	-	-	*	-	*	-	-	-	-	-	-	-
		%	-%	-%	-%	-%	*%*	-%	*%*	-%	-%	-%	-%	-%	-%	-%
500 - 4,999	(2750.0)	*	*	*	*	-	*	*	*	-	*	*	*	*	*	-
		%	*%*	*%*	*%*	-%	*%*	*%*	*%*	-%	*%*	*%*	*%*	*%*	*%*	-%
5,000 - 49 ,999	(27500.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49		**596**	146	276	54	-	389	363	119	4	377	317	439	337	247	2
		98%	*99%*	*97%*	*98%*	-%	*99%*	*98%*	*99%*	*100%*	*98%*	*97%*	*98%*	*99%* b	*96%*	*96%*
50+		**13**	2	9	1	-	5	8	1	-	9	11	9	3	10	*
		2%	*1%*	*3%*	*2%*	-%	*1%*	*2%*	*1%*	-%	*2%*	*3%*	*2%*	*1%*	*4%* a	*4%*
Answered		**609**	148	284	56	-	394	371	121	4	387	327	448	341	257	2
Mean		**16.99**	17.05	19.90	22.82	-	16.79	18.36	17.29	12.50	18.66	19.42	16.98	15.43	21.81	15.13

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 17 (continuation)

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
			First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total		**769**	423	297	367	117	92	485	381	20	13	16	13
Weighted total		**609**	291	204	274	75	52	345	265	15	9	17	10
1-24	(12.5)	**586**	281	194	267	73	49	335	249	15	9	11	7
		96%	*96%*	*95%*	*98%*	*98%*	*95%*	*97%* b	*94%*	*99%*	*98%*	*68%*	*64%*
25 - 49	(37.0)	**10**	6	5	2	2	2	5	6	-	*	4	2
		2%	*2%*	*2%*	*1%*	*2%*	*3%* c	*2%*	*2%*	*-%*	*1%*	*23%*	*17%*
50 - 99	(75.0)	**7**	2	2	4	*	1	1	4	*	*	-	2
		1%	*1%*	*1%*	*1%*	**%*	*2%*	**%*	*2%* a	*1%*	*1%*	*-%*	*18%*
100 - 249	(175.0)	**5**	2	4	*	-	-	4	5	-	-	2	*
		1%	*1%*	*2%* c	**%*	*-%*	*-%*	*1%*	*2%*	*-%*	*-%*	*10%*	**%*
250 - 499	(375.0)	*	-	-	-	-	-	-	-	-	-	-	-
		****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
500 - 4,999	(2750.0)	*	*	*	*	-	*	*	*	-	-	-	-
		****%***	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*
5,000 - 49 ,999	(27500.0)	**-**	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: 0-49		**596**	287	199	269	75	51	340	255	15	9	15	8
		98%	*99%*	*97%*	*98%*	*100%*	*98%*	*99%* b	*96%*	*99%*	*99%*	*90%*	*81%*
50+		**13**	4	5	4	*	1	5	10	*	*	2	2
		2%	*1%*	*3%*	*2%*	**%*	*2%*	*1%*	*4%* a	*1%*	*1%*	*10%*	*19%*
Answered		**609**	291	204	274	75	52	345	265	15	9	17	10
Mean		**16.99**	15.10	17.22	17.80	13.13	17.38	16.25	21.70	12.92	13.41	33.75	29.04

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

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
			Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total		**769**	731	658	740	697	751	504	724	257	1	597	24	141	547
Weighted total		**609**	574	500	582	533	589	381	561	168	*	448	21	128	404
1-24	(12.5)	**586**	551	479	560	512	567	367	543	159	*	431	17	111	399
		96%	*96%*	*96%*	*96%*	*96%*	*96%*	*96%*	*97%*	*95%*	*100%*	*96%*	*79%*	*87%*	*99%* a
25 - 49	(37.0)	**10**	10	10	10	9	10	6	10	4	-	8	2	7	2
		2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*-%*	*2%*	*9%*	*5%* b	*1%*
50 - 99	(75.0)	**7**	7	6	7	7	7	5	4	2	-	5	1	6	1
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*4%*	*5%* b	*%*
100 - 249	(175.0)	**5**	5	5	5	5	5	2	4	2	-	4	2	3	2
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	*1%*	*1%*	*-%*	*1%*	*8%*	*3%* b	*%*
250 - 499	(375.0)	*	*	*	*	*	*	-	*	*	-	*	-	-	*
		%	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*-%*	*%*	*-%*	*-%*	*%*
500 - 4,999	(2750.0)	*	*	*	*	*	*	*	*	*	-	*	-	*	*
		%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*-%*	*%*	*%*
5,000 - 49 ,999	(27500.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: 0-49		**596**	561	489	570	520	577	374	553	164	*	438	19	118	401
		98%	*98%*	*98%*	*98%*	*98%*	*98%*	*98%*	*99%*	*97%*	*100%*	*98%*	*88%*	*93%*	*99%* a
50+		**13**	13	12	13	13	13	7	8	4	-	10	3	10	3
		2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*3%*	*-%*	*2%*	*12%*	*7%* b	*1%*
Answered		**609**	574	500	582	533	589	381	561	168	*	448	21	128	404
Mean		**16.99**	17.26	17.83	17.19	17.57	17.14	17.55	16.58	18.98	12.50	17.69	30.03	23.91	15.61

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

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
			Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total		769	269	10	70	240	140	517	107	173	58	529	429	340
Weighted total		609	234	3	59	202	103	426	75	149	53	402	329	280
1-24	(12.5)	586	218	3	50	194	90	418	73	136	50	396	320	266
		96%	*93%*	*100%*	*85%*	*96%* a	*88%*	*98%* a	*97%* a	*91%*	*94%*	*98%* ab	*97%*	*95%*
25 - 49	(37.0)	10	7	-	5	2	7	1	2	9	1	*	5	5
		2%	*3%*	-%	*9%* b	*1%*	*7%* b	*%	*3%* b	*6%* c	*2%* c	*%	*2%*	*2%*
50 - 99	(75.0)	7	5	-	*	5	3	3	*	5	*	2	2	5
		1%	*2%*	-%	*%	*2%*	*3%* b	*1%	*%	*3%* c	*%	*%	*1%*	*2%*
100 - 249	(175.0)	5	4	-	3	2	2	4	-	-	2	4	2	4
		1%	*1%*	-%	*6%* b	*1%	*2%	*1%	-%	-%	*4% a	*1%	*%	*1%
250 - 499	(375.0)	*	-	-	-	-	-	-	*	-	-	*	*	-
		*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%
500 - 4,999	(2750.0)	*	*	-	-	*	*	*	-	*	-	*	*	*
		*%	*%	-%	-%	*%	*%	*%	-%	*%	-%	*%	*%	*%
5,000 - 49 ,999	(27500.0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50,000 - 499,999	(275000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
500,000 - 4 ,999,999	(2750000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49		596	225	3	55	196	98	419	75	145	51	396	325	271
		98%	*96%*	*100%*	*94%*	*97%*	*95%*	*98%* a	*100%* a	*97%*	*96%*	*99%*	*99%* b	*97%*
50+		13	9	-	4	7	5	7	*	5	2	6	4	9
		2%	*4%*	-%	*6%*	*3%*	*5%* bc	*2%*	*%	*3%*	*4%*	*1%*	*1%*	*3%* a
Answered		609	234	3	59	202	103	426	75	149	53	402	329	280
Mean		16.99	21.22	12.50	24.59	20.61	28.65	14.77	13.82	18.17	18.92	16.35	15.67	18.53

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 17 (continuation)

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
			RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%			a	*b	c	d	a	b	c	d	a	b	*c	d
Unweighted total		**769**	164	22	177	91	126	57	111	66	49	86	16	38
Weighted total		**609**	59	3	69	34	49	21	44	24	17	35	5	19
1-24	(12.5)	**586**	57	3	67	31	49	19	44	22	15	34	5	19
		96%	*96%*	*98%*	*97%*	*93%*	*100%* **bd**	*90%*	*100%* **bd**	*92%*	*87%*	*97%* a	*100%*	*99%* a
25 - 49	(37.0)	**10**	1	*	1	2	*	1	*	1	1	1	-	-
		2%	*2%*	*2%*	*2%*	*6%* c	**%*	*5%* **ac**	**%*	*4%* **ac**	*6%*	*3%*	*-%*	*-%*
50 - 99	(75.0)	**7**	1	-	1	-	-	1	-	1	1	*	-	-
		1%	*2%*	*-%*	*1%*	*-%*	*-%*	*5%* **ac**	*-%*	*4%* **ac**	*6%* b	**%*	*-%*	*-%*
100 - 249	(175.0)	**5**	*	-	*	-	*	-	-	*	-	-	-	*
		1%	**%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*
250 - 499	(375.0)	*	-	-	*	*	-	-	-	-	-	-	-	*
		****%***	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*
500 - 4,999	(2750.0)	*	*	-	*	-	-	*	-	*	*	-	-	-
		****%***	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*
5,000 - 49 ,999	(27500.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: 0-49		**596**	58	3	68	34	49	20	44	23	16	35	5	19
		98%	*98%*	*100%*	*98%*	*100%*	*100%* **bd**	*95%*	*100%* **bd**	*96%*	*93%*	*100%* a	*100%*	*99%*
50+		**13**	1	-	1	*	*	1	-	1	1	*	-	*
		2%	*2%*	*-%*	*2%*	**%*	**%*	*5%* **ac**	*-%*	*4%* **ac**	*7%* b	**%*	*-%*	*1%*
Answered		**609**	59	3	69	34	49	21	44	24	17	35	5	19
Mean		**16.99**	16.81	12.90	16.67	15.31	12.70	23.94	12.53	22.58	26.96	13.40	12.50	15.10

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

Produced by OLR
Issue date: 05/02/19

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Total base	Month											
			Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%			a	b	***c**	d	e	f	g	h	i	j	k	l
Unweighted total		**769**	118	32	12	199	37	49	57	55	64	72	39	35
Weighted total		**609**	89	38	17	81	27	34	43	58	83	56	51	32
1-24	(12.5)	**586**	84	38	17	77	26	33	43	55	81	51	51	30
		96%	*95%*	*99%*	*100%*	*96%*	*97%*	*97%*	*99%* j	*96%*	*98%*	*90%*	*100%* j	*94%*
25 - 49	(37.0)	**10**	2	*	-	2	-	1	*	2	*	2	*	-
		2%	*2%*	*1%*	*-%*	*3%*	*-%*	*3%*	*1%*	*4%*	**%*	*3%*	**%*	*-%*
50 - 99	(75.0)	**7**	*	-	-	1	1	-	-	*	-	2	-	2
		1%	*1%*	*-%*	*-%*	*1%*	*3%*	*-%*	*-%*	**%*	*-%*	*4%*	*-%*	*6%* a
100 - 249	(175.0)	**5**	2	-	-	*	-	-	-	-	2	2	-	-
		1%	*2%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*2%*	*3%* d	*-%*	*-%*
250 - 499	(375.0)	*	-	-	-	*	-	-	-	-	-	-	-	-
		****%***	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
500 - 4,999	(2750.0)	*	*	-	-	*	-	-	-	*	-	-	-	-
		****%***	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*
5,000 - 49 ,999	(27500.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: 0-49		**596**	86	38	17	80	26	34	43	57	81	52	51	30
		98%	*97%*	*100%*	*100%*	*98%* j	*97%*	*100%*	*100%* j	*99%*	*98%*	*93%*	*100%*	*94%*
50+		**13**	2	-	-	1	1	-	-	*	2	4	-	2
		2%	*3%*	*-%*	*-%*	*2%*	*3%*	*-%*	*-%*	*1%*	*2%*	*7%* **dg**	*-%*	*6%*
Answered		**609**	89	38	17	81	27	34	43	58	83	56	51	32
Mean		**16.99**	20.71	12.65	12.50	16.55	14.67	13.26	12.77	24.91	15.81	20.85	12.53	16.03

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

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Total base	Quarter			
			Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%			a	b	c	d
Unweighted total		**769**	162	285	176	146
Weighted total		**609**	144	142	184	139
1-24	(12.5)	**586**	139	137	179	131
		96%	*97%*	*96%*	*97%*	*95%*
25 - 49	(37.0)	**10**	2	3	3	2
		2%	*1%*	*2%*	*2%*	*1%*
50 - 99	(75.0)	**7**	*	2	*	4
		1%	**%*	*1%*	**%*	*3%*
						c
100 - 249	(175.0)	**5**	2	*	2	2
		1%	*1%*	**%*	*1%*	*1%*
250 - 499	(375.0)	*	-	*	-	-
		****%***	*-%*	**%*	*-%*	*-%*
500 - 4,999	(2750.0)	*	*	*	*	-
		****%***	**%*	**%*	**%*	*-%*
5,000 - 49 ,999	(27500.0)	**-**	-	-	-	-
		-%	-%	-%	-%	-%
50,000 - 499,999	(275000.0)	**-**	-	-	-	-
		-%	-%	-%	-%	-%
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-
		-%	-%	-%	-%	-%
5m +	(5500000.0)	**-**	-	-	-	-
		-%	-%	-%	-%	-%
Don't know		**-**	-	-	-	-
		-%	-%	-%	-%	-%
Net: 0-49		**596**	141	140	182	133
		98%	*98%*	*98%*	*99%*	*96%*
50+		**13**	2	2	2	6
		2%	*2%*	*2%*	*1%*	*4%*
Answered		**609**	144	142	184	139
Mean		**16.99**	17.59	15.40	17.95	16.72

Columns Tested: a,b,c,d

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

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**769**	489	158	79	43	280	155	149	47	31	62
Weighted total	**609**	576	20	8	5	33	183	155	39	17	19
Less than once a week	**208**	199	5	2	2	9	71	49	9	7	9
	34%	*35%*	*27%*	*27%*	*34%*	*28%*	*39%*	*32%*	*24%*	*43%*	*48%* **bc**
Once a week	**139**	132	5	1	1	8	43	33	15	1	5
	23%	*23%*	*27%* c	*16%*	*21%*	*23%*	*24%* d	*22%* d	*40%* **abd**	*6%*	*26%* d
More than once a week but not every day	**169**	162	4	2	1	7	47	45	10	8	3
	28%	*28%* **be**	*18%*	*28%*	*24%*	*21%*	*26%*	*29%*	*25%*	*46%* **ae**	*17%*
Once a day	**85**	77	5	2	1	8	21	28	4	*	1
	14%	*13%*	*26%* a	*25%* a	*18%*	*24%* a	*11%*	*18%* **de**	*10%*	*2%*	*7%*
Twice a day	**3**	3	*	*	-	*	-	*	*	1	*
	1%	*1%*	*2%*	*1%*	*-%*	*1%*	*-%*	**%*	*1%*	*3%* a	**%*
More than twice a day	**2**	1	*	*	*	*	1	-	-	-	*
	****%***	**%*	*1%*	*3%* a	*2%* a	*1%* a	*1%*	*-%*	*-%*	*-%*	*2%*
Don't know	**2**	2	-	-	-	-	-	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

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

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**769**	62	30	102	13	45	96	56	56	53	513	102	79	75
Weighted total	**609**	73	41	102	10	45	103	57	55	49	534	29	25	20
Less than once a week	**208**	26	9	47	4	16	35	19	14	10	181	15	8	6
	34%	*36%*	*22%*	*47%*	*41%*	*34%*	*34%*	*33%*	*26%*	*21%*	*34%*	*49%*	*30%*	*28%*
				bhijlm								**bfghijlm**		
Once a week	**139**	17	5	19	4	11	26	13	10	15	122	6	6	5
	23%	*24%*	*13%*	*19%*	*41%*	*25%*	*26%*	*22%*	*18%*	*32%*	*23%*	*19%*	*24%*	*27%*
More than once a week but not every day	**169**	17	14	25	1	12	29	16	21	15	148	8	7	5
	28%	*23%*	*34%*	*25%*	*9%*	*26%*	*28%*	*28%*	*38%*	*30%*	*28%*	*28%*	*29%*	*27%*
Once a day	**85**	12	11	8	1	7	13	10	9	8	78	*	4	3
	14%	*16%*	*27%*	*8%*	*9%*	*14%*	*12%*	*17%*	*17%*	*17%*	*15%*	*1%*	*16%*	*15%*
		k	**cfk**	k		k	k	k	k	k	k		k	k
Twice a day	**3**	-	2	-	-	-	-	*	1	-	2	1	-	*
	1%	*-%*	*5%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	**%*	*2%*	*-%*	*2%*
			cfj											
More than twice a day	**2**	1	-	*	-	-	*	-	-	*	2	-	-	-
	****%***	*1%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*
Don't know	**2**	-	-	2	-	-	-	-	-	-	2	-	-	-
	****%***	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*

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

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

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	d	e	***f**	g	h	a	b	a	b
Unweighted total	**769**	10	120	17	50	259	22	36	253	538	231	675	94
Weighted total	**609**	4	85	8	39	234	12	37	188	464	145	561	48
Less than once a week	**208**	1	23	4	11	62	4	21	82	163	45	191	17
	34%	*39%*	*28%*	*55%*	*28%*	*26%*	*35%*	*55%* **bde**	*43%* **bde**	*35%*	*31%*	*34%*	*36%*
Once a week	**139**	1	15	2	11	66	2	8	34	98	42	124	15
	23%	*21%*	*18%*	*25%*	*30%*	*28%* **bh**	*19%*	*21%*	*18%*	*21%*	*29%* a	*22%*	*31%*
More than once a week but not every day	**169**	1	27	2	14	66	4	8	47	130	40	159	10
	28%	*32%*	*32%*	*20%*	*37%*	*28%*	*31%*	*20%*	*25%*	*28%*	*27%*	*28%*	*21%*
Once a day	**85**	*	19	-	2	39	2	1	22	69	16	79	6
	14%	*8%*	*22%* **dgh**	*-%*	*5%*	*17%* **dg**	*16%*	*3%*	*12%*	*15%*	*11%*	*14%*	*12%*
Twice a day	**3**	-	*	-	*	*	-	-	3	3	1	3	-
	1%	*-%*	**%*	*-%*	*1%*	**%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*-%*
More than twice a day	**2**	-	*	-	-	1	-	-	*	*	1	1	*
	****%***	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	*1%*	**%*	**%*
Don't know	**2**	-	-	-	-	2	-	-	-	2	-	2	-
	****%***	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*

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

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	***b**	a	b	c
Unweighted total	**769**	746	23	323	135	303
Weighted total	**609**	586	23	267	95	237
Less than once a week	**208**	199	9	129	29	45
	34%	*34%*	*40%*	*48%* **bc**	*31%* c	*19%*
Once a week	**139**	134	6	69	20	50
	23%	*23%*	*24%*	*26%*	*21%*	*21%*
More than once a week but not every day	**169**	161	8	61	39	66
	28%	*27%*	*36%*	*23%*	*41%* **ac**	*28%*
Once a day	**85**	85	-	8	7	70
	14%	*15%*	*-%*	*3%*	*7%* a	*30%* **ab**
Twice a day	**3**	3	-	1	*	3
	1%	*1%*	*-%*	**%*	**%*	*1%*
More than twice a day	**2**	2	-	-	*	1
	****%***	**%*	*-%*	*-%*	**%*	*1%*
Don't know	**2**	2	-	-	-	2
	****%***	**%*	*-%*	*-%*	*-%*	*1%*

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

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

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**769**	460	247	49	6	4	2	-	1	707	62	85	375	309
Weighted total	**609**	406	176	21	3	3	*	-	*	582	27	85	321	203
Less than once a week	**208**	186	22	*	-	-	-	-	-	208	*	61	124	23
	34%	*46%*	*13%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*36%*	*1%*	*72%*	*39%*	*11%*
		bcij	**cj**							**bcj**		**bc**	c	
Once a week	**139**	105	33	*	-	-	-	-	-	139	*	15	91	34
	23%	*26%*	*19%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*24%*	*2%*	*17%*	*28%*	*17%*
		bcj	**cj**							**cj**			**ac**	
More than once a week but not every day	**169**	100	65	4	*	-	-	-	-	165	4	7	92	70
	28%	*25%*	*37%*	*20%*	*4%*	*-%*	*-%*	*-%*	*-%*	*28%*	*16%*	*8%*	*29%*	*34%*
			acij							j			a	a
Once a day	**85**	12	53	15	3	3	*	-	*	65	20	2	10	73
	14%	*3%*	*30%*	*70%*	*94%*	*100%*	*50%*	*-%*	*100%*	*11%*	*75%*	*2%*	*3%*	*36%*
			ai	**abi**						a	**abi**			**ab**
Twice a day	**3**	1	2	*	*	-	*	-	-	3	1	*	1	2
	1%	**%*	*1%*	*1%*	*2%*	*-%*	*50%*	*-%*	*-%*	**%*	*2%*	**%*	**%*	*1%*
											a			
More than twice a day	**2**	*	*	1	-	-	-	-	-	*	1	-	*	1
	****%***	**%*	**%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*4%*	*-%*	**%*	*1%*
				abi							**abi**			
Don't know	**2**	2	-	-	-	-	-	-	-	2	-	-	2	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*

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

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

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**769**	557	494	620	769	277	591	521	57	18	15	5	3	1
Weighted total	**609**	403	342	461	609	184	453	412	25	10	9	2	4	*
Less than once a week	**208**	149	112	165	208	43	141	150	7	3	4	*	2	-
	34%	*37%* ef	*33%* e	*36%* e	*34%* e	*23%*	*31%* e	*37%*	*27%*	*27%*	*39%*	*6%*	*51%*	*-%*
Once a week	**139**	92	75	105	139	42	99	97	3	4	1	*	-	-
	23%	*23%*	*22%*	*23%*	*23%*	*23%*	*22%*	*24%* b	*10%*	*36%*	*14%*	*4%*	*-%*	*-%*
More than once a week but not every day	**169**	110	96	122	169	62	133	110	6	*	4	*	2	-
	28%	*27%*	*28%*	*26%*	*28%*	*34%* c	*29%*	*27%*	*22%*	*4%*	*41%*	*19%*	*49%*	*-%*
Once a day	**85**	50	57	67	85	35	73	52	10	3	*	1	-	*
	14%	*12%*	*17%* a	*14%*	*14%*	*19%* **ad**	*16%*	*13%*	*40%* a	*33%*	*2%*	*71%*	*-%*	*100%*
Twice a day	**3**	2	2	2	3	*	3	1	*	-	*	-	-	-
	1%	**%*	**%*	**%*	*1%*	**%*	*1%*	**%*	*1%*	*-%*	*3%*	*-%*	*-%*	*-%*
More than twice a day	**2**	*	*	*	2	*	2	*	-	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**2**	-	-	-	2	-	2	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

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

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	***b**	***c**	***d**	***e**	***f**	***g**	***h**	a	b	c	d	***e**
Unweighted total	**769**	733	17	11	4	1	3	-	4	125	146	173	171	5
Weighted total	**609**	586	10	7	5	*	*	-	1	119	112	134	92	4
Less than once a week	**208**	208	*	-	-	-	-	-	-	75	41	36	13	1
	34%	*36%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*63%* **bcd**	*36%* d	*27%* d	*14%*	*28%*
Once a week	**139**	134	2	2	2	-	-	-	-	21	49	20	15	1
	23%	*23%*	*17%*	*27%*	*34%*	*-%*	*-%*	*-%*	*-%*	*17%*	*43%* **acd**	*15%*	*16%*	*14%*
More than once a week but not every day	**169**	166	3	1	-	-	*	-	*	12	17	66	25	2
	28%	*28%*	*30%*	*9%*	*-%*	*-%*	*13%*	*-%*	*10%*	*10%*	*15%*	*49%* **abd**	*28%* **ab**	*50%*
Once a day	**85**	73	4	4	4	*	*	-	*	11	5	11	39	-
	14%	*12%*	*41%*	*64%*	*66%*	*100%*	*30%*	*-%*	*45%*	*10%*	*5%*	*8%*	*42%* **abc**	*-%*
Twice a day	**3**	3	*	-	-	-	*	-	*	*	-	*	*	*
	1%	*1%*	*1%*	*-%*	*-%*	*-%*	*56%*	*-%*	*44%*	**%*	*-%*	**%*	**%*	*8%*
More than twice a day	**2**	*	1	-	-	-	-	-	-	-	*	*	-	-
	****%***	**%*	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*
Don't know	**2**	2	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**769**	256	177	197	126	12	465	38	263	589	180	579	41
Weighted total	**609**	208	139	169	85	5	411	24	171	454	155	440	21
Less than once a week	**208**	208	-	-	-	-	94	14	99	175	33	162	3
	34%	*100%* **bcd**	*-%*	*-%*	*-%*	*-%*	*23%*	*59%* a	*58%* a	*39%* b	*22%*	*37%* b	*14%*
Once a week	**139**	-	139	-	-	-	94	8	38	101	38	97	8
	23%	*-%*	*100%* **acd**	*-%*	*-%*	*-%*	*23%*	*32%*	*22%*	*22%*	*25%*	*22%*	*37%* a
More than once a week but not every day	**169**	-	-	169	-	-	135	2	32	116	54	115	7
	28%	*-%*	*-%*	*100%* **abd**	*-%*	*-%*	*33%* **bc**	*7%*	*18%*	*25%*	*35%* a	*26%*	*34%*
Once a day	**85**	-	-	-	85	-	81	1	3	58	27	64	3
	14%	*-%*	*-%*	*-%*	*100%* **abc**	*-%*	*20%* **bc**	*2%*	*2%*	*13%*	*17%*	*14%*	*14%*
Twice a day	**3**	-	-	-	-	3	3	-	-	1	3	2	-
	1%	*-%*	*-%*	*-%*	*-%*	*69%*	*1%*	*-%*	*-%*	**%*	*2%* a	**%*	*-%*
More than twice a day	**2**	-	-	-	-	2	2	-	-	1	*	*	*
	****%***	*-%*	*-%*	*-%*	*-%*	*31%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*
Don't know	**2**	-	-	-	-	-	2	-	-	2	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*

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

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

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**769**	77	164	178	18	531	238	233	498	128	-
Weighted total	**609**	62	137	145	7	402	207	150	355	63	-
Less than once a week	**208**	12	29	31	2	161	48	52	129	19	-
	34%	*19%*	*21%*	*22%*	*34%*	*40%* b	*23%*	*34%*	*36%*	*30%*	*-%*
Once a week	**139**	11	33	33	2	89	50	32	82	13	-
	23%	*18%*	*24%*	*23%*	*28%*	*22%*	*24%*	*22%*	*23%*	*20%*	*-%*
More than once a week but not every day	**169**	22	50	52	1	95	74	44	100	18	-
	28%	*35%*	*37%*	*36%*	*16%*	*24%*	*36%* a	*29%*	*28%*	*29%*	*-%*
Once a day	**85**	16	22	27	2	53	32	21	43	12	-
	14%	*26%*	*16%*	*19%*	*22%*	*13%*	*16%*	*14%*	*12%*	*20%* b	*-%*
Twice a day	**3**	1	3	1	-	1	3	1	1	1	-
	1%	*1%*	*2%*	*1%*	*-%*	**%*	*1%*	**%*	**%*	*1%*	*-%*
More than twice a day	**2**	-	*	*	-	1	*	*	*	*	-
	****%***	*-%*	**%*	**%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*
Don't know	**2**	-	-	-	-	2	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

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

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	769	220	424	110	-	507	502	180	6	526	462	594	472	376	10
Weighted total	609	148	284	56	-	394	371	121	4	387	327	448	341	257	2
Less than once a week	208	45	91	13	-	119	129	25	2	147	110	164	133	87	1
	34%	*30%*	*32%*	*22%*	*-%*	*30%* c	*35%* c	*20%*	*42%*	*38%*	*34%*	*37%*	*39%*	*34%*	*44%*
Once a week	139	33	62	11	-	81	86	16	*	87	69	96	71	61	*
	23%	*22%*	*22%*	*19%*	*-%*	*21%* c	*23%* c	*13%*	*6%*	*23%*	*21%*	*21%*	*21%*	*24%*	*8%*
More than once a week but not every day	169	43	82	17	-	131	92	43	2	104	90	120	87	68	1
	28%	*29%*	*29%*	*30%*	*-%*	*33%* b	*25%*	*36%* b	*50%*	*27%*	*27%*	*27%*	*26%*	*26%*	*31%*
Once a day	85	26	48	15	-	59	60	35	*	47	56	65	48	40	*
	14%	*17%*	*17%*	*27%* **ab**	*-%*	*15%*	*16%*	*29%* **ab**	*2%*	*12%*	*17%* a	*15%*	*14%*	*15%*	*4%*
Twice a day	3	1	1	1	-	3	1	1	-	2	2	1	1	1	*
	1%	*%*	*%*	*1%*	*-%*	*1%*	*%*	*1%*	*-%*	*%*	*%*	*%*	*%*	*%*	*12%*
More than twice a day	2	*	*	*	-	2	1	1	-	*	*	*	*	*	-
	%	*%*	*%*	*%*	*-%*	*%*	*%*	*1%*	*-%*	*%*	*%*	*%*	*%*	*%*	*-%*
Don't know	2	-	-	-	-	-	2	-	-	-	-	2	-	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*

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

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

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**769**	423	297	367	117	92	485	381	20	13	16	13
Weighted total	**609**	291	204	274	75	52	345	265	15	9	17	10
Less than once a week	**208**	103	67	83	14	14	127	88	4	4	3	*
	34%	*35%* d	*33%* d	*30%* d	*19%*	*27%*	*37%*	*33%*	*28%*	*45%*	*16%*	*3%*
Once a week	**139**	63	44	74	11	6	69	58	4	2	2	3
	23%	*22%* e	*22%* e	*27%* **de**	*14%*	*11%*	*20%*	*22%*	*29%*	*23%*	*11%*	*25%*
More than once a week but not every day	**169**	85	55	79	28	21	96	75	4	2	6	3
	28%	*29%*	*27%*	*29%*	*37%* b	*41%* **abc**	*28%*	*28%*	*30%*	*26%*	*36%*	*31%*
Once a day	**85**	38	36	36	21	11	49	40	2	*	5	4
	14%	*13%*	*18%*	*13%*	*29%* **abc**	*20%*	*14%*	*15%*	*13%*	*3%*	*31%*	*41%*
Twice a day	**3**	*	*	1	1	-	1	1	-	*	-	-
	1%	**%*	**%*	**%*	*1%*	*-%*	**%*	**%*	*-%*	*3%*	*-%*	*-%*
More than twice a day	**2**	*	*	*	*	*	1	1	-	-	1	-
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	*1%*	*-%*	*-%*	*6%*	*-%*
Don't know	**2**	2	2	-	-	-	2	2	-	-	-	-
	****%***	*1%*	*1%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*	*-%*	*-%*

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

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

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	a	***b**	a	b
Unweighted total	**769**	731	658	740	697	751	504	724	257	1	597	24	141	547
Weighted total	**609**	574	500	582	533	589	381	561	168	*	448	21	128	404
Less than once a week	**208**	196	165	198	169	198	107	197	43	-	168	4	33	158
	34%	*34%*	*33%*	*34%*	*32%*	*34%*	*28%*	*35%* **ac**	*26%*	*-%*	*37%*	*20%*	*26%*	*39%* a
Once a week	**139**	134	122	135	125	135	94	129	41	-	98	5	33	86
	23%	*23%*	*24%*	*23%*	*24%*	*23%*	*25%*	*23%*	*24%*	*-%*	*22%*	*22%*	*26%*	*21%*
More than once a week but not every day	**169**	161	140	165	149	166	121	150	47	-	119	5	35	109
	28%	*28%*	*28%*	*28%*	*28%*	*28%*	*32%*	*27%*	*28%*	*-%*	*27%*	*24%*	*27%*	*27%*
Once a day	**85**	76	68	78	84	83	55	78	35	*	59	7	25	48
	14%	*13%*	*14%*	*13%*	*16%*	*14%*	*15%*	*14%*	*21%* **ab**	*100%*	*13%*	*33%*	*20%* b	*12%*
Twice a day	**3**	3	2	3	3	3	1	3	1	-	1	-	*	1
	1%	*1%*	**%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	*-%*	**%*	*-%*	**%*	**%*
More than twice a day	**2**	1	1	1	*	2	*	2	1	-	1	-	1	*
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*1%*	*-%*	**%*	*-%*	*1%*	**%*
Don't know	**2**	2	2	2	2	2	2	2	-	-	2	-	-	2
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*

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

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

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	***b**	a	b	a	b	c	a	b	c	a	b
Unweighted total	**769**	269	10	70	240	140	517	107	173	58	529	429	340
Weighted total	**609**	234	3	59	202	103	426	75	149	53	402	329	280
Less than once a week	**208**	51	1	10	48	12	166	27	33	14	158	117	91
	34%	*22%*	*22%*	*17%*	*24%*	*12%*	*39%* a	*36%* a	*22%*	*27%*	*39%* a	*36%*	*32%*
Once a week	**139**	57	*	11	50	17	104	19	32	9	98	75	64
	23%	*24%*	*4%*	*18%*	*25%*	*16%*	*24%* a	*25%*	*22%*	*16%*	*24%*	*23%*	*23%*
More than once a week but not every day	**169**	85	2	20	73	44	105	21	51	19	98	97	73
	28%	*36%*	*63%*	*34%*	*36%*	*43%* **bc**	*25%*	*27%*	*34%* c	*37%* c	*24%*	*29%*	*26%*
Once a day	**85**	40	*	18	28	28	51	7	31	9	45	37	48
	14%	*17%*	*8%*	*30%* b	*14%*	*27%* **bc**	*12%*	*9%*	*21%* c	*17%*	*11%*	*11%*	*17%* a
Twice a day	**3**	1	-	*	3	2	1	-	1	2	1	1	3
	1%	*1%*	*-%*	*1%*	*1%*	*2%* b	**%*	*-%*	**%*	*4%* c	**%*	**%*	*1%*
More than twice a day	**2**	*	*	*	-	*	*	1	1	-	*	1	*
	****%***	**%*	*3%*	**%*	*-%*	**%*	**%*	*2%* b	*1%*	*-%*	**%*	**%*	**%*
Don't know	**2**	-	-	-	-	-	-	-	-	-	2	-	2
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*

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

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

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	***b**	c	d	a	b	c	d	a	b	***c**	d
Unweighted total	**769**	164	22	177	91	126	57	111	66	49	86	16	38
Weighted total	**609**	59	3	69	34	49	21	44	24	17	35	5	19
Less than once a week	**208**	25	2	26	10	19	6	20	6	7	16	2	5
	34%	*42%* d	*72%*	*37%*	*28%*	*38%*	*28%*	*44%* **bd**	*26%*	*44%*	*45%*	*35%*	*28%*
Once a week	**139**	13	*	12	6	11	5	10	7	2	7	2	5
	23%	*22%*	*9%*	*18%*	*19%*	*22%*	*25%*	*22%*	*30%*	*13%*	*20%*	*37%*	*26%*
More than once a week but not every day	**169**	12	*	18	7	13	5	10	6	4	7	1	5
	28%	*21%*	*5%*	*26%*	*20%*	*25%*	*23%*	*22%*	*24%*	*22%*	*19%*	*27%*	*28%*
Once a day	**85**	8	*	13	10	7	5	5	5	4	4	*	3
	14%	*14%*	*14%*	*18%*	*29%* a	*14%*	*23%* c	*10%*	*20%*	*21%*	*12%*	*1%*	*16%*
Twice a day	**3**	1	-	1	*	1	*	1	*	*	*	-	*
	1%	*1%*	*-%*	*1%*	*1%*	*1%*	**%*	*1%*	**%*	**%*	*1%*	*-%*	*2%*
More than twice a day	**2**	-	-	-	1	-	-	-	-	-	1	-	-
	****%***	*-%*	*-%*	*-%*	*3%* **ac**	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*
Don't know	**2**	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 18 (continuation)

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	***c**	d	e	f	g	h	i	j	k	l
Unweighted total	**769**	118	32	12	199	37	49	57	55	64	72	39	35
Weighted total	**609**	89	38	17	81	27	34	43	58	83	56	51	32
Less than once a week	**208**	25	10	6	30	12	10	22	14	29	17	24	9
	34%	*28%*	*27%*	*32%*	*37%*	*45%*	*28%*	*51%*	*25%*	*36%*	*30%*	*47%*	*29%*
								abfhjl				**ah**	
Once a week	**139**	17	15	2	17	6	8	3	13	18	13	13	14
	23%	*19%*	*40%*	*10%*	*21%*	*24%*	*22%*	*8%*	*22%*	*22%*	*24%*	*25%*	*42%*
			adg		g	g	g		g	g	g	g	**adghij**
More than once a week but not every day	**169**	29	8	7	18	6	12	9	21	23	18	10	7
	28%	*33%*	*20%*	*42%*	*23%*	*23%*	*36%*	*21%*	*37%*	*28%*	*31%*	*21%*	*22%*
		d							d				
Once a day	**85**	14	5	3	14	2	5	9	9	10	9	4	2
	14%	*16%*	*13%*	*16%*	*17%*	*9%*	*14%*	*20%*	*15%*	*12%*	*15%*	*7%*	*6%*
Twice a day	**3**	1	-	-	1	-	-	-	*	2	-	-	-
	1%	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*2%*	*-%*	*-%*	*-%*
More than twice a day	**2**	*	-	-	1	-	-	-	-	-	*	-	-
	****%***	**%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*
Don't know	**2**	2	-	-	-	-	-	-	-	-	-	-	-
	****%***	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

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

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**769**	162	285	176	146
Weighted total	**609**	144	142	184	139
Less than once a week	**208**	41	52	66	50
	34%	*28%*	*36%*	*36%*	*36%*
Once a week	**139**	34	31	34	40
	23%	*24%*	*22%*	*19%*	*29%*
					c
More than once a week but not every day	**169**	44	37	53	35
	28%	*31%*	*26%*	*29%*	*25%*
Once a day	**85**	22	21	28	14
	14%	*15%*	*15%*	*15%*	*10%*
Twice a day	**3**	1	1	2	-
	1%	**%*	**%*	*1%*	*-%*
More than twice a day	**2**	*	1	-	*
	****%***	**%*	*1%*	*-%*	**%*
Don't know	**2**	2	-	-	-
	****%***	*1%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

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

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**769**	489	158	79	43	280	155	149	47	31	62
Weighted total	**609**	576	20	8	5	33	183	155	39	17	19
Yes	**411**	395	12	4	1	17	136	108	28	11	5
	68%	*69%*	*60%*	*48%*	*18%*	*50%*	*74%*	*70%*	*72%*	*65%*	*25%*
		bcde	d	d		d	e	e	e	e	
No - we do despatch products to customers but not using parcel /packet post	**24**	23	1	*	*	2	10	4	5	1	*
	4%	*4%*	*5%*	*5%*	*4%*	*5%*	*5%*	*3%*	*12%*	*7%*	*2%*
									be		
No - we don't despatch products to our customers	**171**	156	7	4	4	15	37	42	6	5	14
	28%	*27%*	*34%*	*47%*	*78%*	*44%*	*20%*	*27%*	*16%*	*28%*	*73%*
				a	**abce**	**ab**					**abcd**
Don't know	**2**	2	*	-	-	*	-	1	-	-	-
	****%***	**%*	*1%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*

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

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

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**769**	62	30	102	13	45	96	56	56	53	513	102	79	75
Weighted total	**609**	73	41	102	10	45	103	57	55	49	534	29	25	20
Yes	**411**	46	30	62	5	31	62	46	45	38	365	18	17	12
	68%	*63%*	*73%*	*61%*	*55%*	*68%*	*61%*	*80%* **acfkm**	*81%* **acfjkm**	*78%* **cfkm**	*68%*	*60%*	*66%*	*61%*
No - we do despatch products to customers but not using parcel /packet post	**24**	-	4	7	-	1	3	1	4	*	20	2	1	1
	4%	*-%*	*10%* **ai**	*7%* a	*-%*	*2%*	*3%*	*3%*	*7%* a	**%*	*4%*	*8%* **ai**	*4%*	*5%*
No - we don't despatch products to our customers	**171**	27	7	31	4	14	38	10	7	10	148	9	8	7
	28%	*37%* **gh**	*17%*	*30%* h	*45%*	*30%* h	*37%* **bghi**	*17%*	*12%*	*21%*	*28%* h	*30%* h	*30%* h	*34%* **gh**
Don't know	**2**	-	-	2	-	-	-	-	-	*	2	1	-	-
	****%***	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*2%* j	*-%*	*-%*

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

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

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	d	e	***f**	g	h	a	b	a	b
Unweighted total	**769**	10	120	17	50	259	22	36	253	538	231	675	94
Weighted total	**609**	4	85	8	39	234	12	37	188	464	145	561	48
Yes	**411**	3	67	5	23	185	9	5	111	319	92	382	30
	68%	*91%*	*79%* **dgh**	*65%*	*59%* g	*79%* **dgh**	*75%*	*14%*	*59%* g	*69%*	*64%*	*68%*	*61%*
No - we do despatch products to customers but not using parcel /packet post	**24**	*	4	*	3	7	-	1	10	18	6	22	2
	4%	*1%*	*5%*	*1%*	*7%*	*3%*	*-%*	*2%*	*5%*	*4%*	*4%*	*4%*	*5%*
No - we don't despatch products to our customers	**171**	*	13	3	13	43	3	31	65	125	46	155	17
	28%	*8%*	*16%*	*33%*	*33%* **be**	*18%*	*25%*	*83%* **bdeh**	*35%* **be**	*27%*	*32%*	*28%*	*34%*
Don't know	**2**	-	*	-	-	-	-	-	2	2	-	2	-
	****%***	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	**%*	*-%*

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

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	***b**	a	b	c
Unweighted total	**769**	746	23	323	135	303
Weighted total	**609**	586	23	267	95	237
Yes	**411**	396	15	152	63	189
	68%	*68%*	*65%*	*57%*	*66%*	*79%* **ab**
No - we do despatch products to customers but not using parcel /packet post	**24**	23	2	19	3	3
	4%	*4%*	*7%*	*7%* c	*3%*	*1%*
No - we don't despatch products to our customers	**171**	164	7	95	29	46
	28%	*28%*	*28%*	*36%* c	*31%* c	*19%*
Don't know	**2**	2	-	*	1	-
	****%***	**%*	*-%*	**%*	*1%*	*-%*

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 19 (continuation)

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

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**769**	460	247	49	6	4	2	-	1	707	62	85	375	309
Weighted total	**609**	406	176	21	3	3	*	-	*	582	27	85	321	203
Yes	**411**	248	140	18	3	2	*	-	-	388	23	41	207	163
	68%	*61%*	*79%* **ai**	*86%* **ai**	*96%*	*90%*	*100%*	*-%*	*-%*	*67%*	*87%* **ai**	*49%*	*64%* a	*80%* **ab**
No - we do despatch products to customers but not using parcel /packet post	**24**	22	2	*	-	-	-	-	*	24	*	7	15	2
	4%	*5%* b	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	*100%*	*4%* b	*1%*	*8%* c	*5%* c	*1%*
No - we don't despatch products to our customers	**171**	134	34	3	*	*	-	-	-	168	3	36	97	37
	28%	*33%* **bcj**	*19%*	*14%*	*4%*	*10%*	*-%*	*-%*	*-%*	*29%* **bcj**	*12%*	*43%* **bc**	*30%* c	*18%*
Don't know	**2**	2	1	-	-	-	-	-	-	2	-	*	2	1
	****%***	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*1%*	**%*

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

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

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**769**	557	494	620	769	277	591	521	57	18	15	5	3	1
Weighted total	**609**	403	342	461	609	184	453	412	25	10	9	2	4	*
Yes	**411**	246	216	295	411	138	325	263	18	6	6	1	*	-
	68%	*61%*	*63%*	*64%*	*68%* a	*75%* **abcd**	*72%* **abc**	*64%*	*72%*	*58%*	*65%*	*94%*	*3%*	*-%*
No - we do despatch products to customers but not using parcel /packet post	**24**	17	12	20	24	3	12	19	*	-	*	*	-	*
	4%	*4%* e	*3%*	*4%* e	*4%* e	*1%*	*3%*	*5%*	*2%*	*-%*	*1%*	*6%*	*-%*	*100%*
No - we don't despatch products to our customers	**171**	137	113	145	171	43	117	128	6	4	3	-	3	-
	28%	*34%* **def**	*33%* **ef**	*32%* **ef**	*28%*	*23%*	*26%*	*31%*	*26%*	*42%*	*35%*	*-%*	*97%*	*-%*
Don't know	**2**	2	2	2	2	1	-	2	-	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

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

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**769**	733	17	11	4	1	3	-	4	125	146	173	171	5
Weighted total	**609**	586	10	7	5	*	*	-	1	119	112	134	92	4
Yes	**411**	390	10	6	5	*	*	-	*	70	74	92	55	3
	68%	*67%*	*99%*	*83%*	*99%*	*100%*	*70%*	*-%*	*76%*	*59%*	*66%*	*69%*	*60%*	*71%*
No - we do despatch products to customers but not using parcel /packet post	**24**	24	-	*	-	-	*	-	*	8	6	4	1	-
	4%	*4%*	*-%*	*2%*	*-%*	*-%*	*30%*	*-%*	*24%*	*7%* d	*5%*	*3%*	*2%*	*-%*
No - we don't despatch products to our customers	**171**	170	*	1	*	-	-	-	-	41	30	38	35	1
	28%	*29%*	*1%*	*15%*	*1%*	*-%*	*-%*	*-%*	*-%*	*34%*	*27%*	*28%*	*38%* **bc**	*29%*
Don't know	**2**	2	-	-	-	-	-	-	-	-	2	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*

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

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**769**	256	177	197	126	12	465	38	263	589	180	579	41
Weighted total	**609**	208	139	169	85	5	411	24	171	454	155	440	21
Yes	**411**	94	94	135	81	5	411	-	-	279	132	277	18
	68%	*45%*	*67%* a	*80%* **ab**	*95%* **abc**	*100%*	*100%* **bc**	*-%*	*-%*	*62%*	*85%* a	*63%*	*85%* a
No - we do despatch products to customers but not using parcel /packet post	**24**	14	8	2	1	-	-	24	-	22	2	19	1
	4%	*7%* **cd**	*5%* **cd**	*1%*	*1%*	*-%*	*-%*	*100%* **ac**	*-%*	*5%* b	*1%*	*4%*	*3%*
No - we don't despatch products to our customers	**171**	99	38	32	3	-	-	-	171	150	21	143	3
	28%	*47%* **bcd**	*27%* d	*19%* d	*4%*	*-%*	*-%*	*-%*	*100%* **ab**	*33%* b	*14%*	*32%* b	*13%*
Don't know	**2**	2	-	1	-	-	-	-	-	2	-	2	-
	%	*1%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*%*	*-%*

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

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

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**769**	77	164	178	18	531	238	233	498	128	-
Weighted total	**609**	62	137	145	7	402	207	150	355	63	-
Yes	**411**	48	109	117	3	244	167	89	216	42	-
	68%	*77%*	*80%*	*81%*	*48%*	*61%*	*81%* a	*59%*	*61%*	*66%*	-%
No - we do despatch products to customers but not using parcel /packet post	**24**	4	3	6	*	20	4	7	16	1	-
	4%	*6%*	*2%*	*4%*	*2%*	*5%* b	*2%*	*5%*	*5%*	*1%*	-%
No - we don't despatch products to our customers	**171**	10	25	22	4	135	36	52	122	21	-
	28%	*17%*	*18%*	*15%*	*49%*	*34%* b	*17%*	*35%*	*34%*	*33%*	-%
Don't know	**2**	-	-	-	-	2	-	2	2	-	-
	****%***	-%	-%	-%	-%	*1%*	-%	*1%*	**%*	-%	-%

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

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

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**769**	220	424	110	-	507	502	180	6	526	462	594	472	376	10
Weighted total	**609**	148	284	56	-	394	371	121	4	387	327	448	341	257	2
Yes	**411**	92	176	38	-	270	250	90	4	231	206	284	213	151	1
	68%	*62%*	*62%*	*68%*	*-%*	*68%*	*67%*	*75%*	*80%*	*60%*	*63%*	*63%*	*63%*	*59%*	*41%*
No - we do despatch products to customers but not using parcel /packet post	**24**	6	10	1	-	18	16	3	-	17	11	20	13	14	*
	4%	*4%*	*4%*	*2%*	*-%*	*5%*	*4%*	*3%*	*-%*	*4%*	*3%*	*5%*	*4%*	*5%*	*4%*
No - we don't despatch products to our customers	**171**	48	96	17	-	106	103	28	1	137	109	141	113	90	1
	28%	*33%*	*34%*	*30%*	*-%*	*27%*	*28%*	*23%*	*20%*	*35%*	*33%*	*31%*	*33%*	*35%*	*55%*
Don't know	**2**	2	2	-	-	1	2	-	-	2	2	2	2	2	-
	****%***	*1%*	*1%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	*1%*	*1%*	*1%*	*1%*	*-%*

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

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

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	***a**	***b**	***c**	***d**
Unweighted total	**769**	423	297	367	117	92	485	381	20	13	16	13
Weighted total	**609**	291	204	274	75	52	345	265	15	9	17	10
Yes	**411**	193	139	181	53	40	228	168	13	6	15	10
	68%	*66%*	*68%*	*66%*	*71%*	*78%* **ac**	*66%*	*63%*	*84%*	*67%*	*87%*	*97%*
No - we do despatch products to customers but not using parcel /packet post	**24**	12	12	9	2	2	16	15	*	*	-	-
	4%	*4%*	*6%*	*3%*	*3%*	*3%*	*5%*	*6%*	**%*	*1%*	*-%*	*-%*
No - we don't despatch products to our customers	**171**	87	54	81	20	10	99	80	2	3	2	*
	28%	*30%* e	*26%*	*30%* e	*27%*	*19%*	*29%*	*30%*	*15%*	*31%*	*13%*	*3%*
Don't know	**2**	*	-	2	-	-	2	2	-	-	-	-
	****%***	**%*	*-%*	*1%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*

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

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

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**769**	731	658	740	697	751	504	724	257	1	597	24	141	547
Weighted total	**609**	574	500	582	533	589	381	561	168	*	448	21	128	404
Yes	**411**	385	330	390	362	400	263	380	123	*	289	15	91	253
	68%	*67%*	*66%*	*67%*	*68%*	*68%*	*69%*	*68%*	*73%*	*100%*	*65%*	*71%*	*71%*	*63%*
No - we do despatch products to customers but not using parcel /packet post	**24**	24	19	24	20	23	15	24	7	-	17	-	9	15
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*-%*	*4%*	*-%*	*7%*	*4%*
No - we don't despatch products to our customers	**171**	165	149	166	148	166	102	156	38	-	139	6	28	134
	28%	*29%*	*30%*	*28%*	*28%*	*28%*	*27%*	*28%*	*22%*	*-%*	*31%*	*29%*	*22%*	*33%* a
Don't know	**2**	1	2	2	2	1	1	2	-	-	2	-	-	2
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*

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

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

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**769**	269	10	70	240	140	517	107	173	58	529	429	340
Weighted total	**609**	234	3	59	202	103	426	75	149	53	402	329	280
Yes	**411**	187	2	56	154	87	276	44	122	44	243	212	199
	68%	*80%*	*71%*	*96%* b	*76%*	*85%* **bc**	*65%*	*59%*	*82%* c	*83%* c	*60%*	*64%*	*71%*
No - we do despatch products to customers but not using parcel /packet post	**24**	7	*	*	7	1	16	8	6	-	18	10	14
	4%	*3%*	*7%*	*1%*	*3%*	*1%*	*4%*	*11%* **ab**	*4%*	*-%*	*4%*	*3%*	*5%*
No - we don't despatch products to our customers	**171**	39	1	2	42	15	132	22	20	9	140	105	66
	28%	*17%*	*23%*	*3%*	*21%* a	*15%*	*31%* a	*29%* a	*13%*	*17%*	*35%* **ab**	*32%* b	*24%*
Don't know	**2**	-	-	-	-	-	2	1	1	-	2	2	1
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	**%*	*-%*	**%*	*1%*	**%*

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

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

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	a	b	c	d	a	b	*c	d
Unweighted total	**769**	164	22	177	91	126	57	111	66	49	86	16	38
Weighted total	**609**	59	3	69	34	49	21	44	24	17	35	5	19
Yes	**411**	37	1	47	24	34	15	27	19	11	20	4	13
	68%	*62%*	*42%*	*68%*	*72%*	*69%*	*75%*	*61%*	*78%* c	*65%*	*57%*	*94%*	*66%*
No - we do despatch products to customers but not using parcel /packet post	**24**	4	*	3	*	2	*	2	*	1	3	-	-
	4%	*7%* d	*2%*	*4%*	*1%*	*4%*	*2%*	*5%*	*2%*	*7%*	*8%*	*-%*	*-%*
No - we don't despatch products to our customers	**171**	18	2	19	9	13	5	15	5	5	12	*	6
	28%	*31%*	*56%*	*28%*	*27%*	*27%*	*23%*	*34%*	*20%*	*28%*	*35%*	*4%*	*34%*
Don't know	**2**	-	-	*	-	*	-	-	-	-	-	*	-
	****%***	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 19 (continuation)

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

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	*c	d	e	f	g	h	i	j	k	l
Unweighted total	**769**	118	32	12	199	37	49	57	55	64	72	39	35
Weighted total	**609**	89	38	17	81	27	34	43	58	83	56	51	32
Yes	**411**	58	24	14	52	14	26	27	45	54	42	37	17
	68%	*65%*	*64%*	*79%*	*65%*	*52%*	*77%*	*63%*	*78%*	*66%*	*74%*	*74%*	*53%*
							el		**el**		**el**		
No - we do despatch products to customers but not using parcel /packet post	**24**	3	4	-	5	1	2	3	2	4	*	1	1
	4%	*3%*	*9%*	*-%*	*6%*	*5%*	*6%*	*6%*	*3%*	*5%*	*1%*	*1%*	*2%*
			j										
No - we don't despatch products to our customers	**171**	28	9	4	24	12	6	14	11	25	14	13	15
	28%	*32%*	*23%*	*21%*	*29%*	*44%*	*17%*	*31%*	*19%*	*30%*	*24%*	*25%*	*45%*
						fhj							**fhj**
Don't know	**2**	-	2	-	*	-	-	-	-	-	1	-	-
	%	*-%*	*4%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*
			ad										

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

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

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**769**	162	285	176	146
Weighted total	**609**	144	142	184	139
Yes	**411**	96	93	126	96
	68%	*67%*	*65%*	*69%*	*69%*
No - we do despatch products to customers but not using parcel /packet post	**24**	6	8	8	2
	4%	*4%*	*6%* d	*4%*	*1%*
No - we don't despatch products to our customers	**171**	40	41	49	41
	28%	*28%*	*29%*	*27%*	*29%*
Don't know	**2**	2	*	-	1
	****%***	*1%*	**%*	*-%*	**%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 20 Page 398

QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders - WRITE IN

Base: All where parcels and packets are sent (QV6a=3) and where business parcels/packets are sent for customer orders (QV2c=1)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	e	a	b	c	***d**	***e**
Unweighted total	**465**	330	90	37	8	135	108	104	33	21	25
Weighted total	**411**	395	12	4	1	17	136	108	28	11	5
0-24%	**37**	36	1	*	*	2	10	11	5	*	1
	9%	*9%*	*10%*	*11%*	*11%*	*10%*	*8%*	*10%*	*17%*	*3%*	*17%*
25-49%	**11**	10	1	*	-	1	5	1	2	-	*
	3%	*2%*	*5%*	*11%* a	*-%*	*6%*	*4%*	*1%*	*7%*	*-%*	*1%*
50-74%	**27**	26	1	*	*	1	8	6	3	2	-
	7%	*6%*	*8%*	*12%*	*8%*	*9%*	*6%*	*5%*	*12%*	*15%*	*-%*
75-100%	**324**	313	8	3	1	12	111	88	18	9	4
	79%	*79%* e	*73%*	*65%*	*55%*	*70%*	*82%* c	*81%*	*65%*	*80%*	*82%*
Don't know/can't remember	**12**	11	1	-	*	1	1	3	-	*	-
	3%	*3%*	*5%*	*-%*	*26%*	*5%*	*1%*	*2%*	*-%*	*2%*	*-%*
Answered	**399**	384	11	4	1	16	134	105	28	11	5
Mean	**84.70**	84.91 c	81.49	74.71	78.43	79.65	85.86 c	86.03 c	72.67	89.08	82.39

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

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

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	***e**	f	g	h	i	j	k	l	m
Unweighted total	**465**	42	22	53	5	27	57	38	37	33	314	60	49	42
Weighted total	**411**	46	30	62	5	31	62	46	45	38	365	18	17	12
0-24%	**37**	1	2	2	-	7	7	3	1	7	30	4	2	1
	9%	*2%*	*6%*	*3%*	*-%*	*24%*	*11%*	*6%*	*3%*	*19%* **achj**	*8%*	*21%* **achj**	*12%*	*11%*
25-49%	**11**	2	2	2	-	-	*	*	3	-	10	1	*	-
	3%	*4%*	*7%*	*3%*	*-%*	*-%*	**%*	**%*	*7%*	*-%*	*3%*	*4%*	*2%*	*-%*
50-74%	**27**	3	3	7	-	2	7	-	*	*	22	2	3	*
	7%	*6%*	*10%*	*11%* **gh**	*-%*	*6%*	*11%* **gh**	*-%*	**%*	**%*	*6%*	*10%* g	*19%* **ghijm**	*2%*
75-100%	**324**	39	23	49	5	21	47	41	38	28	292	11	10	11
	79%	*85%* **kl**	*77%*	*80%* l	*100%*	*70%*	*76%*	*90%* **kl**	*85%* **kl**	*73%*	*80%* **kl**	*64%*	*61%*	*87%* **kl**
Don't know/can't remember	**12**	1	-	2	-	-	1	2	2	3	11	*	1	*
	3%	*2%*	*-%*	*3%*	*-%*	*-%*	*2%*	*4%*	*5%*	*7%*	*3%*	*1%*	*6%*	*1%*
Answered	**399**	45	30	60	5	31	61	44	42	35	354	18	16	12
Mean	**84.70**	87.53 k	83.99	88.32 k	100.00	76.35	82.80	92.37 **ikl**	89.24 k	77.91	85.62 k	70.45	77.85	87.41 k

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

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

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	***d**	e	***f**	***g**	h	a	b	a	b
Unweighted total	**465**	8	91	9	26	195	7	6	121	327	138	412	53
Weighted total	**411**	3	67	5	23	185	9	5	111	319	92	382	30
0-24%	**37**	*	3	1	4	19	*	*	10	31	6	31	6
	9%	*9%*	*5%*	*20%*	*16%*	*10%*	*1%*	*2%*	*9%*	*10%*	*6%*	*8%*	*20%* a
25-49%	**11**	-	*	*	2	5	-	-	4	7	4	8	2
	3%	*-%*	**%*	*2%*	*8%*	*2%*	*-%*	*-%*	*3%*	*2%*	*4%*	*2%*	*8%* a
50-74%	**27**	-	3	*	1	10	2	-	11	21	6	25	2
	7%	*-%*	*5%*	*1%*	*4%*	*6%*	*18%*	*-%*	*10%*	*7%*	*6%*	*7%*	*6%*
75-100%	**324**	3	59	4	17	144	7	5	84	250	74	306	19
	79%	*91%*	*88%* **eh**	*77%*	*72%*	*78%*	*81%*	*98%*	*75%*	*78%*	*81%*	*80%* b	*63%*
Don't know/can't remember	**12**	-	1	-	-	8	-	-	3	10	2	11	1
	3%	*-%*	*2%*	*-%*	*-%*	*4%*	*-%*	*-%*	*3%*	*3%*	*2%*	*3%*	*3%*
Answered	**399**	3	66	5	23	177	9	5	108	309	90	371	29
Mean	**84.70**	88.26	91.27 **eh**	78.67	77.91	84.21	80.87	96.26	82.67	84.39	85.78	85.64 b	72.69

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

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**465**	451	14	174	72	214
Weighted total	**411**	396	15	152	63	189
0-24%	**37**	36	1	18	6	14
	9%	*9%*	*6%*	*12%*	*9%*	*7%*
25-49%	**11**	9	2	3	4	4
	3%	*2%*	*12%*	*2%*	*6%*	*2%*
50-74%	**27**	27	1	11	7	9
	7%	*7%*	*4%*	*7%*	*11%*	*5%*
75-100%	**324**	313	11	114	45	158
	79%	*79%*	*72%*	*75%*	*72%*	*84%* **ab**
Don't know/can't remember	**12**	11	1	7	1	4
	3%	*3%*	*6%*	*5%*	*2%*	*2%*
Answered	**399**	385	14	145	62	185
Mean	**84.70**	84.84	81.02	82.66	80.11	87.24

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

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

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**465**	251	165	39	5	3	2	-	-	416	49	36	215	214
Weighted total	**411**	248	140	18	3	2	*	-	-	388	23	41	207	163
0-24%	**37**	32	5	*	-	-	-	-	-	37	*	4	28	5
	9%	*13%*	*4%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*10%*	*1%*	*9%*	*14%*	*3%*
		bcj								**bj**			c	
25-49%	**11**	6	5	*	-	-	-	-	-	10	*	*	6	5
	3%	*2%*	*3%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*1%*	**%*	*3%*	*3%*
50-74%	**27**	16	11	*	-	*	-	-	-	27	*	3	13	11
	7%	*7%*	*8%*	**%*	*-%*	*5%*	*-%*	*-%*	*-%*	*7%*	*1%*	*8%*	*6%*	*7%*
75-100%	**324**	185	116	17	3	2	*	-	-	302	23	32	153	139
	79%	*75%*	*83%*	*97%*	*100%*	*95%*	*100%*	*-%*	*-%*	*78%*	*97%*	*77%*	*74%*	*85%*
			a	**abi**							**abi**			b
Don't know/can't remember	**12**	9	3	-	-	-	-	-	-	12	-	2	6	3
	3%	*4%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*6%*	*3%*	*2%*
Answered	**399**	239	137	18	3	2	*	-	-	376	23	39	200	160
Mean	**84.70**	81.52	88.24	96.61	95.98	97.43	100.00	-	-	83.96	96.69	83.69	81.09	89.47
			a	**abi**							**abi**			b

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

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

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**465**	304	273	350	465	174	384	297	30	9	9	4	1	-
Weighted total	**411**	246	216	295	411	138	325	263	18	6	6	1	*	-
0-24%	**37**	27	20	32	37	15	29	29	1	1	2	-	-	-
	9%	*11%*	*9%*	*11%*	*9%*	*11%*	*9%*	*11%*	*3%*	*11%*	*32%*	*-%*	*-%*	*-%*
25-49%	**11**	8	8	9	11	8	10	9	-	-	*	*	-	-
	3%	*3%*	*4%*	*3%*	*3%*	*6%* d	*3%*	*3%*	*-%*	*-%*	*2%*	*3%*	*-%*	*-%*
50-74%	**27**	15	14	20	27	7	23	20	*	-	-	*	-	-
	7%	*6%*	*7%*	*7%*	*7%*	*5%*	*7%*	*7%*	**%*	*-%*	*-%*	*20%*	*-%*	*-%*
75-100%	**324**	189	169	227	324	105	254	200	18	5	4	1	*	-
	79%	*77%*	*78%*	*77%*	*79%*	*76%*	*78%*	*76%*	*97%* a	*89%*	*65%*	*77%*	*100%*	*-%*
Don't know/can't remember	**12**	6	4	7	12	3	8	6	-	-	*	-	-	-
	3%	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*
Answered	**399**	240	212	288	399	135	317	257	18	6	6	1	*	-
Mean	**84.70**	81.79	82.99	82.35	84.70	81.09	84.10	81.55	95.47 a	90.26	67.41	87.73	95.00	-

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

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

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**465**	435	16	8	3	1	2	-	3	69	79	107	92	3
Weighted total	**411**	390	10	6	5	*	*	-	*	70	74	92	55	3
0-24%	**37**	37	-	-	-	-	-	-	-	8	11	9	4	-
	9%	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*11%*	*15%*	*10%*	*7%*	*-%*
25-49%	**11**	11	-	-	-	-	-	-	-	*	*	8	*	-
	3%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	***9%*** **abd**	*1%*	*-%*
50-74%	**27**	27	-	-	-	*	-	-	*	3	4	8	5	-
	7%	*7%*	*-%*	*-%*	*-%*	*100%*	*-%*	*-%*	*28%*	*5%*	*5%*	*8%*	*9%*	*-%*
75-100%	**324**	303	10	6	5	-	*	-	*	58	58	63	46	3
	79%	*78%*	*100%*	*100%*	*100%*	*-%*	*100%*	*-%*	*72%*	*83%* c	*78%*	*68%*	*83%* c	*100%*
Don't know/can't remember	**12**	12	-	-	-	-	-	-	-	*	1	5	*	-
	3%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*5%*	*1%*	*-%*
Answered	**399**	378	10	6	5	*	*	-	*	70	73	87	55	3
Mean	**84.70**	84.15	89.56	99.30	99.30	50.00	99.81	-	85.68	83.00	81.56	77.98	88.71 c	99.45

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

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	*c	a	b	a	*b
Unweighted total	**465**	100	102	150	100	12	465	-	-	324	141	322	28
Weighted total	**411**	94	94	135	81	5	411	-	-	279	132	277	18
0-24%	**37**	17	9	11	1	*	37	-	-	30	7	32	*
	9%	*18%*	*9%*	*8%*	*1%*	*2%*	*9%*	*-%*	*-%*	*11%*	*6%*	*12%*	*1%*
		cd	d	d									
25-49%	**11**	*	2	8	*	-	11	-	-	8	3	9	*
	3%	**%*	*2%*	*6%*	**%*	*-%*	*3%*	*-%*	*-%*	*3%*	*2%*	*3%*	*1%*
				ad									
50-74%	**27**	7	8	10	2	*	27	-	-	14	13	19	*
	7%	*7%*	*8%*	*8%*	*2%*	*2%*	*7%*	*-%*	*-%*	*5%*	*10%*	*7%*	*3%*
											a		
75-100%	**324**	66	73	103	78	5	324	-	-	218	107	211	16
	79%	*71%*	*78%*	*76%*	*96%*	*96%*	*79%*	*-%*	*-%*	*78%*	*81%*	*76%*	*90%*
					abc								
Don't know/can't remember	**12**	4	2	4	*	-	12	-	-	10	2	5	1
	3%	*4%*	*2%*	*3%*	**%*	*-%*	*3%*	*-%*	*-%*	*4%*	*1%*	*2%*	*6%*
		d											
Answered	**399**	90	92	131	81	5	399	-	-	269	130	271	17
Mean	**84.70**	78.34	83.56	82.82	95.45	94.97	84.70	-	-	83.68	86.82	81.65	93.58
					abc								

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

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

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**465**	55	121	129	10	287	178	124	265	73	-
Weighted total	**411**	48	109	117	3	244	167	89	216	42	-
0-24%	**37**	4	6	9	1	26	11	10	24	4	-
	9%	*9%*	*6%*	*8%*	*18%*	*11%*	*7%*	*12%*	*11%*	*10%*	-%
25-49%	**11**	1	4	3	1	5	6	6	7	*	-
	3%	*3%*	*4%*	*3%*	*17%*	*2%*	*3%*	*7%* c	*3%*	*%*	-%
50-74%	**27**	1	11	10	-	11	16	4	15	3	-
	7%	*1%*	*10%* a	*9%*	-%	*4%*	*10%* a	*4%*	*7%*	*6%*	-%
75-100%	**324**	41	87	93	2	191	133	65	165	34	-
	79%	*87%*	*80%*	*80%*	*62%*	*78%*	*79%*	*73%*	*76%*	*82%*	-%
Don't know/can't remember	**12**	*	*	1	*	11	1	4	5	1	-
	3%	*1%*	*%*	*1%*	*3%*	*4%* b	*1%*	*5%*	*2%*	*1%*	-%
Answered	**399**	47	108	116	3	233	166	85	211	41	-
Mean	**84.70**	87.88	84.54	83.97	71.49	84.53	84.95	79.76	81.55	85.81	-

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

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

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**465**	118	228	63	-	317	298	125	3	281	253	334	259	205	5
Weighted total	**411**	92	176	38	-	270	250	90	4	231	206	284	213	151	1
0-24%	**37**	8	17	*	-	23	24	2	-	27	20	28	27	16	*
	9%	*9%*	*9%*	*1%*	*-%*	*8%*	*9%*	*2%*	*-%*	*12%*	*10%*	*10%*	*13%*	*11%*	*5%*
		c	c			c	c								
25-49%	**11**	4	7	*	-	10	4	4	-	8	7	9	5	5	*
	3%	*4%*	*4%*	**%*	*-%*	*4%*	*1%*	*5%*	*-%*	*4%*	*3%*	*3%*	*3%*	*3%*	*49%*
50-74%	**27**	6	13	2	-	13	21	6	-	15	14	15	16	12	*
	7%	*7%*	*8%*	*7%*	*-%*	*5%*	*8%*	*6%*	*-%*	*7%*	*7%*	*5%*	*8%*	*8%*	*16%*
75-100%	**324**	73	135	35	-	216	196	78	4	175	161	222	160	115	*
	79%	*80%*	*77%*	*92%*	*-%*	*80%*	*79%*	*87%*	*100%*	*76%*	*78%*	*78%*	*75%*	*76%*	*30%*
				ab											
Don't know/can't remember	**12**	*	4	*	-	8	6	*	-	5	3	10	5	3	-
	3%	**%*	*2%*	**%*	*-%*	*3%*	*2%*	**%*	*-%*	*2%*	*2%*	*3%*	*2%*	*2%*	*-%*
Answered	**399**	92	172	38	-	262	244	90	4	226	202	274	209	148	1
Mean	**84.70**	82.70	82.52	92.57	-	85.00	84.72	89.40	99.44	80.98	82.97	84.05	81.02	81.43	55.24
				ab											

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

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

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	***a**	***b**	***c**	***d**
Unweighted total	**465**	244	173	224	76	61	282	217	13	7	13	11
Weighted total	**411**	193	139	181	53	40	228	168	13	6	15	10
0-24%	**37**	19	15	18	2	*	24	17	*	2	*	-
	9%	*10%* e	*10%* e	*10%* e	*4%*	*1%*	*11%*	*10%*	**%*	*31%*	*1%*	*-%*
25-49%	**11**	7	3	5	2	2	5	5	-	-	-	-
	3%	*4%*	*2%*	*2%*	*4%*	*5%*	*2%*	*3%*	*-%*	*-%*	*-%*	*-%*
50-74%	**27**	10	11	11	3	1	16	13	2	2	-	*
	7%	*5%*	*8%*	*6%*	*5%*	*2%*	*7%*	*8%*	*13%*	*28%*	*-%*	*5%*
75-100%	**324**	152	106	142	46	37	175	128	11	2	15	10
	79%	*79%*	*77%*	*79%*	*86%*	*92%* **abc**	*77%*	*76%*	*87%*	*41%*	*99%*	*95%*
Don't know/can't remember	**12**	5	3	5	*	*	7	5	-	-	-	-
	3%	*3%*	*2%*	*3%*	**%*	*1%*	*3%*	*3%*	*-%*	*-%*	*-%*	*-%*
Answered	**399**	187	135	176	53	40	221	163	13	6	15	10
Mean	**84.70**	83.55	82.79	84.47	88.23	90.27	83.19	82.36	88.21	59.58	97.37	92.67

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

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

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**465**	438	390	443	420	452	312	437	164	1	345	16	91	310
Weighted total	**411**	385	330	390	362	400	263	380	123	*	289	15	91	253
0-24%	**37**	34	33	35	31	35	23	35	5	-	29	*	7	26
	9%	*9%*	*10%*	*9%*	*9%*	*9%*	*9%*	*9%* c	*4%*	*-%*	*10%*	*%*	*8%*	*10%*
25-49%	**11**	10	10	11	11	10	10	10	2	-	6	-	2	7
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*2%*	*-%*	*2%*	*-%*	*2%*	*3%*
50-74%	**27**	23	22	23	23	27	22	25	9	-	19	-	4	16
	7%	*6%*	*7%*	*6%*	*6%*	*7%*	*8%*	*7%*	*7%*	*-%*	*6%*	*-%*	*5%*	*7%*
75-100%	**324**	305	257	309	287	316	199	298	105	*	224	15	76	194
	79%	*79%*	*78%*	*79%*	*79%*	*79%*	*76%*	*79%*	*85%* a	*100%*	*78%*	*100%*	*84%*	*77%*
Don't know/can't remember	**12**	11	8	11	10	12	9	10	2	-	11	-	1	10
	3%	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*-%*	*4%*	*-%*	*1%*	*4%*
Answered	**399**	373	322	378	352	388	255	370	121	*	278	15	90	243
Mean	**84.70**	84.84	83.30	84.71	84.83	84.91	83.23	84.40	88.39	100.00	83.99	95.77	86.11	83.56

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

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

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**465**	201	4	60	169	105	306	52	133	47	281	245	220
Weighted total	**411**	187	2	56	154	87	276	44	122	44	243	212	199
0-24%	**37**	14	-	*	14	1	33	3	9	1	28	22	15
	9%	*8%*	*-%*	**%*	*9%* a	*1%*	*12%* a	*7%*	*7%*	*2%*	*12%* b	*10%*	*8%*
25-49%	**11**	4	-	2	4	1	6	4	2	-	9	5	6
	3%	*2%*	*-%*	*4%*	*2%*	*1%*	*2%*	*8%* **ab**	*2%*	*-%*	*4%*	*2%*	*3%*
50-74%	**27**	14	-	6	11	8	14	5	10	*	17	15	12
	7%	*7%*	*-%*	*10%*	*7%*	*9%*	*5%*	*12%* b	*8%* b	**%*	*7%*	*7%*	*6%*
75-100%	**324**	155	2	47	124	76	215	31	100	43	178	168	157
	79%	*82%*	*90%*	*83%*	*81%*	*87%* **bc**	*78%*	*70%*	*82%*	*98%* **ac**	*74%*	*79%*	*79%*
Don't know/can't remember	**12**	1	*	1	*	1	8	1	1	*	10	3	9
	3%	*1%*	*10%*	*2%*	**%*	*2%*	*3%*	*2%*	*1%*	*1%*	*4%*	*1%*	*5%* a
Answered	**399**	186	2	55	153	86	268	43	121	43	232	209	190
Mean	**84.70**	86.11	100.00	89.21	84.58	91.52 **bc**	83.13	80.36	86.19	95.77 **ac**	81.68	83.55	85.97

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

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

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	***b**	c	d	a	b	c	d	***a**	b	***c**	***d**
Unweighted total	**465**	86	9	97	55	70	33	57	39	24	45	12	22
Weighted total	**411**	37	1	47	24	34	15	27	19	11	20	4	13
0-24%	**37**	7	1	6	2	6	3	5	4	2	2	1	1
	9%	*18%*	*71%*	*12%*	*10%*	*17%*	*20%*	*20%*	*23%*	*20%*	*12%*	*26%*	*8%*
25-49%	**11**	1	*	1	1	1	*	1	*	*	-	1	-
	3%	*4%*	*3%*	*3%*	*5%*	*3%*	*1%*	*4%*	*1%*	*2%*	*-%*	*27%*	*-%*
50-74%	**27**	2	*	3	*	1	1	1	2	*	1	*	1
	7%	*7%*	*4%*	*6%*	*2%*	*4%*	*9%*	*5%*	*11%*	**%*	*7%*	*6%*	*9%*
75-100%	**324**	26	*	37	20	25	11	19	12	9	16	2	9
	79%	*71%*	*22%*	*77%*	*83%*	*74%*	*70%*	*71%*	*64%*	*78%*	*82%*	*41%*	*75%*
Don't know/can't remember	**12**	-	-	1	-	1	-	-	-	-	-	-	1
	3%	*-%*	*-%*	*2%*	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*
Answered	**399**	37	1	46	24	33	15	27	19	11	20	4	12
Mean	**84.70**	75.62	26.86	82.25	84.01	78.39	76.25	74.54	72.55	80.20	84.00	56.86	84.40

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 20 (continuation)

QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders - WRITE IN

Base: All where parcels and packets are sent (QV6a=3) and where business parcels/packets are sent for customer orders (QV2c=1)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	*e	f	g	h	i	j	*k	*l
Unweighted total	**465**	70	21	10	110	19	37	33	39	44	39	27	16
Weighted total	**411**	58	24	14	52	14	26	27	45	54	42	37	17
0-24%	**37**	3	*	-	7	2	2	4	4	3	5	6	-
	9%	*5%*	*1%*	*-%*	*13%*	*17%*	*9%*	*15%*	*10%*	*5%*	*12%*	*16%*	*-%*
25-49%	**11**	2	-	-	1	*	*	*	1	2	2	*	2
	3%	*3%*	*-%*	*-%*	*3%*	*2%*	*1%*	*1%*	*1%*	*3%*	*4%*	**%*	*12%*
50-74%	**27**	7	*	-	3	-	1	5	5	*	*	2	2
	7%	*13%*	*2%*	*-%*	*5%*	*-%*	*2%*	*19%*	*12%*	*1%*	**%*	*7%*	*12%*
		ij						**dfij**	**ij**				
75-100%	**324**	42	21	14	40	10	20	17	34	49	35	29	13
	79%	*72%*	*88%*	*100%*	*77%*	*74%*	*76%*	*62%*	*76%*	*91%*	*83%*	*77%*	*75%*
										ag			
Don't know/can't remember	**12**	4	2	-	1	1	3	1	*	-	-	-	-
	3%	*7%*	*9%*	*-%*	*2%*	*7%*	*12%*	*3%*	*1%*	*-%*	*-%*	*-%*	*-%*
							dhij						
Answered	**399**	54	22	14	51	13	23	27	45	54	42	37	17
Mean	**84.70**	81.74	97.02	100.00	81.96	79.23	86.77	76.04	81.99	91.34	84.08	80.30	86.33
										g			

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

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

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**465**	101	166	116	82
Weighted total	**411**	96	93	126	96
0-24%	**37**	3	12	11	11
	9%	*3%*	*13%*	*9%*	*12%*
			a		a
25-49%	**11**	2	2	3	4
	3%	*2%*	*2%*	*2%*	*4%*
50-74%	**27**	8	3	11	5
	7%	*8%*	*4%*	*9%*	*5%*
75-100%	**324**	77	71	100	76
	79%	*80%*	*76%*	*79%*	*79%*
Don't know/can't remember	**12**	6	5	1	-
	3%	*6%*	*5%*	*1%*	*-%*
		cd	**cd**		
Answered	**399**	90	88	125	96
Mean	**84.70**	88.26	82.84	84.76	83.01

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 21

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

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total	**2000**	1920	51	18	11	80	692	457	116	50	48
Royal Mail	**1482**	1424	37	13	8	58	516	350	96	36	36
	74%	*74%*	*73%*	*70%*	*72%*	*72%*	*75%*	*77%*	*83%* a	*72%*	*74%*
DPD	**515**	496	13	4	3	19	179	116	36	5	11
	26%	*26%*	*25%*	*20%*	*27%*	*24%*	*26%* d	*25%* d	*31%* d	*10%*	*23%* d
UPS	**416**	401	9	3	3	15	160	99	26	10	11
	21%	*21%*	*19%*	*15%*	*24%*	*18%*	*23%*	*22%*	*22%*	*21%*	*24%*
DHL	**398**	381	11	4	2	17	129	118	35	8	17
	20%	*20%*	*21%*	*21%*	*21%*	*21%*	*19%*	*26%* **ad**	*30%* **ad**	*15%*	*35%* **abd**
Parcelforce	**349**	336	9	2	1	13	125	82	21	8	5
	17%	*18%* c	*18%* c	*11%*	*12%*	*16%*	*18%* e	*18%* e	*18%*	*16%*	*11%*
Hermes	**325**	317	5	1	2	8	127	78	11	5	10
	16%	*17%* **bce**	*11%* c	*5%*	*18%* **bce**	*10%* c	*18%* c	*17%* c	*9%*	*10%*	*21%* **cd**
TNT Express	**237**	226	7	3	1	11	80	62	20	8	11
	12%	*12%*	*14%*	*16%*	*11%*	*14%*	*12%*	*13%*	*18%*	*17%*	*22%* **ab**
FedEx	**224**	213	7	2	2	11	74	53	24	6	6
	11%	*11%*	*13%*	*9%*	*21%* **ace**	*13%*	*11%*	*12%*	*20%* **ab**	*13%*	*13%*
Yodel	**190**	183	5	1	1	8	72	49	9	1	2
	10%	*10%* c	*11%* c	*5%*	*12%* c	*9%*	*10%* **de**	*11%* **de**	*8%*	*2%*	*3%*
UK Mail	**122**	118	3	1	1	4	37	39	15	7	4
	6%	*6%*	*5%*	*4%*	*9%*	*5%*	*5%*	*9%* a	*13%* a	*15%* a	*7%*
Amazon	**40**	39	1	*	1	2	16	10	1	1	*
	2%	*2%*	*2%*	*2%*	*5%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*
Whistl (Previously known as TNT Post)	**38**	37	1	1	*	2	15	13	3	*	1
	2%	*2%*	*2%*	*4%*	*2%*	*2%*	*2%*	*3%*	*3%*	**%*	*2%*
DX	**26**	26	*	*	-	*	6	13	2	-	1
	1%	*1%*	*1%*	**%*	*-%*	*1%*	*1%*	*3%* a	*1%*	*-%*	*1%*
APC	**26**	25	1	*	-	1	3	9	4	2	2
	1%	*1%*	*1%*	*2%*	*-%*	*1%*	**%*	*2%* a	*3%* a	*4%* a	*5%* a
Tuffnels	**22**	21	1	*	-	1	5	10	*	*	*
	1%	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*2%* a	**%*	*1%*	**%*
Parcels to go	**14**	14	*	-	-	*	6	5	-	*	-
	1%	*1%*	*1%*	*-%*	*-%*	**%*	*1%*	*1%*	*-%*	*1%*	*-%*

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total	**2000**	1920	51	18	11	80	692	457	116	50	48
Collect Plus	**14**	14	-	-	-	-	6	6	2	-	-
	1%	*1%* e	-%	-%	-%	-%	*1%*	*1%*	*1%*	-%	-%
Secured Mail	**7**	6	1	*	-	1	*	3	*	*	*
	%	*%*	*1%* a	*1%*	-%	*1%*	*%*	*1%*	*%*	*%*	*1%* a
Pitney Bowes	**7**	6	*	*	-	1	2	1	-	-	-
	%	*%*	*1%*	*1%*	-%	*1%*	*%*	*%*	-%	-%	-%
Interlink / Interlink Express / Direct	**6**	6	*	*	-	*	3	2	*	-	*
	%	*%*	*%*	*%*	-%	*%*	*%*	*%*	*%*	-%	*%*
Freight - Better / Night	**4**	4	-	-	-	-	4	-	*	-	-
	%	*%*	-%	-%	-%	-%	*1%*	-%	*%*	-%	-%
One Post	**3**	3	*	-	-	*	1	2	*	-	-
	%	*%*	*1%*	-%	-%	*%*	*%*	*%*	*%*	-%	-%
Neo Post	**3**	3	*	-	*	*	-	1	*	-	2
	%	*%*	*%*	-%	*1%*	*%*	-%	*%*	*%*	-%	*4%* abc
Fastway Couriers	**3**	2	*	-	-	*	*	1	-	*	-
	%	*%*	*%*	-%	-%	*%*	*%*	*%*	-%	*%*	-%
Interparcel	**2**	2	*	*	-	*	*	-	-	-	-
	%	*%*	*%*	*1%*	-%	*%*	*%*	-%	-%	-%	-%
Business Post	**2**	2	*	-	-	*	-	*	-	*	-
	%	*%*	*%*	-%	-%	*%*	-%	*%*	-%	*%*	-%
Citipost	**2**	2	-	-	*	*	*	2	-	-	-
	%	*%*	-%	-%	*%*	*%*	*%*	*%*	-%	-%	-%
Securicor	**2**	2	-	-	-	-	2	-	-	-	-
	%	*%*	-%	-%	-%	-%	*%*	-%	-%	-%	-%
Postal Sort	**1**	1	*	*	-	*	-	-	-	-	1
	%	*%*	*%*	*1%* a	-%	*%* a	-%	-%	-%	-%	*2%* ab
DHS	**1**	1	-	-	-	-	*	*	-	-	-
	%	*%*	-%	-%	-%	-%	*%*	*%*	-%	-%	-%
Parcel Line	**1**	1	-	-	-	-	*	*	-	-	-
	%	*%*	-%	-%	-%	-%	*%*	*%*	-%	-%	-%
Pallet Lines	*	*	-	-	-	-	*	-	-	-	-
	%	*%*	-%	-%	-%	-%	*%*	-%	-%	-%	-%
Eagle Couriers	*	-	-	-	*	*	-	-	*	-	-
	%	-%	-%	-%	*1%* ab	*%*	-%	-%	*%*	-%	-%
Coopers Carriers	*	-	*	-	-	*	-	-	-	-	*
	%	-%	*%*	-%	-%	*%*	-%	-%	-%	-%	*%*
Global Mailing	*	-	*	-	-	*	-	-	-	-	-
	%	-%	*%*	-%	-%	*%*	-%	-%	-%	-%	-%

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

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

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total	**2000**	1920	51	18	11	80	692	457	116	50	48
AJG Parcels	*	-	*	-	-	*	-	*	-	-	-
	%	*-%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*
None	**34**	33	1	*	-	1	14	4	2	1	-
	2%	*2%*	*2%*	*2%*	*-%*	*2%*	*2%*	*1%*	*2%*	*2%*	*-%*
Don't know	**5**	5	*	*	*	1	2	2	*	*	-
	%	*%*	*1%*	*1%*	*2%* a	*1%* a	*%*	*%*	*%*	*1%*	*-%*
Other answers	**161**	152	4	4	1	9	57	43	9	6	6
	8%	*8%*	*8%*	*19%* **abe**	*12%*	*11%* a	*8%*	*9%*	*8%*	*12%*	*12%*

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

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

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total	**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
Royal Mail	**1482**	170	91	225	51	117	231	136	118	121	1261	79	73	69
	74%	*78%* g	*80%*	*76%*	*78%*	*73%*	*71%*	*68%*	*72%*	*73%*	*74%*	*77%* g	*74%*	*78%* g
DPD	**515**	81	24	57	12	45	92	52	46	41	448	27	22	17
	26%	*37%* **bcdfgij klm**	*21%*	*19%*	*18%*	*28%* **cm**	*28%* **cm**	*26%*	*28%* **cm**	*25%*	*26%* **cm**	*27%* **cm**	*23%*	*19%*
UPS	**416**	48	18	72	13	37	80	36	37	37	378	13	19	6
	21%	*22%* **km**	*16%* m	*24%* **km**	*20%* m	*23%* **km**	*25%* **km**	*18%* m	*22%* **km**	*22%* **km**	*22%* **km**	*13%* m	*20%* **km**	*6%*
DHL	**398**	31	28	89	12	35	68	37	23	20	343	16	20	19
	20%	*14%*	*25%* **ahikafghijk**	*30%* **lm**	*18%*	*22%* i	*21%* i	*19%*	*14%*	*12%*	*20%* **ai**	*15%*	*20%* i	*21%* **ai**
Parcelforce	**349**	38	17	52	11	31	54	32	39	25	300	17	14	18
	17%	*17%*	*15%*	*18%*	*17%*	*19%*	*17%*	*16%*	*24%* l	*15%*	*18%*	*16%*	*15%*	*20%*
Hermes	**325**	37	27	38	9	39	52	26	31	27	285	15	17	8
	16%	*17%* m	*23%* **cgkm**	*13%*	*13%*	*24%* **cfgjkm**	*16%* m	*13%*	*19%* m	*17%* m	*17%* m	*14%*	*17%* m	*10%*
TNT Express	**237**	20	14	26	10	25	48	25	26	12	206	11	14	6
	12%	*9%*	*12%*	*9%*	*16%* m	*16%* **cim**	*15%* **cim**	*13%* m	*16%* **cim**	*7%*	*12%* m	*10%*	*14%* **im**	*7%*
FedEx	**224**	28	25	46	5	24	33	11	16	11	201	9	8	5
	11%	*13%* **gmdfghijkl**	*22%* m	*16%* **giklm**	*7%*	*15%* **gilm**	*10%* m	*6%*	*10%*	*7%*	*12%* **gm**	*9%*	*9%*	*6%*
Yodel	**190**	26	7	17	10	22	22	15	19	15	153	12	16	8
	10%	*12%* **cf**	*6%*	*6%*	*15%* **cf**	*14%* **cf**	*7%*	*7%*	*12%* c	*9%*	*9%*	*12%* **cf**	*17%* **bcfgijm**	*9%*
UK Mail	**122**	13	9	15	2	7	21	19	13	11	110	4	8	*
	6%	*6%* m	*8%* m	*5%* m	*3%*	*4%* m	*6%* m	*9%* **km**	*8%* **km**	*7%* m	*6%* m	*4%* m	*8%* **km**	*1%*
Amazon	**40**	7	2	1	1	3	6	2	4	6	31	4	3	2
	2%	*3%* c	*2%*	**%*	*1%*	*2%*	*2%*	*1%*	*2%*	*4%* c	*2%*	*4%* **cj**	*3%* c	*2%*
Whistl (Previously known as TNT Post)	**38**	5	2	6	2	7	3	2	3	4	35	1	-	2
	2%	*2%* l	*2%* l	*2%* l	*3%* l	*4%* **fl**	*1%*	*1%*	*2%* l	*3%* l	*2%* l	*1%* l	*-%*	*2%* l
DX	**26**	2	1	3	-	-	12	2	1	2	23	1	1	2
	1%	*1%*	*1%*	*1%*	*-%*	*-%*	*4%* **ejl**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*
APC	**26**	7	1	3	-	*	5	5	2	*	24	*	2	-
	1%	*3%* **eijkm**	*1%*	*1%*	*-%*	**%*	*1%* m	*3%* **km**	*1%*	**%*	*1%* m	**%*	*2%* m	*-%*
Tuffnels	**22**	2	1	-	-	1	4	3	6	2	20	1	1	-
	1%	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*2%* **cm**	*4%* **cjkm**	*1%*	*1%*	*1%*	*1%*	*-%*

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

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

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total	**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
Parcels to go	**14**	1	-	3	1	4	-	1	1	4	14	-	-	-
	1%	**%*	-%	*1%*	*2%* **fklm**	*2%* **fklm**	-%	*1%*	*1%*	*2%* **fklm**	*1%*	-%	-%	-%
Collect Plus	**14**	-	2	2	2	-	5	2	-	-	12	*	1	-
	1%	-%	*2%* m	*1%*	*3%* **aehim**	-%	*2%* m	*1%*	-%	-%	*1%*	**%*	*1%*	-%
Secured Mail	**7**	-	-	-	-	1	2	*	2	-	6	*	1	-
	****%***	-%	-%	-%	-%	*1%*	*1%*	**%*	*1%* **cjm**	-%	**%*	**%*	*1%*	-%
Pitney Bowes	**7**	2	-	1	-	-	1	*	-	2	6	*	-	1
	****%***	*1%*	-%	**%*	-%	-%	**%*	**%*	-%	*1%*	**%*	**%*	-%	*1%*
Interlink / Interlink Express / Direct	**6**	-	-	-	-	-	*	2	2	1	5	-	1	*
	****%***	-%	-%	-%	-%	-%	**%*	*1%*	*1%*	*1%*	**%*	-%	*1%*	**%*
Freight - Better / Night	**4**	-	-	-	1	1	2	-	-	-	4	-	*	-
	****%***	-%	-%	-%	*1%* **km**	*1%*	*1%*	-%	-%	-%	**%*	-%	*1%*	-%
One Post	**3**	-	1	-	-	-	-	-	-	2	3	-	*	-
	****%***	-%	*1%*	-%	-%	-%	-%	-%	-%	*1%* j	**%*	-%	**%*	-%
Neo Post	**3**	-	-	2	-	-	1	-	*	-	3	*	-	-
	****%***	-%	-%	*1%*	-%	-%	**%*	-%	**%*	-%	**%*	**%*	-%	-%
Fastway Couriers	**3**	-	-	-	-	-	-	-	-	-	-	-	-	3
	****%***	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*3%* **acefghij kl**
Interparcel	**2**	*	-	*	-	-	-	-	-	2	2	-	*	-
	****%***	**%*	-%	**%*	-%	-%	-%	-%	-%	*1%* j	**%*	-%	**%*	-%
Business Post	**2**	-	-	-	-	-	-	*	-	2	2	*	*	-
	****%***	-%	-%	-%	-%	-%	-%	**%*	-%	*1%* j	**%*	**%*	**%*	-%
Citipost	**2**	-	-	1	-	-	-	-	-	-	1	*	*	*
	****%***	-%	-%	**%*	-%	-%	-%	-%	-%	-%	**%*	**%*	**%*	**%*
Securicor	**2**	-	-	-	-	-	-	2	-	-	2	-	-	-
	****%***	-%	-%	-%	-%	-%	-%	*1%* j	-%	-%	**%*	-%	-%	-%
Postal Sort	**1**	-	-	-	-	-	-	-	-	-	-	-	-	1
	****%***	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%* j
DHS	**1**	-	-	-	-	-	-	-	-	-	-	-	*	*
	****%***	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**%* j	*1%* j
Parcel Line	**1**	-	-	-	-	-	-	-	-	-	-	1	-	-
	****%***	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%* j	-%	-%

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

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

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total	**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
Pallet Lines	*	-	-	-	-	*	-	-	-	-	*	-	-	-
	***%**	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%
Eagle Couriers	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Coopers Carriers	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
Global Mailing	*	-	-	*	-	-	-	-	-	-	*	-	-	-
	***%**	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
AJG Parcels	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
None	**34**	1	2	7	2	5	4	4	2	4	31	1	1	1
	***2%**	*1%*	*2%*	*3%*	*3%*	*3%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*
Don't know	**5**	-	2	2	-	*	-	*	1	-	5	*	-	-
	***%**	-%	*2%*	*1%*	-%	*%	-%	*%	*1%*	-%	*%	*%	-%	-%
			flm											
Other answers	**161**	21	12	18	8	3	25	21	10	16	134	9	11	7
	***8%**	*10%*	*10%*	*6%*	*12%*	*2%*	*8%*	*11%*	*6%*	*9%*	*8%*	*9%*	*11%*	*8%*
		e	e		e		e	e		e	e	e	**ce**	e

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 21 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2398**	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total	**2000**	38	176	47	194	589	56	141	756	1548	452	1794	206
Royal Mail	**1482**	31	122	30	153	416	37	107	585	1144	338	1331	151
	74%	*81%*	*69%*	*65%*	*79%*	*71%*	*66%*	*76%*	*77%*	*74%*	*75%*	*74%*	*73%*
					bcef				**bcef**				
DPD	**515**	9	48	13	48	154	7	31	203	384	131	459	56
	26%	*22%*	*27%*	*27%*	*25%*	*26%*	*12%*	*22%*	*27%*	*25%*	*29%*	*26%*	*27%*
			f	f	f	f			f		a		
UPS	**416**	2	36	16	22	157	9	20	153	337	79	384	32
	21%	*4%*	*21%*	*34%*	*12%*	*27%*	*17%*	*14%*	*20%*	*22%*	*18%*	*21%*	*16%*
			ad	**abdfgh**		**adgh**	a		**ad**	b		b	
DHL	**398**	4	34	7	31	134	5	36	146	327	71	356	42
	20%	*10%*	*19%*	*15%*	*16%*	*23%*	*9%*	*25%*	*19%*	*21%*	*16%*	*20%*	*20%*
			f			**adf**		**adf**	f	b			
Parcelforce	**349**	4	41	9	29	115	7	26	115	275	74	320	29
	17%	*11%*	*23%*	*20%*	*15%*	*19%*	*12%*	*18%*	*15%*	*18%*	*16%*	*18%*	*14%*
			adfh			h							
Hermes	**325**	1	23	6	16	111	7	21	140	258	67	290	35
	16%	*3%*	*13%*	*12%*	*8%*	*19%*	*13%*	*15%*	*18%*	*17%*	*15%*	*16%*	*17%*
			a			**ad**	a	**ad**	**ad**				
TNT Express	**237**	3	39	7	19	93	3	13	59	175	62	216	21
	12%	*8%*	*22%*	*16%*	*10%*	*16%*	*6%*	*9%*	*8%*	*11%*	*14%*	*12%*	*10%*
			adefgh	**fh**		**dfgh**							
FedEx	**224**	1	23	2	15	70	2	13	98	188	36	203	20
	11%	*2%*	*13%*	*5%*	*8%*	*12%*	*4%*	*9%*	*13%*	*12%*	*8%*	*11%*	*10%*
			af			**af**			**adf**	b			
Yodel	**190**	5	8	9	14	51	7	17	80	142	48	170	20
	10%	*14%*	*5%*	*19%*	*7%*	*9%*	*12%*	*12%*	*11%*	*9%*	*11%*	*9%*	*10%*
		b		**bdeh**			b	b	b				
UK Mail	**122**	2	19	5	5	49	*	11	32	81	41	117	5
	6%	*4%*	*11%*	*11%*	*3%*	*8%*	*%*	*8%*	*4%*	*5%*	*9%*	*7%*	*3%*
			dfh	**dfh**		**dfh**		**df**			a	b	
Amazon	**40**	1	*	*	3	7	3	2	23	32	8	38	3
	2%	*2%*	*%*	*1%*	*2%*	*1%*	*6%*	*2%*	*3%*	*2%*	*2%*	*2%*	*1%*
		b					**bde**		**be**				
Whistl (Previously known as TNT Post)	**38**	-	3	2	5	7	-	3	18	32	7	34	4
	2%	*-%*	*2%*	*4%*	*3%*	*1%*	*-%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*
DX	**26**	-	2	-	-	4	-	6	14	23	3	24	2
	1%	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*4%*	*2%*	*1%*	*1%*	*1%*	*1%*
								bdeh	d				
APC	**26**	-	6	1	3	12	2	-	3	22	4	22	4
	1%	*-%*	*3%*	*2%*	*1%*	*2%*	*3%*	*-%*	*%*	*1%*	*1%*	*1%*	*2%*
			gh	h		h	**gh**						
Tuffnels	**22**	1	4	1	3	13	-	-	*	15	7	21	1
	1%	*3%*	*2%*	*2%*	*1%*	*2%*	*-%*	*-%*	*%*	*1%*	*2%*	*1%*	*1%*
		gh	h	h	h	h							

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

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 21 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2398**	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total	**2000**	38	176	47	194	589	56	141	756	1548	452	1794	206
Parcels to go	**14**	-	-	1	-	4	-	2	8	12	2	14	-
	1%	-%	-%	*2%*	-%	*1%*	-%	*1%*	*1%*	*1%*	*%*	*1%*	-%
				bd									
Collect Plus	**14**	-	4	-	3	3	-	2	2	13	*	13	*
	1%	-%	*2%*	-%	*2%*	*%*	-%	*1%*	*%*	*1%*	*%*	*1%*	*%*
			eh		h					b			
Secured Mail	**7**	*	2	*	*	2	*	-	2	5	2	7	-
	%	*1%*	*1%*	*1%*	*%*	*%*	*1%*	-%	*%*	*%*	*%*	*%*	-%
Pitney Bowes	**7**	-	-	-	-	3	-	3	*	3	4	6	1
	%	-%	-%	-%	-%	*1%*	-%	*2%*	*%*	*%*	*1%*	*%*	*1%*
						h		**bdeh**			a		
Interlink / Interlink Express / Direct	**6**	-	2	-	-	2	*	-	1	2	3	6	-
	%	-%	*1%*	-%	-%	*%*	*1%*	-%	*%*	*%*	*1%*	*%*	-%
			h								a		
Freight - Better / Night	**4**	-	4	-	-	*	-	-	-	2	2	4	-
	%	-%	*2%*	-%	-%	*%*	-%	-%	-%	*%*	*%*	*%*	-%
			deh										
One Post	**3**	-	-	1	*	-	-	-	2	3	*	3	-
	%	-%	-%	*2%*	*%*	-%	-%	-%	*%*	*%*	*%*	*%*	-%
				bdeh									
Neo Post	**3**	-	-	-	-	-	*	1	2	3	*	3	-
	%	-%	-%	-%	-%	-%	*%*	*1%*	*%*	*%*	*%*	*%*	-%
								e					
Fastway Couriers	**3**	*	*	-	-	*	-	-	2	1	1	3	-
	%	*1%*	*%*	-%	-%	*%*	-%	-%	*%*	*%*	*%*	*%*	-%
		e											
Interparcel	**2**	*	-	-	-	2	-	-	*	2	-	1	2
	%	*1%*	-%	-%	-%	*%*	-%	-%	*%*	*%*	-%	*%*	*1%*
													a
Business Post	**2**	*	-	-	2	*	-	-	*	2	*	2	-
	%	*1%*	-%	-%	*1%*	*%*	-%	-%	*%*	*%*	*%*	*%*	-%
		h			**eh**								
Citipost	**2**	-	-	-	-	*	-	-	1	1	*	2	-
	%	-%	-%	-%	-%	*%*	-%	-%	*%*	*%*	*%*	*%*	-%
Securicor	**2**	-	-	-	-	2	-	-	-	2	-	2	-
	%	-%	-%	-%	-%	*%*	-%	-%	-%	*%*	-%	*%*	-%
Postal Sort	**1**	-	*	-	-	*	*	1	-	1	*	*	1
	%	-%	*%*	-%	-%	*%*	*%*	*1%*	-%	*%*	*%*	*%*	*%*
								h					a
DHS	**1**	-	-	-	-	*	-	-	*	1	-	1	-
	%	-%	-%	-%	-%	*%*	-%	-%	*%*	*%*	-%	*%*	-%
Parcel Line	**1**	-	-	-	-	*	-	-	*	-	1	1	-
	%	-%	-%	-%	-%	*%*	-%	-%	*%*	-%	*%*	*%*	-%

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2398**	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total	**2000**	38	176	47	194	589	56	141	756	1548	452	1794	206
Pallet Lines	*	-	*	-	-	-	-	-	-	-	*	*	-
	***%**	-%	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%
Eagle Couriers	*	-	-	-	-	-	-	-	*	-	*	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	*%	-%
Coopers Carriers	*	-	-	-	*	-	-	-	-	-	*	*	-
	***%**	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%	*%	-%
Global Mailing	*	-	-	-	-	-	-	-	*	*	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
AJG Parcels	*	-	-	-	-	-	-	-	*	-	*	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	*%	-%
None	**34**	-	1	-	2	10	*	2	20	26	9	32	2
	2%	-%	*%	-%	*1%*	*2%*	*%	*1%*	*3%* b	*2%*	*2%*	*2%*	*1%*
Don't know	**5**	-	-	2	*	3	*	-	-	5	*	5	*
	***%**	-%	-%	*4%* **bdegh**	*%	*1%* h	*%	-%	-%	*%	*%	*%	*%
Other answers	**161**	2	26	6	15	56	1	8	48	115	45	144	17
	8%	*4%*	*15%* **adefgh**	*13%* **fh**	*8%*	*9%* **fh**	*3%*	*5%*	*6%*	*7%*	*10%* a	*8%*	*8%*

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

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2398**	2274	124	1449	371	549
Weighted total	**2000**	1874	126	1243	290	433
Royal Mail	**1482**	1390	92	947	211	297
	74%	*74%*	*73%*	*76%* c	*73%*	*68%*
DPD	**515**	492	23	311	69	132
	26%	*26%*	*19%*	*25%*	*24%*	*30%* **ab**
UPS	**416**	396	20	256	43	112
	21%	*21%*	*16%*	*21%* b	*15%*	*26%* **ab**
DHL	**398**	376	22	255	60	78
	20%	*20%*	*17%*	*21%*	*21%*	*18%*
Parcelforce	**349**	327	22	194	46	103
	17%	*17%*	*17%*	*16%*	*16%*	*24%* **ab**
Hermes	**325**	314	11	191	47	85
	16%	*17%* b	*9%*	*15%*	*16%*	*20%* a
TNT Express	**237**	229	8	130	30	72
	12%	*12%* b	*6%*	*10%*	*10%*	*17%* **ab**
FedEx	**224**	219	5	128	37	58
	11%	*12%* b	*4%*	*10%*	*13%*	*13%*
Yodel	**190**	184	6	117	22	47
	10%	*10%*	*5%*	*9%*	*8%*	*11%*
UK Mail	**122**	119	3	82	11	26
	6%	*6%*	*2%*	*7%* b	*4%*	*6%*
Amazon	**40**	38	2	33	4	4
	2%	*2%*	*2%*	*3%* c	*1%*	*1%*
Whistl (Previously known as TNT Post)	**38**	38	-	21	11	6
	2%	*2%*	*-%*	*2%*	*4%* **ac**	*1%*
DX	**26**	25	1	7	8	12
	1%	*1%*	*1%*	*1%*	*3%* a	*3%* a
APC	**26**	26	-	8	6	12
	1%	*1%*	*-%*	*1%*	*2%* a	*3%* a
Tuffnels	**22**	21	1	10	3	9
	1%	*1%*	*1%*	*1%*	*1%*	*2%* a
Parcels to go	**14**	12	2	9	2	3
	1%	*1%*	*1%*	*1%*	*1%*	*1%*

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

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2398**	2274	124	1449	371	549
Weighted total	**2000**	1874	126	1243	290	433
Collect Plus	**14**	14	-	6	4	4
	1%	*1%*	*-%*	**%*	*1%* a	*1%*
Secured Mail	**7**	6	1	4	2	1
	****%***	**%*	*1%*	**%*	*1%*	**%*
Pitney Bowes	**7**	7	-	3	*	4
	****%***	**%*	*-%*	**%*	**%*	*1%* a
Interlink / Interlink Express / Direct	**6**	6	-	2	-	4
	****%***	**%*	*-%*	**%*	*-%*	*1%* a
Freight - Better / Night	**4**	1	3	3	-	1
	****%***	**%*	*2%* a	**%*	*-%*	**%*
One Post	**3**	3	-	1	-	2
	****%***	**%*	*-%*	**%*	*-%*	**%*
Neo Post	**3**	3	-	-	3	-
	****%***	**%*	*-%*	*-%*	*1%* **ac**	*-%*
Fastway Couriers	**3**	3	-	1	*	2
	****%***	**%*	*-%*	**%*	**%*	**%*
Interparcel	**2**	2	-	*	*	2
	****%***	**%*	*-%*	**%*	**%*	**%* a
Business Post	**2**	2	-	*	2	-
	****%***	**%*	*-%*	**%*	*1%* a	*-%*
Citipost	**2**	2	-	2	-	*
	****%***	**%*	*-%*	**%*	*-%*	**%*
Securicor	**2**	2	-	2	-	-
	****%***	**%*	*-%*	**%*	*-%*	*-%*
Postal Sort	**1**	1	-	*	1	*
	****%***	**%*	*-%*	**%*	**%*	**%*
DHS	**1**	1	-	-	-	1
	****%***	**%*	*-%*	*-%*	*-%*	**%*
Parcel Line	**1**	1	-	*	-	*
	****%***	**%*	*-%*	**%*	*-%*	**%*
Pallet Lines	*	*	-	-	-	*
	****%***	**%*	*-%*	*-%*	*-%*	**%*
Eagle Couriers	*	*	-	-	*	-
	****%***	**%*	*-%*	*-%*	**%*	*-%*
Coopers Carriers	*	*	-	*	-	-
	****%***	**%*	*-%*	**%*	*-%*	*-%*

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

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

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2398**	2274	124	1449	371	549
Weighted total	**2000**	1874	126	1243	290	433
Global Mailing	*	*	-	-	-	*
	***%**	*%	-%	-%	-%	*%
AJG Parcels	*	*	-	-	-	*
	***%**	*%	-%	-%	-%	*%
None	**34**	30	5	16	5	13
	2%	*2%*	*4%*	*1%*	*2%*	*3%* a
Don't know	**5**	5	-	5	*	*
	***%**	*%	-%	*%	*%	*%
Other answers	**161**	147	13	91	22	43
	8%	*8%*	*11%*	*7%*	*8%*	*10%* a

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 21 (continuation)

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

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	2398	1908	413	60	8	5	3	-	1	2321	77	904	1004	490
Weighted total	2000	1695	267	30	5	3	1	-	*	1962	38	905	790	305
Royal Mail	1482	1266	192	16	4	2	*	-	-	1458	23	694	572	215
	74%	*75%* cj	*72%* cj	*54%*	*87%*	*90%*	*59%*	*-%*	*-%*	*74%* cj	*60%*	*77%* bc	*72%*	*71%*
DPD	515	427	75	10	2	*	*	-	-	502	13	211	216	88
	26%	*25%*	*28%*	*34%*	*46%*	*10%*	*59%*	*-%*	*-%*	*26%*	*34%*	*23%*	*27%* a	*29%* a
UPS	416	318	84	11	3	*	*	-	-	402	14	166	152	98
	21%	*19%*	*31%* ai	*37%* ai	*55%*	*9%*	*18%*	*-%*	*-%*	*20%*	*37%* ai	*18%*	*19%*	*32%* ab
DHL	398	322	64	9	2	2	-	-	-	385	13	161	161	76
	20%	*19%*	*24%* ai	*29%*	*40%*	*68%*	*-%*	*-%*	*-%*	*20%*	*33%* ai	*18%*	*20%*	*25%* ab
Parcelforce	349	267	66	14	2	-	*	-	-	332	16	124	143	82
	17%	*16%*	*25%* ai	*46%* abi	*50%*	*-%*	*18%*	*-%*	*-%*	*17%*	*43%* abi	*14%*	*18%* a	*27%* ab
Hermes	325	262	47	14	-	2	*	-	-	309	16	123	139	63
	16%	*15%*	*18%*	*46%* abi	*-%*	*68%*	*41%*	*-%*	*-%*	*16%*	*42%* abi	*14%*	*18%* a	*21%* a
TNT Express	237	176	47	12	1	*	*	-	-	224	13	84	93	61
	12%	*10%*	*18%* ai	*39%* abi	*16%*	*9%*	*59%*	*-%*	*-%*	*11%*	*34%* abi	*9%*	*12%*	*20%* ab
FedEx	224	169	45	6	2	2	-	-	-	213	10	89	80	55
	11%	*10%*	*17%* ai	*20%* ai	*51%*	*68%*	*-%*	*-%*	*-%*	*11%*	*27%* abi	*10%*	*10%*	*18%* ab
Yodel	190	156	27	6	-	2	*	-	-	182	8	86	70	35
	10%	*9%*	*10%*	*19%* abi	*-%*	*68%*	*41%*	*-%*	*-%*	*9%*	*21%* abi	*10%*	*9%*	*11%*
UK Mail	122	88	28	5	*	*	*	-	*	116	6	39	50	34
	6%	*5%*	*10%* ai	*17%* ai	*1%*	*9%*	*41%*	*-%*	*100%*	*6%*	*15%* ai	*4%*	*6%* a	*11%* ab
Amazon	40	40	1	-	-	-	-	-	-	40	-	24	16	1
	2%	*2%* b	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%* b	*-%*	*3%* c	*2%* c	**%*
Whistl (Previously known as TNT Post)	38	35	2	1	*	*	-	-	*	37	2	15	20	4
	2%	*2%*	*1%*	*4%* b	*2%*	*9%*	*-%*	*-%*	*100%*	*2%*	*4%* b	*2%*	*2%*	*1%*
DX	26	14	9	3	-	-	-	-	-	24	3	1	13	12
	1%	*1%*	*4%* ai	*9%* ai	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*7%* ai	**%*	*2%* a	*4%* ab
APC	26	13	12	2	-	-	-	-	-	24	2	1	12	13
	1%	*1%*	*4%* ai	*6%* ai	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*5%* ai	**%*	*2%* a	*4%* ab
Tuffnels	22	17	5	1	-	-	-	-	-	22	1	5	11	5
	1%	*1%*	*2%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*	*1%*	*1%*	*2%* a
Parcels to go	14	11	3	-	-	-	-	-	-	14	-	8	3	3
	1%	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	**%*	*1%*

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**2398**	1908	413	60	8	5	3	-	1	2321	77	904	1004	490
Weighted total	**2000**	1695	267	30	5	3	1	-	*	1962	38	905	790	305
Collect Plus	**14**	10	4	*	-	-	-	-	-	13	*	4	6	4
	1%	*1%*	*1%*	*1%*	-%	-%	-%	-%	-%	*1%*	*1%*	*%	*1%*	*1%*
Secured Mail	**7**	5	1	-	*	*	*	-	-	7	1	3	2	2
	%	*%	*%	-%	*1%*	*9%*	*41%*	-%	-%	*%	*1%*	*%	*%	*1%*
Pitney Bowes	**7**	5	2	-	-	-	-	-	-	7	-	*	5	2
	%	*%	*1%*	-%	-%	-%	-%	-%	-%	*%	-%	*%	*1%*	*1%*
													a	a
Interlink / Interlink Express / Direct	**6**	3	2	*	-	-	-	-	-	6	*	1	2	2
	%	*%	*1%*	*%	-%	-%	-%	-%	-%	*%	*%	*%	*%	*1%*
			a											
Freight - Better / Night	**4**	2	2	-	-	-	-	-	-	4	-	2	-	2
	%	*%	*1%*	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%	*1%*
			ai											b
One Post	**3**	1	2	-	-	-	-	-	-	3	-	1	*	2
	%	*%	*1%*	-%	-%	-%	-%	-%	-%	*%	-%	*%	*%	*1%*
			ai											b
Neo Post	**3**	*	3	-	-	-	-	-	-	3	-	-	*	3
	%	*%	*1%*	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*1%*
			ai											**ab**
Fastway Couriers	**3**	2	1	-	-	-	-	-	-	3	-	*	1	1
	%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	*%	*%	*%
Interparcel	**2**	*	2	-	-	-	-	-	-	2	-	-	*	2
	%	*%	*1%*	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*1%*
			ai											**ab**
Business Post	**2**	2	*	-	-	-	-	-	-	2	-	2	*	*
	%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	*%	*%	*%
Citipost	**2**	2	-	-	-	-	-	-	-	2	-	1	1	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	*%	-%
Securicor	**2**	2	-	-	-	-	-	-	-	2	-	2	-	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%
Postal Sort	**1**	*	1	*	-	-	-	-	-	1	*	*	-	1
	%	*%	*%	*%	-%	-%	-%	-%	-%	*%	*%	*%	-%	*%
			a											
DHS	**1**	*	*	-	-	-	-	-	-	1	-	*	-	*
	%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%	*%
Parcel Line	**1**	1	-	-	-	-	-	-	-	1	-	-	1	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%
Pallet Lines	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%
Eagle Couriers	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%
Coopers Carriers	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%

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

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

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**2398**	1908	413	60	8	5	3	-	1	2321	77	904	1004	490
Weighted total	**2000**	1695	267	30	5	3	1	-	*	1962	38	905	790	305
Global Mailing	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	***%**	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%
AJG Parcels	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	***%**	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%
None	**34**	29	5	-	-	-	-	-	-	34	-	17	12	5
	***2%**	*2%*	*2%*	-%	-%	-%	-%	-%	-%	*2%*	-%	*2%*	*1%*	*2%*
Don't know	**5**	3	2	-	-	-	-	-	-	5	-	3	*	2
	***%**	*%	*1%*	-%	-%	-%	-%	-%	-%	*%	-%	*%	*%	*1%*
														b
Other answers	**161**	124	30	6	*	-	-	-	*	154	7	58	66	37
	***8%**	*7%*	*11%*	*21%*	*1%*	-%	-%	-%	*100%*	*8%*	*17%*	*6%*	*8%*	*12%*
			ai	**abi**							**ai**			**ab**

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

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

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total	**2398**	1469	998	1607	769	623	1539	1412	108	42	30	9	4	1
Weighted total	**2000**	1088	703	1219	609	435	1190	1113	54	27	17	3	4	*
Royal Mail	**1482**	824	529	915	410	331	860	840	32	23	16	3	2	-
	74%	*76%* df	*75%* d	*75%* d	*67%*	*76%* d	*72%* d	*75%* b	*59%*	*84%* b	*92%* ab	*97%*	*55%*	-%
DPD	**515**	260	161	297	178	98	294	274	12	6	4	*	*	-
	26%	*24%*	*23%*	*24%*	*29%* abcef	*22%*	*25%*	*25%*	*23%*	*21%*	*22%*	*4%*	*3%*	-%
UPS	**416**	205	146	237	179	83	254	219	7	4	5	1	2	-
	21%	*19%*	*21%*	*19%*	*29%* abcef	*19%*	*21%*	*20%*	*14%*	*14%*	*28%*	*38%*	*48%*	-%
DHL	**398**	203	160	235	135	85	238	206	18	4	2	1	3	-
	20%	*19%*	*23%* ac	*19%*	*22%* a	*19%*	*20%*	*18%*	*34%* acd	*16%*	*12%*	*38%*	*95%*	-%
Parcelforce	**349**	195	141	220	145	79	233	206	8	4	*	1	*	-
	17%	*18%*	*20%*	*18%*	*24%* acef	*18%*	*20%*	*19%* d	*15%*	*16%*	*2%*	*52%*	*3%*	-%
Hermes	**325**	174	127	197	135	60	197	173	11	5	6	*	2	-
	16%	*16%*	*18%* e	*16%*	*22%* abcef	*14%*	*17%*	*16%*	*20%*	*18%*	*36%* a	*12%*	*50%*	-%
TNT Express	**237**	124	95	144	104	67	161	134	6	*	4	*	*	-
	12%	*11%*	*14%*	*12%*	*17%* abcf	*15%* ac	*13%*	*12%* c	*11%* c	**%*	*22%* c	*2%*	*3%*	-%
FedEx	**224**	114	99	136	90	60	144	120	7	4	4	1	-	-
	11%	*10%*	*14%* ac	*11%*	*15%* ac	*14%* a	*12%*	*11%*	*13%*	*14%*	*24%* a	*38%*	*-%*	-%
Yodel	**190**	113	74	122	67	39	120	113	5	*	3	*	-	-
	10%	*10%*	*10%*	*10%*	*11%*	*9%*	*10%*	*10%* c	*10%*	*1%*	*20%* c	*12%*	*-%*	-%
UK Mail	**122**	64	46	73	59	24	79	67	2	2	*	1	-	*
	6%	*6%*	*7%*	*6%*	*10%* abcef	*6%*	*7%*	*6%*	*3%*	*8%*	*3%*	*38%*	*-%*	*100%*
Amazon	**40**	19	13	20	5	10	21	17	1	-	2	*	-	-
	2%	*2%*	*2%*	*2%*	*1%*	*2%* d	*2%*	*2%*	*1%*	*-%*	*12%* abc	*2%*	*-%*	-%
Whistl (Previously known as TNT Post)	**38**	24	13	25	13	9	25	23	1	*	*	*	*	*
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*10%*	*3%*	*100%*
DX	**26**	21	18	22	13	6	22	19	1	-	1	*	-	-
	1%	*2%*	*3%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*-%*	*4%*	*2%*	*-%*	-%
APC	**26**	13	11	14	17	12	22	14	*	-	-	-	-	-
	1%	*1%*	*2%*	*1%*	*3%* ac	*3%* ac	*2%*	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	-%
Tuffnels	**22**	11	7	13	13	7	18	13	-	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	*2%* abc	*2%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	-%
Parcels to go	**14**	6	5	7	6	*	9	7	-	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	*1%* e	**%*	*1%* e	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	-%

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total	**2398**	1469	998	1607	769	623	1539	1412	108	42	30	9	4	1
Weighted total	**2000**	1088	703	1219	609	435	1190	1113	54	27	17	3	4	*
Collect Plus	**14**	11	11	11	4	4	7	9	-	-	2	-	-	-
	1%	*1%*	*2%* f	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*11%* **abc**	*-%*	*-%*	*-%*
Secured Mail	**7**	4	3	4	4	2	5	3	*	-	*	-	-	-
	%	*%*	*%*	*%*	*1%*	*1%*	*%*	*%*	*%*	*-%*	*3%* a	*-%*	*-%*	*-%*
Pitney Bowes	**7**	6	5	7	4	3	6	7	-	-	-	-	-	-
	%	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Interlink / Interlink Express / Direct	**6**	4	4	4	4	2	5	4	-	-	-	-	-	-
	%	*%*	*1%*	*%*	*1%*	*1%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Freight - Better / Night	**4**	3	2	3	2	*	3	3	-	-	-	-	-	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
One Post	**3**	3	2	3	2	*	3	3	-	-	*	-	-	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
Neo Post	**3**	1	-	1	-	3	3	1	-	*	-	-	-	-
	%	*%*	*-%*	*%*	*-%*	*1%* **abcd**	*%*	*%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*
Fastway Couriers	**3**	2	1	2	1	*	2	2	*	-	-	-	-	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
Interparcel	**2**	*	*	*	*	*	2	*	-	-	-	-	-	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Business Post	**2**	2	*	2	*	-	*	2	-	-	*	-	-	-
	%	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
Citipost	**2**	1	-	1	-	-	2	1	-	-	-	-	-	-
	%	*%*	*-%*	*%*	*-%*	*-%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Securicor	**2**	2	-	2	2	-	-	2	-	-	-	-	-	-
	%	*%*	*-%*	*%*	*%* f	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Postal Sort	**1**	1	*	1	*	1	1	*	*	-	1	-	-	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*4%* a	*-%*	*-%*	*-%*
DHS	**1**	*	*	*	*	1	-	*	-	-	-	-	-	-
	%	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Parcel Line	**1**	1	1	1	1	*	1	*	*	-	-	-	-	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*1%* a	*-%*	*-%*	*-%*	*-%*	*-%*
Pallet Lines	*	*	*	*	*	*	-	*	-	-	-	-	-	-
	%	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Eagle Couriers	*	*	-	*	-	-	*	-	-	*	-	-	-	-
	%	*%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*%* a	*-%*	*-%*	*-%*	*-%*
Coopers Carriers	*	*	*	*	-	*	-	-	*	-	-	-	-	-
	%	*%*	*%*	*%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	***e**	***f**	***g**
Unweighted total	**2398**	1469	998	1607	769	623	1539	1412	108	42	30	9	4	1
Weighted total	**2000**	1088	703	1219	609	435	1190	1113	54	27	17	3	4	*
Global Mailing	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	-%
AJG Parcels	*	*	*	*	*	*	*	-	-	-	*	-	-	-
	***%**	*%	*%	*%	*%	*%	*%	-%	-%	-%	*%	-%	-%	-%
None	**34**	21	18	27	9	5	25	25	1	2	-	-	-	-
	***2%**	*2%*	*3%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*7%*	-%	-%	-%	-%
Don't know	**5**	5	2	5	*	2	4	3	2	-	-	-	-	-
	***%**	*%	*%	*%	*%	*%	*%	*%	*3%* a	-%	-%	-%	-%	-%
Other answers	**161**	91	65	99	60	30	106	81	4	10	3	1	-	*
	***8%**	*8%*	*9%*	*8%*	*10%* e	*7%*	*9%*	*7%*	*7%*	*36%* **ab**	*19%* a	*43%*	-%	*100%*

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

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

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	2398	733	17	11	4	1	3	-	4	487	391	399	316	13
Weighted total	2000	586	10	7	5	*	*	-	1	450	298	284	176	11
Royal Mail	1482	394	6	4	5	*	*	-	*	338	225	205	140	6
	74%	*67%*	*60%*	*55%*	*100%*	*100%*	*70%*	*-%*	*76%*	*75%*	*76%*	*72%*	*80%* c	*58%*
DPD	515	169	6	1	2	-	*	-	*	104	81	67	40	4
	26%	*29%*	*59%*	*19%*	*34%*	*-%*	*56%*	*-%*	*44%*	*23%*	*27%*	*24%*	*23%*	*35%*
UPS	416	170	7	2	-	-	-	-	-	86	61	66	23	2
	21%	*29%*	*70%*	*25%*	*-%*	*-%*	*-%*	*-%*	*-%*	*19%* d	*20%* d	*23%* d	*13%*	*17%*
DHL	398	133	1	1	-	-	*	-	*	89	55	56	33	2
	20%	*23%*	*10%*	*16%*	*-%*	*-%*	*13%*	*-%*	*10%*	*20%*	*19%*	*20%*	*19%*	*21%*
Parcelforce	349	134	5	1	3	-	-	-	-	79	55	54	31	2
	17%	*23%*	*54%*	*21%*	*65%*	*-%*	*-%*	*-%*	*-%*	*17%*	*18%*	*19%*	*17%*	*16%*
Hermes	325	125	7	1	2	-	*	-	*	76	37	48	31	5
	16%	*21%*	*67%*	*15%*	*31%*	*-%*	*56%*	*-%*	*44%*	*17%*	*13%*	*17%*	*18%*	*41%*
TNT Express	237	98	5	1	-	-	-	-	-	40	42	34	28	*
	12%	*17%*	*45%*	*19%*	*-%*	*-%*	*-%*	*-%*	*-%*	*9%*	*14%* a	*12%*	*16%* a	*4%*
FedEx	224	88	1	1	-	-	-	-	-	53	30	34	18	*
	11%	*15%*	*7%*	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*	*12%*	*10%*	*12%*	*11%*	*1%*
Yodel	190	63	1	3	-	-	*	-	*	42	32	26	20	2
	10%	*11%*	*11%*	*43%*	*-%*	*-%*	*70%*	*-%*	*55%*	*9%*	*11%*	*9%*	*11%*	*17%*
UK Mail	122	55	1	*	2	-	*	-	*	22	12	19	18	2
	6%	*9%*	*9%*	*3%*	*34%*	*-%*	*87%*	*-%*	*68%*	*5%*	*4%*	*7%*	*10%* ab	*17%*
Amazon	40	5	-	-	-	-	-	-	-	14	2	3	1	-
	2%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%* bd	*1%*	*1%*	*1%*	*-%*
Whistl (Previously known as TNT Post)	38	13	-	-	-	-	*	-	*	7	8	6	4	-
	2%	*2%*	*-%*	*-%*	*-%*	*-%*	*30%*	*-%*	*24%*	*1%*	*3%*	*2%*	*2%*	*-%*
DX	26	11	1	-	-	-	-	-	-	1	5	4	11	*
	1%	*2%*	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*2%* a	*1%* a	*6%* abc	*4%*
APC	26	17	*	-	-	-	-	-	-	1	7	4	2	-
	1%	*3%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*2%* a	*1%*	*1%*	*-%*
Tuffnels	22	13	-	-	-	-	-	-	-	5	5	1	2	-
	1%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%* c	**%*	*1%*	*-%*
Parcels to go	14	6	-	-	-	-	-	-	-	3	2	-	2	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*1%* c	*-%*
Collect Plus	14	4	-	-	-	-	-	-	-	2	3	4	2	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*1%*	*1%*	*-%*

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	***b**	***c**	***d**	***e**	***f**	***g**	***h**	a	b	c	d	***e**
Unweighted total	**2398**	733	17	11	4	1	3	-	4	487	391	399	316	13
Weighted total	**2000**	586	10	7	5	*	*	-	1	450	298	284	176	11
Secured Mail	**7**	4	*	-	-	-	*	-	*	-	1	2	1	-
	***%**	*1%*	*1%*	-%	-%	-%	*56%*	-%	*44%*	-%	*%	*1%*	*%	-%
Pitney Bowes	**7**	4	-	-	-	-	-	-	-	3	*	2	2	*
	***%**	*1%*	-%	-%	-%	-%	-%	-%	-%	*1%*	*%	*1%*	*1%*	*4%*
Interlink / Interlink Express / Direct	**6**	4	-	-	-	-	-	-	-	*	-	2	2	-
	***%**	*1%*	-%	-%	-%	-%	-%	-%	-%	*%	-%	*1%*	*1%* **ab**	-%
Freight - Better / Night	**4**	2	-	-	-	-	-	-	-	1	-	2	-	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*1%*	-%	-%
One Post	**3**	2	-	-	-	-	-	-	-	1	*	2	-	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	*1%*	-%	-%
Neo Post	**3**	-	-	-	-	-	-	-	-	*	-	-	1	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*1%*	-%
Fastway Couriers	**3**	1	-	-	-	-	-	-	-	2	-	-	1	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%
Interparcel	**2**	*	-	-	-	-	-	-	-	*	-	*	-	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%
Business Post	**2**	*	-	-	-	-	-	-	-	-	2	*	*	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	*%	*%	-%
Citipost	**2**	-	-	-	-	-	-	-	-	*	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%
Securicor	**2**	2	-	-	-	-	-	-	-	2	-	-	-	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Postal Sort	**1**	*	-	-	-	-	-	-	-	*	-	*	1	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	*%	-%
DHS	**1**	*	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Parcel Line	**1**	1	-	-	-	-	-	-	-	-	*	*	-	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%
Pallet Lines	*	*	-	-	-	-	-	-	-	*	-	-	-	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Eagle Couriers	*	-	-	-	-	-	-	-	-	*	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Coopers Carriers	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Global Mailing	*	-	*	-	-	-	-	-	-	-	*	-	-	-
	***%**	-%	*1%*	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
AJG Parcels	*	-	-	-	*	-	-	-	-	-	*	-	-	-
	***%**	-%	-%	-%	*1%*	-%	-%	-%	-%	-%	*%	-%	-%	-%
None	**34**	9	-	-	-	-	-	-	-	11	3	11	2	-
	***2%**	*2%*	-%	-%	-%	-%	-%	-%	-%	*2%*	*1%*	*4%* **bd**	*1%*	-%

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

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

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	***b**	***c**	***d**	***e**	***f**	***g**	***h**	a	b	c	d	***e**
Unweighted total	**2398**	733	17	11	4	1	3	-	4	487	391	399	316	13
Weighted total	**2000**	586	10	7	5	*	*	-	1	450	298	284	176	11
Don't know	**5**	*	-	-	-	-	-	-	-	1	2	2	*	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	*%	*1%*	*1%*	*%	-%
Other answers	**161**	58	*	1	*	-	*	-	*	36	22	27	10	3
	***8%**	*10%*	*2%*	*14%*	*1%*	-%	*30%*	-%	*24%*	*8%*	*8%*	*9%*	*6%*	*30%*

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

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
Royal Mail	**1482**	145	90	115	59	2	279	15	113	1355	127	890	25
	74%	*70%*	*64%*	*68%*	*69%*	*30%*	*68%*	*63%*	*66%*	*78%* b	*50%*	*76%* b	*47%*
DPD	**515**	48	48	47	30	4	135	7	37	431	84	284	12
	26%	*23%*	*35%* a	*28%*	*35%* a	*83%*	*33%* c	*29%*	*21%*	*25%*	*33%* a	*24%*	*23%*
UPS	**416**	48	41	55	32	3	137	5	37	326	90	228	9
	21%	*23%*	*30%*	*32%* a	*38%* a	*53%*	*33%* c	*20%*	*22%*	*19%*	*35%* a	*20%*	*17%*
DHL	**398**	40	27	42	25	1	95	6	34	331	67	227	8
	20%	*19%*	*20%*	*25%*	*29%* a	*17%*	*23%*	*24%*	*20%*	*19%*	*26%* a	*19%*	*16%*
Parcelforce	**349**	35	32	49	27	2	106	9	30	284	64	207	13
	17%	*17%*	*23%*	*29%* a	*32%* a	*35%*	*26%* c	*37%* c	*18%*	*16%*	*25%* a	*18%*	*25%*
Hermes	**325**	35	33	38	23	3	107	2	26	260	66	188	9
	16%	*17%*	*24%*	*22%*	*27%* a	*70%*	*26%* bc	*6%*	*15%*	*15%*	*26%* a	*16%*	*17%*
TNT Express	**237**	29	23	28	23	1	81	6	17	185	51	135	9
	12%	*14%*	*16%*	*17%*	*27%* abc	*13%*	*20%* c	*23%* c	*10%*	*11%*	*20%* a	*12%*	*17%*
FedEx	**224**	26	17	27	20	*	68	1	21	186	38	129	7
	11%	*13%*	*12%*	*16%*	*23%* ab	*6%*	*16%*	*5%*	*12%*	*11%*	*15%* a	*11%*	*13%*
Yodel	**190**	18	14	21	13	2	51	2	14	173	18	119	3
	10%	*9%*	*10%*	*12%*	*15%* a	*32%*	*12%*	*8%*	*8%*	*10%*	*7%*	*10%*	*6%*
UK Mail	**122**	11	15	20	11	1	47	3	9	88	34	71	1
	6%	*5%*	*11%* a	*12%* a	*13%* a	*15%*	*11%* c	*12%*	*5%*	*5%*	*13%* a	*6%*	*3%*
Amazon	**40**	3	3	-	-	-	3	-	2	37	3	20	-
	2%	*1%*	*2%* c	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*2%*	*1%*	*2%*	*-%*
Whistl (Previously known as TNT Post)	**38**	6	4	2	2	-	6	*	7	35	4	21	3
	2%	*3%*	*3%*	*1%*	*2%*	*-%*	*1%*	*2%*	*4%* a	*2%*	*1%*	*2%*	*7%* a
DX	**26**	3	1	6	2	-	8	-	5	25	2	20	1
	1%	*2%*	*1%*	*4%*	*2%*	*-%*	*2%*	*-%*	*3%*	*1%*	*1%*	*2%*	*1%*
APC	**26**	2	3	6	5	-	16	*	1	14	12	12	1
	1%	*1%*	*2%*	*4%* a	*6%* a	*-%*	*4%* c	*1%*	*1%*	*1%*	*5%* a	*1%*	*3%*

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

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
Tuffnels	**22**	*	5	6	2	-	13	-	-	16	6	12	2
	1%	**%*	*3%* a	*4%* a	*2%* a	*-%*	*3%* c	*-%*	*-%*	*1%*	*2%*	*1%*	*3%*
Parcels to go	**14**	5	-	*	1	-	2	1	3	12	2	6	1
	1%	*2%* **bc**	*-%*	**%*	*1%*	*-%*	*1%*	*4%* a	*2%*	*1%*	*1%*	*1%*	*2%*
Collect Plus	**14**	-	*	4	*	-	4	-	-	13	1	11	-
	1%	*-%*	**%*	*2%* a	**%*	*-%*	*1%*	*-%*	*-%*	*1%*	**%*	*1%*	*-%*
Secured Mail	**7**	3	-	1	-	*	4	-	-	7	*	4	*
	****%***	*1%*	*-%*	*1%*	*-%*	*6%*	*1%*	*-%*	*-%*	**%*	**%*	**%*	*1%*
Pitney Bowes	**7**	2	*	2	-	-	2	*	2	3	4	3	4
	****%***	*1%*	**%*	*1%*	*-%*	*-%*	*1%*	**%*	*1%*	**%*	*2%* a	**%*	*8%* a
Interlink / Interlink Express / Direct	**6**	-	2	*	2	-	4	-	-	6	-	4	-
	****%***	*-%*	*2%* a	**%*	*2%* **ac**	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
Freight - Better / Night	**4**	-	*	2	-	-	2	-	-	2	2	3	-
	****%***	*-%*	**%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*1%*	**%*	*-%*
One Post	**3**	-	*	2	-	-	2	-	-	1	2	3	-
	****%***	*-%*	**%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*1%* a	**%*	*-%*
Neo Post	**3**	-	-	-	-	-	-	-	-	*	3	-	1
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%* a	*-%*	*2%* a
Fastway Couriers	**3**	*	-	*	*	-	1	-	*	2	*	2	-
	****%***	**%*	*-%*	**%*	*1%*	*-%*	**%*	*-%*	**%*	**%*	**%*	**%*	*-%*
Interparcel	**2**	-	*	-	*	-	*	-	-	2	-	*	-
	****%***	*-%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
Business Post	**2**	-	-	*	-	-	*	-	*	2	-	2	-
	****%***	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	**%*	*-%*	**%*	*-%*
Citipost	**2**	-	-	-	-	-	-	-	-	2	-	1	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
Securicor	**2**	2	-	-	-	-	2	-	-	2	-	2	-
	****%***	*1%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
Postal Sort	**1**	*	-	-	-	-	*	-	-	*	1	*	1
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%* a	**%*	*2%* a

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

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

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
DHS	**1**	-	-	*	-	-	-	-	*	1	-	*	-
	***%**	-%	-%	*%	-%	-%	-%	-%	*%	*%	-%	*%	-%
Parcel Line	**1**	1	-	-	-	-	1	-	-	1	-	1	-
	***%**	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%
Pallet Lines	*	-	-	-	*	-	*	-	-	*	-	*	-
	***%**	-%	-%	-%	*1%*	-%	*%	-%	-%	*%	-%	*%	-%
Eagle Couriers	*	-	-	-	-	-	-	-	-	-	*	-	*
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%
Coopers Carriers	*	-	-	-	-	-	-	-	-	*	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%
Global Mailing	*	*	-	-	-	-	*	-	-	-	*	-	*
	***%**	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	*%
AJG Parcels	*	-	-	-	*	-	-	-	*	*	-	*	-
	***%**	-%	-%	-%	*%*	-%	-%	-%	*%	*%	-%	*%	-%
None	**34**	4	3	3	-	-	3	-	7	29	6	25	2
	***2%**	*2%*	*2%*	*2%*	-%	-%	*1%*	-%	*4%* a	*2%*	*2%*	*2%*	*3%*
Don't know	**5**	-	*	-	-	-	-	-	*	5	-	5	-
	***%**	-%	*%*	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
Other answers	**161**	20	19	14	6	1	38	4	19	125	35	86	13
	***8%**	*10%*	*14%* d	*8%*	*6%*	*20%*	*9%*	*15%*	*11%*	*7%*	*14%* a	*7%*	*25%* a

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 21 (continuation)

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

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2398**	77	164	224	33	531	238	477	1370	220	1
Weighted total	**2000**	62	137	177	19	402	207	340	1009	122	2
Royal Mail	**1482**	45	90	122	13	292	117	238	776	88	-
	74%	*72%*	*66%*	*69%*	*72%*	*73%* b	*57%*	*70%*	*77%* a	*72%*	-%
DPD	**515**	22	48	62	6	111	67	93	241	27	-
	26%	*35%*	*35%*	*35%*	*34%*	*28%*	*32%*	*27%*	*24%*	*22%*	-%
UPS	**416**	22	64	72	6	89	90	81	186	23	-
	21%	*36%*	*47%*	*41%*	*33%*	*22%*	*43%* a	*24%* b	*18%*	*19%*	-%
DHL	**398**	12	54	56	8	68	67	73	188	41	-
	20%	*20%*	*39%* a	*32%*	*45%*	*17%*	*32%* a	*22%*	*19%*	*33%* **ab**	-%
Parcelforce	**349**	23	39	60	7	81	63	85	177	32	-
	17%	*38%*	*28%*	*34%*	*36%*	*20%*	*31%* a	*25%* b	*18%*	*26%* b	-%
Hermes	**325**	19	32	44	3	80	55	52	162	24	-
	16%	*30%*	*24%*	*25%*	*18%*	*20%*	*26%* a	*15%*	*16%*	*19%*	-%
TNT Express	**237**	21	28	41	1	57	47	48	114	26	-
	12%	*35%* b	*21%*	*23%* b	*6%*	*14%*	*23%* a	*14%*	*11%*	*21%* **ab**	-%
FedEx	**224**	12	29	38	1	52	38	52	94	27	-
	11%	*19%*	*22%*	*22%*	*8%*	*13%*	*18%* a	*15%* b	*9%*	*22%* **ab**	-%
Yodel	**190**	9	16	24	1	47	20	35	108	14	-
	10%	*14%*	*11%*	*13%*	*4%*	*12%*	*10%*	*10%*	*11%*	*12%*	-%
UK Mail	**122**	6	21	20	3	27	31	14	62	5	-
	6%	*9%*	*15%*	*11%*	*18%*	*7%*	*15%* a	*4%*	*6%*	*4%*	-%
Amazon	**40**	-	2	2	-	2	4	3	19	4	-
	2%	*-%*	*1%*	*1%*	*-%*	**%*	*2%*	*1%*	*2%*	*3%* a	-%
Whistl (Previously known as TNT Post)	**38**	*	*	*	2	13	*	3	24	3	-
	2%	**%*	**%*	**%*	*11%* a	*3%* b	**%*	*1%*	*2%* a	*2%*	-%
DX	**26**	2	5	7	1	8	4	7	20	2	-
	1%	*4%*	*4%*	*4%*	*7%*	*2%*	*2%*	*2%*	*2%*	*1%*	-%
APC	**26**	4	10	9	*	3	13	5	13	2	-
	1%	*6%*	*7%*	*5%*	*1%*	*1%*	*7%* a	*2%*	*1%*	*2%*	-%
Tuffnels	**22**	3	2	2	-	10	4	4	11	*	-
	1%	*5%*	*2%*	*1%*	*-%*	*2%*	*2%*	*1%*	*1%*	**%*	-%

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2398**	77	164	224	33	531	238	477	1370	220	1
Weighted total	**2000**	62	137	177	19	402	207	340	1009	122	2
Parcels to go	**14**	1	1	1	-	4	2	1	6	*	-
	1%	*2%*	*1%*	*1%*	*-%*	*1%*	*1%*	**%*	*1%*	**%*	*-%*
Collect Plus	**14**	2	3	5	-	2	2	4	9	2	-
	1%	*3%*	*2%*	*3%*	*-%*	*1%*	*1%*	*1%*	*1%*	*2%*	*-%*
Secured Mail	**7**	1	*	1	*	4	*	2	4	-	-
	****%***	*2%*	**%*	*1%*	*1%*	*1%*	**%*	*1%*	**%*	*-%*	*-%*
Pitney Bowes	**7**	-	*	1	2	2	2	2	5	2	-
	****%***	*-%*	**%*	**%*	*10%* a	**%*	*1%*	*1%*	*1%*	*1%*	*-%*
Interlink / Interlink Express / Direct	**6**	-	1	*	-	4	1	*	4	2	-
	****%***	*-%*	**%*	**%*	*-%*	*1%*	**%*	**%*	**%*	*2%* **ab**	*-%*
Freight - Better / Night	**4**	-	2	2	-	-	2	-	3	-	-
	****%***	*-%*	*2%*	*1%*	*-%*	*-%*	*1%* a	*-%*	**%*	*-%*	*-%*
One Post	**3**	*	2	2	-	*	2	1	3	-	-
	****%***	**%*	*1%*	*1%*	*-%*	**%*	*1%* a	**%*	**%*	*-%*	*-%*
Neo Post	**3**	-	-	-	*	-	-	-	1	-	-
	****%***	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*
Fastway Couriers	**3**	-	*	1	-	1	*	1	2	2	-
	****%***	*-%*	**%*	*1%*	*-%*	**%*	**%*	**%*	**%*	*1%* b	*-%*
Interparcel	**2**	-	-	-	-	*	-	*	*	*	-
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	**%*	**%*	*-%*
Business Post	**2**	-	-	-	-	*	-	*	2	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	**%*	*-%*	*-%*
Citipost	**2**	-	-	-	-	-	-	-	1	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*
Securicor	**2**	-	-	-	-	2	-	-	2	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*
Postal Sort	**1**	-	-	-	1	-	*	-	1	*	-
	****%***	*-%*	*-%*	*-%*	*3%* a	*-%*	**%*	*-%*	**%*	**%*	*-%*
DHS	**1**	*	-	*	-	*	-	*	*	*	-
	****%***	*1%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	**%*	**%*	*-%*
Parcel Line	**1**	-	-	-	-	1	-	-	1	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*
Pallet Lines	*	-	-	-	-	*	-	*	*	*	-
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	**%*	**%*	*-%*

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

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

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2398**	77	164	224	33	531	238	477	1370	220	1
Weighted total	**2000**	62	137	177	19	402	207	340	1009	122	2
Eagle Couriers	*	-	-	-	*	-	-	-	*	-	-
	***%**	-%	-%	-%	*1%*	-%	-%	-%	**%*	-%	-%
Coopers Carriers	*	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	**%*	-%	-%
Global Mailing	*	-	*	-	*	-	*	-	*	-	-
	***%**	-%	**%*	-%	**%*	-%	**%*	-%	**%*	-%	-%
AJG Parcels	*	-	*	*	-	-	*	-	*	-	-
	***%**	-%	**%*	**%*	-%	-%	**%*	-%	**%*	-%	-%
None	**34**	-	2	2	-	6	4	8	20	3	-
	***2%**	-%	*1%*	*1%*	-%	*1%*	*2%*	*2%*	*2%*	*2%*	-%
Don't know	**5**	-	-	-	-	*	-	*	5	-	-
	***%**	-%	-%	-%	-%	**%*	-%	**%*	*1%*	-%	-%
Other answers	**161**	11	13	28	2	37	23	42	81	12	2
	***8%**	*18%*	*9%*	*16%*	*13%*	*9%*	*11%*	*12%* b	*8%*	*10%*	*100%*

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 21 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	2398	384	877	164	-	507	502	180	6	1409	943	594	1220	999	15
Weighted total	2000	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
Royal Mail	1482	198	459	63	-	260	253	79	4	804	510	326	694	525	2
	74%	*72%*	*76%*	*70%*	*-%*	*66%*	*68%*	*66%*	*100%*	*77%*	*76%*	*73%*	*77%*	*76%*	*41%*
DPD	515	59	137	12	-	118	104	31	4	247	153	128	215	181	3
	26%	*21%* c	*23%* c	*13%*	*-%*	*30%*	*28%*	*26%*	*80%*	*24%*	*23%*	*29%* **ab**	*24%*	*26%*	*54%*
UPS	416	83	114	21	-	128	106	44	2	196	139	122	176	141	*
	21%	*30%* b	*19%*	*23%*	*-%*	*32%*	*28%*	*36%*	*39%*	*19%*	*21%*	*27%* **ab**	*19%*	*20%*	*8%*
DHL	398	82	140	30	-	105	77	51	-	195	153	90	187	129	1
	20%	*30%* b	*23%*	*34%* b	*-%*	*27%* b	*21%*	*42%* **ab**	*-%*	*19%*	*23%* a	*20%*	*21%*	*19%*	*16%*
Parcelforce	349	73	115	22	-	111	79	39	*	184	129	99	160	124	2
	17%	*26%* b	*19%*	*24%*	*-%*	*28%* b	*21%*	*32%* b	*11%*	*18%*	*19%*	*22%* a	*18%*	*18%*	*46%*
Hermes	325	49	111	16	-	85	87	32	-	167	121	90	151	109	*
	16%	*18%*	*19%*	*17%*	*-%*	*22%*	*23%*	*26%*	*-%*	*16%*	*18%*	*20%* a	*17%*	*16%*	*6%*
TNT Express	237	45	83	20	-	81	55	25	2	117	91	79	110	82	*
	12%	*16%*	*14%*	*22%* b	*-%*	*21%* b	*15%*	*20%*	*39%*	*11%*	*14%*	*18%* **ab**	*12%*	*12%*	*7%*
FedEx	224	50	80	25	-	67	51	26	*	109	93	72	101	77	*
	11%	*18%* b	*13%*	*28%* **ab**	*-%*	*17%*	*14%*	*21%* b	*11%*	*10%*	*14%* a	*16%* a	*11%*	*11%*	*2%*
Yodel	190	32	63	12	-	48	45	14	2	110	71	54	85	74	1
	10%	*12%*	*10%*	*14%*	*-%*	*12%*	*12%*	*12%*	*39%*	*11%*	*11%*	*12%*	*9%*	*11%*	*11%*
UK Mail	122	14	40	3	-	41	27	8	*	63	45	33	52	42	*
	6%	*5%*	*7%*	*4%*	*-%*	*10%*	*7%*	*6%*	*6%*	*6%*	*7%*	*7%*	*6%*	*6%*	*1%*
Amazon	40	5	11	-	-	3	3	-	-	19	13	2	16	16	-
	2%	*2%*	*2%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*2%* c	*2%* c	**%*	*2%*	*2%*	*-%*
Whistl (Previously known as TNT Post)	38	1	12	1	-	3	11	1	-	22	10	13	14	16	-
	2%	*1%*	*2%* a	*1%*	*-%*	*1%*	*3%* a	*1%*	*-%*	*2%*	*1%*	*3%* b	*2%*	*2%*	*-%*
DX	26	9	18	1	-	10	10	2	-	20	16	10	20	16	-
	1%	*3%*	*3%*	*1%*	*-%*	*2%*	*3%*	*2%*	*-%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*
APC	26	5	11	1	-	15	10	5	-	12	10	8	7	8	-
	1%	*2%*	*2%*	*2%*	*-%*	*4%*	*3%*	*4%*	*-%*	*1%*	*1%*	*2%*	*1%*	*1%*	*-%*
Tuffnels	22	2	7	-	-	10	7	2	-	10	7	10	10	5	-
	1%	*1%*	*1%*	*-%*	*-%*	*3%*	*2%*	*2%*	*-%*	*1%*	*1%*	*2%* a	*1%*	*1%*	*-%*
Parcels to go	14	3	5	1	-	4	5	1	-	6	3	4	5	4	-
	1%	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*

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

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 21 (continuation)

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

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	2398	384	877	164	-	507	502	180	6	1409	943	594	1220	999	15
Weighted total	2000	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
Collect Plus	14	4	9	2	-	4	2	2	-	11	11	4	9	6	-
	1%	1%	1%	2%	-%	1%	1%	2%	-%	1%	2%	1%	1%	1%	-%
Secured Mail	7	1	3	-	-	4	2	-	-	4	3	3	3	3	-
	*%	*%	1%	-%	-%	1%	1%	-%	-%	*%	*%	1%	*%	*%	-%
Pitney Bowes	7	3	4	1	-	4	2	2	-	3	2	2	2	3	-
	*%	1%	1%	1%	-%	1%	*%	1%	-%	*%	*%	*%	*%	*%	-%
Interlink / Interlink Express / Direct	6	*	4	2	-	2	4	2	-	4	4	4	2	4	-
	*%	*%	1%	2% a	-%	1%	1%	2%	-%	*%	1%	1%	*%	1%	-%
Freight - Better / Night	4	-	2	-	-	2	-	-	2	3	2	*	3	1	-
	*%	-%	*%	-%	-%	1%	-%	-%	39%	*%	*%	*%	*%	*%	-%
One Post	3	*	2	-	-	2	-	-	-	3	2	*	1	2	-
	*%	*%	*%	-%	-%	*%	-%	-%	-%	*%	*%	*%	*%	*%	-%
Neo Post	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fastway Couriers	3	1	1	1	-	1	1	1	-	2	1	1	2	2	*
	*%	*%	*%	1%	-%	*%	*%	*%	-%	*%	*%	*%	*%	*%	1%
Interparcel	2	*	*	*	-	*	*	*	-	*	*	*	*	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
Business Post	2	-	*	-	-	*	*	-	-	2	*	*	2	*	-
	*%	-%	*%	-%	-%	*%	*%	-%	-%	*%	*%	*%	*%	*%	-%
Citipost	2	-	-	-	-	-	-	-	-	1	-	-	*	1	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%
Securicor	2	-	-	-	-	-	2	-	-	2	-	2	-	2	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%	*%	-%
Postal Sort	1	-	*	*	-	-	*	-	-	1	*	-	1	1	-
	*%	-%	*%	*%	-%	-%	*%	-%	-%	*%	*%	-%	*%	*%	-%
DHS	1	*	*	*	-	*	*	*	*	*	*	*	*	-	-
	*%	*%	*%	1%	-%	*%	*%	*%	11%	*%	*%	*%	*%	-%	-%
Parcel Line	1	*	1	-	-	-	1	-	-	1	1	1	1	1	-
	*%	*%	*%	-%	-%	-%	*%	-%	-%	*%	*%	*%	*%	*%	-%
Pallet Lines	*	*	*	*	-	*	-	*	-	*	*	*	*	*	-
	*%	*%	*%	1%	-%	*%	-%	*%	-%	*%	*%	*%	*%	*%	-%
Eagle Couriers	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	*	-	*	-	-	-	-	-	-	*	*	-	*	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%	-%
Global Mailing	*	*	*	*	-	*	*	-	-	-	-	-	-	-	-
	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**2398**	384	877	164	-	507	502	180	6	1409	943	594	1220	999	15
Weighted total	**2000**	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
AJG Parcels	*	-	*	-	-	*	-	-	-	*	*	*	*	*	-
	***%**	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*
None	**34**	8	14	2	-	7	4	2	-	19	16	4	23	14	-
	***2%**	*3%*	*2%*	*2%*	*-%*	*2%*	*1%*	*1%*	*-%*	*2%*	*2%* c	*1%*	*3%*	*2%*	*-%*
Don't know	**5**	*	2	-	-	-	-	-	-	5	2	*	5	2	-
	***%**	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	*1%*	**%*	*-%*
Other answers	**161**	27	55	10	-	42	40	9	*	79	57	42	65	52	*
	***8%**	*10%*	*9%*	*11%*	*-%*	*11%*	*11%*	*8%*	*11%*	*8%*	*9%*	*9%*	*7%*	*7%*	*5%*

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

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

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2398**	423	297	367	117	92	1159	982	55	21	18	16
Weighted total	**2000**	291	204	274	75	52	860	688	37	16	19	11
Royal Mail	**1482**	206	143	182	56	40	679	524	30	14	14	8
	74%	*71%*	*70%*	*66%*	*75%*	*77%* c	*79%*	*76%*	*82%*	*89%*	*71%*	*65%*
DPD	**515**	78	64	73	17	10	214	179	12	2	9	2
	26%	*27%*	*31%* e	*27%*	*23%*	*20%*	*25%*	*26%*	*32%*	*10%*	*46%*	*18%*
UPS	**416**	87	58	71	20	19	171	139	14	4	9	6
	21%	*30%*	*28%*	*26%*	*27%*	*37%* c	*20%*	*20%*	*37%*	*24%*	*46%*	*51%*
DHL	**398**	74	33	71	31	24	174	125	13	8	2	1
	20%	*25%* b	*16%*	*26%* b	*41%* **abc**	*46%* **abc**	*20%*	*18%*	*35%*	*48%*	*11%*	*9%*
Parcelforce	**349**	68	53	77	25	18	167	119	10	4	12	2
	17%	*23%*	*26%*	*28%*	*33%* a	*35%* a	*19%*	*17%*	*27%*	*24%*	*62%*	*17%*
Hermes	**325**	55	51	55	15	14	141	113	8	4	12	5
	16%	*19%*	*25%*	*20%*	*20%*	*28%*	*16%*	*16%*	*22%*	*25%*	*62%*	*40%*
TNT Express	**237**	64	36	48	16	13	108	80	7	2	8	2
	12%	*22%*	*18%*	*18%*	*21%*	*25%*	*13%*	*12%*	*20%*	*12%*	*42%*	*14%*
FedEx	**224**	40	33	47	20	16	94	66	5	6	4	*
	11%	*14%*	*16%*	*17%*	*27%* **abc**	*31%* **abc**	*11%*	*10%*	*15%*	*35%*	*23%*	*2%*
Yodel	**190**	34	25	26	6	6	87	77	4	*	1	3
	10%	*12%*	*12%*	*9%*	*8%*	*12%*	*10%*	*11%*	*12%*	*2%*	*6%*	*27%*
UK Mail	**122**	18	15	16	6	2	57	39	6	-	2	*
	6%	*6%*	*8%*	*6%*	*8%*	*3%*	*7%*	*6%*	*16%*	*-%*	*13%*	*3%*
Amazon	**40**	*	2	3	-	-	12	15	1	2	-	-
	2%	**%*	*1%* a	*1%* a	*-%*	*-%*	*1%*	*2%*	*3%*	*12%*	*-%*	*-%*
Whistl (Previously known as TNT Post)	**38**	7	5	2	3	1	15	18	2	-	-	-
	2%	*3%*	*2%*	*1%*	*3%*	*1%*	*2%*	*3%*	*6%*	*-%*	*-%*	*-%*
DX	**26**	10	6	4	2	2	21	15	*	-	-	-
	1%	*3%*	*3%*	*1%*	*3%*	*3%*	*2%*	*2%*	*1%*	*-%*	*-%*	*-%*
APC	**26**	6	4	4	2	*	7	8	-	2	2	-
	1%	*2%*	*2%*	*2%*	*3%*	**%*	*1%*	*1%*	*-%*	*10%*	*9%*	*-%*
Tuffnels	**22**	5	8	7	2	2	13	8	*	-	2	*
	1%	*2%*	*4%*	*3%*	*3%*	*4%*	*1%*	*1%*	**%*	*-%*	*9%*	*2%*
Parcels to go	**14**	2	2	3	*	1	6	4	-	-	-	*
	1%	*1%*	*1%*	*1%*	**%*	*3%*	*1%*	*1%*	*-%*	*-%*	*-%*	*2%*
Collect Plus	**14**	4	4	2	-	2	7	4	-	-	2	-
	1%	*1%*	*2%*	*1%*	*-%*	*4%* **cd**	*1%*	*1%*	*-%*	*-%*	*9%*	*-%*

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2398**	423	297	367	117	92	1159	982	55	21	18	16
Weighted total	**2000**	291	204	274	75	52	860	688	37	16	19	11
Secured Mail	**7**	1	2	1	-	-	2	3	3	-	-	-
	***%**	*%	*1%*	*%	-%	-%	*%	*%	*9%*	-%	-%	-%
Pitney Bowes	**7**	2	-	*	-	-	2	2	-	-	-	-
	***%**	*1%*	-%	*%	-%	-%	*%	*%	-%	-%	-%	-%
Interlink / Interlink Express / Direct	**6**	2	4	4	*	-	2	4	*	-	-	-
	***%**	*1%*	*2%*	*2%*	*%	-%	*%	*1%*	*1%*	-%	-%	-%
Freight - Better / Night	**4**	2	-	*	-	-	3	1	*	-	-	-
	***%**	*1%*	-%	*%	-%	-%	*%	*%	*1%*	-%	-%	-%
One Post	**3**	-	-	*	-	-	1	2	-	-	-	-
	***%**	-%	-%	*%	-%	-%	*%	*%	-%	-%	-%	-%
Neo Post	**3**	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fastway Couriers	**3**	1	1	1	1	1	1	2	*	-	-	-
	***%**	*%	*%	*%	*1%*	*1%*	*%	*%	*%	-%	-%	-%
Interparcel	**2**	*	*	*	*	-	*	*	-	-	-	*
	***%**	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%	*2%*
Business Post	**2**	*	*	*	-	-	2	*	-	-	-	-
	***%**	*%	*%	*%	-%	-%	*%	*%	-%	-%	-%	-%
Citipost	**2**	-	-	-	-	-	*	1	-	-	-	-
	***%**	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%
Securicor	**2**	2	2	-	-	-	-	2	-	-	-	-
	***%**	*1%*	*1%*	-%	-%	-%	-%	*%	-%	-%	-%	-%
Postal Sort	**1**	-	-	-	-	-	1	1	-	-	-	-
	***%**	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%
DHS	**1**	*	*	*	*	*	*	*	-	-	-	-
	***%**	*%	*%	*%	*1%*	*1%*	*%	*%	-%	-%	-%	-%
Parcel Line	**1**	1	*	-	-	-	1	*	-	-	-	-
	***%**	*%	*%	-%	-%	-%	*%	*%	-%	-%	-%	-%
Pallet Lines	*	-	-	*	*	-	*	*	-	-	-	-
	***%**	-%	-%	*%	*1%*	-%	*%	*%	-%	-%	-%	-%
Eagle Couriers	*	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	*	-	-	-	-	-	*	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
Global Mailing	*	-	-	-	-	-	*	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
AJG Parcels	*	*	-	*	-	-	-	*	-	-	-	*
	***%**	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	*%

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

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

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2398**	423	297	367	117	92	1159	982	55	21	18	16
Weighted total	**2000**	291	204	274	75	52	860	688	37	16	19	11
None	**34**	4	2	7	2	2	19	14	*	-	-	-
	2%	*1%*	*1%*	*2%*	*2%*	*3%*	*2%*	*2%*	**%*	*-%*	*-%*	*-%*
Don't know	**5**	-	-	-	-	-	5	2	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*	*-%*	*-%*	*-%*
Other answers	**161**	28	19	38	6	6	61	48	2	2	-	2
	8%	*10%*	*9%*	*14%*	*8%*	*11%*	*7%*	*7%*	*6%*	*14%*	*-%*	*17%*

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

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 21 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2398**	2133	1685	2163	1761	2322	1313	2167	561	4	1928	65	301	1938
Weighted total	**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
Royal Mail	**1482**	1267	955	1288	1027	1425	761	1296	274	3	1209	41	202	1217
	74%	*74%*	*73%*	*73%*	*73%*	*74%*	*72%*	*73%*	*70%*	*62%*	*77%*	*77%*	*79%*	*77%*
DPD	**515**	429	328	435	377	500	301	451	99	2	396	10	79	376
	26%	*25%*	*25%*	*25%*	*27%*	*26%*	*28%*	*26%*	*25%*	*41%*	*25%*	*20%*	*31%* b	*24%*
UPS	**416**	367	287	371	324	403	252	372	104	-	313	14	66	300
	21%	*21%*	*22%*	*21%*	*23%*	*21%*	*24%*	*21%*	*27%* b	*-%*	*20%*	*27%*	*26%* b	*19%*
DHL	**398**	338	266	344	296	384	237	343	114	*	306	8	61	299
	20%	*20%*	*20%*	*20%*	*21%*	*20%*	*22%* b	*19%*	*29%* **ab**	*3%*	*20%*	*15%*	*24%*	*19%*
Parcelforce	**349**	310	252	315	266	333	214	310	96	-	260	10	64	244
	17%	*18%*	*19%*	*18%*	*19%*	*17%*	*20%*	*18%*	*24%* **ab**	*-%*	*17%*	*18%*	*25%* b	*15%*
Hermes	**325**	284	230	290	247	319	181	287	77	2	231	22	72	210
	16%	*16%*	*18%*	*17%*	*18%*	*17%*	*17%*	*16%*	*20%*	*41%*	*15%*	*41%* a	*28%* b	*13%*
TNT Express	**237**	216	179	221	189	232	149	220	78	-	169	7	40	165
	12%	*13%*	*14%*	*13%*	*13%*	*12%*	*14%*	*12%*	*20%* **ab**	*-%*	*11%*	*12%*	*16%* b	*10%*
FedEx	**224**	187	146	187	159	212	134	191	64	-	170	8	53	150
	11%	*11%*	*11%*	*11%*	*11%*	*11%*	*13%*	*11%*	*16%* **ab**	*-%*	*11%*	*15%*	*21%* b	*9%*
Yodel	**190**	164	134	166	136	185	104	169	47	-	154	6	41	138
	10%	*10%*	*10%*	*9%*	*10%*	*10%*	*10%*	*10%*	*12%*	*-%*	*10%*	*11%*	*16%* b	*9%*
UK Mail	**122**	108	92	109	93	116	70	106	20	*	79	1	20	84
	6%	*6%*	*7%*	*6%*	*7%*	*6%*	*7%*	*6%*	*5%*	*3%*	*5%*	*1%*	*8%*	*5%*
Amazon	**40**	38	29	39	35	39	24	38	4	-	32	-	6	31
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*-%*	*2%*	*-%*	*2%*	*2%*
Whistl (Previously known as TNT Post)	**38**	29	24	31	19	37	13	31	6	2	27	1	5	30
	2%	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*36%*	*2%*	*2%*	*2%*	*2%*
DX	**26**	25	24	25	19	26	18	24	9	-	24	2	7	19
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*-%*	*2%*	*3%*	*3%* b	*1%*
APC	**26**	23	22	24	22	25	18	24	6	-	19	-	4	15
	1%	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*-%*	*1%*	*-%*	*2%*	*1%*
Tuffnels	**22**	17	16	19	21	22	19	20	7	-	17	-	4	13
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*-%*	*1%*	*-%*	*1%*	*1%*
Parcels to go	**14**	14	7	14	10	14	7	14	3	-	10	-	2	10
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*1%*	*1%*

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2398**	2133	1685	2163	1761	2322	1313	2167	561	4	1928	65	301	1938
Weighted total	**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
Collect Plus	**14**	13	11	13	10	13	8	13	2	-	12	2	4	10
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-%	*1%*	*3%* a	*2%*	*1%*
Secured Mail	**7**	7	6	7	6	7	2	7	3	-	5	1	1	5
	***%**	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*1%*	-%	*%*	*2%* a	*1%*	*%*
Pitney Bowes	**7**	7	7	7	6	7	6	7	4	-	3	-	-	3
	***%**	*%*	*1%*	*%*	*%*	*%*	*1%*	*%*	*1%*	-%	*%*	-%	-%	*%*
Interlink / Interlink Express / Direct	**6**	5	5	5	5	6	3	3	*	-	6	-	2	4
	***%**	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	*%*	-%	*1%*	*%*
Freight - Better / Night	**4**	4	*	4	3	4	2	4	*	-	4	-	-	4
	***%**	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	*%*	-%	-%	*%*
One Post	**3**	3	3	3	3	3	1	1	-	-	3	-	-	3
	***%**	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	-%	*%*	-%	-%	*%*
Neo Post	**3**	3	1	3	1	3	2	3	*	-	*	-	-	*
	***%**	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	*%*	-%	-%	*%*
Fastway Couriers	**3**	3	2	3	2	3	1	3	2	-	3	-	-	3
	***%**	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	*%*	-%	-%	*%*
Interparcel	**2**	2	2	2	2	2	2	2	*	-	2	-	2	1
	***%**	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	*%*	-%	*1%* b	*%*
Business Post	**2**	2	2	2	2	2	2	2	-	-	1	-	-	2
	***%**	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	-%	*%*	-%	-%	*%*
Citipost	**2**	2	1	2	1	2	*	1	-	-	2	-	*	2
	***%**	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	-%	*%*	-%	*%*	*%*
Securicor	**2**	2	2	2	2	2	-	2	-	-	2	-	-	2
	***%**	*%*	*%*	*%*	*%*	*%*	-%	*%*	-%	-%	*%*	-%	-%	*%*
Postal Sort	**1**	1	1	1	1	1	*	*	*	-	1	-	*	1
	***%**	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	*%*	-%	*%*	*%*
DHS	**1**	1	1	1	1	1	1	1	*	-	1	-	*	*
	***%**	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	*%*	-%	*%*	*%*
Parcel Line	**1**	1	1	1	1	1	*	1	-	-	1	-	-	1
	***%**	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	-%	*%*	-%	-%	*%*
Pallet Lines	*	*	*	*	*	*	*	*	*	-	*	-	-	*
	***%**	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	*%*	-%	-%	*%*
Eagle Couriers	*	*	*	*	*	*	*	*	*	-	-	-	-	-
	***%**	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	-%	-%	-%	-%
Coopers Carriers	*	*	*	*	*	*	*	*	-	-	*	-	-	*
	***%**	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	-%	*%*	-%	-%	*%*

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

Produced by OLR
Issue date: 05/02/19

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

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2398**	2133	1685	2163	1761	2322	1313	2167	561	4	1928	65	301	1938
Weighted total	**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
Global Mailing	*	*	*	*	*	*	*	*	-	-	*	-	-	*
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%
AJG Parcels	*	*	*	*	*	*	*	*	-	-	*	-	-	*
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%
None	**34**	34	30	34	32	34	19	34	4	-	25	4	4	27
	***2%**	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	-%	*2%*	*7%* a	*2%*	*2%*
Don't know	**5**	5	2	5	4	5	2	5	-	-	5	-	-	5
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%
Other answers	**161**	142	116	145	124	159	101	144	39	2	109	6	27	107
	***8%**	*8%*	*9%*	*8%*	*9%*	*8%*	*10%*	*8%*	*10%*	*38%*	*7%*	*11%*	*11%* b	*7%*

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

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	***b**	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2398**	418	17	97	392	257	1716	412	297	107	1967	1353	1045
Weighted total	**2000**	376	13	86	352	193	1472	320	259	98	1624	1093	907
Royal Mail	**1482**	228	7	48	211	139	1100	231	161	61	1245	799	683
	74%	*61%*	*53%*	*56%*	*60%*	*72%*	*75%*	*72%*	*62%*	*62%*	*77%* **ab**	*73%*	*75%*
DPD	**515**	134	5	38	118	62	372	77	77	38	399	273	242
	26%	*36%*	*36%*	*44%*	*33%*	*32%* **bc**	*25%*	*24%*	*30%*	*39%* c	*25%*	*25%*	*27%*
UPS	**416**	150	4	37	130	54	308	54	109	28	277	220	196
	21%	*40%*	*30%*	*43%*	*37%*	*28%* **bc**	*21%*	*17%*	*42%* **bc**	*29%* c	*17%*	*20%*	*22%*
DHL	**398**	103	2	18	103	41	294	63	79	15	303	232	166
	20%	*27%*	*19%*	*21%*	*29%*	*21%*	*20%*	*20%*	*30%* **bc**	*15%*	*19%*	*21%*	*18%*
Parcelforce	**349**	115	6	32	105	50	231	66	74	26	246	191	157
	17%	*31%*	*50%*	*37%*	*30%*	*26%* b	*16%*	*21%* b	*29%* c	*27%* c	*15%*	*18%*	*17%*
Hermes	**325**	100	4	24	86	49	229	45	83	24	219	176	149
	16%	*26%*	*34%*	*28%*	*24%*	*25%* **bc**	*16%*	*14%*	*32%* c	*24%* c	*13%*	*16%*	*16%*
TNT Express	**237**	78	5	31	65	21	158	58	49	26	160	137	100
	12%	*21%*	*38%*	*37%* b	*18%*	*11%*	*11%*	*18%* **ab**	*19%* c	*26%* c	*10%*	*13%*	*11%*
FedEx	**224**	65	4	24	58	34	152	37	46	21	156	130	93
	11%	*17%*	*34%*	*28%* b	*16%*	*18%* **bc**	*10%*	*12%*	*18%* c	*21%* c	*10%*	*12%*	*10%*
Yodel	**190**	38	4	14	31	19	138	34	30	11	150	112	79
	10%	*10%*	*31%*	*16%* b	*9%*	*10%*	*9%*	*11%*	*12%*	*11%*	*9%*	*10%*	*9%*
UK Mail	**122**	45	*	10	37	14	86	23	34	10	78	74	48
	6%	*12%*	*1%*	*12%*	*11%*	*7%*	*6%*	*7%*	*13%* c	*10%* c	*5%*	*7%*	*5%*
Amazon	**40**	5	2	2	5	1	37	2	1	1	39	24	16
	2%	*1%*	*14%*	*2%*	*2%*	*1%*	*3%* **ac**	*1%*	**%*	*1%*	*2%* a	*2%*	*2%*
Whistl (Previously known as TNT Post)	**38**	5	-	*	5	2	30	7	4	3	31	20	18
	2%	*1%*	*-%*	**%*	*1%*	*1%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*
DX	**26**	10	-	-	10	7	15	4	5	4	17	18	9
	1%	*3%*	*-%*	*-%*	*3%*	*3%* b	*1%*	*1%*	*2%*	*4%* c	*1%*	*2%*	*1%*
APC	**26**	16	-	8	12	6	16	4	8	4	15	17	9
	1%	*4%*	*-%*	*9%* b	*3%*	*3%* b	*1%*	*1%*	*3%* c	*4%* c	*1%*	*2%*	*1%*
Tuffnels	**22**	9	-	2	9	3	14	5	7	2	13	14	9
	1%	*2%*	*-%*	*2%*	*3%*	*2%*	*1%*	*2%*	*3%* c	*2%*	*1%*	*1%*	*1%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Produced by OLR
Issue date: 05/02/19

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2398**	418	17	97	392	257	1716	412	297	107	1967	1353	1045
Weighted total	**2000**	376	13	86	352	193	1472	320	259	98	1624	1093	907
Parcels to go	**14**	4	-	2	2	3	11	-	4	1	9	9	5
	1%	*1%*	*-%*	*2%*	*1%*	*2%* c	*1%*	*-%*	*2%* c	*1%*	*1%*	*1%*	*1%*
Collect Plus	**14**	7	2	2	7	1	13	-	6	2	6	11	2
	1%	*2%*	*14%*	*2%*	*2%*	**%*	*1%*	*-%*	*2%* c	*2%* c	**%*	*1%* b	**%*
Secured Mail	**7**	2	-	*	1	*	3	3	2	*	5	5	2
	****%***	**%*	*-%*	**%*	**%*	**%*	**%*	*1%* b	*1%*	**%*	**%*	**%*	**%*
Pitney Bowes	**7**	5	-	-	5	2	4	1	2	1	4	6	1
	****%***	*1%*	*-%*	*-%*	*2%*	*1%* b	**%*	**%*	*1%*	*1%*	**%*	*1%* b	**%*
Interlink / Interlink Express / Direct	**6**	1	-	*	*	1	5	-	1	2	3	3	2
	****%***	**%*	*-%*	**%*	**%*	**%*	**%*	*-%*	**%*	*2%* c	**%*	**%*	**%*
Freight - Better / Night	**4**	2	-	-	2	*	2	2	*	-	4	3	1
	****%***	*1%*	*-%*	*-%*	*1%*	**%*	**%*	*1%*	**%*	*-%*	**%*	**%*	**%*
One Post	**3**	2	-	2	-	2	1	-	2	-	1	*	3
	****%***	**%*	*-%*	*2%* b	*-%*	*1%* **bc**	**%*	*-%*	*1%* c	*-%*	**%*	**%*	**%* a
Neo Post	**3**	*	-	2	1	-	3	*	2	1	*	3	*
	****%***	**%*	*-%*	*2%*	**%*	*-%*	**%*	**%*	*1%* c	*1%* c	**%*	**%*	**%*
Fastway Couriers	**3**	*	-	*	*	*	2	*	*	-	2	2	1
	****%***	**%*	*-%*	*1%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	**%*
Interparcel	**2**	2	-	-	2	2	*	-	2	-	1	1	2
	****%***	**%*	*-%*	*-%*	*1%*	*1%* **bc**	**%*	*-%*	*1%* c	*-%*	**%*	**%*	**%*
Business Post	**2**	-	-	-	-	-	2	-	-	-	2	2	*
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	**%*
Citipost	**2**	-	-	-	-	-	*	2	-	-	2	2	*
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%* b	*-%*	*-%*	**%*	**%*	**%*
Securicor	**2**	-	-	-	-	-	2	-	-	-	2	2	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*
Postal Sort	**1**	1	-	*	1	-	1	*	-	1	*	1	*
	****%***	**%*	*-%*	**%*	**%*	*-%*	**%*	**%*	*-%*	*1%* c	**%*	**%*	**%*
DHS	**1**	1	-	-	1	*	*	-	1	-	-	1	-
	****%***	**%*	*-%*	*-%*	**%*	**%*	**%*	*-%*	**%* c	*-%*	*-%*	**%*	*-%*
Parcel Line	**1**	-	-	-	-	-	1	-	-	-	1	1	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Produced by OLR
Issue date: 05/02/19

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2398**	418	17	97	392	257	1716	412	297	107	1967	1353	1045
Weighted total	**2000**	376	13	86	352	193	1472	320	259	98	1624	1093	907
Pallet Lines	*	-	-	-	-	-	*	-	*	-	-	-	*
	***%**	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	*%
Eagle Couriers	*	*	-	-	*	-	-	*	-	-	*	-	*
	***%**	*%	-%	-%	*%	-%	-%	*%	-%	-%	*%	-%	*%
Coopers Carriers	*	-	-	-	-	-	*	-	-	-	*	-	*
	***%**	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	*%
Global Mailing	*	*	-	-	*	-	-	*	*	-	-	-	*
	***%**	*%	-%	-%	*%	-%	-%	*%	*%	-%	-%	-%	*%
AJG Parcels	*	*	-	-	*	*	-	-	-	-	*	-	*
	***%**	*%	-%	-%	*%	*%	-%	-%	-%	-%	*%	-%	*%
None	**34**	6	-	-	6	1	25	6	2	-	33	19	15
	***2%**	*1%*	-%	-%	*2%*	*1%*	*2%*	*2%*	*1%*	-%	*2%*	*2%*	*2%*
Don't know	**5**	-	-	-	-	-	5	-	-	-	5	5	*
	***%**	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	*%	*%
												b	
Other answers	**161**	57	2	7	55	23	110	27	31	13	116	104	57
	***8%**	*15%*	*20%*	*8%*	*16%*	*12%*	*7%*	*9%*	*12%*	*13%*	*7%*	*10%*	*6%*
					a	b			c	c		b	

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2398**	387	59	177	91	126	57	208	134	112	256	36	134
Weighted total	**2000**	152	17	69	34	49	21	82	50	47	112	15	73
Royal Mail	**1482**	117	12	52	24	39	14	62	35	31	86	10	58
	74%	*77%*	*68%*	*75%*	*72%*	*80%*	*66%*	*76%*	*69%*	*66%*	*77%* a	*66%*	*80%* a
DPD	**515**	48	5	30	16	20	9	25	18	21	31	4	15
	26%	*31%*	*30%*	*43%* a	*46%* **ab**	*42%* c	*43%*	*31%*	*36%*	*45%* **bd**	*27%*	*27%*	*20%*
UPS	**416**	20	2	21	13	15	5	13	7	9	19	1	7
	21%	*13%*	*14%*	*30%* **ab**	*38%* **ab**	*31%* **cd**	*22%*	*16%*	*14%*	*18%* c	*17%* c	*4%*	*10%*
DHL	**398**	28	7	16	14	12	6	16	10	7	26	5	12
	20%	*18%*	*41%* **ac**	*23%*	*40%* **ac**	*24%*	*27%*	*20%*	*20%*	*14%*	*23%*	*31%* a	*17%*
Parcelforce	**349**	29	5	16	12	10	6	19	9	7	21	2	11
	17%	*19%*	*28%*	*23%*	*37%* **ac**	*21%*	*28%*	*24%*	*19%*	*16%*	*19%*	*11%*	*15%*
Hermes	**325**	22	2	17	13	6	6	14	9	7	21	4	8
	16%	*14%*	*14%*	*24%* a	*38%* **abc**	*13%*	*32%* **ac**	*17%*	*19%*	*15%*	*19%* d	*23%* d	*10%*
TNT Express	**237**	20	3	11	6	8	4	10	7	5	18	1	9
	12%	*13%*	*16%*	*16%*	*18%*	*17%*	*20%*	*12%*	*15%*	*12%*	*16%*	*8%*	*12%*
FedEx	**224**	15	2	10	7	8	1	7	5	4	13	1	9
	11%	*10%*	*13%*	*14%*	*19%* a	*15%*	*6%*	*9%*	*10%*	*8%*	*11%*	*9%*	*12%*
Yodel	**190**	11	*	5	4	3	1	5	3	4	11	*	3
	10%	*7%*	*1%*	*7%*	*11%* b	*5%*	*7%*	*7%*	*6%*	*8%*	*10%* d	*2%*	*4%*
UK Mail	**122**	11	*	5	4	4	3	4	5	2	7	1	5
	6%	*8%* b	*1%*	*8%* b	*11%* b	*8%*	*12%* c	*5%*	*11%* c	*3%*	*6%*	*7%*	*7%*
Amazon	**40**	4	1	*	-	*	*	3	2	1	3	-	*
	2%	*2%*	*3%* c	**%*	*-%*	**%*	*1%*	*3%*	*3%*	*2%*	*2%*	*-%*	**%*
Whistl (Previously known as TNT Post)	**38**	2	*	1	1	*	*	1	*	*	2	-	*
	2%	*1%*	**%*	*2%*	*3%*	**%*	**%*	*1%*	**%*	*1%*	*2%*	*-%*	**%*
DX	**26**	5	1	3	1	2	1	4	1	*	6	-	1
	1%	*4%*	*7%*	*5%*	*3%*	*4%*	*5%*	*5%*	*2%*	**%*	*6%* a	*-%*	*1%*
APC	**26**	2	*	1	*	1	*	1	1	*	1	*	1
	1%	*1%*	**%*	*1%*	**%*	*1%*	*2%*	*2%*	*3%*	**%*	*1%*	*1%*	*1%*
Tuffnels	**22**	1	*	1	1	*	1	*	1	-	1	-	-
	1%	*1%*	*2%*	*1%*	*3%*	**%*	*5%* **ac**	**%*	*2%*	*-%*	*1%*	*-%*	*-%*
Parcels to go	**14**	3	2	1	1	1	-	-	1	1	1	-	2
	1%	*2%*	*12%* **acd**	*2%*	*3%*	*2%* c	*-%*	*-%*	*2%* c	*2%*	*1%*	*-%*	*3%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 21 (continuation)

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2398**	387	59	177	91	126	57	208	134	112	256	36	134
Weighted total	**2000**	152	17	69	34	49	21	82	50	47	112	15	73
Collect Plus	**14**	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Secured Mail	**7**	*	*	*	*	-	*	-	*	*	*	-	-
	****%***	**%*	*2%*	**%*	**%*	-%	**%*	-%	**%*	**%*	**%*	-%	-%
Pitney Bowes	**7**	2	2	*	*	*	-	*	*	1	1	-	-
	****%***	*1%*	*13%* **acd**	**%*	**%*	**%*	-%	**%*	**%*	*2%*	*1%*	-%	-%
Interlink / Interlink Express / Direct	**6**	*	-	*	-	*	*	*	*	-	*	*	-
	****%***	**%*	-%	**%*	-%	**%*	**%*	**%*	**%*	-%	**%*	**%*	-%
Freight - Better / Night	**4**	1	-	-	-	-	-	-	-	-	-	-	-
	****%***	*1%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**3**	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neo Post	**3**	1	-	-	-	-	-	-	1	-	1	-	-
	****%***	*1%*	-%	-%	-%	-%	-%	-%	*2%* c	-%	*1%*	-%	-%
Fastway Couriers	**3**	*	*	*	*	*	*	*	*	-	*	*	-
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	-%	**%*	**%*	-%
Interparcel	**2**	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**2**	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	**2**	*	-	-	-	-	-	*	*	*	-	-	-
	****%***	**%*	-%	-%	-%	-%	-%	**%*	**%*	**%*	-%	-%	-%
Securicor	**2**	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Postal Sort	**1**	-	-	-	-	-	-	-	-	-	-	-	*
	****%***	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**%*
DHS	**1**	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	**1**	*	-	*	-	-	*	-	*	-	*	-	-
	****%***	**%*	-%	**%*	-%	-%	*1%*	-%	*1%*	-%	**%*	-%	-%
Pallet Lines	*	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	*	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	*	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	*	*	*	-	-	-	-	-	-	-	*	-	-
	****%***	**%*	**%*	-%	-%	-%	-%	-%	-%	-%	**%*	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2398**	387	59	177	91	126	57	208	134	112	256	36	134
Weighted total	**2000**	152	17	69	34	49	21	82	50	47	112	15	73
AJG Parcels	*	*	-	*	-	*	-	-	*	-	-	-	*
	***%**	*%	-%	*%	-%	*%	-%	-%	*%	-%	-%	-%	*%
None	**34**	1	*	*	-	*	-	1	*	1	*	*	*
	***2%**	*1%*	*%*	*%*	-%	*%*	-%	*1%*	*%*	*2%* b	*%*	*1%*	*%*
Don't know	**5**	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**161**	14	2	8	4	5	2	9	2	4	7	1	3
	***8%**	*9%*	*10%*	*11%*	*12%*	*10%*	*11%*	*11%* d	*4%*	*9%*	*6%*	*6%*	*4%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 21 (continuation)

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2398**	331	128	41	563	172	162	184	142	174	209	155	137
Weighted total	**2000**	289	154	57	261	123	116	150	141	209	187	184	130
Royal Mail	**1482**	223	109	41	196	83	87	121	106	156	123	146	90
	74%	*77%*	*71%*	*73%*	*75%*	*68%*	*75%*	*80%*	*75%*	*75%*	*66%*	*80%*	*69%*
		ej			j			**bejl**				**ejl**	
DPD	**515**	64	34	25	75	27	40	41	36	56	46	42	31
	26%	*22%*	*22%*	*43%*	*29%*	*22%*	*34%*	*27%*	*25%*	*27%*	*25%*	*23%*	*24%*
				abdeghijkl	a		**abejk**						
UPS	**416**	42	40	17	40	26	24	41	33	46	33	37	36
	21%	*15%*	*26%*	*29%*	*15%*	*21%*	*21%*	*27%*	*24%*	*22%*	*18%*	*20%*	*28%*
			ad	**ad**				**adj**	**ad**	**ad**			**adj**
DHL	**398**	41	26	11	52	24	21	36	43	51	35	39	18
	20%	*14%*	*17%*	*20%*	*20%*	*20%*	*18%*	*24%*	*30%*	*24%*	*19%*	*21%*	*14%*
					a			**al**	**abdefjl**	**al**			
Parcelforce	**349**	41	26	11	45	22	24	30	25	52	26	31	16
	17%	*14%*	*17%*	*20%*	*17%*	*18%*	*21%*	*20%*	*18%*	*25%*	*14%*	*17%*	*12%*
							al			**adjl**			
Hermes	**325**	39	21	8	40	16	13	27	26	44	24	42	26
	16%	*13%*	*13%*	*14%*	*15%*	*13%*	*11%*	*18%*	*18%*	*21%*	*13%*	*23%*	*20%*
										aefj		**abdefj**	f
TNT Express	**237**	30	9	3	36	15	15	27	22	28	16	21	16
	12%	*10%*	*6%*	*5%*	*14%*	*12%*	*13%*	*18%*	*16%*	*13%*	*9%*	*11%*	*12%*
					b		b	**abcj**	**bj**	b			
FedEx	**224**	31	15	6	27	13	11	18	25	26	25	18	8
	11%	*11%*	*10%*	*10%*	*10%*	*11%*	*9%*	*12%*	*18%*	*12%*	*13%*	*10%*	*6%*
									adfl		l		
Yodel	**190**	17	17	9	19	8	19	24	12	24	17	13	11
	10%	*6%*	*11%*	*16%*	*7%*	*6%*	*17%*	*16%*	*8%*	*11%*	*9%*	*7%*	*9%*
				ade			**adehjkl**	**adehjk**		a			
UK Mail	**122**	12	13	-	15	6	9	4	13	18	18	7	8
	6%	*4%*	*8%*	*-%*	*6%*	*5%*	*8%*	*3%*	*9%*	*9%*	*10%*	*4%*	*6%*
			g				g		**acg**	**ag**	**acgk**		
Amazon	**40**	1	6	2	6	6	1	2	2	6	3	-	5
	2%	**%*	*4%*	*3%*	*2%*	*5%*	*1%*	*1%*	*1%*	*3%*	*2%*	*-%*	*4%*
			ak	k	a	**afk**				**ak**			**ak**
Whistl (Previously known as TNT Post)	**38**	8	*	-	3	1	1	5	4	9	6	-	-
	2%	*3%*	**%*	*-%*	*1%*	*1%*	*1%*	*4%*	*3%*	*5%*	*3%*	*-%*	*-%*
		dk						**dkl**	**kl**	**bdkl**	**dkl**		
DX	**26**	3	4	-	7	*	2	2	3	2	*	3	-
	1%	*1%*	*3%*	*-%*	*3%*	**%*	*2%*	*1%*	*2%*	*1%*	**%*	*2%*	*-%*
			ejl		**ejl**				**ej**				
APC	**26**	2	2	-	2	-	1	3	6	2	2	5	2
	1%	*1%*	*1%*	*-%*	*1%*	*-%*	*1%*	*2%*	*4%*	*1%*	*1%*	*3%*	*2%*
									ade			e	
Tuffnels	**22**	2	-	-	1	2	2	2	-	5	2	3	2
	1%	*1%*	*-%*	*-%*	*1%*	*2%*	*2%*	*1%*	*-%*	*2%*	*1%*	*2%*	*2%*
										d			
Parcels to go	**14**	-	5	-	4	1	-	*	-	2	-	2	-
	1%	*-%*	*3%*	*-%*	*2%*	*1%*	*-%*	**%*	*-%*	*1%*	*-%*	*1%*	*-%*
			afghjl		a								

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 21 (continuation)

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2398**	331	128	41	563	172	162	184	142	174	209	155	137
Weighted total	**2000**	289	154	57	261	123	116	150	141	209	187	184	130
Collect Plus	**14**	2	3	-	-	*	*	-	2	2	2	-	2
	1%	*1%*	*2%*	-%	-%	*%	*%	-%	*1%*	*1%*	*1%*	-%	*2%*
		d	**dg**						d	d	d		d
Secured Mail	**7**	*	*	-	*	1	2	*	*	-	2	-	-
	%	*%	*%	-%	*%	*1%*	*2%*	*%	*%	-%	*1%*	-%	-%
							ad						
Pitney Bowes	**7**	*	1	-	2	-	-	-	2	2	-	-	-
	%	*%	*%	-%	*1%*	-%	-%	-%	*1%*	*1%*	-%	-%	-%
Interlink / Interlink Express / Direct	**6**	-	3	-	*	1	-	2	-	-	-	-	-
	%	-%	*2%*	-%	*%	*1%*	-%	*1%*	-%	-%	-%	-%	-%
			ad					**ad**					
Freight - Better / Night	**4**	2	*	-	1	-	1	-	-	-	-	-	-
	%	*1%*	*%	-%	*%	-%	*1%*	-%	-%	-%	-%	-%	-%
One Post	**3**	2	-	-	-	1	-	*	-	-	-	-	-
	%	*1%*	-%	-%	-%	*1%*	-%	*%	-%	-%	-%	-%	-%
						d							
Neo Post	**3**	2	-	-	1	-	-	*	-	-	*	-	-
	%	*1%*	-%	-%	*%	-%	-%	*%	-%	-%	*%	-%	-%
Fastway Couriers	**3**	*	-	-	*	-	-	*	-	1	-	-	-
	%	*%	-%	-%	*%	-%	-%	*%	-%	*1%*	-%	-%	-%
Interparcel	**2**	-	-	-	-	-	*	*	-	-	-	2	*
	%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%	*1%*	*%
												d	
Business Post	**2**	2	-	-	-	-	*	-	*	-	-	-	-
	%	*1%*	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	-%
Citipost	**2**	-	-	-	*	*	1	*	-	-	-	-	-
	%	-%	-%	-%	*%	*%	*1%*	*%	-%	-%	-%	-%	-%
							d						
Securicor	**2**	-	-	-	-	-	-	-	-	-	-	2	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%
												d	
Postal Sort	**1**	*	*	-	*	-	-	*	-	-	-	1	-
	%	*%	*%	-%	*%	-%	-%	*%	-%	-%	-%	*%	-%
DHS	**1**	*	-	-	-	*	-	-	-	-	-	-	-
	%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	**1**	-	-	-	*	*	-	-	-	-	-	-	-
	%	-%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%
Pallet Lines	*	*	-	-	-	-	-	-	-	-	-	-	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	*	-	-	-	-	-	-	*	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
Coopers Carriers	*	*	-	-	-	-	-	-	-	-	-	-	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	*	-	-	-	*	-	-	-	-	-	-	-	-
	%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2398**	331	128	41	563	172	162	184	142	174	209	155	137
Weighted total	**2000**	289	154	57	261	123	116	150	141	209	187	184	130
AJG Parcels	*	-	-	-	*	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
None	**34**	*	-	*	1	4	4	-	*	2	12	4	6
	***2%**	*%	-%	*1%*	*1%*	*3%*	*3%*	-%	*%*	*1%*	*7%*	*2%*	*4%*
						abdg	**abdg**				**abdghik**	**ag**	**abdghi**
Don't know	**5**	3	-	-	-	1	-	-	-	-	-	2	-
	***%**	*1%*	-%	-%	-%	*1%*	-%	-%	-%	-%	-%	*1%*	-%
		d				d						d	
Other answers	**161**	17	17	3	18	9	9	12	18	19	6	19	13
	***8%**	*6%*	*11%*	*5%*	*7%*	*7%*	*8%*	*8%*	*13%*	*9%*	*3%*	*10%*	*10%*
			j				j	j	**adj**	j		j	j

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2398**	500	897	500	501
Weighted total	**2000**	500	500	500	500
Royal Mail	**1482**	374	366	382	359
	74%	*75%*	*73%*	*76%*	*72%*
DPD	**515**	122	141	133	119
	26%	*24%*	*28%*	*27%*	*24%*
UPS	**416**	99	90	120	107
	21%	*20%*	*18%*	*24%* b	*21%*
DHL	**398**	78	98	130	92
	20%	*16%*	*20%*	*26%* **abd**	*18%*
Parcelforce	**349**	78	92	107	72
	17%	*16%*	*18%*	*21%* **ad**	*14%*
Hermes	**325**	67	69	97	92
	16%	*13%*	*14%*	*19%* **ab**	*18%* **ab**
TNT Express	**237**	42	66	76	53
	12%	*8%*	*13%* a	*15%* **ad**	*11%*
FedEx	**224**	52	51	69	52
	11%	*10%*	*10%*	*14%* b	*10%*
Yodel	**190**	44	46	60	41
	10%	*9%*	*9%*	*12%*	*8%*
UK Mail	**122**	25	29	35	33
	6%	*5%*	*6%*	*7%*	*7%*
Amazon	**40**	9	13	10	8
	2%	*2%*	*3%*	*2%*	*2%*
Whistl (Previously known as TNT Post)	**38**	8	5	19	6
	2%	*2%*	*1%*	*4%* **abd**	*1%*
DX	**26**	7	9	7	3
	1%	*1%*	*2%*	*1%*	*1%*
APC	**26**	3	3	11	9
	1%	*1%*	*1%*	*2%* b	*2%*
Tuffnels	**22**	2	6	7	7
	1%	**%*	*1%*	*1%*	*1%*
Parcels to go	**14**	5	5	2	2
	1%	*1%*	*1%*	**%*	**%*
Collect Plus	**14**	6	1	4	4
	1%	*1%* b	**%*	*1%*	*1%*
Secured Mail	**7**	1	4	*	2
	****%***	**%*	*1%*	**%*	**%*

Columns Tested: a,b,c,d

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2398**	500	897	500	501
Weighted total	**2000**	500	500	500	500
Pitney Bowes	**7**	1	2	4	-
	***%**	*%	*%	*1%*	-%
				d	
Interlink / Interlink Express / Direct	**6**	3	1	2	-
	***%**	*1%*	*%	*%	-%
Freight - Better / Night	**4**	2	2	-	-
	***%**	*%	*%	-%	-%
One Post	**3**	2	1	*	-
	***%**	*%	*%	*%	-%
Neo Post	**3**	2	1	*	*
	***%**	*%	*%	*%	*%
Fastway Couriers	**3**	*	*	2	-
	***%**	*%	*%	*%	-%
Interparcel	**2**	-	*	*	2
	***%**	-%	*%	*%	*%
Business Post	**2**	2	*	*	-
	***%**	*%	*%	*%	-%
Citipost	**2**	-	1	*	-
	***%**	-%	*%	*%	-%
Securicor	**2**	-	-	-	2
	***%**	-%	-%	-%	*%
Postal Sort	**1**	*	*	*	1
	***%**	*%	*%	*%	*%
DHS	**1**	*	*	-	-
	***%**	*%	*%	-%	-%
Parcel Line	**1**	-	1	-	-
	***%**	-%	*%	-%	-%
Pallet Lines	*	*	-	-	-
	***%**	*%	-%	-%	-%
Eagle Couriers	*	-	-	*	-
	***%**	-%	-%	*%	-%
Coopers Carriers	*	*	-	-	-
	***%**	*%	-%	-%	-%
Global Mailing	*	-	*	-	-
	***%**	-%	*%	-%	-%
AJG Parcels	*	-	*	-	-
	***%**	-%	*%	-%	-%
None	**34**	1	9	2	22
	***2%**	*%	*2%*	*%	*4%*
			ac		**abc**
Don't know	**5**	3	1	-	2
	***%**	*1%*	*%	-%	*%

Columns Tested: a,b,c,d

QV3. Thinking about postal services, which providers can you think of?
Base: All

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2398**	500	897	500	501
Weighted total	**2000**	500	500	500	500
Other answers	**161**	37	36	50	38
	8%	*7%*	*7%*	*10%*	*8%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 22

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total	**2000**	1920	51	18	11	80	692	457	116	50	48
Royal Mail	**1837**	1760	48	18	10	76	646	421	107	48	43
	92%	*92%*	*95%* a	*96%*	*98%* a	*95%* a	*93%*	*92%*	*92%*	*97%*	*90%*
DPD	**89**	86	2	1	*	3	35	18	7	*	2
	4%	*4%*	*4%*	*5%*	*3%*	*4%*	*5%*	*4%*	*6%*	*1%*	*5%*
Parcelforce	**74**	71	2	*	*	2	22	27	4	1	2
	4%	*4%*	*3%*	*2%*	*%*	*3%*	*3%*	*6%* a	*3%*	*1%*	*5%*
Hermes	**67**	67	*	-	-	*	23	21	3	*	3
	3%	*3%* **bce**	*1%*	*-%*	*-%*	*%*	*3%*	*5%*	*3%*	*%*	*6%* d
DHL	**62**	59	1	1	1	3	18	12	7	*	5
	3%	*3%*	*3%*	*4%*	*6%*	*3%*	*3%*	*3%*	*6%* d	*%*	*11%* **abd**
UPS	**51**	48	2	1	*	2	13	14	5	*	2
	3%	*3%*	*3%*	*3%*	*4%*	*3%*	*2%*	*3%*	*4%*	*%*	*4%*
TNT Express	**31**	27	2	1	*	3	4	8	*	5	3
	2%	*1%*	*4%* a	*3%*	*4%* a	*4%* a	*1%*	*2%* a	*%*	*10%* **abc**	*7%* **abc**
FedEx	**29**	27	1	*	*	2	10	3	3	2	*
	1%	*1%*	*3%* a	*2%*	*3%*	*3%* a	*1%*	*1%*	*2%*	*4%* b	*1%*
APC	**29**	28	1	-	*	1	4	12	4	2	2
	1%	*1%*	*1%*	*-%*	*2%*	*1%*	*1%*	*3%* a	*3%* a	*4%* a	*4%* a
UK Mail	**26**	25	1	*	-	1	8	11	2	*	1
	1%	*1%*	*2%*	*1%*	*-%*	*1%*	*1%*	*2%*	*2%*	*%*	*1%*
Pitney Bowes	**11**	10	1	*	-	1	-	2	*	-	-
	1%	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*%*	*%*	*-%*	*-%*
DX	**9**	8	*	*	-	*	-	5	1	-	-
	%	*%*	*%*	*%*	*-%*	*%*	*-%*	*1%* a	*1%*	*-%*	*-%*
Parcels to go	**8**	8	-	-	-	-	4	1	-	-	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*1%*	*%*	*-%*	*-%*	*-%*
Collect Plus	**7**	7	-	-	-	-	2	3	2	-	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*%*	*1%*	*2%*	*-%*	*-%*
Yodel	**4**	4	-	-	-	-	*	2	-	-	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*%*	*%*	*-%*	*-%*	*-%*
Neo Post	**3**	3	-	*	*	*	-	1	*	-	2
	%	*%*	*-%*	*%*	*1%* b	*%*	*-%*	*%*	*%*	*-%*	*4%* **abc**
Tuffnels	**2**	1	*	*	-	1	-	*	*	-	*
	%	*%*	*1%* a	*2%* a	*-%*	*1%* a	*-%*	*%*	*%*	*-%*	*%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total	**2000**	1920	51	18	11	80	692	457	116	50	48
One Post	**2**	2	*	-	-	*	-	2	*	-	-
	***%**	*%	*%	-%	-%	*%	-%	*%	*%	-%	-%
Interparcel	**2**	2	-	-	-	-	-	-	-	-	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Amazon	**2**	2	-	-	-	-	2	-	-	-	-
	***%**	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Local Courier	**2**	2	*	-	-	*	-	-	*	-	-
	***%**	*%	*%	-%	-%	*%	-%	-%	*%	-%	-%
Fastway Couriers	**1**	1	-	-	-	-	-	1	-	-	-
	***%**	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Whistl (Previously known as TNT Post)	**1**	1	*	*	-	*	-	1	-	-	*
	***%**	*%	*%	*1%* a	-%	*%	-%	*%	-%	-%	*%
Postal Sort	**1**	1	*	*	-	*	-	-	-	*	1
	***%**	*%	*%	*1%* a	-%	*% a	-%	-%	-%	*%	*1%* **ab**
Coopers Carriers	*	*	-	-	-	-	-	-	*	-	-
	***%**	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Secured Mail	*	-	*	-	-	*	-	-	-	*	*
	***%**	-%	*1%* a	-%	-%	*1%* a	-%	-%	-%	*%	*1%*
Business Post	*	*	-	-	-	-	*	-	-	-	-
	***%**	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
DHS	*	*	-	-	-	-	*	-	-	-	-
	***%**	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Eagle Couriers	*	-	-	-	*	*	-	-	*	-	-
	***%**	-%	-%	-%	*1%* **ab**	*%	-%	-%	*%	-%	-%
First Post	*	-	*	-	-	*	-	-	*	-	-
	***%**	-%	*%	-%	-%	*%	-%	-%	*%	-%	-%
Global Mailing	*	-	*	-	-	*	-	-	-	-	-
	***%**	-%	*%	-%	-%	*%	-%	-%	-%	-%	-%
None	**1**	1	-	-	-	-	-	-	-	-	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**65**	61	2	1	*	3	17	14	8	*	1
	***3%**	*3%*	*4%*	*7%* a	*2%*	*4%*	*2%*	*3%*	*7%* **abde**	*%	*2%*
NET: RM Only	**1562**	1499	39	15	9	62	562	342	85	40	30
	***78%**	*78%*	*76%*	*79%*	*85%*	*78%*	*81%* **bce**	*75%* e	*73%*	*81%* e	*63%*
NET: RM and Other	**275**	261	9	3	1	14	85	79	22	8	13
	***14%**	*14%*	*18%* a	*17%*	*13%*	*17%* a	*12%*	*17%* a	*19%* a	*15%*	*27%* **abd**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total	**2000**	1920	51	18	11	80	692	457	116	50	48
NET: Provider other than RM	**162**	158	3	1	*	4	45	36	10	2	5
	8%	*8%*	*5%*	*4%*	*2%*	*5%*	*7%*	*8%*	*8%*	*3%*	*10%*
		de									

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total	**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
Royal Mail	**1837**	206	110	273	64	141	289	181	147	151	1562	98	92	84
	92%	*94%*	*97%*	*92%*	*99%*	*88%*	*89%*	*91%*	*89%*	*91%*	*91%*	*96%*	*95%*	*95%*
		e	**efh**		**efghj**							**cefghj**	**efhj**	**efh**
DPD	**89**	14	3	11	-	12	16	11	14	1	82	2	3	3
	4%	*6%*	*3%*	*4%*	*-%*	*8%*	*5%*	*5%*	*9%*	*1%*	*5%*	*2%*	*3%*	*3%*
		dik				**diklm**	i	**ik**	**cdiklm**		**ik**			
Parcelforce	**74**	10	2	10	-	8	14	8	10	1	64	2	3	5
	4%	*5%*	*2%*	*3%*	*-%*	*5%*	*4%*	*4%*	*6%*	*1%*	*4%*	*2%*	*3%*	*5%*
		i				i	i		**dik**					**ik**
Hermes	**67**	8	8	5	-	7	15	6	10	6	65	1	1	*
	3%	*4%*	*7%*	*2%*	*-%*	*4%*	*5%*	*3%*	*6%*	*3%*	*4%*	*1%*	*1%*	**%*
		km	**cdklm**			**km**	**cklm**	m	**cklm**	m	**klm**			
DHL	**62**	3	1	23	-	2	15	5	4	4	56	1	2	2
	3%	*2%*	*1%*	*8%*	*-%*	*1%*	*4%*	*2%*	*2%*	*2%*	*3%*	*1%*	*3%*	*2%*
				abdeghi jklm			k				k			
UPS	**51**	8	6	9	-	6	8	4	3	2	46	2	3	*
	3%	*4%*	*5%*	*3%*	*-%*	*4%*	*2%*	*2%*	*2%*	*1%*	*3%*	*2%*	*3%*	**%*
		m	m	m		m	m	m			m		m	
TNT Express	**31**	5	2	2	1	7	7	2	1	*	28	1	1	1
	2%	*2%*	*2%*	*1%*	*2%*	*4%*	*2%*	*1%*	*1%*	**%*	*2%*	*1%*	*1%*	*1%*
						cijkl								
FedEx	**29**	3	2	11	-	*	5	2	4	-	28	1	-	*
	1%	*1%*	*2%*	*4%*	*-%*	**%*	*1%*	*1%*	*3%*	*-%*	*2%*	*1%*	*-%*	**%*
		l	l	**eijklm**			l		**ilm**		**lm**			
APC	**29**	7	*	2	-	-	6	5	2	3	26	1	2	-
	1%	*3%*	**%*	*1%*	*-%*	*-%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*-%*
		cekm					m	m		m	m		m	
UK Mail	**26**	4	4	2	-	2	*	3	4	5	24	-	2	-
	1%	*2%*	*3%*	*1%*	*-%*	*1%*	**%*	*2%*	*3%*	*3%*	*1%*	*-%*	*2%*	*-%*
		fkm	**cfkm**					**fkm**	**fkm**	**fkm**	**km**		**fkm**	
Pitney Bowes	**11**	*	-	2	-	-	1	4	-	3	10	*	-	1
	1%	**%*	*-%*	*1%*	*-%*	*-%*	**%*	*2%*	*-%*	*2%*	*1%*	**%*	*-%*	*1%*
								l		l				
DX	**9**	-	-	-	-	-	6	-	-	-	6	1	*	1
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	**%*	*1%*	*1%*	*1%*
							cj							
Parcels to go	**8**	1	-	-	-	-	2	2	3	-	8	1	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*2%*	*-%*	**%*	*1%*	*-%*	*-%*
									cjlm					
Collect Plus	**7**	1	-	-	-	-	5	-	-	-	7	-	*	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
							cjkm							
Yodel	**4**	-	-	-	-	2	-	-	2	-	4	-	*	*
	****%***	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*	**%*	**%*
						j								

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 05/02/19

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total	**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
Neo Post	**3**	-	-	2	-	-	1	-	-	-	3	*	-	-
	***%**	-%	-%	*1%*	-%	-%	*%	-%	-%	-%	*%	*%	-%	-%
Tuffnels	**2**	*	-	-	-	1	*	*	-	-	2	*	*	-
	***%**	*%	-%	-%	-%	*1%*	*%	*%	-%	-%	*%	*%	*%	-%
One Post	**2**	-	-	-	-	-	-	-	-	2	2	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	*1%* j	*%	-%	*%	-%
Interparcel	**2**	-	-	-	-	-	-	-	-	2	2	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	*1%* j	*%	-%	-%	-%
Amazon	**2**	-	-	-	-	-	-	2	-	-	2	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	*1%* j	-%	-%	*%	-%	-%	-%
Local Courier	**2**	-	-	*	-	-	1	-	-	-	1	*	-	-
	***%**	-%	-%	*%	-%	-%	*%	-%	-%	-%	*%	*%	-%	-%
Fastway Couriers	**1**	-	-	-	-	-	-	-	-	-	-	-	-	1
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*2%* **cfjkl**
Whistl (Previously known as TNT Post)	**1**	-	-	-	-	-	*	*	-	-	*	*	-	*
	***%**	-%	-%	-%	-%	-%	*%	*%	-%	-%	*%	*%	-%	*1%* j
Postal Sort	**1**	-	-	-	-	-	-	-	-	-	-	-	-	1
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%* j
Coopers Carriers	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%* j	-%
Secured Mail	*	-	-	-	-	-	-	-	*	-	*	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%
Business Post	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*% j	-%	-%
DHS	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*% j	-%
Eagle Couriers	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
First Post	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Global Mailing	*	-	-	*	-	-	-	-	-	-	*	-	-	-
	***%**	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
None	**1**	-	-	-	-	-	-	1	-	-	1	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	*%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total	**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
Other answers	**65**	5	*	17	3	2	13	4	6	5	55	3	5	2
	3%	*2%*	**%*	*6%*	*4%*	*1%*	*4%*	*2%*	*3%*	*3%*	*3%*	*3%*	*6%*	*2%*
				begjm									**begjm**	
NET: RM Only	**1562**	169	97	225	61	126	236	154	118	134	1319	89	80	75
	78%	*77%*	*85%*	*76%*	*93%*	*78%*	*73%*	*77%*	*72%*	*81%*	*77%*	*87%*	*82%*	*84%*
			fh		**acefghijl**							**acefghj**	**fh**	**cfhj**
NET: RM and Other	**275**	38	13	48	3	16	53	27	28	17	243	9	13	9
	14%	*17%*	*12%*	*16%*	*5%*	*10%*	*16%*	*14%*	*17%*	*10%*	*14%*	*9%*	*13%*	*10%*
		dkm		**dk**			**dkm**		**dkm**		**dk**			
NET: Provider other than RM	**162**	13	4	25	1	20	35	18	18	14	148	4	5	5
	8%	*6%*	*3%*	*8%*	*1%*	*12%*	*11%*	*9%*	*11%*	*9%*	*9%*	*4%*	*5%*	*5%*
				k		**abdklm**	**bdklm**	k	**bdklm**		**dkl**			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2398**	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total	**2000**	38	176	47	194	589	56	141	756	1548	452	1794	206
Royal Mail	**1837**	37	144	47	185	513	56	137	716	1420	417	1653	183
	92%	*97%*	*82%*	*99%*	*96%*	*87%*	*99%*	*97%*	*95%*	*92%*	*92%*	*92%*	*89%*
		be		**be**	**be**	b	**be**	**be**	**be**				
DPD	**89**	-	9	*	3	39	3	*	33	69	20	79	10
	4%	*-%*	*5%*	*1%*	*2%*	*7%*	*5%*	**%*	*4%*	*4%*	*4%*	*4%*	*5%*
			dg			**adgh**	g		g				
Parcelforce	**74**	1	9	2	10	32	*	3	17	57	16	71	2
	4%	*3%*	*5%*	*4%*	*5%*	*5%*	**%*	*2%*	*2%*	*4%*	*4%*	*4%*	*1%*
			h		h	**fh**						b	
Hermes	**67**	-	4	-	-	38	2	*	22	52	15	62	5
	3%	*-%*	*3%*	*-%*	*-%*	*7%*	*3%*	**%*	*3%*	*3%*	*3%*	*3%*	*2%*
			d			**abcdgh**	**dg**		**dg**				
DHL	**62**	-	10	*	2	23	1	5	20	55	7	54	8
	3%	*-%*	*6%*	**%*	*1%*	*4%*	*3%*	*4%*	*3%*	*4%*	*1%*	*3%*	*4%*
			dh			d				b			
UPS	**51**	-	9	1	1	26	-	-	15	40	10	44	6
	3%	*-%*	*5%*	*1%*	**%*	*4%*	*-%*	*-%*	*2%*	*3%*	*2%*	*2%*	*3%*
			dfgh			**dgh**							
TNT Express	**31**	1	8	-	1	16	-	*	5	24	7	25	6
	2%	*3%*	*5%*	*-%*	**%*	*3%*	*-%*	**%*	*1%*	*2%*	*1%*	*1%*	*3%*
		g	**dgh**			**dgh**							
FedEx	**29**	-	9	1	-	8	2	-	9	26	3	23	6
	1%	*-%*	*5%*	*2%*	*-%*	*1%*	*3%*	*-%*	*1%*	*2%*	*1%*	*1%*	*3%*
			degh	d			**dg**						
APC	**29**	-	9	*	2	11	2	1	3	26	3	25	4
	1%	*-%*	*5%*	**%*	*1%*	*2%*	*3%*	*1%*	**%*	*2%*	*1%*	*1%*	*2%*
			degh			h	h						
UK Mail	**26**	-	6	*	2	14	-	-	4	17	9	24	3
	1%	*-%*	*3%*	**%*	*1%*	*2%*	*-%*	*-%*	*1%*	*1%*	*2%*	*1%*	*1%*
			gh			**gh**							
Pitney Bowes	**11**	-	-	-	*	4	-	1	5	7	3	10	1
	1%	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*1%*	*1%*	**%*	*1%*	*1%*	*1%*
DX	**9**	-	-	-	-	*	-	1	7	8	1	7	2
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	*1%*	*1%*	**%*	**%*	*1%*
									e				
Parcels to go	**8**	-	4	-	-	1	-	-	3	6	2	6	3
	****%***	*-%*	*2%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	*1%*
			deh										a
Collect Plus	**7**	-	2	-	-	3	-	-	2	7	*	5	1
	****%***	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	**%*	**%*	**%*	*1%*
Yodel	**4**	-	-	-	-	2	-	-	2	2	2	4	-
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	*-%*
Neo Post	**3**	-	-	-	-	*	-	1	2	3	*	3	-
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	**%*	**%*	**%*	**%*	*-%*
								e					

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2398**	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total	**2000**	38	176	47	194	589	56	141	756	1548	452	1794	206
Tuffnels	**2**	-	1	-	1	*	-	-	-	2	1	2	*
	***%**	-%	*% h	-%	*% h	*%	-%	-%	-%	*%	*%	*%	*%
One Post	**2**	-	-	-	*	-	-	-	2	2	*	2	-
	***%**	-%	-%	-%	*%	-%	-%	-%	*%	*%	*%	*%	-%
Interparcel	**2**	-	-	-	-	2	-	-	-	2	-	-	2
	***%**	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	*% a
Amazon	**2**	-	-	-	-	2	-	-	-	2	-	2	-
	***%**	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	*%	-%
Local Courier	**2**	-	-	-	1	-	-	-	1	2	-	2	*
	***%**	-%	-%	-%	*1%*	-%	-%	-%	*%	*%	-%	*%	*%
Fastway Couriers	**1**	*	*	-	-	-	-	-	*	*	1	1	-
	***%**	*1%* eh	*%	-%	-%	-%	-%	-%	*%	*%	*%	*%	-%
Whistl (Previously known as TNT Post)	**1**	-	*	-	-	*	-	*	*	*	1	1	-
	***%**	-%	*%	-%	-%	*%	-%	*%	*%	*%	*%	*%	-%
Postal Sort	**1**	-	-	*	-	*	*	1	*	1	*	*	1
	***%**	-%	-%	*%	-%	*%	*%	*1%* h	*%	*%	*%	*%	*%
Coopers Carriers	*	-	-	-	-	*	-	-	-	-	*	*	-
	***%**	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	*%	-%
Secured Mail	*	-	-	-	-	*	-	-	-	*	*	*	-
	***%**	-%	-%	-%	-%	*%	-%	-%	-%	*%	*%	*%	-%
Business Post	*	-	-	-	-	-	*	-	-	-	*	*	-
	***%**	-%	-%	-%	-%	-%	*1%* h	-%	-%	-%	*%	*%	-%
DHS	*	-	-	-	-	-	-	-	*	*	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
Eagle Couriers	*	-	-	-	-	-	-	-	*	-	*	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	*%	-%
First Post	*	-	-	-	-	-	-	-	*	*	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
Global Mailing	*	-	-	-	-	-	-	-	*	*	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
None	**1**	-	-	-	-	1	-	-	-	1	-	1	-
	***%**	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	*%	-%
Other answers	**65**	*	11	2	4	22	1	3	22	45	20	56	9
	***3%**	*1%*	*6%* dgh	*4%*	*2%*	*4%*	*1%*	*2%*	*3%*	*3%*	*4%*	*3%*	*4%*
NET: RM Only	**1562**	35	108	42	169	409	46	126	625	1203	359	1405	157
	***78%**	*92%* be	*62%*	*90%* be	*87%* be	*69%* b	*82%* be	*90%* beh	*83%* be	*78%*	*80%*	*78%*	*76%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2398**	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total	**2000**	38	176	47	194	589	56	141	756	1548	452	1794	206
NET: RM and Other	**275**	2	35	4	16	104	9	11	91	217	57	249	26
	14%	*5%*	*20%* **adgh**	*9%*	*8%*	*18%* **adgh**	*17%* **adg**	*8%*	*12%*	*14%*	*13%*	*14%*	*13%*
NET: Provider other than RM	**162**	1	32	*	9	75	1	4	40	127	35	140	23
	8%	*3%*	*18%* **acdefgh**	*1%*	*4%*	*13%* **acdfgh**	*1%*	*3%*	*5%*	*8%*	*8%*	*8%*	*11%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2398**	2274	124	1449	371	549
Weighted total	**2000**	1874	126	1243	290	433
Royal Mail	**1837**	1721	115	1153	271	388
	92%	*92%*	*91%*	*93%* c	*93%* c	*89%*
DPD	**89**	83	7	41	7	42
	4%	*4%*	*5%*	*3%*	*2%*	*10%* **ab**
Parcelforce	**74**	68	5	30	9	34
	4%	*4%*	*4%*	*2%*	*3%*	*8%* **ab**
Hermes	**67**	63	4	32	4	31
	3%	*3%*	*3%*	*3%*	*2%*	*7%* **ab**
DHL	**62**	58	4	37	7	15
	3%	*3%*	*3%*	*3%*	*2%*	*3%*
UPS	**51**	50	*	19	13	19
	3%	*3%*	**%*	*2%*	*4%* a	*4%* a
TNT Express	**31**	30	1	16	2	13
	2%	*2%*	*1%*	*1%*	*1%*	*3%* **ab**
FedEx	**29**	29	-	12	4	13
	1%	*2%*	*-%*	*1%*	*1%*	*3%* a
APC	**29**	28	*	11	4	13
	1%	*1%*	**%*	*1%*	*1%*	*3%* a
UK Mail	**26**	26	-	17	1	6
	1%	*1%*	*-%*	*1%*	**%*	*1%*
Pitney Bowes	**11**	11	-	4	3	4
	1%	*1%*	*-%*	**%*	*1%* a	*1%*
DX	**9**	9	-	*	3	5
	****%***	**%*	*-%*	**%*	*1%* a	*1%* a
Parcels to go	**8**	8	-	6	1	2
	****%***	**%*	*-%*	**%*	**%*	**%*
Collect Plus	**7**	7	-	5	*	2
	****%***	**%*	*-%*	**%*	**%*	**%*
Yodel	**4**	4	-	2	-	2
	****%***	**%*	*-%*	**%*	*-%*	**%*
Neo Post	**3**	3	-	-	3	-
	****%***	**%*	*-%*	*-%*	*1%* **ac**	*-%*
Tuffnels	**2**	2	-	2	*	*
	****%***	**%*	*-%*	**%*	**%*	**%*

Columns Tested: a,b - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2398**	2274	124	1449	371	549
Weighted total	**2000**	1874	126	1243	290	433
One Post	**2**	2	-	*	-	2
	***%**	*%	-%	*%	-%	*% a
Interparcel	**2**	2	-	-	-	2
	***%**	*%	-%	-%	-%	*% a
Amazon	**2**	2	-	2	-	-
	***%**	*%	-%	*%	-%	-%
Local Courier	**2**	2	-	2	-	-
	***%**	*%	-%	*%	-%	-%
Fastway Couriers	**1**	1	-	*	-	1
	***%**	*%	-%	*%	-%	*%
Whistl (Previously known as TNT Post)	**1**	1	-	1	-	*
	***%**	*%	-%	*%	-%	*%
Postal Sort	**1**	1	-	*	1	*
	***%**	*%	-%	*%	*%	*%
Coopers Carriers	*	*	-	-	-	*
	***%**	*%	-%	-%	-%	*%
Secured Mail	*	*	-	-	-	*
	***%**	*%	-%	-%	-%	*%
Business Post	*	*	-	-	-	*
	***%**	*%	-%	-%	-%	*%
DHS	*	*	-	-	-	*
	***%**	*%	-%	-%	-%	*%
Eagle Couriers	*	*	-	-	*	-
	***%**	*%	-%	-%	*%	-%
First Post	*	*	-	-	*	-
	***%**	*%	-%	-%	*%	-%
Global Mailing	*	*	-	-	-	*
	***%**	*%	-%	-%	-%	*%
None	**1**	-	1	1	-	-
	***%**	-%	*1%* a	*%	-%	-%
Other answers	**65**	60	5	33	7	19
	***3%**	*3%*	*4%*	*3%*	*3%*	*4%* a
NET: RM Only	**1562**	1462	100	1019	236	284
	***78%**	*78%*	*79%*	*82%* c	*81%* c	*65%*
NET: RM and Other	**275**	259	16	135	35	104
	***14%**	*14%*	*13%*	*11%*	*12%*	*24%* **ab**

Columns Tested: a,b - a,b,c

Produced by OLR
Issue date: 05/02/19

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2398**	2274	124	1449	371	549
Weighted total	**2000**	1874	126	1243	290	433
NET: Provider other than RM	**162**	152	10	89	19	46
	8%	*8%*	*8%*	*7%*	*7%*	*11%*
						ab

Columns Tested: a,b - a,b,c

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**2398**	1908	413	60	8	5	3	-	1	2321	77	904	1004	490
Weighted total	**2000**	1695	267	30	5	3	1	-	*	1962	38	905	790	305
Royal Mail	**1837**	1568	237	25	4	2	1	-	*	1805	32	852	716	269
	92%	*93%*	*89%*	*82%*	*90%*	*81%*	*100%*	*-%*	*100%*	*92%*	*83%*	*94%*	*91%*	*88%*
		bcj								**bcj**		**bc**		
DPD	**89**	53	30	4	2	*	*	-	-	83	6	24	28	37
	4%	*3%*	*11%*	*13%*	*39%*	*10%*	*59%*	*-%*	*-%*	*4%*	*17%*	*3%*	*4%*	*12%*
			ai	**ai**							**ai**			**ab**
Parcelforce	**74**	39	28	4	2	-	-	-	-	67	6	14	25	34
	4%	*2%*	*10%*	*13%*	*50%*	*-%*	*-%*	*-%*	*-%*	*3%*	*17%*	*2%*	*3%*	*11%*
			ai	**ai**						a	**ai**		a	**ab**
Hermes	**67**	51	9	5	2	-	*	-	-	60	8	12	39	16
	3%	*3%*	*3%*	*18%*	*39%*	*-%*	*41%*	*-%*	*-%*	*3%*	*20%*	*1%*	*5%*	*5%*
				abi							**abi**		a	a
DHL	**62**	44	16	1	-	-	-	-	-	60	1	12	32	17
	3%	*3%*	*6%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*3%*	*1%*	*4%*	*6%*
			ai										a	a
UPS	**51**	26	22	3	-	-	-	-	-	47	3	7	19	25
	3%	*2%*	*8%*	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*9%*	*1%*	*2%*	*8%*
			ai	**ai**						a	**ai**		a	**ab**
TNT Express	**31**	18	10	2	*	-	-	-	-	28	2	8	10	12
	2%	*1%*	*4%*	*7%*	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*6%*	*1%*	*1%*	*4%*
			ai	**ai**							**ai**			**ab**
FedEx	**29**	14	11	2	2	-	-	-	-	25	4	4	10	15
	1%	*1%*	*4%*	*7%*	*41%*	*-%*	*-%*	*-%*	*-%*	*1%*	*10%*	**%*	*1%*	*5%*
			ai	**ai**							**abi**			**ab**
APC	**29**	16	11	2	-	-	-	-	-	27	2	5	11	13
	1%	*1%*	*4%*	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*5%*	*1%*	*1%*	*4%*
			ai	**ai**							**ai**			**ab**
UK Mail	**26**	12	11	3	-	-	*	-	-	23	3	4	8	14
	1%	*1%*	*4%*	*11%*	*-%*	*-%*	*41%*	*-%*	*-%*	*1%*	*9%*	**%*	*1%*	*5%*
			ai	**abi**							**ai**			**ab**
Pitney Bowes	**11**	9	2	-	-	-	-	-	-	11	-	*	8	2
	1%	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	*1%*	*1%*
													a	a
DX	**9**	2	5	1	-	-	-	-	-	7	1	-	2	6
	****%***	**%*	*2%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*3%*	*-%*	**%*	*2%*
			ai	**ai**							**ai**			**ab**
Parcels to go	**8**	6	2	-	-	-	-	-	-	8	-	2	4	2
	****%***	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*1%*	*1%*
Collect Plus	**7**	5	2	*	-	-	-	-	-	7	*	-	5	2
	****%***	**%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*1%*	*1%*
													a	a
Yodel	**4**	2	*	2	-	-	-	-	-	2	2	*	2	2
	****%***	**%*	**%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*5%*	**%*	**%*	*1%*
				abi							**abi**			a
Neo Post	**3**	-	3	-	-	-	-	-	-	3	-	-	-	3
	****%***	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*1%*
			ai											**ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**2398**	1908	413	60	8	5	3	-	1	2321	77	904	1004	490
Weighted total	**2000**	1695	267	30	5	3	1	-	*	1962	38	905	790	305
Tuffnels	**2**	*	1	-	-	-	*	-	-	2	*	*	*	2
	***%**	*%*	*1%*	-%	-%	-%	*41%*	-%	-%	*%*	*1%*	*%*	*%*	*1%*
			ai								a			b
One Post	**2**	*	2	-	-	-	-	-	-	2	-	-	*	2
	***%**	*%*	*1%*	-%	-%	-%	-%	-%	-%	*%*	-%	-%	*%*	*1%*
			ai											**ab**
Interparcel	**2**	-	2	-	-	-	-	-	-	2	-	-	-	2
	***%**	-%	*1%*	-%	-%	-%	-%	-%	-%	*%*	-%	-%	-%	*1%*
			ai											**ab**
Amazon	**2**	2	-	-	-	-	-	-	-	2	-	2	-	-
	***%**	*%*	-%	-%	-%	-%	-%	-%	-%	*%*	-%	*%*	-%	-%
Local Courier	**2**	2	-	-	-	-	-	-	-	2	-	-	2	-
	***%**	*%*	-%	-%	-%	-%	-%	-%	-%	*%*	-%	-%	*%*	-%
Fastway Couriers	**1**	1	*	-	-	-	-	-	-	1	-	-	1	*
	***%**	*%*	*%*	-%	-%	-%	-%	-%	-%	*%*	-%	-%	*%*	*%*
Whistl (Previously known as TNT Post)	**1**	*	*	-	-	-	-	-	*	1	*	-	*	1
	***%**	*%*	*%*	-%	-%	-%	-%	-%	*100%*	*%*	*%*	-%	*%*	*%*
Postal Sort	**1**	*	1	*	*	-	-	-	-	1	*	*	-	1
	***%**	*%*	*%*	*%*	*2%*	-%	-%	-%	-%	*%*	*1%*	*%*	-%	*%*
			a								a			
Coopers Carriers	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	***%**	-%	*%*	-%	-%	-%	-%	-%	-%	*%*	-%	-%	-%	*%*
Secured Mail	*	-	-	-	-	*	*	-	-	-	*	-	-	*
	***%**	-%	-%	-%	-%	*9%*	*41%*	-%	-%	-%	*1%*	-%	-%	*%*
											abi			
Business Post	*	*	-	-	-	-	-	-	-	*	-	*	-	-
	***%**	*%*	-%	-%	-%	-%	-%	-%	-%	*%*	-%	*%*	-%	-%
DHS	*	*	-	-	-	-	-	-	-	*	-	*	-	-
	***%**	*%*	-%	-%	-%	-%	-%	-%	-%	*%*	-%	*%*	-%	-%
Eagle Couriers	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	***%**	-%	*%*	-%	-%	-%	-%	-%	-%	*%*	-%	-%	-%	*%*
First Post	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	***%**	-%	*%*	-%	-%	-%	-%	-%	-%	*%*	-%	-%	-%	*%*
Global Mailing	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	***%**	-%	*%*	-%	-%	-%	-%	-%	-%	*%*	-%	-%	-%	*%*
None	**1**	1	-	-	-	-	-	-	-	1	-	1	-	-
	***%**	*%*	-%	-%	-%	-%	-%	-%	-%	*%*	-%	*%*	-%	-%
Other answers	**65**	42	18	4	*	-	-	-	-	60	5	12	29	23
	***3%**	*2%*	*7%*	*15%*	*4%*	-%	-%	-%	-%	*3%*	*12%*	*1%*	*4%*	*8%*
			ai	**abi**							**ai**		a	**ab**
NET: RM Only	**1562**	1400	150	10	*	2	-	-	-	1550	12	803	597	162
	***78%**	*83%*	*56%*	*33%*	*6%*	*81%*	-%	-%	-%	*79%*	*32%*	*89%*	*76%*	*53%*
		bcij	**cj**							**bcj**		**bc**	c	

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**2398**	1908	413	60	8	5	3	-	1	2321	77	904	1004	490
Weighted total	**2000**	1695	267	30	5	3	1	-	*	1962	38	905	790	305
NET: RM and Other	**275**	168	87	15	4	-	1	-	*	255	20	48	120	107
	14%	*10%*	*33%* **ai**	*49%* **abi**	*84%*	*-%*	*100%*	*-%*	*100%*	*13%* a	*51%* **abi**	*5%*	*15%* a	*35%* **ab**
NET: Provider other than RM	**162**	126	30	5	*	1	-	-	-	156	6	52	74	37
	8%	*7%*	*11%* **ai**	*18%* **ai**	*10%*	*19%*	*-%*	*-%*	*-%*	*8%*	*17%* **ai**	*6%*	*9%* a	*12%* a

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total	**2398**	1469	998	1607	769	623	1539	1412	108	42	30	9	4	1
Weighted total	**2000**	1088	703	1219	609	435	1190	1113	54	27	17	3	4	*
Royal Mail	**1837**	1049	672	1172	532	412	1093	1073	52	23	17	3	4	*
	92%	*96%*	*96%*	*96%*	*87%*	*95%*	*92%*	*96%*	*96%*	*85%*	*99%*	*100%*	*100%*	*100%*
		df	**df**	**df**		**df**	d	c	c					
DPD	**89**	40	31	48	53	24	58	45	*	2	*	-	*	-
	4%	*4%*	*4%*	*4%*	*9%*	*6%*	*5%*	*4%*	*1%*	*7%*	*1%*	*-%*	*3%*	*-%*
					abcef					b				
Parcelforce	**74**	39	36	46	48	17	57	43	2	-	-	-	-	-
	4%	*4%*	*5%*	*4%*	*8%*	*4%*	*5%*	*4%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*
					abcef									
Hermes	**67**	26	29	33	49	18	50	25	3	-	4	*	-	-
	3%	*2%*	*4%*	*3%*	*8%*	*4%*	*4%*	*2%*	*6%*	*-%*	*24%*	*10%*	*-%*	*-%*
			ac		**abcef**	a	**ac**		a		**abc**			
DHL	**62**	26	21	32	39	9	35	29	2	-	*	-	-	-
	3%	*2%*	*3%*	*3%*	*6%*	*2%*	*3%*	*3%*	*5%*	*-%*	**%*	*-%*	*-%*	*-%*
					abcef									
UPS	**51**	25	19	26	40	12	35	21	2	-	4	-	-	-
	3%	*2%*	*3%*	*2%*	*7%*	*3%*	*3%*	*2%*	*3%*	*-%*	*23%*	*-%*	*-%*	*-%*
					abcef						**abc**			
TNT Express	**31**	16	14	19	20	7	21	16	1	-	2	-	-	-
	2%	*1%*	*2%*	*2%*	*3%*	*2%*	*2%*	*1%*	*2%*	*-%*	*12%*	*-%*	*-%*	*-%*
					acf						**abc**			
FedEx	**29**	17	11	19	20	11	21	17	*	-	2	-	-	-
	1%	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*1%*	**%*	*-%*	*11%*	*-%*	*-%*	*-%*
					abcf						**abc**			
APC	**29**	12	11	13	17	12	23	13	*	-	-	-	-	-
	1%	*1%*	*2%*	*1%*	*3%*	*3%*	*2%*	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
					ac	**ac**	c							
UK Mail	**26**	11	8	13	20	8	18	12	-	-	*	1	-	-
	1%	*1%*	*1%*	*1%*	*3%*	*2%*	*1%*	*1%*	*-%*	*-%*	*1%*	*38%*	*-%*	*-%*
					abcf									
Pitney Bowes	**11**	7	7	9	2	5	10	7	*	2	-	-	-	-
	1%	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	**%*	*7%*	*-%*	*-%*	*-%*	*-%*
										ab				
DX	**9**	7	7	7	6	2	7	7	-	-	*	*	-	-
	****%***	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*	*2%*	*-%*	*-%*
Parcels to go	**8**	5	4	5	5	-	2	5	-	1	-	-	-	-
	****%***	**%*	*1%*	**%*	*1%*	*-%*	**%*	**%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*
					ef									
Collect Plus	**7**	4	4	4	5	2	4	4	-	-	-	-	-	-
	****%***	**%*	*1%*	**%*	*1%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Yodel	**4**	*	2	2	4	*	2	2	-	-	-	-	-	-
	****%***	**%*	**%*	**%*	*1%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
					a									
Neo Post	**3**	1	*	1	*	3	3	1	-	*	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	*1%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*
						abcd								

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total	2398	1469	998	1607	769	623	1539	1412	108	42	30	9	4	1
Weighted total	2000	1088	703	1219	609	435	1190	1113	54	27	17	3	4	*
Tuffnels	2	1	*	1	2	*	1	1	*	-	-	-	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%
One Post	2	2	2	2	2	-	2	2	-	-	-	-	-	-
	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%
Interparcel	2	-	-	-	-	-	2	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%
Amazon	2	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Local Courier	2	2	*	2	2	*	2	2	-	-	-	-	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	-%
Fastway Couriers	1	1	*	1	*	*	1	1	-	*	-	-	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	-%	2% a	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	1	1	1	1	*	*	1	1	-	-	-	*	-	*
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	10%	-%	100%
Postal Sort	1	1	*	1	*	1	1	*	*	-	1	-	*	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	4% a	-%	3%	-%
Coopers Carriers	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	-%
Secured Mail	*	*	*	*	*	-	*	-	-	-	*	-	-	-
	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	3% a	-%	-%	-%
Business Post	*	-	*	*	-	*	*	*	-	-	-	-	-	-
	*%	-%	*%	*%	-%	*%	*%	*%	-%	-%	-%	-%	-%	-%
DHS	*	-	-	-	-	*	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	*	*	-	*	-	-	*	-	-	*	-	-	-	-
	*%	*%	-%	*%	-%	-%	*%	-%	-%	*% a	-%	-%	-%	-%
First Post	*	*	*	*	-	*	*	*	-	-	-	-	-	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%	-%	-%	-%	-%
Global Mailing	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	-%
None	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	65	40	32	44	41	18	39	38	*	4	1	-	2	-
	3%	4%	5%	4%	7% acef	4%	3%	3%	1%	13% ab	3%	-%	48%	-%
NET: RM Only	1562	879	532	980	348	332	900	901	44	21	9	1	2	-
	78%	81% bdef	76% d	80% bdef	57%	76% d	76% d	81% d	82% d	75%	55%	50%	50%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 05/02/19

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total	**2398**	1469	998	1607	769	623	1539	1412	108	42	30	9	4	1
Weighted total	**2000**	1088	703	1219	609	435	1190	1113	54	27	17	3	4	*
NET: RM and Other	**275**	169	140	192	184	80	194	172	7	3	7	1	2	*
	14%	*16%*	*20%* **acf**	*16%*	*30%* **abcef**	*18%*	*16%*	*15%*	*13%*	*10%*	*43%* **abc**	*50%*	*50%*	*100%*
NET: Provider other than RM	**162**	40	31	47	77	22	96	41	2	4	*	-	-	-
	8%	*4%*	*4%*	*4%*	*13%* **abcef**	*5%*	*8%* **abce**	*4%*	*4%*	*15%* **ab**	*1%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**2398**	733	17	11	4	1	3	-	4	487	391	399	316	13
Weighted total	**2000**	586	10	7	5	*	*	-	1	450	298	284	176	11
Royal Mail	**1837**	510	9	7	5	*	*	-	1	432	281	273	173	11
	92%	*87%*	*92%*	*100%*	*100%*	*100%*	*100%*	*-%*	*100%*	*96%*	*94%*	*96%*	*99%* **abc**	*100%*
DPD	**89**	42	5	3	4	-	*	-	*	11	10	16 a	10 a	-
	4%	*7%*	*49%*	*43%*	*69%*	*-%*	*56%*	*-%*	*44%*	*3%*	*3%*	*6%*	*6%*	*-%*
Parcelforce	**74**	40	3	3	2	-	-	-	-	14	12	15	4	*
	4%	*7%*	*33%*	*41%*	*31%*	*-%*	*-%*	*-%*	*-%*	*3%*	*4%*	*5%*	*3%*	*3%*
Hermes	**67**	43	-	2	3	-	*	-	*	13	3	7	10	-
	3%	*7%*	*-%*	*27%*	*65%*	*-%*	*56%*	*-%*	*44%*	*3%*	*1%*	*2%*	*6%* **abc**	*-%*
DHL	**62**	38	*	1	-	-	-	-	-	12 b	10	6	4	-
	3%	*7%*	*1%*	*17%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*3%*	*2%*	*2%*	*-%*
UPS	**51**	37	3	*	-	-	-	-	-	11	3	9 b	3	-
	3%	*6%*	*27%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*3%*	*2%*	*-%*
TNT Express	**31**	20	*	-	-	-	-	-	-	9 d	4	5 d	*	-
	2%	*3%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*2%*	**%*	*-%*
FedEx	**29**	18	*	*	2	-	-	-	-	5	6	5	4	-
	1%	*3%*	*1%*	*2%*	*35%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*	*2%*	*2%*	*-%*
APC	**29**	17	*	*	-	-	-	-	-	1	6 **ad**	5 **ad**	*	-
	1%	*3%*	**%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*2%*	*2%*	**%*	*-%*
UK Mail	**26**	18	-	-	2	-	*	-	*	5	3	1	4 c	*
	1%	*3%*	*-%*	*-%*	*34%*	*-%*	*56%*	*-%*	*44%*	*1%*	*1%*	**%*	*2%*	*2%*
Pitney Bowes	**11**	2	-	-	-	-	-	-	-	3	*	5 **bd**	*	-
	1%	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*2%*	**%*	*-%*
DX	**9**	5	1	-	-	-	-	-	-	-	-	2	5 **abc**	*
	****%***	*1%*	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*3%*	*4%*
Parcels to go	**8**	5	-	-	-	-	-	-	-	2	2	2	-	-
	****%***	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*1%*	*-%*	*-%*
Collect Plus	**7**	5	-	-	-	-	-	-	-	-	2	2	-	-
	****%***	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*
Yodel	**4**	2	-	2	-	-	-	-	-	-	-	2	*	-
	****%***	**%*	*-%*	*27%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*
Neo Post	**3**	*	-	-	-	-	-	-	-	*	-	-	1	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*
Tuffnels	**2**	1	*	-	-	-	-	-	-	*	1	-	*	-
	****%***	**%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**2398**	733	17	11	4	1	3	-	4	487	391	399	316	13
Weighted total	**2000**	586	10	7	5	*	*	-	1	450	298	284	176	11
One Post	**2**	2	-	-	-	-	-	-	-	-	*	2	-	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*1%*	-%	-%
Interparcel	**2**	-	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Amazon	**2**	-	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Local Courier	**2**	2	-	-	-	-	-	-	-	*	1	-	-	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%
Fastway Couriers	**1**	*	-	-	-	-	-	-	-	1	-	-	-	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**1**	*	-	-	-	-	*	-	*	-	-	*	1	-
	***%**	*%	-%	-%	-%	-%	*30%*	-%	*24%*	-%	-%	*%	*%	-%
Postal Sort	**1**	*	-	-	-	-	-	-	-	*	-	*	1	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	*%	-%
Coopers Carriers	*	*	-	-	-	-	-	-	-	-	-	-	*	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
Secured Mail	*	-	-	-	-	-	*	-	*	-	-	-	*	-
	***%**	-%	-%	-%	-%	-%	*56%*	-%	*44%*	-%	-%	-%	*%	-%
Business Post	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
DHS	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	*	-	-	-	-	-	-	-	-	*	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
First Post	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
Global Mailing	*	-	*	-	-	-	-	-	-	-	*	-	-	-
	***%**	-%	*1%*	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
None	**1**	-	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**65**	40	*	-	*	-	-	-	-	17	8	13	7	-
	***3%**	*7%*	*2%*	-%	*1%*	-%	-%	-%	-%	*4%*	*3%*	*5%*	*4%*	-%
NET: RM Only	**1562**	343	3	2	-	*	*	-	*	373	246	215	135	10
	***78%**	*58%*	*33%*	*26%*	-%	*100%*	*13%*	-%	*32%*	*83%* **cd**	*83%* c	*76%*	*77%*	*91%*
NET: RM and Other	**275**	167	6	5	5	-	*	-	*	59	35	59	38	1
	***14%**	*29%*	*60%*	*74%*	*100%*	-%	*87%*	-%	*68%*	*13%*	*12%*	*21%* **ab**	*22%* **ab**	*9%*
NET: Provider other than RM	**162**	76	1	-	-	-	-	-	-	18	17	10	2	-
	***8%**	*13%*	*8%*	-%	-%	-%	-%	-%	-%	*4%* d	*6%* d	*4%* d	*1%*	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
Royal Mail	**1837**	191	119	145	73	3	344	23	162	1744	93	1165	6
	92%	*92%* **bc**	*85%*	*85%*	*86%*	*60%*	*84%*	*97%* a	*95%* a	*100%* b	*36%*	*100%* b	*11%*
DPD	**89**	6	8	20	17	2	47	1	6	41	49	46	2
	4%	*3%*	*6%*	*12%* a	*20%* **abc**	*43%*	*11%* c	*5%*	*3%*	*2%*	*19%* a	*4%*	*3%*
Parcelforce	**74**	7	13	14	13	*	42	2	4	36	37	38	8
	4%	*4%*	*9%* a	*8%* a	*15%* a	*8%*	*10%* c	*7%*	*3%*	*2%*	*15%* a	*3%*	*15%* a
Hermes	**67**	12	10	15	9	2	43	1	5	24	43	29	4
	3%	*6%*	*7%*	*9%*	*10%*	*43%*	*10%* c	*6%*	*3%*	*1%*	*17%* a	*2%*	*7%* a
DHL	**62**	9	10	13	7	-	25	2	13	20	41	26	6
	3%	*4%*	*7%*	*8%*	*8%*	*-%*	*6%*	*7%*	*8%*	*1%*	*16%* a	*2%*	*10%* a
UPS	**51**	2	11	20	5	2	32	*	8	27	24	25	2
	3%	*1%*	*8%* a	*12%* **ad**	*5%* a	*40%*	*8%*	*1%*	*5%*	*2%*	*9%* a	*2%*	*3%*
TNT Express	**31**	6	2	11	1	*	14	*	6	18	13	14	5
	2%	*3%*	*1%*	*6%* **bd**	*2%*	*1%*	*3%*	*1%*	*3%*	*1%*	*5%* a	*1%*	*9%* a
FedEx	**29**	5	2	6	6	*	18	*	2	12	17	19	*
	1%	*3%*	*2%*	*4%*	*7%* **ab**	*4%*	*4%* c	*1%*	*1%*	*1%*	*7%* a	*2%*	*%*
APC	**29**	2	3	6	5	-	16	*	1	11	17	11	1
	1%	*1%*	*2%*	*4%*	*6%* a	*-%*	*4%* c	*1%*	*1%*	*1%*	*7%* a	*1%*	*3%*
UK Mail	**26**	*	8	7	6	*	20	-	*	7	20	12	1
	1%	*%*	*5%* a	*4%* a	*7%* a	*5%*	*5%* c	*-%*	*%*	*%*	*8%* a	*1%*	*3%*
Pitney Bowes	**11**	*	*	2	-	-	2	*	*	2	9	1	8
	1%	*%*	*%*	*1%*	*-%*	*-%*	*1%*	*%*	*%*	*%*	*4%* a	*%*	*14%* a
DX	**9**	2	1	3	*	-	3	-	3	7	1	7	*
	%	*1%*	*1%*	*2%*	*%*	*-%*	*1%*	*-%*	*2%*	*%*	*1%*	*1%*	*%*
Parcels to go	**8**	3	2	-	-	-	3	1	-	3	5	3	2
	%	*1%*	*1%*	*-%*	*-%*	*-%*	*1%*	*4%* **ac**	*-%*	*%*	*2%* a	*%*	*3%* a
Collect Plus	**7**	2	-	3	*	-	5	-	-	4	3	4	-
	%	*1%*	*-%*	*2%*	*%*	*-%*	*1%*	*-%*	*-%*	*%*	*1%* a	*%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
Yodel	**4**	-	-	2	2	-	4	-	-	2	2	2	-
	***%**	-%	-%	*1%*	*2%* ab	-%	*1%*	-%	-%	*%	*1%* a	*%	-%
Neo Post	**3**	-	-	*	-	-	-	*	-	*	3	*	1
	***%**	-%	-%	*%	-%	-%	-%	*%	-%	*%	*1%* a	*%	*2%* a
Tuffnels	**2**	*	*	1	*	-	2	-	-	*	2	*	1
	***%**	*%	*%	*1%*	*1%*	-%	*%	-%	-%	*%	*1%* a	*%	*2%* a
One Post	**2**	-	*	2	-	-	2	-	-	*	2	2	-
	***%**	-%	*%	*1%*	-%	-%	*%	-%	-%	*%	*1%* a	*%	-%
Interparcel	**2**	-	-	-	-	-	-	-	-	2	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Amazon	**2**	-	-	-	-	-	-	-	-	2	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Local Courier	**2**	1	-	-	-	*	2	-	-	*	2	1	1
	***%**	*1%*	-%	-%	-%	*10%*	*%	-%	-%	*%	*1%* a	*%	*2%* a
Fastway Couriers	**1**	*	-	-	-	-	*	-	-	*	1	1	*
	***%**	*%	-%	-%	-%	-%	*%	-%	-%	*%	*% a	*%	*1%* a
Whistl (Previously known as TNT Post)	**1**	-	-	*	*	-	*	*	-	-	1	-	1
	***%**	-%	-%	*%	*%	-%	*%	*1%*	-%	-%	*% a	-%	*2%* a
Postal Sort	**1**	*	-	*	-	-	*	-	-	*	1	*	1
	***%**	*%	-%	*%	-%	-%	*%	-%	-%	*%	*% a	*%	*2%* a
Coopers Carriers	*	-	*	-	-	-	*	-	-	-	*	*	-
	***%**	-%	*%	-%	-%	-%	*%	-%	-%	-%	*% a	*%	-%
Secured Mail	*	-	-	-	-	*	*	-	-	*	*	*	*
	***%**	-%	-%	-%	-%	*5%*	*%	-%	-%	*%	*%	*%	*%
Business Post	*	-	-	-	-	-	-	-	-	*	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%
DHS	*	-	-	-	-	-	-	-	-	*	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Eagle Couriers	*	-	-	-	-	-	-	-	-	-	*	-	*
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
First Post	*	-	-	-	-	-	-	-	-	-	*	-	*
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%
Global Mailing	*	*	-	-	-	-	*	-	-	-	*	-	*
	***%**	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	*%
None	**1**	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**65**	10	10	14	6	*	33	*	7	23	42	29	15
	***3%**	*5%*	*7%*	*8%*	*7%*	*1%*	*8%* c	**%*	*4%*	*1%*	*17%* a	*3%*	*28%* a
NET: RM Only	**1562**	150	79	76	39	2	201	17	127	1562	-	979	-
	***78%**	*72%* **bcd**	*56%* c	*45%*	*46%*	*34%*	*49%*	*71%* a	*74%* a	*90%* b	-%	*84%* b	-%
NET: RM and Other	**275**	41	40	68	34	1	144	6	34	182	93	186	6
	***14%**	*20%*	*29%* a	*40%* **ab**	*39%* a	*26%*	*35%* c	*26%*	*20%*	*10%*	*36%* a	*16%*	*11%*
NET: Provider other than RM	**162**	17	20	25	12	2	67	1	9	-	162	-	47
	***8%**	*8%*	*15%* a	*15%* a	*14%*	*40%*	*16%* **bc**	*3%*	*5%*	-%	*64%* a	-%	*89%* a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2398**	77	164	224	33	531	238	477	1370	220	1
Weighted total	**2000**	62	137	177	19	402	207	340	1009	122	2
Royal Mail	**1837**	62	123	177	16	402	130	325	977	114	-
	92%	*100%* b	*90%*	*100%* b	*84%*	*100%* b	*63%*	*96%*	*97%* c	*93%*	*-%*
DPD	**89**	13	37	43	4	12	41	14	38	3	-
	4%	*21%*	*27%*	*24%*	*21%*	*3%*	*20%* a	*4%*	*4%*	*3%*	*-%*
Parcelforce	**74**	16	19	38	2	14	34	23	31	10	-
	4%	*26%* b	*14%*	*21%*	*10%*	*3%*	*16%* a	*7%* b	*3%*	*8%* b	*-%*
Hermes	**67**	9	28	30	3	9	40	7	23	5	-
	3%	*14%*	*21%*	*17%*	*14%*	*2%*	*19%* a	*2%*	*2%*	*4%*	*-%*
DHL	**62**	5	28	23	5	4	36	15	24	12	-
	3%	*8%*	*21%* a	*13%*	*25%*	*1%*	*17%* a	*5%* b	*2%*	*10%* **ab**	*-%*
UPS	**51**	10	28	24	*	6	34	12	22	7	-
	3%	*16%*	*20%*	*14%*	*2%*	*2%*	*16%* a	*4%*	*2%*	*6%* b	*-%*
TNT Express	**31**	6	12	13	2	6	14	6	12	6	-
	2%	*10%*	*9%*	*7%*	*9%*	*1%*	*7%* a	*2%*	*1%*	*5%* **ab**	*-%*
FedEx	**29**	1	19	18	*	1	19	5	17	8	-
	1%	*2%*	*14%* a	*10%*	*1%*	**%*	*9%* a	*2%*	*2%*	*6%* **ab**	*-%*
APC	**29**	4	11	10	2	2	15	5	12	2	-
	1%	*6%*	*8%*	*5%*	*10%*	*1%*	*7%* a	*1%*	*1%*	*2%*	*-%*
UK Mail	**26**	3	13	11	1	2	19	2	10	-	-
	1%	*5%*	*9%*	*6%*	*6%*	**%*	*9%* a	*1%*	*1%*	*-%*	*-%*
Pitney Bowes	**11**	-	*	*	2	-	2	2	7	2	-
	1%	*-%*	**%*	**%*	*10%* a	*-%*	*1%* a	*1%*	*1%*	*1%*	*-%*
DX	**9**	1	5	6	1	3	3	2	7	1	-
	****%***	*2%*	*4%*	*4%*	*3%*	*1%*	*2%*	*1%*	*1%*	*1%*	*-%*
Parcels to go	**8**	2	1	3	1	3	2	3	3	-	-
	****%***	*4%*	*1%*	*2%*	*3%*	*1%*	*1%*	*1%*	**%*	*-%*	*-%*
Collect Plus	**7**	2	1	4	-	2	3	2	2	-	-
	****%***	*3%*	*1%*	*2%*	*-%*	**%*	*2%*	*1%*	**%*	*-%*	*-%*
Yodel	**4**	2	2	2	-	2	2	-	*	-	-
	****%***	*3%*	*1%*	*1%*	*-%*	*1%*	*1%*	*-%*	**%*	*-%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2398**	77	164	224	33	531	238	477	1370	220	1
Weighted total	**2000**	62	137	177	19	402	207	340	1009	122	2
Neo Post	**3**	*	-	*	*	*	-	*	1	*	-
	***%**	*%	-%	*%	*1%*	*%	-%	*%	*%	*%	-%
Tuffnels	**2**	*	*	*	-	*	2	-	1	-	-
	***%**	*1%*	*%	*%	-%	*%	*1%*	-%	*%	-%	-%
One Post	**2**	*	2	2	-	*	2	*	2	-	-
	***%**	*%	*1%*	*1%*	-%	*%	*1%* a	*%	*%	-%	-%
Interparcel	**2**	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Amazon	**2**	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Local Courier	**2**	-	*	1	-	-	2	*	2	*	-
	***%**	-%	*%	*%	-%	-%	*1%* a	*%	*%	*%	-%
Fastway Couriers	**1**	-	*	1	-	-	*	1	1	1	-
	***%**	-%	*%	*1%*	-%	-%	*%	*%	*%	*1%* b	-%
Whistl (Previously known as TNT Post)	**1**	*	*	*	*	*	*	*	1	*	-
	***%**	*%	*%	*%	*1%*	*%	*%	*%	*%	*%	-%
Postal Sort	**1**	-	*	-	1	-	*	*	1	*	-
	***%**	-%	*%	-%	*4%* a	-%	*%	*%	*%	*%	-%
Coopers Carriers	*	-	*	*	-	-	*	-	*	-	-
	***%**	-%	*%	*%	-%	-%	*%	-%	*%	-%	-%
Secured Mail	*	*	-	*	-	*	-	-	*	-	-
	***%**	*%	-%	*%	-%	*%	-%	-%	*%	-%	-%
Business Post	*	-	-	*	-	-	-	-	-	-	-
	***%**	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%
DHS	*	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	*	-	-	-	*	-	-	-	*	-	-
	***%**	-%	-%	-%	*1%*	-%	-%	-%	*%	-%	-%
First Post	*	-	-	*	-	-	-	*	*	*	-
	***%**	-%	-%	*%	-%	-%	-%	*%	*%	*%	-%
Global Mailing	*	-	*	-	*	-	*	-	*	-	-
	***%**	-%	*%	-%	*%	-%	*%	-%	*%	-%	-%
None	**1**	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	***d**
Unweighted total	**2398**	77	164	224	33	531	238	477	1370	220	1
Weighted total	**2000**	62	137	177	19	402	207	340	1009	122	2
Other answers	**65**	11	19	31	3	11	30	16	34	8	2
	3%	*18%*	*14%*	*18%*	*16%*	*3%*	*14%* a	*5%*	*3%*	*7%* b	*100%*
NET: RM Only	**1562**	-	-	-	-	348	-	261	827	81	-
	78%	-%	-%	-%	-%	*87%* b	-%	*77%* c	*82%* **ac**	*66%*	-%
NET: RM and Other	**275**	62	123	177	16	54	130	65	150	33	-
	14%	*100%* b	*90%*	*100%* b	*84%*	*13%*	*63%* a	*19%* b	*15%*	*27%* **ab**	-%
NET: Provider other than RM	**162**	-	14	-	3	-	77	14	32	8	2
	8%	-%	*10%* a	-%	*16%* a	-%	*37%* a	*4%*	*3%*	*7%* b	*100%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	2398	384	877	164	-	507	502	180	6	1409	943	594	1220	999	15
Weighted total	2000	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
Royal Mail	1837	265	575	79	-	334	336	103	4	1044	668	448	907	692	5
	92%	96% c	96% c	88%	-%	85%	90% a	85%	100%	100%	100%	100%	100%	100%	100%
DPD	89	12	23	1	-	40	28	14	2	40	29	30	33	30	1
	4%	4%	4%	1%	-%	10%	8%	12%	41%	4%	4%	7% ab	4%	4%	13%
Parcelforce	74	17	30	6	-	43	17	7	1	31	28	23	26	21	*
	4%	6%	5%	6%	-%	11% b	5%	6%	13%	3%	4%	5% a	3%	3%	6%
Hermes	67	12	22	2	-	31	27	3	-	25	26	18	18	20	-
	3%	4%	4%	2%	-%	8% c	7% c	2%	-%	2%	4% a	4% a	2%	3%	-%
DHL	62	14	19	9	-	32	18	25	-	21	18	14	25	15	*
	3%	5%	3%	10% ab	-%	8% b	5%	21% ab	-%	2%	3%	3%	3%	2%	2%
UPS	51	12	17	7	-	36	23	16	-	22	19	26	22	15	*
	3%	4%	3%	7% b	-%	9%	6%	13% b	-%	2%	3%	6% ab	2%	2%	2%
TNT Express	31	6	10	8	-	16	12	5	-	13	11	13	13	8	-
	2%	2%	2%	9% ab	-%	4%	3%	4%	-%	1%	2%	3% a	1%	1%	-%
FedEx	29	3	10	7	-	15	12	11	-	16	10	11	16	12	*
	1%	1%	2%	7% ab	-%	4%	3%	9% ab	-%	2%	2%	3%	2%	2%	2%
APC	29	6	11	1	-	16	8	5	-	11	10	8	8	7	-
	1%	2%	2%	2%	-%	4%	2%	4%	-%	1%	1%	2%	1%	1%	-%
UK Mail	26	3	5	-	-	15	7	1	*	10	7	5	6	10	-
	1%	1%	1%	-%	-%	4% c	2%	1%	6%	1%	1%	1%	1%	1%	-%
Pitney Bowes	11	3	5	1	-	2	*	2	-	1	*	-	*	1	-
	1%	1%	1%	1%	-%	1%	*%	1% b	-%	*%	*%	-%	*%	*%	-%
DX	9	3	7	1	-	5	3	2	-	7	5	4	7	5	-
	*%	1%	1%	1%	-%	1%	1%	1%	-%	1%	1%	1%	1%	1%	-%
Parcels to go	8	-	4	-	-	2	4	-	-	3	2	3	3	2	-
	*%	-%	1%	-%	-%	*%	1%	-%	-%	*%	*%	1%	*%	*%	-%
Collect Plus	7	2	2	-	-	5	1	-	-	4	4	3	4	2	-
	*%	1%	*%	-%	-%	1%	*%	-%	-%	*%	1%	1%	*%	*%	-%
Yodel	4	2	*	-	-	4	*	*	-	*	2	2	-	-	-
	*%	1% b	*%	-%	-%	1% b	*%	*%	-%	*%	*%	*% a	-%	-%	-%
Neo Post	3	*	*	*	-	*	*	-	-	*	*	*	*	-	-
	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	*%	*%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	2398	384	877	164	-	507	502	180	6	1409	943	594	1220	999	15
Weighted total	2000	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
Tuffnels	2	*	*	-	-	1	1	-	-	*	*	*	*	*	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	*%	*%	*%	-%
One Post	2	*	2	-	-	2	-	-	-	2	2	*	*	2	-
	*%	*%	*%	-%	-%	*%	-%	-%	-%	*%	*%	*%	*%	*%	-%
Interparcel	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Amazon	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Local Courier	2	-	*	-	-	2	-	-	-	1	*	-	1	-	-
	*%	-%	*%	-%	-%	*%	-%	-%	-%	*%	*%	-%	*%	-%	-%
Fastway Couriers	1	*	*	*	-	-	*	-	-	1	-	-	*	1	-
	*%	*%	*%	1%	-%	-%	*%	-%	-%	*%	-%	-%	*%	*%	-%
Whistl (Previously known as TNT Post)	1	*	1	*	-	*	*	*	-	1	1	*	*	1	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
Postal Sort	1	-	*	*	-	*	*	*	-	1	*	*	1	1	-
	*%	-%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
Coopers Carriers	*	-	*	-	-	-	*	-	-	*	*	-	-	*	-
	*%	-%	*%	-%	-%	-%	*%	-%	-%	*%	*%	-%	-%	*%	-%
Secured Mail	*	-	*	-	-	*	*	-	-	*	*	*	-	*	-
	*%	-%	*%	-%	-%	*%	*%	-%	-%	*%	*%	*%	-%	*%	-%
Business Post	*	*	*	*	-	-	-	-	-	-	*	-	*	*	-
	*%	*%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	*%	*%	-%
DHS	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	*	*	*	*	-	-	-	-	-	*	*	-	*	*	-
	*%	*%	*%	*%	-%	-%	-%	-%	-%	*%	*%	-%	*%	*%	-%
Global Mailing	*	*	*	*	-	*	*	-	-	-	-	-	-	-	-
	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%
None	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	65	11	29	7	-	28	26	11	2	31	26	16	23	21	*
	3%	4%	5%	8%	-%	7%	7%	9%	39%	3%	4%	4%	3%	3%	5%
NET: RM Only	1562	199	458	57	-	200	236	57	*	877	532	332	765	572	4
	78%	72% c	76% c	63%	-%	51%	64% ac	47%	3%	84% bc	80% c	74%	84%	83%	78%
NET: RM and Other	275	65	117	23	-	134	99	46	4	168	136	115	142	121	1
	14%	24%	19%	25%	-%	34% b	27%	38% b	97%	16%	20% a	26% ab	16%	17%	22%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 05/02/19

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**2398**	384	877	164	-	507	502	180	6	1409	943	594	1220	999	15
Weighted total	**2000**	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
NET: Provider other than RM	**162**	12	27	11	-	60	35	18	-	-	-	-	-	-	-
	8%	*4%*	*4%*	*12%* **ab**	*-%*	*15%* b	*10%*	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2398**	423	297	367	117	92	1159	982	55	21	18	16
Weighted total	**2000**	291	204	274	75	52	860	688	37	16	19	11
Royal Mail	**1837**	273	191	243	69	50	860	688	37	16	19	11
	92%	*94%* c	*93%* c	*89%*	*92%*	*97%* c	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*
DPD	**89**	20	16	14	9	5	36	31	2	*	3	3
	4%	*7%*	*8%*	*5%*	*12%* c	*9%*	*4%*	*5%*	*5%*	*1%*	*17%*	*25%*
Parcelforce	**74**	21	13	34	4	4	27	22	3	2	7	2
	4%	*7%*	*6%*	*12%* **abd**	*6%*	*7%*	*3%*	*3%*	*8%*	*13%*	*38%*	*14%*
Hermes	**67**	15	16	19	-	2	17	21	5	2	6	2
	3%	*5%* d	*8%* d	*7%* d	*-%*	*4%* d	*2%*	*3%*	*13%*	*12%*	*32%*	*16%*
DHL	**62**	14	8	18	13	7	23	11	1	2	2	1
	3%	*5%*	*4%*	*7%*	*18%* **abc**	*13%* **abc**	*3%*	*2%*	*3%*	*12%*	*10%*	*8%*
UPS	**51**	21	14	20	9	8	24	17	-	*	2	1
	3%	*7%*	*7%*	*7%*	*12%*	*16%* **abc**	*3%*	*2%*	*-%*	*1%*	*11%*	*13%*
TNT Express	**31**	12	11	9	2	2	14	7	*	-	4	-
	2%	*4%*	*5%*	*3%*	*3%*	*5%*	*2%*	*1%*	*1%*	*-%*	*20%*	*-%*
FedEx	**29**	9	11	8	7	4	17	11	-	4	-	-
	1%	*3%*	*5%*	*3%*	*9%* **ac**	*8%* c	*2%*	*2%*	*-%*	*22%*	*-%*	*-%*
APC	**29**	6	2	5	2	*	8	8	-	-	2	-
	1%	*2%*	*1%*	*2%*	*3%*	*1%*	*1%*	*1%*	*-%*	*-%*	*9%*	*-%*
UK Mail	**26**	2	4	6	*	*	5	8	2	-	1	-
	1%	*1%*	*2%*	*2%* a	**%*	*1%*	*1%*	*1%*	*5%*	*-%*	*8%*	*-%*
Pitney Bowes	**11**	*	*	*	-	-	*	*	-	-	-	-
	1%	**%*	**%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*
DX	**9**	4	3	1	1	2	8	4	*	-	-	-
	****%***	*1%*	*2%*	**%*	*1%*	*3%* c	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*
Parcels to go	**8**	2	2	3	-	-	3	2	-	-	-	-
	****%***	*1%*	*1%*	*1%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*
Collect Plus	**7**	3	2	2	-	-	3	-	-	-	2	-
	****%***	*1%*	*1%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*9%*	*-%*
Yodel	**4**	-	*	4	*	-	*	-	-	-	-	2
	****%***	*-%*	**%*	*1%* a	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*16%*
Neo Post	**3**	*	-	*	-	-	*	-	-	-	-	-
	****%***	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	**b**	**c**	**d**
Unweighted total	**2398**	423	297	367	117	92	1159	982	55	21	18	16
Weighted total	**2000**	291	204	274	75	52	860	688	37	16	19	11
Tuffnels	**2**	-	1	1	-	-	*	*	*	-	-	-
	***%**	-%	*1%*	**%*	-%	-%	**%*	**%*	**%*	-%	-%	-%
One Post	**2**	-	-	*	-	-	-	2	-	-	-	-
	***%**	-%	-%	**%*	-%	-%	-%	**%*	-%	-%	-%	-%
Interparcel	**2**	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Amazon	**2**	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Local Courier	**2**	1	-	-	-	-	1	-	-	-	-	-
	***%**	**%*	-%	-%	-%	-%	**%*	-%	-%	-%	-%	-%
Fastway Couriers	**1**	-	-	-	-	-	*	1	-	-	-	-
	***%**	-%	-%	-%	-%	-%	**%*	**%*	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**1**	-	*	*	-	-	*	1	*	-	-	-
	***%**	-%	**%*	**%*	-%	-%	**%*	**%*	**%*	-%	-%	-%
Postal Sort	**1**	-	-	*	-	-	1	1	-	-	-	-
	***%**	-%	-%	**%*	-%	-%	**%*	**%*	-%	-%	-%	-%
Coopers Carriers	*	-	-	-	-	-	-	*	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	**%*	-%	-%	-%	-%
Secured Mail	*	-	-	*	-	-	-	*	-	-	-	-
	***%**	-%	-%	**%*	-%	-%	-%	**%*	-%	-%	-%	-%
Business Post	*	-	-	-	-	-	*	*	-	*	-	-
	***%**	-%	-%	-%	-%	-%	**%*	**%*	-%	*2%*	-%	-%
DHS	*	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	*	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	*	-	-	-	-	-	-	*	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	**%*	-%	-%	-%	-%
Global Mailing	*	-	-	-	-	-	*	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	**%*	-%	-%	-%	-%	-%
None	**1**	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**65**	14	10	18	6	3	21	18	4	*	2	2
	***3%**	*5%*	*5%*	*7%*	*8%*	*5%*	*2%*	*3%*	*10%*	*2%*	*13%*	*19%*
NET: RM Only	**1562**	195	125	160	38	30	720	573	25	10	3	6
	***78%**	*67%* **cd**	*61%*	*58%*	*51%*	*58%*	*84%*	*83%*	*67%*	*61%*	*16%*	*48%*
NET: RM and Other	**275**	78	66	83	31	20	140	115	12	6	16	6
	***14%**	*27%*	*32%*	*30%*	*41%* **ac**	*39%* a	*16%*	*17%*	*33%*	*39%*	*84%*	*52%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	***b**	***c**	***d**
Unweighted total	**2398**	423	297	367	117	92	1159	982	55	21	18	16
Weighted total	**2000**	291	204	274	75	52	860	688	37	16	19	11
NET: Provider other than RM	**162**	18	14	30	6	1	-	-	-	-	-	-
	8%	*6%*	*7%*	*11%* **abe**	*8%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2398**	2133	1685	2163	1761	2322	1313	2167	561	4	1928	65	301	1938
Weighted total	**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
Royal Mail	**1837**	1588	1214	1613	1289	1762	950	1623	355	3	1566	53	257	1580
	92%	*92%*	*93%*	*92%*	*91%*	*92%*	*90%*	*92%* a	*90%*	*62%*	*100%*	*100%*	*100%*	*100%*
DPD	**89**	71	60	75	75	88	65	77	26	*	57	1	16	47
	4%	*4%*	*5%*	*4%*	*5%*	*5%*	*6%* b	*4%*	*7%* b	*3%*	*4%*	*2%*	*6%* b	*3%*
Parcelforce	**74**	61	53	62	66	69	58	60	22	-	41	4	25	29
	4%	*4%*	*4%*	*4%*	*5%*	*4%*	*5%* b	*3%*	*5%* b	*-%*	*3%*	*7%* a	*10%* b	*2%*
Hermes	**67**	60	48	62	57	65	43	60	22	-	30	4	21	17
	3%	*3%*	*4%*	*4%*	*4%*	*3%*	*4%*	*3%*	*6%* b	*-%*	*2%*	*8%* a	*8%* b	*1%*
DHL	**62**	57	46	57	46	61	42	52	32	-	25	-	8	27
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*8%* **ab**	*-%*	*2%*	*-%*	*3%*	*2%*
UPS	**51**	47	41	48	46	50	37	49	21	-	30	4	19	22
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*5%* b	*-%*	*2%*	*8%* a	*7%* b	*1%*
TNT Express	**31**	26	24	26	26	30	21	26	15	-	19	1	4	19
	2%	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*4%* **ab**	*-%*	*1%*	*1%*	*2%*	*1%*
FedEx	**29**	24	21	24	21	27	21	25	14	-	22	-	7	18
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*4%* **ab**	*-%*	*1%*	*-%*	*3%* b	*1%*
APC	**29**	24	21	25	22	27	20	26	5	2	17	-	4	13
	1%	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*36%*	*1%*	*-%*	*2%*	*1%*
UK Mail	**26**	26	19	26	23	24	13	24	1	*	14	-	2	13
	1%	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%* c	**%*	*3%*	*1%*	*-%*	*1%*	*1%*
Pitney Bowes	**11**	11	8	11	7	11	6	10	2	-	2	-	-	2
	1%	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	**%*	*-%*	**%*	*-%*	*-%*	**%*
DX	**9**	8	8	8	6	9	6	8	2	-	8	-	1	7
	****%***	**%*	*1%*	**%*	**%*	**%*	*1%*	**%*	*1%*	*-%*	*1%*	*-%*	**%*	**%*
Parcels to go	**8**	6	5	6	6	8	5	6	1	-	3	-	2	2
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*1%* b	**%*
Collect Plus	**7**	5	5	5	6	7	6	5	-	-	5	-	-	5
	****%***	**%*	**%*	**%*	**%*	**%*	*1%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*
Yodel	**4**	4	4	4	2	4	2	4	2	-	2	-	2	-
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*1%* b	*-%*
Neo Post	**3**	3	1	3	1	3	2	3	*	-	*	-	-	*
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2398**	2133	1685	2163	1761	2322	1313	2167	561	4	1928	65	301	1938
Weighted total	**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
Tuffnels	**2**	2	2	2	2	2	1	2	2	-	1	-	-	1
	***%**	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%
One Post	**2**	2	2	2	2	2	-	*	-	-	2	-	-	2
	***%**	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%	-%	-%	*%
Interparcel	**2**	2	2	2	2	2	2	2	-	-	2	-	2	-
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	*1%* b	-%
Amazon	**2**	2	-	2	2	2	2	2	-	-	2	-	-	2
	***%**	*%	-%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%
Local Courier	**2**	2	2	2	2	2	2	2	*	-	1	-	*	*
	***%**	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%
Fastway Couriers	**1**	1	1	1	1	1	*	1	1	-	1	-	-	1
	***%**	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%
Whistl (Previously known as TNT Post)	**1**	1	1	1	1	1	*	1	*	-	1	-	*	*
	***%**	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%
Postal Sort	**1**	1	1	1	1	1	*	*	*	-	1	-	*	1
	***%**	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%
Coopers Carriers	*	*	*	*	*	*	*	*	-	-	*	-	-	*
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%
Secured Mail	*	*	*	*	*	*	*	*	-	-	*	-	-	*
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%
Business Post	*	*	-	*	*	*	*	*	*	-	*	-	-	*
	***%**	*%	-%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%
DHS	*	*	*	*	*	*	*	*	-	-	*	-	-	*
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%
Eagle Couriers	*	*	*	*	*	*	*	*	*	-	-	-	-	-
	***%**	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%
First Post	*	*	*	*	*	*	*	*	*	-	*	-	-	*
	***%**	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%
Global Mailing	*	*	*	*	*	*	*	*	-	-	*	-	-	*
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%
None	**1**	1	-	1	-	1	-	1	-	-	-	-	-	-
	***%**	*%	-%	*%	-%	*%	-%	*%	-%	-%	-%	-%	-%	-%
Other answers	**65**	62	49	62	56	64	40	62	22	2	34	2	9	32
	***3%**	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*	*4%*	*6%* b	*38%*	*2%*	*4%*	*3%*	*2%*
NET: RM Only	**1562**	1345	1003	1364	1059	1495	764	1381	269	1	1336	43	181	1381
	***78%**	*78%* d	*76%*	*78%* d	*75%*	*78%* d	*72%*	*78%* **ac**	*68%*	*22%*	*85%*	*81%*	*70%*	*87%* a

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2398**	2133	1685	2163	1761	2322	1313	2167	561	4	1928	65	301	1938
Weighted total	**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
NET: RM and Other	**275**	242	211	249	230	267	186	242	86	2	230	10	76	199
	14%	*14%*	*16%*	*14%*	*16%* e	*14%*	*18%* b	*14%*	*22%* **ab**	*39%*	*15%*	*19%*	*30%* b	*13%*
NET: Provider other than RM	**162**	135	97	138	122	156	109	141	38	2	-	-	-	-
	8%	*8%*	*7%*	*8%*	*9%*	*8%*	*10%* b	*8%*	*10%*	*38%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2398**	418	17	97	392	257	1716	412	297	107	1967	1353	1045
Weighted total	**2000**	376	13	86	352	193	1472	320	259	98	1624	1093	907
Royal Mail	**1837**	240	7	54	221	169	1360	293	187	76	1560	1000	836
	92%	*64%*	*53%*	*62%*	*63%*	*87%*	*92%* a	*92%*	*72%*	*77%*	*96%* **ab**	*92%*	*92%*
DPD	**89**	75	1	21	68	25	58	6	35	15	38	36	53
	4%	*20%*	*5%*	*24%*	*19%*	*13%* **bc**	*4%* c	*2%*	*14%* c	*15%* c	*2%*	*3%*	*6%* a
Parcelforce	**74**	66	1	22	52	16	50	7	34	7	33	39	35
	4%	*18%*	*5%*	*25%* b	*15%*	*8%* **bc**	*3%*	*2%*	*13%* c	*7%* c	*2%*	*4%*	*4%*
Hermes	**67**	56	*	17	50	14	47	6	39	8	20	35	32
	3%	*15%*	*2%*	*20%*	*14%*	*7%* **bc**	*3%*	*2%*	*15%* c	*8%* c	*1%*	*3%*	*4%*
DHL	**62**	52	*	7	54	7	40	15	30	4	28	30	32
	3%	*14%*	*2%*	*8%*	*15%*	*4%*	*3%*	*5%*	*11%* **bc**	*4%*	*2%*	*3%*	*3%*
UPS	**51**	41	2	14	37	11	30	10	24	6	21	32	19
	3%	*11%*	*13%*	*16%*	*10%*	*6%* b	*2%*	*3%*	*9%* c	*6%* c	*1%*	*3%*	*2%*
TNT Express	**31**	25	3	12	18	5	21	5	13	2	14	15	15
	2%	*7%*	*20%*	*14%* b	*5%*	*3%*	*1%*	*1%*	*5%* c	*2%*	*1%*	*1%*	*2%*
FedEx	**29**	22	-	8	21	7	19	2	14	2	13	15	14
	1%	*6%*	*-%*	*9%*	*6%*	*4%* **bc**	*1%*	*1%*	*5%* c	*2%*	*1%*	*1%*	*2%*
APC	**29**	25	*	9	19	6	21	2	12	4	12	14	14
	1%	*7%*	*2%*	*11%*	*6%*	*3%* **bc**	*1%*	*1%*	*5%* c	*4%* c	*1%*	*1%*	*2%*
UK Mail	**26**	26	*	5	21	4	18	4	11	2	13	16	10
	1%	*7%*	*1%*	*6%*	*6%*	*2%*	*1%*	*1%*	*4%* c	*2%*	*1%*	*1%*	*1%*
Pitney Bowes	**11**	11	-	-	11	-	10	1	1	1	8	9	2
	1%	*3%*	*-%*	*-%*	*3%*	*-%*	*1%*	**%*	**%*	*1%*	*1%*	*1%* b	**%*
DX	**9**	9	-	-	9	2	6	*	1	1	6	7	2
	****%***	*2%*	*-%*	*-%*	*2%*	*1%*	**%*	**%*	**%*	*1%*	**%*	*1%*	**%*
Parcels to go	**8**	6	-	3	5	-	8	-	1	3	4	6	2
	****%***	*2%*	*-%*	*3%*	*2%*	*-%*	*1%*	*-%*	**%*	*3%* **ac**	**%*	*1%*	**%*
Collect Plus	**7**	7	-	-	7	-	7	-	5	2	-	4	3
	****%***	*2%*	*-%*	*-%*	*2%*	*-%*	**%*	*-%*	*2%* c	*2%* c	*-%*	**%*	**%*
Yodel	**4**	4	-	2	2	2	2	-	4	-	*	2	2
	****%***	*1%*	*-%*	*2%*	*1%*	*1%* **bc**	**%*	*-%*	*2%* c	*-%*	**%*	**%*	**%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2398**	418	17	97	392	257	1716	412	297	107	1967	1353	1045
Weighted total	**2000**	376	13	86	352	193	1472	320	259	98	1624	1093	907
Neo Post	**3**	*	-	2	1	-	3	*	2	1	*	3	*
	***%**	*%	-%	*2%*	*%	-%	*%	*%	*1%* c	*1%* c	*%	*%	*%
Tuffnels	**2**	2	-	*	2	*	2	-	1	-	1	2	1
	***%**	*%	-%	*%	*1%*	*%	*%	-%	*%	-%	*%	*%	*%
One Post	**2**	2	-	2	-	2	*	-	2	-	*	*	2
	***%**	*%	-%	*2%* b	-%	*1%* b	*%	-%	*1%* c	-%	*%	*%	*%
Interparcel	**2**	2	-	-	2	2	-	-	2	-	-	-	2
	***%**	*%	-%	-%	*1%*	*1%* **bc**	-%	-%	*1%* c	-%	-%	-%	*%
Amazon	**2**	-	2	2	-	-	2	-	-	-	2	2	-
	***%**	-%	*14%*	*2%* b	-%	-%	*%	-%	-%	-%	*%	*%	-%
Local Courier	**2**	2	-	*	1	-	1	1	1	1	-	1	1
	***%**	*%	-%	*1%*	*%	-%	*%	*%	*% c	*1%* c	-%	*%	*%
Fastway Couriers	**1**	*	-	*	1	-	*	1	*	-	*	1	*
	***%**	*%	-%	*1%*	*%	-%	*%	*%	*%	-%	*%	*%	*%
Whistl (Previously known as TNT Post)	**1**	1	-	-	1	*	1	*	*	*	1	1	*
	***%**	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Postal Sort	**1**	1	-	*	1	*	1	-	*	1	*	1	*
	***%**	*%	-%	*%	*%	*%	*%	-%	*%	*1%* c	*%	*%	*%
Coopers Carriers	*	*	-	-	*	-	*	-	-	-	*	*	-
	***%**	*%	-%	-%	*%	-%	*%	-%	-%	-%	*%	*%	-%
Secured Mail	*	*	-	*	*	*	*	-	*	-	*	-	*
	***%**	*%	-%	*%	*%	*%	*%	-%	*%	-%	*%	-%	*%
Business Post	*	*	-	-	*	*	-	-	*	-	-	-	*
	***%**	*%	-%	-%	*%	*%	-%	-%	*%	-%	-%	-%	*%
DHS	*	*	-	-	*	-	*	-	*	-	-	*	-
	***%**	*%	-%	-%	*%	-%	*%	-%	*%	-%	-%	*%	-%
Eagle Couriers	*	*	-	-	*	-	-	*	-	-	*	-	*
	***%**	*%	-%	-%	*%	-%	-%	*%	-%	-%	*%	-%	*%
First Post	*	*	-	-	*	-	*	-	*	-	-	*	-
	***%**	*%	-%	-%	*%	-%	*%	-%	*%	-%	-%	*%	-%
Global Mailing	*	*	-	-	*	-	-	*	*	-	-	-	*
	***%**	*%	-%	-%	*%	-%	-%	*%	*%	-%	-%	-%	*%
None	**1**	-	-	-	1	-	-	-	-	-	-	-	1
	***%**	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	*%
Other answers	**65**	54	7	6	58	12	40	13	26	6	33	40	25
	***3%**	*14%*	*58%*	*7%*	*17%* a	*6%* b	*3%*	*4%*	*10%* c	*6%* c	*2%*	*4%*	*3%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2398**	418	17	97	392	257	1716	412	297	107	1967	1353	1045
Weighted total	**2000**	376	13	86	352	193	1472	320	259	98	1624	1093	907
NET: RM Only	**1562**	-	-	-	-	120	1170	257	81	50	1416	854	708
	78%	*-%*	*-%*	*-%*	*-%*	*62%*	*79%* a	*80%* a	*31%*	*51%* a	*87%* **ab**	*78%*	*78%*
NET: RM and Other	**275**	240	7	54	221	48	191	36	105	26	143	147	128
	14%	*64%*	*53%*	*62%*	*63%*	*25%* **bc**	*13%*	*11%*	*41%* **bc**	*26%* c	*9%*	*13%*	*14%*
NET: Provider other than RM	**162**	136	6	33	130	24	111	27	72	22	64	92	70
	8%	*36%*	*47%*	*38%*	*37%*	*13%* b	*8%*	*8%*	*28%* c	*23%* c	*4%*	*8%*	*8%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2398**	387	59	177	91	126	57	208	134	112	256	36	134
Weighted total	**2000**	152	17	69	34	49	21	82	50	47	112	15	73
Royal Mail	**1837**	143	12	65	28	48	19	80	46	42	103	15	70
	92%	*94%* **bd**	*68%*	*94%* **bd**	*83%* b	*98%* **bd**	*92%*	*98%* **bd**	*93%*	*90%*	*92%*	*98%*	*97%* a
DPD	**89**	4	-	3	1	2	1	2	1	3	3	-	1
	4%	*3%*	*-%*	*5%*	*3%*	*4%*	*5%*	*3%*	*2%*	*7%* d	*3%*	*-%*	*2%*
Parcelforce	**74**	5	*	6	6	4	2	4	1	1	3	1	3
	4%	*3%*	**%*	*8%* **ab**	*18%* **abc**	*7%* d	*11%* d	*5%*	*2%*	*3%*	*2%*	*7%*	*3%*
Hermes	**67**	4	-	4	3	2	-	3	1	1	3	1	1
	3%	*3%*	*-%*	*6%*	*9%* **ab**	*4%*	*-%*	*4%*	*2%*	*2%*	*3%*	*7%*	*1%*
DHL	**62**	5	2	3	4	1	1	1	1	1	3	*	2
	3%	*3%*	*14%* **ac**	*5%*	*10%* a	*3%*	*5%*	*2%*	*2%*	*3%*	*3%*	**%*	*3%*
UPS	**51**	2	-	6	2	5	1	2	1	1	4	-	2
	3%	*1%*	*-%*	*9%* **ab**	*6%* a	*10%* **cd**	*5%*	*3%*	*2%*	*2%*	*4%*	*-%*	*3%*
TNT Express	**31**	3	2	1	1	1	*	1	1	*	4	-	1
	2%	*2%*	*12%* **ac**	*2%*	*4%*	*2%*	**%*	*1%*	*2%*	**%*	*4%* a	*-%*	*2%*
FedEx	**29**	1	-	2	1	1	*	1	*	*	2	-	1
	1%	*1%*	*-%*	*3%* a	*4%* a	*2%*	**%*	*1%*	**%*	**%*	*2%*	*-%*	*2%*
APC	**29**	2	-	2	1	2	*	1	1	-	1	*	2
	1%	*1%*	*-%*	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*-%*	*1%*	*1%*	*3%*
UK Mail	**26**	1	-	1	1	1	1	1	1	*	2	-	-
	1%	*1%*	*-%*	*2%*	*4%* a	*2%*	*7%* c	*1%*	*3%*	*1%*	*1%*	*-%*	*-%*
Pitney Bowes	**11**	2	2	*	*	*	-	*	*	2	1	-	-
	1%	*2%*	*13%* **acd**	**%*	**%*	**%*	*-%*	**%*	**%*	*5%* **bd**	*1%*	*-%*	*-%*
DX	**9**	*	*	-	-	-	-	*	-	*	-	-	-
	****%***	**%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*
Parcels to go	**8**	1	-	-	-	-	-	-	-	1	-	-	-
	****%***	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%* b	*-%*	*-%*	*-%*
Collect Plus	**7**	-	-	1	-	-	-	-	-	-	-	-	1
	****%***	*-%*	*-%*	*2%* a	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*
Yodel	**4**	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neo Post	**3**	1	-	*	-	*	-	*	1	*	1	-	-
	****%***	*1%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	*2%* c	**%*	*1%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2398**	387	59	177	91	126	57	208	134	112	256	36	134
Weighted total	**2000**	152	17	69	34	49	21	82	50	47	112	15	73
Tuffnels	**2**	1	-	1	1	-	1	-	1	-	1	-	-
	***%**	*1%*	*-%*	*1%*	*3%*	*-%*	*5%* **ac**	*-%*	*2%* c	*-%*	*1%*	*-%*	*-%*
One Post	**2**	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Interparcel	**2**	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Amazon	**2**	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Local Courier	**2**	-	-	-	-	-	-	-	-	*	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Fastway Couriers	**1**	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**1**	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Postal Sort	**1**	-	-	*	*	-	-	-	-	*	-	-	*
	***%**	-%	-%	*%	*%	-%	-%	-%	-%	*%	-%	-%	*%
Coopers Carriers	*	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Secured Mail	*	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	*	*	-	-	-	-	-	*	-	-	-	*	-
	***%**	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*2%* b	-%
DHS	*	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	*	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	*	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	*	*	*	-	-	-	-	-	-	-	*	-	-
	***%**	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
None	**1**	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**65**	4	3	2	1	2	*	3	*	2	2	1	2
	3%	*3%*	*20%* **acd**	*2%*	*3%*	*3%*	*2%*	*4%*	*1%*	*5%* b	*1%*	*4%*	*3%*
NET: RM Only	**1562**	122	8	47	16	35	13	66	40	36	87	13	60
	78%	*80%* **bcd**	*48%*	*68%* **bd**	*48%*	*71%*	*64%*	*81%* **ab**	*79%* b	*77%*	*78%*	*87%*	*83%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2398**	387	59	177	91	126	57	208	134	112	256	36	134
Weighted total	**2000**	152	17	69	34	49	21	82	50	47	112	15	73
NET: RM and Other	**275**	21	3	18	12	13	6	14	7	6	16	2	10
	14%	*14%*	*20%*	*26%* a	*34%* a	*27%* **cd**	*28%* d	*17%*	*13%*	*13%*	*14%*	*11%*	*14%*
NET: Provider other than RM	**162**	9	5	4	6	1	2	2	4	5	9	*	2
	8%	*6%*	*32%* **acd**	*6%*	*17%* **ac**	*2%*	*8%* **ac**	*2%*	*7%* **ac**	*10%* d	*8%*	*2%*	*3%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2398**	331	128	41	563	172	162	184	142	174	209	155	137
Weighted total	**2000**	289	154	57	261	123	116	150	141	209	187	184	130
Royal Mail	**1837**	273	136	51	244	116	107	135	133	191	168	163	119
	92%	*95%*	*88%*	*90%*	*93%*	*95%*	*92%*	*90%*	*94%*	*92%*	*90%*	*89%*	*91%*
		bjk				b							
DPD	**89**	10	4	8	9	3	12	3	4	11	10	10	8
	4%	*3%*	*2%*	*13%*	*3%*	*2%*	*10%*	*2%*	*3%*	*5%*	*5%*	*5%*	*6%*
				abdegh			**abdegh**						g
Parcelforce	**74**	10	4	2	8	4	3	5	7	13	4	10	4
	4%	*3%*	*3%*	*4%*	*3%*	*3%*	*2%*	*3%*	*5%*	*6%*	*2%*	*5%*	*3%*
										d			
Hermes	**67**	5	5	*	6	2	4	5	4	10	8	15	2
	3%	*2%*	*3%*	*1%*	*2%*	*2%*	*4%*	*3%*	*3%*	*5%*	*4%*	*8%*	*2%*
												adel	
DHL	**62**	1	5	2	10	3	4	6	9	10	7	2	2
	3%	**%*	*3%*	*4%*	*4%*	*3%*	*4%*	*4%*	*7%*	*5%*	*3%*	*1%*	*2%*
			a	a	a	a	a	a	**akl**	a	a		
UPS	**51**	4	3	2	8	3	3	6	8	6	4	-	4
	3%	*1%*	*2%*	*4%*	*3%*	*2%*	*3%*	*4%*	*5%*	*3%*	*2%*	*-%*	*3%*
				k	k		k	k	**ak**	k			k
TNT Express	**31**	2	4	*	6	-	1	3	2	5	3	2	2
	2%	*1%*	*3%*	*1%*	*2%*	*-%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*
			e							e			
FedEx	**29**	4	-	-	5	2	*	2	6	4	2	4	-
	1%	*1%*	*-%*	*-%*	*2%*	*2%*	**%*	*1%*	*4%*	*2%*	*1%*	*2%*	*-%*
									bfl				
APC	**29**	2	2	2	3	-	-	5	4	2	2	5	2
	1%	*1%*	*1%*	*3%*	*1%*	*-%*	*-%*	*3%*	*3%*	*1%*	*1%*	*3%*	*2%*
				ef				**adef**	**ef**			**ef**	
UK Mail	**26**	4	4	-	2	1	2	-	1	4	6	2	2
	1%	*1%*	*2%*	*-%*	*1%*	*1%*	*1%*	*-%*	*1%*	*2%*	*3%*	*1%*	*2%*
			g								**dg**		
Pitney Bowes	**11**	*	*	-	3	1	-	2	2	*	2	-	-
	1%	**%*	**%*	*-%*	*1%*	*1%*	*-%*	*1%*	*1%*	**%*	*1%*	*-%*	*-%*
DX	**9**	2	3	-	*	*	1	*	2	-	-	1	-
	****%***	*1%*	*2%*	*-%*	**%*	**%*	*1%*	**%*	*1%*	*-%*	*-%*	**%*	*-%*
		d	d				d		d				
Parcels to go	**8**	-	2	-	1	1	-	2	-	-	1	2	-
	****%***	*-%*	*1%*	*-%*	**%*	*1%*	*-%*	*1%*	*-%*	*-%*	**%*	*1%*	*-%*
								a					
Collect Plus	**7**	2	-	-	1	-	*	-	-	2	-	-	2
	****%***	*1%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*	*-%*	*2%*
Yodel	**4**	-	2	-	-	*	*	-	-	-	2	-	-
	****%***	*-%*	*1%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*
			ad								d		
Neo Post	**3**	2	-	-	1	-	-	*	-	-	-	-	-
	****%***	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
Tuffnels	**2**	-	-	-	1	-	*	*	*	-	*	-	-
	****%***	*-%*	*-%*	*-%*	**%*	*-%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	2398	331	128	41	563	172	162	184	142	174	209	155	137
Weighted total	2000	289	154	57	261	123	116	150	141	209	187	184	130
One Post	2	2	-	-	-	-	-	*	-	-	-	-	-
	*%	*1%*	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
Interparcel	2	-	-	-	-	-	-	-	-	-	-	2	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%
												d	
Amazon	2	-	-	-	-	-	-	-	-	-	2	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%
											d		
Local Courier	2	*	-	-	*	1	-	-	-	-	-	-	-
	*%	*%	-%	-%	*%	*1%*	-%	-%	-%	-%	-%	-%	-%
						d							
Fastway Couriers	1	*	-	-	-	-	-	1	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	*1%*	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	1	1	-	-	-	-	*	*	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%	-%
Postal Sort	1	*	*	-	*	-	-	-	-	-	-	1	-
	*%	*%	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%
Coopers Carriers	*	-	*	-	-	-	-	-	-	-	-	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Secured Mail	*	*	-	-	-	-	-	-	*	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Business Post	*	-	-	-	*	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	*	-	-	-	-	*	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	*	-	-	-	-	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
First Post	*	-	-	-	-	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
Global Mailing	*	-	-	-	*	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
None	1	-	-	-	-	-	1	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	*1%*	-%	-%	-%	-%	-%	-%
							d						
Other answers	65	5	5	4	7	2	5	8	7	5	6	5	8
	3%	*2%*	*3%*	*6%*	*2%*	*1%*	*4%*	*5%*	*5%*	*3%*	*3%*	*3%*	*6%*
								a					**ade**
NET: RM Only	1562	243	125	38	208	106	91	115	104	157	144	134	98
	78%	*84%*	*81%*	*66%*	*79%*	*86%*	*79%*	*76%*	*74%*	*75%*	*77%*	*73%*	*75%*
		cghijkl			c	**cdghijkl**							
NET: RM and Other	275	30	11	13	36	10	16	21	29	34	23	30	21
	14%	*11%*	*7%*	*23%*	*14%*	*8%*	*14%*	*14%*	*21%*	*16%*	*12%*	*16%*	*16%*
				abe	b				**abdej**	**be**		**be**	**be**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2398**	331	128	41	563	172	162	184	142	174	209	155	137
Weighted total	**2000**	289	154	57	261	123	116	150	141	209	187	184	130
NET: Provider other than RM	**162**	16	18	6	17	7	8	15	8	17	19	20	11
	8%	*5%*	*12%* **ae**	*10%*	*7%*	*5%*	*7%*	*10%*	*6%*	*8%*	*10%* a	*11%* a	*9%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2398**	500	897	500	501
Weighted total	**2000**	500	500	500	500
Royal Mail	**1837**	460	467	460	449
	92%	*92%*	*93%*	*92%*	*90%*
			d		
DPD	**89**	21	24	17	28
	4%	*4%*	*5%*	*3%*	*6%*
Parcelforce	**74**	16	14	25	19
	4%	*3%*	*3%*	*5%*	*4%*
				b	
Hermes	**67**	11	12	20	24
	3%	*2%*	*2%*	*4%*	*5%*
					ab
DHL	**62**	8	18	25	11
	3%	*2%*	*4%*	*5%*	*2%*
			a	**ad**	
UPS	**51**	9	14	20	8
	3%	*2%*	*3%*	*4%*	*2%*
				ad	
TNT Express	**31**	7	7	10	7
	2%	*1%*	*1%*	*2%*	*1%*
FedEx	**29**	4	7	11	7
	1%	*1%*	*1%*	*2%*	*1%*
APC	**29**	5	3	11	9
	1%	*1%*	*1%*	*2%*	*2%*
				b	b
UK Mail	**26**	7	4	5	10
	1%	*1%*	*1%*	*1%*	*2%*
Pitney Bowes	**11**	*	5	4	2
	1%	**%*	*1%*	*1%*	**%*
DX	**9**	5	1	2	1
	****%***	*1%*	**%*	**%*	**%*
Parcels to go	**8**	2	2	2	2
	****%***	**%*	**%*	**%*	**%*
Collect Plus	**7**	2	1	2	2
	****%***	**%*	**%*	**%*	**%*
Yodel	**4**	2	1	-	2
	****%***	**%*	**%*	*-%*	**%*
Neo Post	**3**	2	1	*	-
	****%***	**%*	**%*	**%*	*-%*
Tuffnels	**2**	-	1	*	*
	****%***	*-%*	**%*	**%*	**%*
One Post	**2**	2	-	*	-
	****%***	**%*	*-%*	**%*	*-%*
Interparcel	**2**	-	-	-	2
	****%***	*-%*	*-%*	*-%*	**%*

Columns Tested: a,b,c,d

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2398**	500	897	500	501
Weighted total	**2000**	500	500	500	500
Amazon	**2**	-	-	-	2
	%	-%	-%	-%	*%
Local Courier	**2**	*	1	-	-
	%	*%	*%	-%	-%
Fastway Couriers	**1**	*	-	1	-
	%	*%	-%	*%	-%
Whistl (Previously known as TNT Post)	**1**	1	*	*	-
	%	*%	*%	*%	-%
Postal Sort	**1**	*	*	-	1
	%	*%	*%	-%	*%
Coopers Carriers	*	*	-	-	-
	%	*%	-%	-%	-%
Secured Mail	*	*	-	*	-
	%	*%	-%	*%	-%
Business Post	*	-	*	-	-
	%	-%	*%	-%	-%
DHS	*	-	*	-	-
	%	-%	*%	-%	-%
Eagle Couriers	*	-	-	*	-
	%	-%	-%	*%	-%
First Post	*	-	-	*	-
	%	-%	-%	*%	-%
Global Mailing	*	-	*	-	-
	%	-%	*%	-%	-%
None	**1**	-	1	-	-
	%	-%	*%	-%	-%
Other answers	**65**	14	13	20	18
	3%	*3%*	*3%*	*4%*	*4%*
NET: RM Only	**1562**	405	405	376	376
	78%	*81%* **cd**	*81%* **cd**	*75%*	*75%*
NET: RM and Other	**275**	55	62	84	74
	14%	*11%*	*12%*	*17%* **ab**	*15%*
NET: Provider other than RM	**162**	40	32	40	51
	8%	*8%*	*6%*	*8%*	*10%* b

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 23 Page 508

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total	**2000**	1920	51	18	11	80	692	457	116	50	48
None	**1**	1	-	-	-	-	-	-	-	-	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	**1702**	1636	42	15	9	66	602	372	93	42	35
	85%	*85%*	*82%*	*82%*	*86%*	*82%*	*87%* **bce**	*81%* e	*80%*	*85%* e	*73%*
2 mentions	**206**	196	6	2	1	9	69	59	11	7	8
	10%	*10%*	*12%*	*13%*	*9%*	*12%*	*10%*	*13%*	*9%*	*13%*	*16%* a
3 mentions	**67**	64	2	1	*	3	15	19	13	1	3
	3%	*3%*	*4%*	*3%*	*1%*	*4%*	*2%*	*4%*	*11%* **abd**	*1%*	*7%* a
4 mentions	**19**	18	1	*	*	1	4	6	-	*	2
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	-%	*%*	*4%* **abc**
5 mentions	**4**	4	*	*	*	1	2	2	-	*	*
	%	*%*	*1%*	*1%*	*2%* a	*1%* a	*%*	*%*	-%	*%*	*%*
6 mentions	*	*	-	*	-	*	-	*	-	-	-
	%	*%*	-%	*1%* a	-%	*%*	-%	*%*	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total	**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
None	**1**	-	-	-	-	-	-	1	-	-	1	-	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
1 mention	**1702**	178	99	247	62	142	269	170	132	148	1447	93	84	79
	85%	*81%*	*87%*	*83%*	*95%*	*88%*	*83%*	*85%*	*80%*	*90%*	*85%*	*90%*	*86%*	*89%*
					acfghj					**ah**		**acfhj**		**ah**
2 mentions	**206**	27	10	33	3	13	37	20	20	16	180	8	10	8
	10%	*12%*	*9%*	*11%*	*5%*	*8%*	*12%*	*10%*	*12%*	*10%*	*11%*	*8%*	*10%*	*9%*
3 mentions	**67**	12	3	14	-	4	12	7	9	1	62	2	2	1
	3%	*5%*	*3%*	*5%*	*-%*	*2%*	*4%*	*3%*	*6%*	*1%*	*4%*	*2%*	*2%*	*2%*
		iklm		**im**			i		**iklm**		i			
4 mentions	**19**	2	-	4	-	3	4	2	2	*	17	-	2	1
	1%	*1%*	*-%*	*1%*	*-%*	*2%*	*1%*	*1%*	*1%*	**%*	*1%*	*-%*	*2%*	*1%*
				k		k	k		k				k	
5 mentions	**4**	-	2	-	-	-	2	-	*	-	4	*	-	*
	%	*-%*	*2%*	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*	**%*	**%*	*-%*	**%*
			cjkl											
6 mentions	*	*	-	-	-	-	-	-	-	-	*	-	*	-
	%	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
													j	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2398**	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total	**2000**	38	176	47	194	589	56	141	756	1548	452	1794	206
None	**1**	-	-	-	-	1	-	-	-	1	-	1	-
	%	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
1 mention	**1702**	37	136	42	178	472	47	129	661	1314	388	1526	176
	85%	*95%*	*77%*	*91%*	*92%*	*80%*	*83%*	*92%*	*87%*	*85%*	*86%*	*85%*	*85%*
		bef		b	**bef**			**be**	**be**				
2 mentions	**206**	2	30	3	14	71	9	11	64	160	46	188	18
	10%	*5%*	*17%*	*7%*	*7%*	*12%*	*16%*	*7%*	*9%*	*10%*	*10%*	*10%*	*9%*
			acdgh			**dh**	**adgh**						
3 mentions	**67**	-	5	1	2	36	1	1	21	54	13	58	10
	3%	*-%*	*3%*	*3%*	*1%*	*6%*	*1%*	*1%*	*3%*	*4%*	*3%*	*3%*	*5%*
						bdgh							
4 mentions	**19**	-	1	-	-	8	-	-	10	16	4	17	2
	1%	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*
5 mentions	**4**	-	4	-	-	*	-	-	*	4	*	4	-
	****%***	*-%*	*2%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	*-%*
			deh										
6 mentions	*	-	*	-	-	*	-	-	-	-	*	*	*
	****%***	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	**%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2398**	2274	124	1449	371	549
Weighted total	**2000**	1874	126	1243	290	433
None	**1**	-	1	1	-	-
	%	*-%*	*1%*	**%*	*-%*	*-%*
			a			
1 mention	**1702**	1593	109	1099	255	316
	85%	*85%*	*86%*	*88%*	*88%*	*73%*
				c	c	
2 mentions	**206**	189	16	111	21	72
	10%	*10%*	*13%*	*9%*	*7%*	*17%*
						ab
3 mentions	**67**	67	-	24	12	31
	3%	*4%*	*-%*	*2%*	*4%*	*7%*
		b			a	a
4 mentions	**19**	19	-	8	1	10
	1%	*1%*	*-%*	*1%*	**%*	*2%*
						ab
5 mentions	**4**	4	-	*	-	4
	****%***	**%*	*-%*	**%*	*-%*	*1%*
						a
6 mentions	*	*	-	*	*	-
	****%***	**%*	*-%*	**%*	**%*	*-%*

Columns Tested: a,b - a,b,c

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**2398**	1908	413	60	8	5	3	-	1	2321	77	904	1004	490
Weighted total	**2000**	1695	267	30	5	3	1	-	*	1962	38	905	790	305
None	**1**	1	-	-	-	-	-	-	-	1	-	1	-	-
	%	*%*	-%	-%	-%	-%	-%	-%	-%	*%*	-%	*%*	-%	-%
1 mention	**1702**	1513	173	12	1	3	-	-	-	1686	16	855	658	189
	85%	*89%*	*65%*	*41%*	*16%*	*100%*	-%	-%	-%	*86%*	*42%*	*94%*	*83%*	*62%*
		bcij	**cj**							**bcj**		**bc**	c	
2 mentions	**206**	147	47	10	2	-	*	-	*	194	12	42	104	59
	10%	*9%*	*18%*	*33%*	*41%*	-%	*59%*	-%	*100%*	*10%*	*32%*	*5%*	*13%*	*19%*
			ai	**abi**							**abi**		a	**ab**
3 mentions	**67**	27	35	5	*	-	-	-	-	63	5	5	22	40
	3%	*2%*	*13%*	*15%*	*2%*	-%	-%	-%	-%	*3%*	*12%*	*1%*	*3%*	*13%*
			ai	**ai**						a	**ai**		a	**ab**
4 mentions	**19**	6	8	3	2	-	-	-	-	14	5	1	5	13
	1%	*%*	*3%*	*10%*	*41%*	-%	-%	-%	-%	*1%*	*13%*	*%*	*1%*	*4%*
			ai	**abi**							**abi**			**ab**
5 mentions	**4**	*	4	*	-	-	*	-	-	4	*	-	*	4
	%	*%*	*1%*	*%*	-%	-%	*41%*	-%	-%	*%*	*1%*	-%	*%*	*1%*
			ai	a							a			**ab**
6 mentions	*	*	-	*	-	-	-	-	-	*	*	-	*	*
	%	*%*	-%	*1%*	-%	-%	-%	-%	-%	*%*	*1%*	-%	*%*	*%*
				abi							**ai**			

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total	**2398**	1469	998	1607	769	623	1539	1412	108	42	30	9	4	1
Weighted total	**2000**	1088	703	1219	609	435	1190	1113	54	27	17	3	4	*
None	**1**	-	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	**1702**	917	560	1024	411	351	977	939	47	25	10	1	2	-
	***85%**	*84%*	*80%*	*84%*	*67%*	*81%*	*82%*	*84%*	*87%*	*90%*	*57%*	*50%*	*50%*	*-%*
		bd	d	**bd**		d	d	d	d	d				
2 mentions	**206**	115	94	131	122	47	146	117	5	1	5	1	2	*
	***10%**	*11%*	*13%*	*11%*	*20%*	*11%*	*12%*	*10%*	*10%*	*3%*	*30%*	*40%*	*48%*	*100%*
			ac		**abcef**						**abc**			
3 mentions	**67**	42	34	46	55	30	51	42	2	2	*	*	*	-
	***3%**	*4%*	*5%*	*4%*	*9%*	*7%*	*4%*	*4%*	*3%*	*7%*	*1%*	*10%*	*3%*	*-%*
					abcf	**acf**								
4 mentions	**19**	11	10	14	17	3	12	14	*	-	-	-	-	-
	***1%**	*1%*	*1%*	*1%*	*3%*	*1%*	*1%*	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
					acef									
5 mentions	**4**	4	4	4	4	4	4	2	*	-	2	-	-	-
	***%**	**%*	*1%*	**%*	*1%*	*1%*	**%*	**%*	*1%*	*-%*	*12%*	*-%*	*-%*	*-%*
											abc			
6 mentions	*	*	*	*	*	-	-	*	-	-	-	-	-	-
	***%**	**%*	**%*	**%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**2398**	733	17	11	4	1	3	-	4	487	391	399	316	13
Weighted total	**2000**	586	10	7	5	*	*	-	1	450	298	284	176	11
None	**1**	-	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
1 mention	**1702**	405	4	2	-	*	*	-	*	388	263	225	137	10
	***85%**	*69%*	*40%*	*26%*	*-%*	*100%*	*13%*	*-%*	*32%*	*86%* cd	*88%* cd	*79%*	*78%*	*91%*
2 mentions	**206**	119	1	2	-	-	*	-	*	43	22	38	27	1
	***10%**	*20%*	*13%*	*30%*	*-%*	*-%*	*30%*	*-%*	*24%*	*10%*	*7%*	*14%* b	*15%* ab	*9%*
3 mentions	**67**	47	4	*	4	-	-	-	-	13	11	14	8	-
	***3%**	*8%*	*36%*	*2%*	*65%*	*-%*	*-%*	*-%*	*-%*	*3%*	*4%*	*5%*	*4%*	*-%*
4 mentions	**19**	11	1	3	2	-	-	-	-	6	1	4	3	-
	***1%**	*2%*	*11%*	*41%*	*35%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*1%*	*2%*	*-%*
5 mentions	**4**	4	-	*	-	-	*	-	*	-	2	2	1	-
	***%**	*1%*	*-%*	*2%*	*-%*	*-%*	*56%*	*-%*	*44%*	*-%*	*1%*	*1%*	**%*	*-%*
6 mentions	*	*	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
None	**1**	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	**1702**	167	95	97	47	2	255	18	136	1562	140	979	44
	85%	*80%* **bcd**	*68%* **cd**	*58%*	*55%*	*36%*	*62%*	*74%*	*79%* a	*90%* b	*55%*	*84%*	*83%*
2 mentions	**206**	32	26	44	18	1	89	5	28	136	70	124	7
	10%	*16%*	*19%*	*26%* a	*22%*	*20%*	*22%*	*20%*	*17%*	*8%*	*27%* a	*11%*	*13%*
3 mentions	**67**	5	18	17	13	2	49	1	4	35	32	43	2
	3%	*3%*	*13%* a	*10%* a	*15%* a	*38%*	*12%* c	*5%*	*3%*	*2%*	*13%* a	*4%*	*4%*
4 mentions	**19**	3	-	7	7	*	14	*	3	7	12	14	-
	1%	*1%*	*-%*	*4%* b	*8%* **ab**	*1%*	*3%*	**%*	*2%*	**%*	*5%* a	*1%*	*-%*
5 mentions	**4**	*	-	4	*	*	4	*	*	4	*	4	-
	***%**	**%*	*-%*	*2%* a	**%*	*5%*	*1%*	**%*	**%*	**%*	**%*	**%*	*-%*
6 mentions	*	-	*	-	*	-	*	-	-	-	*	*	-
	***%**	*-%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	***d**
Unweighted total	**2398**	77	164	224	33	531	238	477	1370	220	1
Weighted total	**2000**	62	137	177	19	402	207	340	1009	122	2
None	**1**	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	**1702**	-	-	-	-	348	63	273	859	89	2
	85%	-%	-%	-%	-%	*87%* b	*30%*	*80%* c	*85%* **ac**	*73%*	*100%*
2 mentions	**206**	46	76	116	15	39	83	37	100	17	-
	10%	*75%* b	*56%*	*66%*	*80%*	*10%*	*40%* a	*11%*	*10%*	*14%*	-%
3 mentions	**67**	9	45	42	4	8	46	25	36	11	-
	3%	*15%*	*33%* a	*24%*	*19%*	*2%*	*22%* a	*7%* b	*4%*	*9%* b	-%
4 mentions	**19**	4	13	14	*	4	13	5	11	3	-
	1%	*7%*	*9%*	*8%*	*1%*	*1%*	*6%* a	*1%*	*1%*	*3%* b	-%
5 mentions	**4**	2	2	4	-	2	2	*	4	2	-
	%	*3%*	*2%*	*2%*	-%	*%	*1%*	*%	*%	*2%* **ab**	-%
6 mentions	*	*	*	*	-	*	*	*	-	-	-
	%	*%	*%	*%	-%	*%	*%	*%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 23 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**2398**	384	877	164	-	507	502	180	6	1409	943	594	1220	999	15
Weighted total	**2000**	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
None	**1**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
1 mention	**1702**	209	484	66	-	247	266	68	*	877	532	332	765	572	4
	85%	*75%*	*80%* **ac**	*73%*	*-%*	*63%*	*72%* **ac**	*56%*	*3%*	*84%* **bc**	*80%* c	*74%*	*84%*	*83%*	*78%*
2 mentions	**206**	45	79	12	-	80	68	31	4	112	88	69	95	80	1
	10%	*16%*	*13%*	*13%*	*-%*	*20%*	*18%*	*26%* b	*95%*	*11%*	*13%*	*15%* a	*11%*	*12%*	*18%*
3 mentions	**67**	19	28	10	-	47	26	15	*	42	33	33	33	30	*
	3%	*7%*	*5%*	*11%* b	*-%*	*12%* b	*7%*	*13%* b	*2%*	*4%*	*5%*	*7%* a	*4%*	*4%*	*2%*
4 mentions	**19**	4	7	-	-	15	9	4	-	9	10	9	10	8	-
	1%	*2%*	*1%*	*-%*	*-%*	*4%*	*2%*	*4%*	*-%*	*1%*	*1%*	*2%* a	*1%*	*1%*	*-%*
5 mentions	**4**	*	4	2	-	4	2	2	-	4	4	4	4	2	*
	%	**%*	*1%*	*2%* **ab**	*-%*	*1%*	*1%*	*2%*	*-%*	**%*	*1%*	*1%*	**%*	**%*	*2%*
6 mentions	*	*	-	-	-	*	-	-	-	*	*	*	*	-	-
	%	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	**%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2398**	423	297	367	117	92	1159	982	55	21	18	16
Weighted total	**2000**	291	204	274	75	52	860	688	37	16	19	11
None	**1**	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	**1702**	211	138	183	41	31	720	573	25	10	3	6
	85%	*72%*	*68%*	*67%*	*55%*	*60%*	*84%*	*83%*	*67%*	*61%*	*16%*	*48%*
		de	d	d								
2 mentions	**206**	48	45	59	21	12	89	78	8	2	6	1
	10%	*17%*	*22%*	*21%*	*29%*	*23%*	*10%*	*11%*	*22%*	*15%*	*29%*	*9%*
					a							
3 mentions	**67**	22	13	26	11	5	35	26	3	4	7	3
	3%	*8%*	*7%*	*9%*	*14%*	*10%*	*4%*	*4%*	*8%*	*23%*	*38%*	*27%*
					ab							
4 mentions	**19**	6	4	4	1	1	12	9	1	-	2	2
	1%	*2%*	*2%*	*2%*	*2%*	*3%*	*1%*	*1%*	*3%*	*-%*	*8%*	*16%*
5 mentions	**4**	4	4	2	*	2	4	2	-	*	2	-
	***%**	*1%*	*2%*	*1%*	*%*	*4%*	*%*	*%*	*-%*	*1%*	*9%*	*-%*
						c						
6 mentions	*	-	-	*	-	-	-	-	-	-	-	-
	***%**	-%	-%	*%*	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	**d**	a	b	a	b
Unweighted total	**2398**	2133	1685	2163	1761	2322	1313	2167	561	4	1928	65	301	1938
Weighted total	**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
None	**1**	1	-	1	-	1	-	1	-	-	-	-	-	-
	%	**%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
1 mention	**1702**	1459	1080	1481	1162	1629	856	1500	300	3	1336	43	181	1381
	85%	*85%*	*82%*	*84%*	*82%*	*85%* **bd**	*81%* c	*85%* **ac**	*76%*	*61%*	*85%*	*81%*	*70%*	*87%* a
2 mentions	**206**	181	158	188	166	201	140	180	50	2	162	6	42	149
	10%	*11%*	*12%*	*11%*	*12%*	*10%*	*13%* b	*10%*	*13%*	*36%*	*10%*	*11%*	*17%* b	*9%*
3 mentions	**67**	61	53	61	60	64	43	61	27	*	49	3	21	38
	3%	*4%*	*4%*	*3%*	*4%*	*3%*	*4%*	*3%*	*7%* **ab**	*3%*	*3%*	*5%*	*8%* b	*2%*
4 mentions	**19**	18	15	18	18	19	17	17	13	-	14	2	10	9
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*3%* **ab**	*-%*	*1%*	*3%*	*4%* b	*1%*
5 mentions	**4**	4	4	4	4	4	2	4	2	-	4	-	2	2
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*1%*	*-%*	**%*	*-%*	*1%* b	**%*
6 mentions	*	*	*	*	*	*	*	*	-	-	*	-	*	*
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	**%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	2398	418	17	97	392	257	1716	412	297	107	1967	1353	1045
Weighted total	2000	376	13	86	352	193	1472	320	259	98	1624	1093	907
None	1	-	-	-	1	-	-	-	-	-	-	-	1
	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	*%
1 mention	1702	118	6	23	117	139	1269	280	141	68	1475	938	764
	85%	31%	43%	26%	33%	72%	86% a	88% a	54%	70% a	91% ab	86%	84%
2 mentions	206	185	5	34	171	25	146	35	71	20	114	105	101
	10%	49%	41%	40%	49%	13%	10%	11%	27% c	20% c	7%	10%	11%
3 mentions	67	55	2	21	46	21	43	3	31	6	30	38	30
	3%	15%	14%	24% b	13%	11% bc	3% c	1%	12% c	7% c	2%	3%	3%
4 mentions	19	14	*	8	11	7	10	3	13	3	4	10	9
	1%	4%	2%	10% b	3%	4% bc	1%	1%	5% c	3% c	*%	1%	1%
5 mentions	4	4	-	*	4	1	4	-	4	*	*	2	2
	*%	1%	-%	*%	1%	*%	*%	-%	1% c	*%	*%	*%	*%
6 mentions	*	*	-	-	*	-	*	-	*	-	-	-	*
	*%	*%	-%	-%	*%	-%	*%	-%	*%	-%	-%	-%	*%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2398**	387	59	177	91	126	57	208	134	112	256	36	134
Weighted total	**2000**	152	17	69	34	49	21	82	50	47	112	15	73
None	**1**	-	-	-	-	-	-	-	-	-	-	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
1 mention	**1702**	130	12	50	20	36	15	68	44	40	95	13	63
	85%	*85%*	*73%*	*72%*	*59%*	*73%*	*72%*	*83%*	*87%*	*85%*	*85%*	*89%*	*86%*
		bcd		d				a	**ab**				
2 mentions	**206**	16	4	12	10	8	5	10	5	5	14	*	6
	10%	*11%*	*26%*	*17%*	*30%*	*16%*	*23%*	*13%*	*11%*	*10%*	*13%*	*1%*	*8%*
			a	a	**ac**		d				c		
3 mentions	**67**	5	*	6	3	4	1	2	1	2	1	1	3
	3%	*3%*	*1%*	*8%*	*10%*	*9%*	*5%*	*3%*	*2%*	*5%*	*1%*	*9%*	*5%*
				ab	**ab**	**cd**				b		b	b
4 mentions	**19**	1	-	2	*	1	*	1	*	*	1	*	1
	1%	*1%*	*-%*	*3%*	**%*	*2%*	**%*	*1%*	**%*	**%*	*1%*	**%*	*1%*
				a									
5 mentions	**4**	*	-	*	*	*	-	*	-	-	*	-	-
	****%***	**%*	*-%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*
6 mentions	*	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2398**	331	128	41	563	172	162	184	142	174	209	155	137
Weighted total	**2000**	289	154	57	261	123	116	150	141	209	187	184	130
None	**1**	-	-	-	-	-	1	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	*1%*	-%	-%	-%	-%	-%	-%
							d						
1 mention	**1702**	258	139	44	222	113	98	126	110	172	160	154	107
	85%	*89%*	*90%*	*77%*	*85%*	*92%*	*85%*	*84%*	*78%*	*82%*	*86%*	*84%*	*83%*
		chil	**ch**		h	**cdghikl**							
2 mentions	**206**	22	9	12	27	6	9	17	21	22	17	22	20
	10%	*8%*	*6%*	*22%*	*11%*	*5%*	*8%*	*12%*	*15%*	*11%*	*9%*	*12%*	*16%*
				abdefj	e			e	**abe**	e		e	**abef**
3 mentions	**67**	6	5	*	9	2	3	4	8	13	8	6	2
	3%	*2%*	*3%*	*1%*	*4%*	*2%*	*3%*	*3%*	*5%*	*6%*	*4%*	*3%*	*2%*
										ael			
4 mentions	**19**	2	2	*	3	2	3	3	*	-	2	2	-
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*3%*	*2%*	**%*	-%	*1%*	*1%*	-%
							il						
5 mentions	**4**	-	-	-	*	-	-	*	2	2	*	-	-
	***%**	-%	-%	-%	**%*	-%	-%	**%*	*2%*	*1%*	**%*	-%	-%
									ad	d			
6 mentions	*	*	-	-	-	-	*	-	-	-	-	-	-
	***%**	**%*	-%	-%	-%	-%	**%*	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2398**	500	897	500	501
Weighted total	**2000**	500	500	500	500
None	**1**	-	1	-	-
	%	*-%*	**%*	*-%*	*-%*
1 mention	**1702**	441	433	408	421
	85%	*88%*	*87%*	*82%*	*84%*
		c	c		
2 mentions	**206**	43	43	61	60
	10%	*9%*	*9%*	*12%*	*12%*
				b	b
3 mentions	**67**	12	15	24	16
	3%	*2%*	*3%*	*5%*	*3%*
				a	
4 mentions	**19**	4	8	3	4
	1%	*1%*	*2%*	*1%*	*1%*
5 mentions	**4**	-	*	4	*
	%	*-%*	**%*	*1%*	**%*
				ab	
6 mentions	*	*	*	-	-
	%	**%*	**%*	*-%*	*-%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 24

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total	**2000**	1920	51	18	11	80	692	457	116	50	48
Royal Mail	**1744**	1674	44	16	10	70	627	396	94	42	39
	87%	*87%*	*87%*	*88%*	*92%*	*88%*	*91%* **bce**	*87%*	*81%*	*85%*	*80%*
DPD	**35**	33	1	1	*	2	10	10	4	*	2
	2%	*2%*	*3%*	*3%*	*3%*	*3%*	*1%*	*2%*	*3%*	*%*	*4%* a
Hermes	**34**	34	-	-	-	-	12	10	-	-	2
	2%	*2%* **be**	*-%*	*-%*	*-%*	*-%*	*2%*	*2%*	*-%*	*-%*	*4%* c
DHL	**31**	30	*	*	*	*	10	6	3	-	2
	2%	*2%* e	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	*-%*	*4%* **ab**
Parcelforce	**29**	28	1	*	-	1	7	9	2	*	*
	1%	*1%*	*2%*	*%*	*-%*	*1%*	*1%*	*2%*	*2%*	*%*	*%*
APC	**17**	17	*	-	*	1	2	7	2	2	-
	1%	*1%*	*1%*	*-%*	*2%*	*1%*	*%*	*2%* a	*1%*	*4%* **ae**	*-%*
UK Mail	**15**	15	-	-	-	-	6	5	2	-	-
	1%	*1%* e	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*2%*	*-%*	*-%*
TNT Express	**12**	11	*	*	*	1	1	2	-	4	*
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*%*	*%*	*-%*	*7%* **abce**	*1%*
UPS	**10**	10	*	*	-	1	2	3	2	-	-
	1%	*1%*	*%*	*2%* **ab**	*-%*	*1%*	*%*	*1%*	*1%*	*-%*	*-%*
Pitney Bowes	**9**	9	*	*	-	1	-	1	*	-	-
	%	*%*	*1%*	*1%*	*-%*	*1%*	*-%*	*%*	*%*	*-%*	*-%*
FedEx	**7**	6	1	-	*	1	1	*	-	2	*
	%	*%*	*2%* a	*-%*	*1%*	*1%* a	*%*	*%*	*-%*	*4%* **abce**	*%*
Parcels to go	**5**	5	-	-	-	-	2	1	-	-	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*%*	*%*	*-%*	*-%*	*-%*
Collect Plus	**3**	3	-	-	-	-	-	1	2	-	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*2%* a	*-%*	*-%*
Neo Post	**3**	3	-	-	*	*	-	1	*	-	2
	%	*%*	*-%*	*-%*	*1%* b	*%*	*-%*	*%*	*%*	*-%*	*4%* **abc**
One Post	**2**	2	-	-	-	-	-	2	-	-	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*
Tuffnels	**2**	1	*	*	-	*	-	*	*	-	*
	%	*%*	*%* a	*1%* a	*-%*	*1%* a	*-%*	*%*	*%*	*-%*	*%*
Local Courier	**2**	2	-	-	-	-	-	-	*	-	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total	**2000**	1920	51	18	11	80	692	457	116	50	48
DX	**1**	1	*	-	-	*	-	*	-	-	-
	%	*%*	*%*	-%	-%	*%*	-%	*%*	-%	-%	-%
Whistl (Previously known as TNT Post)	**1**	1	*	*	-	*	-	1	-	-	*
	%	*%*	*%*	*1%* a	-%	*%*	-%	*%*	-%	-%	*%*
Fastway Couriers	**1**	1	-	-	-	-	-	*	-	-	-
	%	*%*	-%	-%	-%	-%	-%	*%*	-%	-%	-%
Postal Sort	**1**	1	*	*	-	*	-	-	-	-	1
	%	*%*	*%*	*1%* a	-%	*%* a	-%	-%	-%	-%	*1%* **ab**
Coopers Carriers	*	*	-	-	-	-	-	-	*	-	-
	%	*%*	-%	-%	-%	-%	-%	-%	*%*	-%	-%
Yodel	*	*	-	-	-	-	-	-	-	-	-
	%	*%*	-%	-%	-%	-%	-%	-%	-%	-%	-%
Secured Mail	*	-	*	-	-	*	-	-	-	-	*
	%	-%	*%* a	-%	-%	*%* a	-%	-%	-%	-%	*1%*
Eagle Couriers	*	-	-	-	*	*	-	-	*	-	-
	%	-%	-%	-%	*1%* **ab**	*%*	-%	-%	*%*	-%	-%
First Post	*	-	*	-	-	*	-	-	*	-	-
	%	-%	*%*	-%	-%	*%*	-%	-%	*%*	-%	-%
Global Mailing	*	-	*	-	-	*	-	-	-	-	-
	%	-%	*%*	-%	-%	*%*	-%	-%	-%	-%	-%
None	**1**	1	-	-	-	-	-	-	-	-	-
	%	*%*	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**38**	37	1	*	-	1	12	3	5	-	*
	2%	*2%*	*2%*	*%*	-%	*1%*	*2%*	*1%*	*4%* **be**	-%	*1%*
NET: RM Only	**1744**	1674	44	16	10	70	627	396	94	42	39
	87%	*87%*	*87%*	*88%*	*92%*	*88%*	*91%* **bce**	*87%*	*81%*	*85%*	*80%*
NET: Provider other than RM only	**255**	245	7	2	1	10	65	61	23	8	9
	13%	*13%*	*13%*	*12%*	*8%*	*12%*	*9%*	*13%* a	*19%* a	*15%*	*20%* a

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 24 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total	**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
Royal Mail	**1744**	190	108	256	64	134	275	173	138	146	1484	94	87	79
	87%	*86%*	*95%* **acefhj**	*86%*	*99%* **acefghijlm**	*83%*	*85%*	*87%*	*84%*	*88%*	*87%*	*91%* **cefhj**	*89%*	*89%*
DPD	**35**	6	-	*	-	7	9	4	5	1	32	1	1	1
	2%	*3%* c	-%	*%	-%	*4%* **cik**	*3%* c	*2%*	*3%* c	*1%*	*2%* c	*1%*	*1%*	*1%*
Hermes	**34**	3	2	3	-	2	9	3	8	4	33	*	*	-
	2%	*1%*	*2%* m	*1%*	-%	*1%*	*3%* **klm**	*1%* m	*5%* **cjklm**	*2%* **km**	*2%* **km**	*%*	*1%*	-%
DHL	**31**	*	-	14	-	1	6	-	3	4	28	*	1	1
	2%	*%*	-%	*5%* **abegjkl** m	-%	*1%*	*2%*	-%	*2%*	*2%*	*2%*	*%*	*1%*	*2%*
Parcelforce	**29**	2	-	4	-	7	3	5	4	*	25	1	*	2
	1%	*1%*	-%	*1%*	-%	*4%* **abcfijkl**	*1%*	*3%* l	*2%*	*%*	*1%*	*1%*	*%*	*3%* l
APC	**17**	4	*	2	-	-	3	5	*	2	15	1	1	-
	1%	*2%* m	*%*	*1%*	-%	-%	*1%*	*2%* m	*%*	*1%*	*1%*	*1%*	*1%*	-%
UK Mail	**15**	2	4	-	-	2	-	2	2	3	14	-	1	-
	1%	*1%*	*3%* **cfjkm**	-%	-%	*1%*	-%	*1%*	*1%*	*2%* **cfkm**	*1%*	-%	*1%*	-%
TNT Express	**12**	4	*	2	-	4	*	*	*	-	11	1	*	*
	1%	*2%* f	*%	*1%*	-%	*3%* **fgijklm**	*%*	*%*	*%*	-%	*1%*	*1%*	*%*	*%*
UPS	**10**	1	-	3	-	1	1	1	-	-	8	1	1	-
	1%	*%*	-%	*1%*	-%	*1%*	*%*	*1%*	-%	-%	*%*	*1%*	*1%*	-%
Pitney Bowes	**9**	*	-	1	-	-	1	4	-	3	9	*	-	*
	%	*%*	-%	*%*	-%	-%	*%*	*2%* **jl**	-%	*2%* l	*1%*	*%*	-%	*%*
FedEx	**7**	3	-	*	-	*	2	1	*	-	7	*	-	-
	%	*1%*	-%	*%*	-%	*%*	*1%*	*1%*	*%*	-%	*%*	*%*	-%	-%
Parcels to go	**5**	1	-	-	-	-	2	-	2	-	5	-	-	-
	%	*%*	-%	-%	-%	-%	*1%*	-%	*1%*	-%	*%*	-%	-%	-%
Collect Plus	**3**	1	-	-	-	-	2	-	-	-	3	-	-	-
	%	*%*	-%	-%	-%	-%	*1%*	-%	-%	-%	*%*	-%	-%	-%
Neo Post	**3**	-	-	2	-	-	1	-	-	-	3	*	-	-
	%	-%	-%	*1%*	-%	-%	*%*	-%	-%	-%	*%*	*%*	-%	-%
One Post	**2**	-	-	-	-	-	-	-	-	2	2	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	*1%* j	*%*	-%	-%	-%
Tuffnels	**2**	-	-	-	-	1	*	-	-	-	1	*	*	-
	%	-%	-%	-%	-%	*1%* j	*%*	-%	-%	-%	*%*	*%*	*%*	-%
Local Courier	**2**	-	-	-	-	-	1	-	-	-	1	*	-	-
	%	-%	-%	-%	-%	-%	*%*	-%	-%	-%	*%*	*%*	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 05/02/19

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total	**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
DX	**1**	-	-	-	-	-	-	-	-	-	-	*	-	1
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%*	-%	*1%* j
Whistl (Previously known as TNT Post)	**1**	-	-	-	-	-	*	*	-	-	*	*	-	*
	%	-%	-%	-%	-%	-%	*%*	*%*	-%	-%	*%*	*%*	-%	*1%* j
Fastway Couriers	**1**	-	-	-	-	-	-	-	-	-	-	-	-	1
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%* j
Postal Sort	**1**	-	-	-	-	-	-	-	-	-	-	-	-	1
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%* j
Coopers Carriers	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%* j	-%
Yodel	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%* j
Secured Mail	*	-	-	-	-	-	-	-	*	-	*	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	*%*	-%	*%*	-%	-%	-%
Eagle Couriers	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%*	-%	-%
First Post	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%*	-%	-%
Global Mailing	*	-	-	*	-	-	-	-	-	-	*	-	-	-
	%	-%	-%	*%*	-%	-%	-%	-%	-%	-%	*%*	-%	-%	-%
None	**1**	-	-	-	-	-	-	1	-	-	1	-	-	-
	%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	*%*	-%	-%	-%
Other answers	**38**	5	-	9	1	2	9	2	2	2	32	2	4	1
	2%	*2%*	-%	*3%*	*1%*	*1%*	*3%*	*1%*	*1%*	*1%*	*2%*	*2%*	*4%* **jm**	*1%*
NET: RM Only	**1744**	190	108	256	64	134	275	173	138	146	1484	94	87	79
	87%	*86%*	*95%* **acefhj**	*86%*	*99%* **acefghijlm**	*83%*	*85%*	*87%*	*84%*	*88%*	*87%*	*91%* **cefhj**	*89%*	*89%*
NET: Provider other than RM only	**255**	30	6	42	1	27	49	26	26	19	226	9	11	10
	13%	*14%* **bd**	*5%*	*14%* **bdk**	*1%*	*17%* **bdk**	*15%* **bdk**	*13%* d	*16%* **bdk**	*12%* d	*13%* **bdk**	*9%*	*11%* d	*11%* d

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 24 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2398**	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total	**2000**	38	176	47	194	589	56	141	756	1548	452	1794	206
Royal Mail	**1744**	37	130	46	182	473	52	132	689	1351	393	1567	177
	87%	*97%*	*74%*	*98%*	*94%*	*80%*	*93%*	*94%*	*91%*	*87%*	*87%*	*87%*	*86%*
		be		**be**	**be**	b	**be**	**be**	**be**				
DPD	**35**	-	5	-	1	17	*	-	12	26	9	30	5
	2%	*-%*	*3%*	*-%*	**%*	*3%*	*1%*	*-%*	*2%*	*2%*	*2%*	*2%*	*2%*
			dg			**dg**							
Hermes	**34**	-	2	-	-	24	-	-	8	27	7	30	3
	2%	*-%*	*1%*	*-%*	*-%*	*4%*	*-%*	*-%*	*1%*	*2%*	*2%*	*2%*	*2%*
						bdgh							
DHL	**31**	-	3	*	2	11	-	3	12	27	3	29	2
	2%	*-%*	*2%*	**%*	*1%*	*2%*	*-%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*
Parcelforce	**29**	1	6	*	2	15	*	-	5	24	6	27	2
	1%	*3%*	*4%*	**%*	*1%*	*3%*	**%*	*-%*	*1%*	*2%*	*1%*	*2%*	*1%*
		g	**gh**			**gh**							
APC	**17**	-	6	-	1	7	2	1	1	14	3	15	2
	1%	*-%*	*3%*	*-%*	**%*	*1%*	*3%*	*1%*	**%*	*1%*	*1%*	*1%*	*1%*
			deh			h	**dh**						
UK Mail	**15**	-	3	-	2	8	-	-	2	9	5	15	-
	1%	*-%*	*2%*	*-%*	*1%*	*1%*	*-%*	*-%*	**%*	*1%*	*1%*	*1%*	*-%*
			h			h							
TNT Express	**12**	-	3	-	-	8	-	-	1	8	4	8	5
	1%	*-%*	*2%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*1%*	*1%*	**%*	*2%*
			dh			h							a
UPS	**10**	-	2	1	-	5	-	-	3	8	2	10	*
	1%	*-%*	*1%*	*1%*	*-%*	*1%*	*-%*	*-%*	**%*	*1%*	*1%*	*1%*	**%*
Pitney Bowes	**9**	-	-	-	*	4	-	1	4	6	3	8	1
	****%***	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*1%*	*1%*	**%*	*1%*	**%*	*1%*
FedEx	**7**	-	4	-	-	1	2	-	*	5	2	6	1
	****%***	*-%*	*2%*	*-%*	*-%*	**%*	*3%*	*-%*	**%*	**%*	**%*	**%*	*1%*
			deh				**degh**						
Parcels to go	**5**	-	4	-	-	1	-	-	-	3	2	3	2
	****%***	*-%*	*2%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	*1%*
			deh										a
Collect Plus	**3**	-	-	-	-	3	-	-	-	3	-	2	1
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*1%*
						h							
Neo Post	**3**	-	-	-	-	-	-	1	2	3	*	3	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	**%*	**%*	**%*	*-%*
								e					
One Post	**2**	-	-	-	-	-	-	-	2	2	-	2	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	*-%*
Tuffnels	**2**	-	1	-	1	*	-	-	-	1	*	2	-
	****%***	*-%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	*-%*
					h								

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Industry								Urbanity		Location	
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Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2398**	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total	**2000**	38	176	47	194	589	56	141	756	1548	452	1794	206
Local Courier	**2**	-	-	-	1	-	-	-	*	2	-	2	-
	%	-%	-%	-%	*1%*	-%	-%	-%	*%*	*%*	-%	*%*	-%
DX	**1**	-	-	-	-	-	-	*	1	1	*	1	-
	%	-%	-%	-%	-%	-%	-%	*%*	*%*	*%*	*%*	*%*	-%
Whistl (Previously known as TNT Post)	**1**	-	*	-	-	*	-	*	*	*	1	1	-
	%	-%	*%*	-%	-%	*%*	-%	*%*	*%*	*%*	*%*	*%*	-%
Fastway Couriers	**1**	-	*	-	-	-	-	-	*	*	*	1	-
	%	-%	*%*	-%	-%	-%	-%	-%	*%*	*%*	*%*	*%*	-%
Postal Sort	**1**	-	-	*	-	*	*	1	-	1	*	*	1
	%	-%	-%	*%*	-%	*%*	*%*	*1%* h	-%	*%*	*%*	*%*	*%* a
Coopers Carriers	*	-	-	-	-	*	-	-	-	-	*	*	-
	%	-%	-%	-%	-%	*%*	-%	-%	-%	-%	*%*	*%*	-%
Yodel	*	-	-	-	-	-	-	-	*	*	-	*	-
	%	-%	-%	-%	-%	-%	-%	-%	*%*	*%*	-%	*%*	-%
Secured Mail	*	-	-	-	-	*	-	-	-	*	-	*	-
	%	-%	-%	-%	-%	*%*	-%	-%	-%	*%*	-%	*%*	-%
Eagle Couriers	*	-	-	-	-	-	-	-	*	-	*	*	-
	%	-%	-%	-%	-%	-%	-%	-%	*%*	-%	*%*	*%*	-%
First Post	*	-	-	-	-	-	-	-	*	*	-	*	-
	%	-%	-%	-%	-%	-%	-%	-%	*%*	*%*	-%	*%*	-%
Global Mailing	*	-	-	-	-	-	-	-	*	*	-	*	-
	%	-%	-%	-%	-%	-%	-%	-%	*%*	*%*	-%	*%*	-%
None	**1**	-	-	-	-	1	-	-	-	1	-	1	-
	%	-%	-%	-%	-%	*%*	-%	-%	-%	*%*	-%	*%*	-%
Other answers	**38**	*	8	*	3	13	*	1	14	28	10	34	4
	2%	*%*	*4%* **gh**	*%*	*1%*	*2%*	*%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*
NET: RM Only	**1744**	37	130	46	182	473	52	132	689	1351	393	1567	177
	87%	*97%* **be**	*74%*	*98%* **be**	*94%* **be**	*80%* b	*93%* **be**	*94%* **be**	*91%* **be**	*87%*	*87%*	*87%*	*86%*
NET: Provider other than RM only	**255**	1	46	1	12	115	4	9	67	197	58	226	29
	13%	*3%*	*26%* **acdefgh**	*2%*	*6%*	*20%* **acdfgh**	*7%*	*6%*	*9%*	*13%*	*13%*	*13%*	*14%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2398**	2274	124	1449	371	549
Weighted total	**2000**	1874	126	1243	290	433
Royal Mail	**1744**	1631	113	1109	254	356
	87%	*87%*	*89%*	*89%* c	*88%* c	*82%*
DPD	**35**	33	2	18	3	14
	2%	*2%*	*2%*	*1%*	*1%*	*3%* **ab**
Hermes	**34**	34	-	16	2	15
	2%	*2%*	*-%*	*1%*	*1%*	*4%* **ab**
DHL	**31**	28	3	17	6	5
	2%	*1%*	*2%*	*1%*	*2%*	*1%*
Parcelforce	**29**	26	4	13	8	9
	1%	*1%*	*3%*	*1%*	*3%* a	*2%*
APC	**17**	17	*	8	2	7
	1%	*1%*	**%*	*1%*	*1%*	*2%* a
UK Mail	**15**	15	-	10	1	2
	1%	*1%*	*-%*	*1%*	**%*	**%*
TNT Express	**12**	12	-	7	-	5
	1%	*1%*	*-%*	*1%*	*-%*	*1%* b
UPS	**10**	10	*	5	2	3
	1%	*1%*	**%*	**%*	*1%*	*1%*
Pitney Bowes	**9**	9	-	3	2	4
	****%***	**%*	*-%*	**%*	*1%*	*1%*
FedEx	**7**	7	-	5	2	1
	****%***	**%*	*-%*	**%*	*1%*	**%*
Parcels to go	**5**	5	-	3	-	2
	****%***	**%*	*-%*	**%*	*-%*	**%*
Collect Plus	**3**	3	-	3	-	-
	****%***	**%*	*-%*	**%*	*-%*	*-%*
Neo Post	**3**	3	-	-	3	-
	****%***	**%*	*-%*	*-%*	*1%* **ac**	*-%*
One Post	**2**	2	-	-	-	2
	****%***	**%*	*-%*	*-%*	*-%*	**%* a
Tuffnels	**2**	2	-	1	*	-
	****%***	**%*	*-%*	**%*	**%*	*-%*
Local Courier	**2**	2	-	2	-	-
	****%***	**%*	*-%*	**%*	*-%*	*-%*
DX	**1**	1	-	-	1	*
	****%***	**%*	*-%*	*-%*	**%* a	**%*

Columns Tested: a,b - a,b,c

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2398**	2274	124	1449	371	549
Weighted total	**2000**	1874	126	1243	290	433
Whistl (Previously known as TNT Post)	**1**	1	-	1	-	*
	***%**	*%	-%	*%	-%	*%
Fastway Couriers	**1**	1	-	*	-	*
	***%**	*%	-%	*%	-%	*%
Postal Sort	**1**	1	-	*	1	*
	***%**	*%	-%	*%	*%	*%
Coopers Carriers	*	*	-	-	-	*
	***%**	*%	-%	-%	-%	*%
Yodel	*	*	-	*	-	-
	***%**	*%	-%	*%	-%	-%
Secured Mail	*	*	-	-	-	*
	***%**	*%	-%	-%	-%	*%
Eagle Couriers	*	*	-	-	*	-
	***%**	*%	-%	-%	*%	-%
First Post	*	*	-	-	*	-
	***%**	*%	-%	-%	*%	-%
Global Mailing	*	*	-	-	-	*
	***%**	*%	-%	-%	-%	*%
None	**1**	-	1	1	-	-
	***%**	-%	*1%*	*%	-%	-%
			a			
Other answers	**38**	35	3	22	4	9
	***2%**	*2%*	*2%*	*2%*	*1%*	*2%*
NET: RM Only	**1744**	1631	113	1109	254	356
	***87%**	*87%*	*89%*	*89%*	*88%*	*82%*
				c	c	
NET: Provider other than RM only	**255**	242	13	133	36	77
	***13%**	*13%*	*10%*	*11%*	*12%*	*18%*
						ab

Columns Tested: a,b - a,b,c

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**2398**	1908	413	60	8	5	3	-	1	2321	77	904	1004	490
Weighted total	**2000**	1695	267	30	5	3	1	-	*	1962	38	905	790	305
Royal Mail	**1744**	1518	201	20	2	2	*	-	-	1719	25	844	674	226
	87%	*90%*	*75%*	*67%*	*48%*	*81%*	*59%*	-%	-%	*88%*	*65%*	*93%*	*85%*	*74%*
		bcj								**bcj**		**bc**	c	
DPD	**35**	25	9	*	-	*	-	-	-	34	1	13	12	10
	2%	*1%*	*3%*	*1%*	-%	*10%*	-%	-%	-%	*2%*	*2%*	*1%*	*2%*	*3%*
			ai											**ab**
Hermes	**34**	27	3	2	2	-	-	-	-	30	3	7	19	7
	2%	*2%*	*1%*	*5%*	*39%*	-%	-%	-%	-%	*2%*	*9%*	*1%*	*2%*	*2%*
				abi							**abi**		a	a
DHL	**31**	26	4	1	-	-	-	-	-	30	1	7	18	5
	2%	*2%*	*2%*	*4%*	-%	-%	-%	-%	-%	*2%*	*3%*	*1%*	*2%*	*2%*
													a	
Parcelforce	**29**	18	10	*	*	-	-	-	-	28	1	6	13	11
	1%	*1%*	*4%*	*1%*	*10%*	-%	-%	-%	-%	*1%*	*2%*	*1%*	*2%*	*4%*
			ai										a	**ab**
APC	**17**	8	7	2	-	-	-	-	-	15	2	5	4	9
	1%	*1%*	*3%*	*6%*	-%	-%	-%	-%	-%	*1%*	*5%*	*1%*	*%*	*3%*
			ai	**ai**							**ai**			**ab**
UK Mail	**15**	8	6	-	-	-	-	-	-	15	-	4	4	6
	1%	*%*	*2%*	-%	-%	-%	-%	-%	-%	*1%*	-%	*%*	*1%*	*2%*
			ai											**ab**
TNT Express	**12**	8	2	2	*	-	-	-	-	10	2	4	3	4
	1%	*%*	*1%*	*6%*	*1%*	-%	-%	-%	-%	*1%*	*5%*	*%*	*%*	*1%*
				abi							**abi**			b
UPS	**10**	7	3	*	-	-	-	-	-	10	*	2	5	3
	1%	*%*	*1%*	*1%*	-%	-%	-%	-%	-%	*1%*	*1%*	*%*	*1%*	*1%*
Pitney Bowes	**9**	7	2	-	-	-	-	-	-	9	-	*	7	2
	%	*%*	*1%*	-%	-%	-%	-%	-%	-%	*%*	-%	*%*	*1%*	*1%*
													a	a
FedEx	**7**	5	2	*	-	-	-	-	-	7	*	*	4	2
	%	*%*	*1%*	*1%*	-%	-%	-%	-%	-%	*%*	*%*	*%*	*1%*	*1%*
													a	a
Parcels to go	**5**	5	-	-	-	-	-	-	-	5	-	1	4	-
	%	*%*	-%	-%	-%	-%	-%	-%	-%	*%*	-%	*%*	*%*	-%
Collect Plus	**3**	3	-	-	-	-	-	-	-	3	-	-	3	-
	%	*%*	-%	-%	-%	-%	-%	-%	-%	*%*	-%	-%	*%*	-%
Neo Post	**3**	-	3	-	-	-	-	-	-	3	-	-	-	3
	%	-%	*1%*	-%	-%	-%	-%	-%	-%	*%*	-%	-%	-%	*1%*
			ai											**ab**
One Post	**2**	-	2	-	-	-	-	-	-	2	-	-	-	2
	%	-%	*1%*	-%	-%	-%	-%	-%	-%	*%*	-%	-%	-%	*1%*
			ai											**ab**
Tuffnels	**2**	*	1	-	-	-	*	-	-	1	*	*	*	1
	%	*%*	*%*	-%	-%	-%	*41%*	-%	-%	*%*	*1%*	*%*	*%*	*%*
			a								a			b
Local Courier	**2**	2	-	-	-	-	-	-	-	2	-	-	2	-
	%	*%*	-%	-%	-%	-%	-%	-%	-%	*%*	-%	-%	*%*	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 05/02/19

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**2398**	1908	413	60	8	5	3	-	1	2321	77	904	1004	490
Weighted total	**2000**	1695	267	30	5	3	1	-	*	1962	38	905	790	305
DX	**1**	1	1	-	-	-	-	-	-	1	-	-	1	1
	***%**	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%
Whistl (Previously known as TNT Post)	**1**	*	*	-	-	-	-	-	*	1	*	-	*	1
	***%**	*%	*%	-%	-%	-%	-%	-%	*100%*	*%	*%	-%	*%	*%
Fastway Couriers	**1**	*	*	-	-	-	-	-	-	1	-	-	*	*
	***%**	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%
Postal Sort	**1**	*	1	*	-	-	-	-	-	1	*	*	-	1
	***%**	*%	*% a	*%	-%	-%	-%	-%	-%	*%	*%	*%	-%	*%
Coopers Carriers	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	***%**	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%
Yodel	*	*	-	-	-	-	-	-	-	*	-	*	-	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%
Secured Mail	*	-	-	-	-	*	-	-	-	-	*	-	-	*
	***%**	-%	-%	-%	-%	*9%*	-%	-%	-%	-%	*1%* **ai**	-%	-%	*%
Eagle Couriers	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	***%**	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%
First Post	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	***%**	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%
Global Mailing	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	***%**	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%
None	**1**	1	-	-	-	-	-	-	-	1	-	1	-	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%
Other answers	**38**	26	8	4	*	-	-	-	-	34	4	10	16	12
	***2%**	*2%*	*3%* a	*13%* **abi**	*1%*	-%	-%	-%	-%	*2%*	*11%* **abi**	*1%*	*2%*	*4%* **ab**
NET: RM Only	**1744**	1518	201	20	2	2	*	-	-	1719	25	844	674	226
	***87%**	*90%* **bcj**	*75%*	*67%*	*48%*	*81%*	*59%*	-%	-%	*88%* **bcj**	*65%*	*93%* **bc**	*85%* c	*74%*
NET: Provider other than RM only	**255**	176	65	10	2	1	*	-	*	242	13	60	116	79
	***13%**	*10%*	*25%* **ai**	*33%* **ai**	*52%*	*19%*	*41%*	-%	*100%*	*12%*	*35%* **ai**	*7%*	*15%* a	*26%* **ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total	**2398**	1469	998	1607	769	623	1539	1412	108	42	30	9	4	1
Weighted total	**2000**	1088	703	1219	609	435	1190	1113	54	27	17	3	4	*
Royal Mail	**1744**	984	623	1101	454	381	1019	1009	47	23	15	3	2	-
	87%	*90%* **df**	*89%* **df**	*90%* **df**	*74%*	*88%* d	*86%* d	*91%*	*88%*	*85%*	*91%*	*90%*	*55%*	-%
DPD	**35**	11	9	13	16	9	19	12	*	-	-	-	-	-
	2%	*1%*	*1%*	*1%*	*3%* **abc**	*2%* a	*2%*	*1%*	*%*	-%	-%	-%	-%	-%
Hermes	**34**	7	8	8	24	4	25	5	3	-	-	-	-	-
	2%	*1%*	*1%*	*1%*	*4%* **abcef**	*1%*	*2%* **ace**	*%*	*6%* a	-%	-%	-%	-%	-%
DHL	**31**	10	6	12	19	4	15	10	2	-	-	-	-	-
	2%	*1%*	*1%*	*1%*	*3%* **abcef**	*1%*	*1%*	*1%*	*4%* a	-%	-%	-%	-%	-%
Parcelforce	**29**	14	10	14	22	4	27	14	-	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	*4%* **abce**	*1%*	*2%* **ace**	*1%*	-%	-%	-%	-%	-%	-%
APC	**17**	3	2	4	11	4	12	4	-	-	-	-	-	-
	1%	*%*	*%*	*%*	*2%* **abc**	*1%* **abc**	*1%* **abc**	*%*	-%	-%	-%	-%	-%	-%
UK Mail	**15**	7	5	7	10	3	9	7	-	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	*2%* **acf**	*1%*	*1%*	*1%*	-%	-%	-%	-%	-%	-%
TNT Express	**12**	6	6	9	6	*	9	9	*	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	*1%* e	*%*	*1%*	*1%*	*%*	-%	-%	-%	-%	-%
UPS	**10**	5	2	5	8	3	6	5	-	-	*	-	-	-
	1%	*%*	*%*	*%*	*1%* **abcf**	*1%*	*1%*	*%*	-%	-%	*1%*	-%	-%	-%
Pitney Bowes	**9**	7	7	8	2	5	8	6	*	2	-	-	-	-
	%	*1%*	*1%*	*1%*	*%*	*1%*	*1%*	*1%*	*%*	*7%* **ab**	-%	-%	-%	-%
FedEx	**7**	4	*	4	5	2	4	4	-	-	-	-	-	-
	%	*%*	*%*	*%*	*1%* b	*1%*	*%*	*%*	-%	-%	-%	-%	-%	-%
Parcels to go	**5**	2	2	2	1	-	2	2	-	-	-	-	-	-
	%	*%*	*%*	*%*	*%*	-%	*%*	*%*	-%	-%	-%	-%	-%	-%
Collect Plus	**3**	-	-	-	3	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	*%* **abcf**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neo Post	**3**	1	-	1	-	3	3	1	-	*	-	-	-	-
	%	*%*	-%	*%*	-%	*1%* **abcd**	*%*	*%*	-%	*%*	-%	-%	-%	-%
One Post	**2**	2	2	2	2	-	2	2	-	-	-	-	-	-
	%	*%*	*%*	*%*	*%*	-%	*%*	*%*	-%	-%	-%	-%	-%	-%
Tuffnels	**2**	1	*	1	1	*	1	1	*	-	-	-	-	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 24 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total	**2398**	1469	998	1607	769	623	1539	1412	108	42	30	9	4	1
Weighted total	**2000**	1088	703	1219	609	435	1190	1113	54	27	17	3	4	*
Local Courier	**2**	2	*	2	2	-	2	2	-	-	-	-	-	-
	***%**	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%
DX	**1**	1	1	1	1	1	1	1	-	-	*	-	-	-
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	-%	*1%*	-%	-%	-%
Whistl (Previously known as TNT Post)	**1**	1	1	1	*	*	1	1	-	-	-	*	-	*
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	*10%*	-%	*100%*
Fastway Couriers	**1**	1	*	1	-	*	1	*	-	*	-	-	-	-
	***%**	*%	*%	*%	-%	*%	*%	*%	-%	*2%* a	-%	-%	-%	-%
Postal Sort	**1**	1	*	1	*	1	1	*	*	-	1	-	-	-
	***%**	*%	*%	*%	*%	*%	*%	*%	*%	-%	*4%* a	-%	-%	-%
Coopers Carriers	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	-%
Yodel	*	-	-	-	-	-	*	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%
Secured Mail	*	*	*	*	-	-	*	-	-	-	*	-	-	-
	***%**	*%	*%	*%	-%	-%	*%	-%	-%	-%	*1%* a	-%	-%	-%
Eagle Couriers	*	*	-	*	-	-	*	-	-	*	-	-	-	-
	***%**	*%	-%	*%	-%	-%	*%	-%	-%	*%* a	-%	-%	-%	-%
First Post	*	*	*	*	-	*	*	*	-	-	-	-	-	-
	***%**	*%	*%	*%	-%	*%	*%	*%	-%	-%	-%	-%	-%	-%
Global Mailing	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	-%
None	**1**	-	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**38**	19	17	23	21	9	22	19	*	2	*	-	2	-
	***2%**	*2%*	*2%*	*2%*	*3%* **acf**	*2%*	*2%*	*2%*	*%*	*6%* **ab**	*3%*	-%	*45%*	-%
NET: RM Only	**1744**	984	623	1101	454	381	1019	1009	47	23	15	3	2	-
	***87%**	*90%* **df**	*89%* **df**	*90%* **df**	*74%*	*88%* d	*86%* d	*91%*	*88%*	*85%*	*91%*	*90%*	*55%*	-%
NET: Provider other than RM only	**255**	104	80	118	155	54	170	104	6	4	2	*	2	*
	***13%**	*10%*	*11%*	*10%*	*26%* **abcef**	*12%*	*14%* **abc**	*9%*	*12%*	*15%*	*9%*	*10%*	*45%*	*100%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 24 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**2398**	733	17	11	4	1	3	-	4	487	391	399	316	13
Weighted total	**2000**	586	10	7	5	*	*	-	1	450	298	284	176	11
Royal Mail	**1744**	442	5	4	2	*	*	-	*	409	270	254	156	11
	87%	*75%*	*53%*	*56%*	*35%*	*100%*	*70%*	*-%*	*76%*	*91%*	*91%*	*90%*	*89%*	*100%*
DPD	**35**	13	2	1	-	-	-	-	-	3	4	3	3	-
	2%	*2%*	*20%*	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*1%*	*2%*	*-%*
Hermes	**34**	21	-	-	3	-	-	-	-	4	-	1	3	-
	2%	*4%*	*-%*	*-%*	*65%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	*2%* **bc**	*-%*
DHL	**31**	19	-	-	-	-	-	-	-	6	4	3	-	-
	2%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%* d	*1%* d	*1%*	*-%*	*-%*
Parcelforce	**29**	18	2	2	-	-	-	-	-	4	6	5	*	-
	1%	*3%*	*23%*	*27%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%* d	*2%* d	**%*	*-%*
APC	**17**	11	-	-	-	-	-	-	-	1	1	2	-	-
	1%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*1%*	*-%*	*-%*
UK Mail	**15**	10	-	-	-	-	-	-	-	4	-	1	2	-
	1%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	*1%* b	*-%*
TNT Express	**12**	5	*	-	-	-	-	-	-	6	2	*	*	-
	1%	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%* c	*1%*	**%*	**%*	*-%*
UPS	**10**	8	-	*	-	-	-	-	-	1	1	2	*	-
	1%	*1%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*1%*	**%*	*-%*
Pitney Bowes	**9**	2	-	-	-	-	-	-	-	2	*	5	*	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*2%* **bd**	**%*	*-%*
FedEx	**7**	5	-	-	-	-	-	-	-	-	2	2	*	-
	****%***	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	**%*	*-%*
Parcels to go	**5**	1	-	-	-	-	-	-	-	-	2	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
Collect Plus	**3**	3	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neo Post	**3**	-	-	-	-	-	-	-	-	*	-	-	1	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*
One Post	**2**	2	-	-	-	-	-	-	-	-	-	2	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*
Tuffnels	**2**	1	*	-	-	-	-	-	-	*	1	-	*	-
	****%***	**%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	*-%*
Local Courier	**2**	2	-	-	-	-	-	-	-	*	1	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*
DX	**1**	1	-	-	-	-	-	-	-	-	-	*	1	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	***b**	***c**	***d**	***e**	***f**	***g**	***h**	a	b	c	d	***e**
Unweighted total	**2398**	733	17	11	4	1	3	-	4	487	391	399	316	13
Weighted total	**2000**	586	10	7	5	*	*	-	1	450	298	284	176	11
Whistl (Previously known as TNT Post)	**1**	*	-	-	-	-	*	-	*	-	-	*	1	-
	%	**%*	-%	-%	-%	-%	*30%*	-%	*24%*	-%	-%	**%*	**%*	-%
Fastway Couriers	**1**	-	-	-	-	-	-	-	-	1	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	**%*	-%	-%	-%	-%
Postal Sort	**1**	*	-	-	-	-	-	-	-	*	-	-	1	-
	%	**%*	-%	-%	-%	-%	-%	-%	-%	**%*	-%	-%	**%*	-%
Coopers Carriers	*	*	-	-	-	-	-	-	-	-	-	-	*	-
	%	**%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**%*	-%
Yodel	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Secured Mail	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**%*	-%
Eagle Couriers	*	-	-	-	-	-	-	-	-	*	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	**%*	-%	-%	-%	-%
First Post	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**%*	-%
Global Mailing	*	-	*	-	-	-	-	-	-	-	*	-	-	-
	%	-%	*1%*	-%	-%	-%	-%	-%	-%	-%	**%*	-%	-%	-%
None	**1**	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**38**	21	-	-	-	-	-	-	-	8	4	4	6	-
	2%	*4%*	-%	-%	-%	-%	-%	-%	-%	*2%*	*1%*	*2%*	*3%*	-%
NET: RM Only	**1744**	442	5	4	2	*	*	-	*	409	270	254	156	11
	87%	*75%*	*53%*	*56%*	*35%*	*100%*	*70%*	-%	*76%*	*91%*	*91%*	*90%*	*89%*	*100%*
NET: Provider other than RM only	**255**	144	5	3	3	-	*	-	*	41	28	30	20	-
	13%	*25%*	*47%*	*44%*	*65%*	-%	*30%*	-%	*24%*	*9%*	*9%*	*10%*	*11%*	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
Royal Mail	**1744**	175	101	116	58	2	279	22	150	1744	-	1099	*
	87%	*84%* **bcd**	*73%*	*68%*	*68%*	*45%*	*68%*	*91%* a	*87%* a	*100%* b	*-%*	*94%* b	*1%*
DPD	**35**	2	5	5	4	-	13	1	2	-	35	11	2
	2%	*1%*	*3%*	*3%*	*5%* a	*-%*	*3%*	*5%*	*1%*	*-%*	*14%* a	*1%*	*3%* a
Hermes	**34**	8	2	7	5	2	21	*	3	-	34	8	-
	2%	*4%*	*2%*	*4%*	*6%* b	*38%*	*5%* c	*1%*	*2%*	*-%*	*13%* a	*1%*	*-%*
DHL	**31**	6	6	6	1	-	13	-	6	-	31	8	4
	2%	*3%*	*4%*	*4%*	*1%*	*-%*	*3%*	*-%*	*3%*	*-%*	*12%* a	*1%*	*8%* a
Parcelforce	**29**	2	9	7	5	*	21	*	1	-	29	7	8
	1%	*1%*	*6%* a	*4%*	*6%* a	*2%*	*5%* c	**%*	*1%*	*-%*	*11%* a	*1%*	*15%* a
APC	**17**	*	2	4	5	-	10	*	1	-	17	2	1
	1%	**%*	*1%*	*3%* a	*6%* **ab**	*-%*	*2%*	*1%*	*1%*	*-%*	*7%* a	**%*	*3%* a
UK Mail	**15**	*	5	3	2	-	10	-	-	-	15	6	1
	1%	**%*	*4%* a	*2%*	*2%* a	*-%*	*3%* c	*-%*	*-%*	*-%*	*6%* a	**%*	*3%* a
TNT Express	**12**	4	*	1	1	*	4	-	1	-	12	4	5
	1%	*2%*	**%*	**%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*5%* a	**%*	*9%* a
UPS	**10**	1	3	4	*	*	6	-	2	-	10	3	2
	1%	**%*	*2%*	*3%* a	**%*	*2%*	*2%*	*-%*	*1%*	*-%*	*4%* a	**%*	*3%* a
Pitney Bowes	**9**	-	*	2	-	-	2	*	*	-	9	*	8
	****%***	*-%*	**%*	*1%*	*-%*	*-%*	**%*	**%*	**%*	*-%*	*4%* a	**%*	*14%* a
FedEx	**7**	1	*	2	2	*	4	*	*	-	7	4	*
	****%***	**%*	**%*	*1%*	*2%* a	*3%*	*1%*	**%*	**%*	*-%*	*3%* a	**%*	**%*
Parcels to go	**5**	1	-	-	-	-	1	-	-	-	5	-	2
	****%***	*1%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*2%* a	*-%*	*3%* a
Collect Plus	**3**	2	-	1	-	-	3	-	-	-	3	-	-
	****%***	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%* a	*-%*	*-%*
Neo Post	**3**	-	-	-	-	-	-	-	-	-	3	-	1
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%* a	*-%*	*2%* a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
One Post	**2**	-	-	2	-	-	2	-	-	-	2	2	-
	***%**	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*1%* a	**%*	*-%*
Tuffnels	**2**	*	-	1	*	-	1	-	-	-	2	*	1
	***%**	**%*	*-%*	*1%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*1%* a	**%*	*2%* a
Local Courier	**2**	1	-	-	-	*	2	-	-	-	2	*	1
	***%**	*1%*	*-%*	*-%*	*-%*	*10%*	**%*	*-%*	*-%*	*-%*	*1%* a	**%*	*2%* a
DX	**1**	-	1	1	*	-	*	-	1	-	1	1	*
	***%**	*-%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*1%*	*-%*	**%* a	**%*	**%*
Whistl (Previously known as TNT Post)	**1**	-	-	*	*	-	*	*	-	-	1	-	1
	***%**	*-%*	*-%*	**%*	**%*	*-%*	**%*	*1%*	*-%*	*-%*	**%* a	*-%*	*2%* a
Fastway Couriers	**1**	-	-	-	-	-	-	-	-	-	1	*	*
	***%**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%* a	**%*	*1%* a
Postal Sort	**1**	*	-	-	-	-	*	-	-	-	1	-	1
	***%**	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%* a	*-%*	*2%* a
Coopers Carriers	*	-	*	-	-	-	*	-	-	-	*	*	-
	***%**	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%* a	**%*	*-%*
Yodel	*	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*
Secured Mail	*	-	-	-	-	-	-	-	-	-	*	-	*
	***%**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%* a
Eagle Couriers	*	-	-	-	-	-	-	-	-	-	*	-	*
	***%**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*
First Post	*	-	-	-	-	-	-	-	-	-	*	-	*
	***%**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*
Global Mailing	*	*	-	-	-	-	*	-	-	-	*	-	*
	***%**	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*
None	**1**	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other answers	**38**	4	6	9	2	-	17	*	4	-	38	8	14
	***2%**	*2%*	*4%*	*5%* a	*2%*	*-%*	*4%*	**%*	*2%*	*-%*	*15%* a	*1%*	*27%* a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
NET: RM Only	**1744**	175	101	116	58	2	279	22	150	1744	-	1099	*
	87%	*84%* **bcd**	*73%*	*68%*	*68%*	*45%*	*68%*	*91%* a	*87%* a	*100%* b	*-%*	*94%* b	*1%*
NET: Provider other than RM only	**255**	33	38	54	27	3	132	2	21	-	255	65	53
	13%	*16%*	*27%* a	*32%* a	*32%* a	*55%*	*32%* **bc**	*9%*	*13%*	*-%*	*100%* a	*6%*	*99%* a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2398**	77	164	224	33	531	238	477	1370	220	1
Weighted total	**2000**	62	137	177	19	402	207	340	1009	122	2
Royal Mail	**1744**	58	48	111	10	398	55	305	919	105	-
	87%	*94%* b	*35%*	*63%*	*53%*	*99%* b	*27%*	*90%*	*91%* c	*86%*	-%
DPD	**35**	-	13	9	2	-	16	1	10	1	-
	2%	-%	*9%* a	*5%*	*8%*	-%	*8%* a	*%*	*1%*	*1%*	-%
Hermes	**34**	-	12	8	-	-	24	-	7	-	-
	2%	-%	*9%* a	*5%*	-%	-%	*12%* a	-%	*1%*	-%	-%
DHL	**31**	-	12	8	-	-	19	6	10	6	-
	2%	-%	*9%* a	*4%*	-%	-%	*9%* a	*2%*	*1%*	*5%* ab	-%
Parcelforce	**29**	2	8	7	2	2	20	11	10	2	-
	1%	*3%*	*6%*	*4%*	*9%*	*1%*	*10%* a	*3%* b	*1%*	*2%*	-%
APC	**17**	*	9	2	*	*	11	1	3	1	-
	1%	*%*	*7%* a	*1%*	*1%*	*%*	*5%* a	*%*	*%*	*%*	-%
UK Mail	**15**	-	6	6	-	-	10	2	5	-	-
	1%	-%	*4%*	*3%*	-%	-%	*5%* a	*1%*	*1%*	-%	-%
TNT Express	**12**	*	4	4	-	*	5	3	4	*	-
	1%	*1%*	*3%*	*2%*	-%	*%*	*2%* a	*1%*	*%*	*%*	-%
UPS	**10**	-	6	3	*	-	8	5	2	2	-
	1%	-%	*4%*	*2%*	*2%*	-%	*4%* a	*1%* b	*%*	*1%* b	-%
Pitney Bowes	**9**	-	-	-	1	-	2	2	7	1	-
	%	-%	-%	-%	*7%* a	-%	*1%* a	*1%*	*1%*	*1%*	-%
FedEx	**7**	-	4	4	-	-	5	*	4	*	-
	%	-%	*3%*	*2%*	-%	-%	*2%* a	*%*	*%*	*%*	-%
Parcels to go	**5**	-	-	-	-	-	1	-	2	-	-
	%	-%	-%	-%	-%	-%	*1%*	-%	*%*	-%	-%
Collect Plus	**3**	-	1	-	-	-	3	-	-	-	-
	%	-%	*1%*	-%	-%	-%	*1%* a	-%	-%	-%	-%
Neo Post	**3**	-	-	-	*	-	-	-	1	-	-
	%	-%	-%	-%	*1%*	-%	-%	-%	*%*	-%	-%
One Post	**2**	-	2	2	-	-	2	-	2	-	-
	%	-%	*1%*	*1%*	-%	-%	*1%* a	-%	*%*	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2398**	77	164	224	33	531	238	477	1370	220	1
Weighted total	**2000**	62	137	177	19	402	207	340	1009	122	2
Tuffnels	**2**	-	*	*	-	-	1	-	1	-	-
	***%**	-%	*%	*%	-%	-%	*1%*	-%	*%	-%	-%
Local Courier	**2**	-	*	*	-	-	2	-	2	-	-
	***%**	-%	*%	*%	-%	-%	*1%* a	-%	*%	-%	-%
DX	**1**	*	1	1	1	*	1	1	1	1	-
	***%**	*%	*1%*	*%	*3%*	*%	*1%*	*%	*%	*%	-%
Whistl (Previously known as TNT Post)	**1**	*	*	*	*	*	*	*	1	*	-
	***%**	*%	*%	*%	*1%*	*%	*%	*%	*%	*%	-%
Fastway Couriers	**1**	-	-	*	-	-	-	1	1	1	-
	***%**	-%	-%	*%	-%	-%	-%	*%	*%	*1%* b	-%
Postal Sort	**1**	-	-	-	1	-	*	-	1	*	-
	***%**	-%	-%	-%	*3%* a	-%	*%	-%	*%	*%	-%
Coopers Carriers	*	-	*	*	-	-	*	-	*	-	-
	***%**	-%	*%	*%	-%	-%	*%	-%	*%	-%	-%
Yodel	*	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Secured Mail	*	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Eagle Couriers	*	-	-	-	*	-	-	-	*	-	-
	***%**	-%	-%	-%	*1%*	-%	-%	-%	*%	-%	-%
First Post	*	-	-	*	-	-	-	*	*	*	-
	***%**	-%	-%	*%	-%	-%	-%	*%	*%	*%	-%
Global Mailing	*	-	*	-	*	-	*	-	*	-	-
	***%**	-%	*%	-%	*%	-%	*%	-%	*%	-%	-%
None	**1**	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**38**	1	10	11	2	1	20	4	15	3	2
	***2%**	*2%*	*7%*	*6%*	*10%*	*%	*10%* a	*1%*	*2%*	*3%*	*100%*
NET: RM Only	**1744**	58	48	111	10	398	55	305	919	105	-
	***87%**	*94%* b	*35%*	*63%*	*53%*	*99%* b	*27%*	*90%*	*91%* c	*86%*	-%
NET: Provider other than RM only	**255**	3	89	65	9	4	152	35	89	17	2
	***13%**	*6%*	*65%* a	*37%*	*47%*	*1%*	*73%* a	*10%*	*9%*	*14%* b	*100%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**2398**	384	877	164	-	507	502	180	6	1409	943	594	1220	999	15
Weighted total	**2000**	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
Royal Mail	**1744**	245	535	74	-	275	300	82	3	981	618	415	854	646	5
	87%	*88%* c	*89%* c	*82%*	*-%*	*70%*	*81%* ac	*68%*	*59%*	*94%*	*93%*	*93%*	*94%*	*93%*	*87%*
DPD	**35**	2	7	1	-	14	4	2	*	10	7	8	9	8	1
	2%	*1%*	*1%*	*1%*	*-%*	*4%* b	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*13%*
Hermes	**34**	1	7	-	-	15	13	1	-	7	8	2	7	5	-
	2%	**%*	*1%*	*-%*	*-%*	*4%* c	*3%*	*1%*	*-%*	*1%*	*1%*	**%*	*1%*	*1%*	*-%*
DHL	**31**	4	5	4	-	15	6	14	-	6	4	4	8	4	-
	2%	*1%*	*1%*	*4%* b	*-%*	*4%* b	*2%*	*11%* **ab**	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*
Parcelforce	**29**	7	8	2	-	20	10	5	-	7	4	5	5	4	-
	1%	*2%*	*1%*	*2%*	*-%*	*5%* b	*3%*	*4%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*
APC	**17**	2	2	1	-	11	6	5	-	2	*	2	*	2	-
	1%	*1%*	**%*	*2%* b	*-%*	*3%*	*2%*	*4%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*
UK Mail	**15**	2	3	-	-	7	3	*	-	6	4	-	4	6	-
	1%	*1%*	*1%*	*-%*	*-%*	*2%*	*1%*	**%*	*-%*	*1%*	*1%*	*-%*	**%*	*1%*	*-%*
TNT Express	**12**	3	4	3	-	4	3	1	-	3	3	1	3	1	-
	1%	*1%*	*1%*	*3%* b	*-%*	*1%*	*1%*	**%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*
UPS	**10**	2	2	*	-	7	5	2	-	3	2	4	3	1	-
	1%	*1%*	**%*	**%*	*-%*	*2%*	*1%*	*2%*	*-%*	**%*	**%*	*1%*	**%*	**%*	*-%*
Pitney Bowes	**9**	3	5	1	-	2	*	2	-	-	*	-	*	*	-
	****%***	*1%*	*1%*	*1%*	*-%*	**%*	**%*	*1%* b	*-%*	*-%*	**%*	*-%*	**%*	**%*	*-%*
FedEx	**7**	*	*	*	-	3	4	3	-	4	*	2	4	4	-
	****%***	**%*	**%*	**%*	*-%*	*1%*	*1%*	*2%*	*-%*	**%*	**%*	*1%*	**%*	*1%*	*-%*
Parcels to go	**5**	-	2	-	-	-	1	-	-	-	-	-	-	-	-
	****%***	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Collect Plus	**3**	-	-	-	-	3	1	-	-	-	-	1	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
Neo Post	**3**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
One Post	**2**	-	2	-	-	2	-	-	-	2	2	-	-	2	-
	****%***	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	*-%*
Tuffnels	**2**	*	*	-	-	1	1	-	-	*	*	-	*	*	-
	****%***	**%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	**%*	*-%*
Local Courier	**2**	-	*	-	-	2	-	-	-	*	*	-	*	-	-
	****%***	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 05/02/19

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	2398	384	877	164	-	507	502	180	6	1409	943	594	1220	999	15
Weighted total	2000	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
DX	1	1	1	1	-	1	*	*	-	1	1	1	1	1	-
	*%	*%	*%	1%	-%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
Whistl (Previously known as TNT Post)	1	*	1	*	-	*	*	*	-	1	1	*	*	1	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
Fastway Couriers	1	*	*	*	-	-	-	-	-	*	-	-	*	*	-
	*%	*%	*%	1%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%
Postal Sort	1	-	*	*	-	*	*	-	-	1	-	-	1	1	-
	*%	-%	*%	*%	-%	*%	*%	-%	-%	*%	-%	-%	*%	*%	-%
Coopers Carriers	*	-	*	-	-	-	*	-	-	*	*	-	-	*	-
	*%	-%	*%	-%	-%	-%	*%	-%	-%	*%	*%	-%	-%	*%	-%
Yodel	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Secured Mail	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	*	*	*	*	-	-	-	-	-	*	*	-	*	*	-
	*%	*%	*%	*%	-%	-%	-%	-%	-%	*%	*%	-%	*%	*%	-%
Global Mailing	*	*	*	*	-	*	*	-	-	-	-	-	-	-	-
	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%
None	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	38	5	15	3	-	13	12	4	2	11	11	3	8	7	-
	2%	2%	2%	3%	-%	3%	3%	4%	39%	1%	2%	1%	1%	1%	-%
NET: RM Only	1744	245	535	74	-	275	300	82	3	981	618	415	854	646	5
	87%	88% c	89% c	82%	-%	70%	81% ac	68%	59%	94%	93%	93%	94%	93%	87%
NET: Provider other than RM only	255	32	66	17	-	120	71	38	2	63	49	33	53	46	1
	13%	12%	11%	18% ab	-%	30% b	19%	32% b	41%	6%	7%	7%	6%	7%	13%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2398**	423	297	367	117	92	1159	982	55	21	18	16
Weighted total	**2000**	291	204	274	75	52	860	688	37	16	19	11
Royal Mail	**1744**	246	175	217	58	44	817	644	35	12	10	10
	87%	*84%*	*86%* **cd**	*79%*	*77%*	*85%*	*95%*	*94%*	*95%*	*78%*	*50%*	*91%*
DPD	**35**	7	3	4	2	1	8	8	-	*	*	-
	2%	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	-%	*1%*	*1%*	-%
Hermes	**34**	7	5	6	-	-	5	5	-	-	3	-
	2%	*3%*	*3%*	*2%*	-%	-%	*1%*	*1%*	-%	-%	*17%*	-%
DHL	**31**	5	5	9	7	4	8	4	-	2	2	*
	2%	*2%*	*2%*	*3%*	*9%* **abc**	*8%* **abc**	*1%*	*1%*	-%	*10%*	*10%*	*4%*
Parcelforce	**29**	8	3	17	1	1	5	4	-	2	2	-
	1%	*3%*	*2%*	*6%* **abd**	*1%*	*2%*	*1%*	*1%*	-%	*11%*	*10%*	-%
APC	**17**	3	*	1	2	*	1	2	-	-	-	-
	1%	*1%*	*%*	*%*	*3%* **bc**	*%*	*%*	*%*	-%	-%	-%	-%
UK Mail	**15**	*	*	2	*	*	2	4	-	-	-	-
	1%	*%*	*%*	*1%*	*%*	*1%*	*%*	*1%*	-%	-%	-%	-%
TNT Express	**12**	3	2	3	*	*	2	1	-	-	-	-
	1%	*1%*	*1%*	*1%*	*%*	*1%*	*%*	*%*	-%	-%	-%	-%
UPS	**10**	3	2	6	1	*	2	2	-	-	-	*
	1%	*1%*	*1%*	*2%*	*2%*	*%*	*%*	*%*	-%	-%	-%	*1%*
Pitney Bowes	**9**	*	*	*	-	-	*	*	-	-	-	-
	%	*%*	*%*	*%*	-%	-%	*%*	*%*	-%	-%	-%	-%
FedEx	**7**	1	4	*	2	*	2	4	-	-	-	-
	%	*%*	*2%* **ac**	*%*	*3%* **ac**	*%*	*%*	*1%*	-%	-%	-%	-%
Parcels to go	**5**	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	**3**	1	-	-	-	-	1	-	-	-	-	-
	%	*%*	-%	-%	-%	-%	*%*	-%	-%	-%	-%	-%
Neo Post	**3**	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**2**	-	-	-	-	-	-	2	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	*%*	-%	-%	-%	-%
Tuffnels	**2**	-	1	*	-	-	*	*	*	-	-	-
	%	-%	*%*	*%*	-%	-%	*%*	*%*	*%*	-%	-%	-%
Local Courier	**2**	1	-	-	-	-	*	-	-	-	-	-
	%	*%*	-%	-%	-%	-%	*%*	-%	-%	-%	-%	-%
DX	**1**	1	1	1	*	1	1	*	-	-	-	-
	%	*%*	*%*	*%*	*%*	*1%*	*%*	*%*	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2398**	423	297	367	117	92	1159	982	55	21	18	16
Weighted total	**2000**	291	204	274	75	52	860	688	37	16	19	11
Whistl (Previously known as TNT Post)	**1**	-	*	*	-	-	*	1	*	-	-	-
	***%**	-%	*%	*%	-%	-%	*%	*%	*%	-%	-%	-%
Fastway Couriers	**1**	-	-	-	-	-	*	*	-	-	-	-
	***%**	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%
Postal Sort	**1**	-	-	-	-	-	1	1	-	-	-	-
	***%**	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%
Coopers Carriers	*	-	-	-	-	-	-	*	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Yodel	*	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Secured Mail	*	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	*	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	*	-	-	-	-	-	-	*	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Global Mailing	*	-	-	-	-	-	*	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
None	**1**	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**38**	6	3	7	2	*	4	6	2	-	2	*
	***2%**	*2%*	*1%*	*3%*	*3%*	*1%*	*1%*	*1%*	*4%*	*-%*	*13%*	*4%*
NET: RM Only	**1744**	246	175	217	58	44	817	644	35	12	10	10
	***87%**	*84%*	*86%* cd	*79%*	*77%*	*85%*	*95%*	*94%*	*95%*	*78%*	*50%*	*91%*
NET: Provider other than RM only	**255**	46	29	56	17	8	43	44	2	4	9	1
	***13%**	*16%*	*14%*	*21%* b	*23%* b	*15%*	*5%*	*6%*	*5%*	*22%*	*50%*	*9%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2398**	2133	1685	2163	1761	2322	1313	2167	561	4	1928	65	301	1938
Weighted total	**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
Royal Mail	**1744**	1508	1146	1532	1210	1675	892	1547	331	3	1491	48	233	1511
	87%	*87%*	*87%*	*87%*	*86%*	*87%*	*84%*	*88%* ac	*84%*	*59%*	*95%*	*90%*	*91%*	*96%* a
DPD	**35**	24	18	24	30	33	27	28	10	*	10	1	3	11
	2%	*1%*	*1%*	*1%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*1%*	*2%*	*1%*	*1%*
Hermes	**34**	30	19	30	26	32	19	28	10	-	5	2	5	3
	2%	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*-%*	**%*	*4%* a	*2%* b	**%*
DHL	**31**	28	21	28	21	30	21	27	15	-	9	-	2	10
	2%	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*4%* ab	*-%*	*1%*	*-%*	*1%*	*1%*
Parcelforce	**29**	21	21	23	25	27	25	21	4	-	8	-	6	3
	1%	*1%*	*2%*	*1%*	*2%*	*1%*	*2%* b	*1%*	*1%*	*-%*	**%*	*-%*	*2%* b	**%*
APC	**17**	14	12	15	16	15	14	16	5	-	5	-	2	4
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	**%*	*-%*	*1%*	**%*
UK Mail	**15**	15	9	15	13	13	7	13	1	-	6	-	-	6
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*-%*	**%*	*-%*	*-%*	**%*
TNT Express	**12**	9	8	9	10	11	7	9	3	-	5	-	*	5
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	**%*	*-%*	**%*	**%*
UPS	**10**	9	7	10	7	10	9	10	1	-	3	1	3	4
	1%	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	**%*	*-%*	**%*	*2%* a	*1%* b	**%*
Pitney Bowes	**9**	9	7	9	5	9	5	9	1	-	*	-	-	*
	****%***	*1%*	*1%*	*1%*	**%*	**%*	**%*	*1%*	**%*	*-%*	**%*	*-%*	*-%*	**%*
FedEx	**7**	6	5	6	5	7	5	7	1	-	5	-	-	5
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*
Parcels to go	**5**	3	3	3	3	5	2	3	-	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Collect Plus	**3**	2	2	2	2	3	2	2	-	-	1	-	-	1
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*
Neo Post	**3**	3	1	3	1	3	2	3	*	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
One Post	**2**	2	2	2	2	2	-	-	-	-	2	-	-	2
	****%***	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*
Tuffnels	**2**	2	1	2	2	2	1	2	2	-	*	-	-	*
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*
Local Courier	**2**	2	2	2	2	2	2	2	*	-	*	-	*	-
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	**%*	*-%*
DX	**1**	1	1	1	1	1	1	1	*	-	1	-	-	1
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 24 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2398**	2133	1685	2163	1761	2322	1313	2167	561	4	1928	65	301	1938
Weighted total	**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
Whistl (Previously known as TNT Post)	**1**	1	1	1	1	1	*	1	*	-	1	-	*	*
	%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%
Fastway Couriers	**1**	1	1	1	1	1	*	1	*	-	*	-	-	*
	%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%
Postal Sort	**1**	1	1	1	1	1	*	*	*	-	1	-	-	1
	%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%
Coopers Carriers	*	*	*	*	*	*	*	*	-	-	*	-	-	*
	%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%
Yodel	*	-	-	-	-	*	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Secured Mail	*	*	*	*	*	*	-	*	-	-	-	-	-	-
	%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	-%	-%	-%
Eagle Couriers	*	*	*	*	*	*	*	*	*	-	-	-	-	-
	%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%
First Post	*	*	*	*	*	*	*	*	*	-	*	-	-	*
	%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%
Global Mailing	*	*	*	*	*	*	*	*	-	-	*	-	-	*
	%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%
None	**1**	1	-	1	-	1	-	1	-	-	-	-	-	-
	%	*%	-%	*%	-%	*%	-%	*%	-%	-%	-%	-%	-%	-%
Other answers	**38**	35	26	35	31	37	19	36	9	2	13	1	2	13
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*38%*	*1%*	*2%*	*1%*	*1%*
NET: RM Only	**1744**	1508	1146	1532	1210	1675	892	1547	331	3	1491	48	233	1511
	87%	*87%*	*87%*	*87%*	*86%*	*87%*	*84%*	*88%* **ac**	*84%*	*59%*	*95%*	*90%*	*91%*	*96%* a
NET: Provider other than RM only	**255**	215	166	219	201	243	167	217	62	2	75	5	24	69
	13%	*12%*	*13%*	*13%*	*14%*	*13%*	*16%* b	*12%*	*16%* b	*41%*	*5%*	*10%*	*9%* b	*4%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	***b**	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2398**	418	17	97	392	257	1716	412	297	107	1967	1353	1045
Weighted total	**2000**	376	13	86	352	193	1472	320	259	98	1624	1093	907
Royal Mail	**1744**	163	6	26	156	148	1298	284	138	62	1530	950	794
	87%	*43%*	*49%*	*30%*	*44%* a	*77%*	*88%* a	*89%* a	*53%*	*63%*	*94%* **ab**	*87%*	*88%*
DPD	**35**	30	*	4	31	7	26	2	19	2	13	19	16
	2%	*8%*	*1%*	*5%*	*9%*	*4%* **bc**	*2%*	*1%*	*7%* **bc**	*2%*	*1%*	*2%*	*2%*
Hermes	**34**	24	-	12	22	9	23	2	17	8	9	17	16
	2%	*6%*	*-%*	*14%* b	*6%*	*5%* **bc**	*2%*	*1%*	*7%* c	*8%* c	*1%*	*2%*	*2%*
DHL	**31**	25	-	3	28	2	17	12	17	3	12	16	15
	2%	*7%*	*-%*	*3%*	*8%*	*1%*	*1%*	*4%* **ab**	*6%* c	*3%* c	*1%*	*1%*	*2%*
Parcelforce	**29**	25	1	12	18	8	17	4	17	5	7	17	13
	1%	*7%*	*5%*	*14%* b	*5%*	*4%* **bc**	*1%*	*1%*	*7%* c	*5%* c	**%*	*2%*	*1%*
APC	**17**	15	*	5	12	6	9	2	8	2	7	8	9
	1%	*4%*	*2%*	*6%*	*3%*	*3%* **bc**	*1%*	*1%*	*3%* c	*2%* c	**%*	*1%*	*1%*
UK Mail	**15**	15	-	1	14	*	10	4	3	2	9	10	5
	1%	*4%*	*-%*	*1%*	*4%*	**%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*
TNT Express	**12**	10	2	8	4	5	7	-	5	2	3	3	9
	1%	*3%*	*15%*	*10%* b	*1%*	*2%* **bc**	**%*	*-%*	*2%* c	*2%* c	**%*	**%*	*1%* a
UPS	**10**	8	-	4	6	3	8	*	7	2	2	7	3
	1%	*2%*	*-%*	*5%*	*2%*	*1%* c	*1%*	**%*	*3%* c	*2%* c	**%*	*1%*	**%*
Pitney Bowes	**9**	9	-	-	9	-	8	1	1	1	7	8	1
	****%***	*2%*	*-%*	*-%*	*3%*	*-%*	*1%*	**%*	**%*	*1%*	**%*	*1%* b	**%*
FedEx	**7**	7	-	2	5	2	4	1	3	*	4	3	4
	****%***	*2%*	*-%*	*2%*	*1%*	*1%*	**%*	**%*	*1%* c	**%*	**%*	**%*	**%*
Parcels to go	**5**	3	-	3	2	-	5	-	-	3	2	4	1
	****%***	*1%*	*-%*	*3%* b	*1%*	*-%*	**%*	*-%*	*-%*	*3%* **ac**	**%*	**%*	**%*
Collect Plus	**3**	3	-	-	3	-	3	-	3	-	-	-	3
	****%***	*1%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*	*1%* c	*-%*	*-%*	*-%*	**%* a
Neo Post	**3**	*	-	2	1	-	3	*	2	1	*	3	*
	****%***	**%*	*-%*	*2%*	**%*	*-%*	**%*	**%*	*1%* c	*1%* c	**%*	**%*	**%*
One Post	**2**	2	-	2	-	2	-	-	2	-	-	-	2
	****%***	**%*	*-%*	*2%* b	*-%*	*1%* b	*-%*	*-%*	*1%* c	*-%*	*-%*	*-%*	**%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Produced by OLR
Issue date: 05/02/19

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2398**	418	17	97	392	257	1716	412	297	107	1967	1353	1045
Weighted total	**2000**	376	13	86	352	193	1472	320	259	98	1624	1093	907
Tuffnels	**2**	1	-	*	1	-	2	-	*	-	1	2	*
	***%**	*%	-%	*%	*%	-%	*%	-%	*%	-%	*%	*%	*%
Local Courier	**2**	2	-	*	1	-	*	1	*	1	-	1	*
	***%**	*%	-%	*1%*	*%	-%	*%	*%	*%	*1%* c	-%	*%	*%
DX	**1**	1	-	-	1	-	1	*	-	-	1	1	*
	***%**	*%	-%	-%	*%	-%	*%	*%	-%	-%	*%	*%	*%
Whistl (Previously known as TNT Post)	**1**	1	-	-	1	*	1	*	*	*	1	1	*
	***%**	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Fastway Couriers	**1**	*	-	*	*	-	-	1	*	-	-	*	*
	***%**	*%	-%	*1%*	*%	-%	-%	*% b	*%	-%	-%	*%	*%
Postal Sort	**1**	1	-	*	1	-	1	-	-	1	*	1	*
	***%**	*%	-%	*%	*%	-%	*%	-%	-%	*1%* c	*%	*%	*%
Coopers Carriers	*	*	-	-	*	-	*	-	-	-	*	*	-
	***%**	*%	-%	-%	*%	-%	*%	-%	-%	-%	*%	*%	-%
Yodel	*	*	-	-	*	-	*	-	-	-	*	-	*
	***%**	*%	-%	-%	*%	-%	*%	-%	-%	-%	*%	-%	*%
Secured Mail	*	*	-	*	-	-	*	-	*	-	-	-	*
	***%**	*%	-%	*%	-%	-%	*%	-%	*%	-%	-%	-%	*%
Eagle Couriers	*	*	-	-	*	-	-	*	-	-	*	-	*
	***%**	*%	-%	-%	*%	-%	-%	*%	-%	-%	*%	-%	*%
First Post	*	*	-	-	*	-	*	-	*	-	-	*	-
	***%**	*%	-%	-%	*%	-%	*%	-%	*%	-%	-%	*%	-%
Global Mailing	*	*	-	-	*	-	-	*	*	-	-	-	*
	***%**	*%	-%	-%	*%	-%	-%	*%	*%	-%	-%	-%	*%
None	**1**	-	-	-	1	-	-	-	-	-	-	-	1
	***%**	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	*%
Other answers	**38**	32	4	5	33	4	29	6	16	5	16	22	16
	***2%**	*9%*	*30%*	*5%*	*10%*	*2%*	*2%*	*2%*	*6%* c	*5%* c	*1%*	*2%*	*2%*
NET: RM Only	**1744**	163	6	26	156	148	1298	284	138	62	1530	950	794
	***87%**	*43%*	*49%*	*30%*	*44%* a	*77%*	*88%* a	*89%* a	*53%*	*63%*	*94%* **ab**	*87%*	*88%*
NET: Provider other than RM only	**255**	213	6	61	194	45	174	36	120	36	94	143	112
	***13%**	*57%*	*51%*	*70%* b	*55%*	*23%* **bc**	*12%*	*11%*	*47%* c	*37%* c	*6%*	*13%*	*12%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 24 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2398**	387	59	177	91	126	57	208	134	112	256	36	134
Weighted total	**2000**	152	17	69	34	49	21	82	50	47	112	15	73
Royal Mail	**1744**	139	11	61	26	45	19	76	46	42	97	15	65
	87%	*91%* **bd**	*67%*	*87%* b	*78%*	*91%*	*92%*	*92%*	*92%*	*90%*	*87%*	*97%*	*90%*
DPD	**35**	2	-	-	*	-	-	2	-	1	2	-	-
	2%	*1%*	-%	-%	*%	-%	-%	*2%*	-%	*2%*	*2%*	-%	-%
Hermes	**34**	-	-	1	1	-	-	-	-	-	1	-	-
	2%	-%	-%	*2%* a	*3%* a	-%	-%	-%	-%	-%	*1%*	-%	-%
DHL	**31**	*	*	1	1	*	-	*	-	*	*	-	1
	2%	*%	*1%*	*2%* a	*3%* a	*%	-%	*%	-%	*%	*%	-%	*1%*
Parcelforce	**29**	1	-	*	*	*	*	*	*	*	1	*	*
	1%	*%	-%	*%	*1%*	*%	*%	*%	*%	*1%*	*1%*	*%	*%
APC	**17**	2	-	2	1	2	*	1	1	-	*	*	2
	1%	*1%*	-%	*2%*	*3%*	*3%*	*1%*	*1%*	*3%*	-%	*%	*1%	*3%* b
UK Mail	**15**	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT Express	**12**	2	1	1	1	1	*	1	*	*	2	-	1
	1%	*2%*	*6%* a	*2%*	*4%*	*2%*	*%	*1%*	*%	*%	*2%*	-%	*1%*
UPS	**10**	*	-	1	1	1	-	*	-	-	2	-	-
	1%	*%	-%	*1%* a	*3%* a	*2%	-%	*%	-%	-%	*2%	-%	-%
Pitney Bowes	**9**	2	2	*	*	*	-	*	*	1	1	-	-
	%	*2%	*13%* **acd**	*%	*%	*%	-%	*%	*%	*2%	*1%	-%	-%
FedEx	**7**	*	-	*	*	-	*	-	*	*	1	-	1
	%	*%	-%	*%	*1%	-%	*%	-%	*%	*%	*1%	-%	*2%
Parcels to go	**5**	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	**3**	-	-	1	-	-	-	-	-	-	-	-	1
	%	-%	-%	*2%* a	-%	-%	-%	-%	-%	-%	-%	-%	*1%*
Neo Post	**3**	1	-	-	-	-	-	-	1	-	1	-	-
	%	*1%	-%	-%	-%	-%	-%	-%	*2%* c	-%	*1%	-%	-%
One Post	**2**	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	**2**	1	-	1	1	-	1	-	1	-	1	-	-
	%	*1%	-%	*1%	*3%	-%	*5%* **ac**	-%	*2%* c	-%	*1%	-%	-%
Local Courier	**2**	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2398**	387	59	177	91	126	57	208	134	112	256	36	134
Weighted total	**2000**	152	17	69	34	49	21	82	50	47	112	15	73
DX	**1**	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**1**	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fastway Couriers	**1**	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Postal Sort	**1**	-	-	*	*	-	-	-	-	*	-	-	*
	%	-%	-%	*%	*%	-%	-%	-%	-%	*%	-%	-%	*%
Coopers Carriers	*	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Yodel	*	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Secured Mail	*	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	*	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	*	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	*	*	*	-	-	-	-	-	-	-	*	-	-
	%	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
None	**1**	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**38**	3	2	*	*	*	*	2	*	2	1	*	1
	2%	*2%*	*13%* **acd**	*1%*	**%*	*1%*	*1%*	*2%*	*1%*	*5%* b	*1%*	*2%*	*2%*
NET: RM Only	**1744**	139	11	61	26	45	19	76	46	42	97	15	65
	87%	*91%* **bd**	*67%*	*87%* b	*78%*	*91%*	*92%*	*92%*	*92%*	*90%*	*87%*	*97%*	*90%*
NET: Provider other than RM only	**255**	14	6	9	7	4	2	6	4	5	15	1	8
	13%	*9%*	*33%* **ac**	*13%*	*22%* a	*9%*	*8%*	*8%*	*8%*	*10%*	*13%*	*3%*	*10%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 24 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2398**	331	128	41	563	172	162	184	142	174	209	155	137
Weighted total	**2000**	289	154	57	261	123	116	150	141	209	187	184	130
Royal Mail	**1744**	259	136	50	231	114	101	130	120	177	159	155	110
	87%	*90%*	*88%*	*89%*	*88%*	*92%* **hijkl**	*87%*	*87%*	*85%*	*85%*	*85%*	*85%*	*85%*
DPD	**35**	2	4	2	3	2	6	1	1	2	3	6	4
	2%	*1%*	*2%*	*3%*	*1%*	*2%*	*5%* **adghi**	**%*	*1%*	*1%*	*1%*	*3%* **ag**	*3%*
Hermes	**34**	4	2	*	1	*	1	2	-	7	4	11	2
	2%	*1%*	*1%*	*1%*	**%*	**%*	*1%*	*1%*	*-%*	*3%* **deh**	*2%* d	*6%* **abdefgh**	*2%*
DHL	**31**	*	2	*	3	1	1	2	7	6	5	1	2
	2%	**%*	*1%*	*1%*	*1%* a	*1%*	*1%*	*1%* a	*5%* **adefk**	*3%* a	*3%* a	**%*	*1%* a
Parcelforce	**29**	5	3	-	2	-	*	1	3	3	4	4	4
	1%	*2%*	*2%* e	*-%*	*1%*	*-%*	**%*	*1%*	*2%*	*1%*	*2%*	*2%*	*3%* **def**
APC	**17**	-	2	-	3	-	-	5	2	*	2	3	-
	1%	*-%*	*1%* a	*-%*	*1%*	*-%*	*-%*	*3%* **adefil**	*1%* a	**%*	*1%*	*2%* a	*-%*
UK Mail	**15**	3	-	-	-	-	1	-	-	4	4	-	2
	1%	*1%* d	*-%*	*-%*	*-%*	*-%*	*1%* d	*-%*	*-%*	*2%* d	*2%* **dg**	*-%*	*2%* d
TNT Express	**12**	2	*	-	3	-	-	2	*	2	-	-	2
	1%	*1%*	**%*	*-%*	*1%*	*-%*	*-%*	*1%*	**%*	*1%*	*-%*	*-%*	*2%*
UPS	**10**	*	-	-	2	2	2	2	2	*	*	-	-
	1%	**%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	**%*	*-%*	*-%*
Pitney Bowes	**9**	*	*	-	2	1	-	2	2	-	2	-	-
	****%***	**%*	**%*	*-%*	*1%*	*1%*	*-%*	*1%*	*1%*	*-%*	*1%*	*-%*	*-%*
FedEx	**7**	*	-	-	2	-	*	*	2	2	-	-	-
	****%***	**%*	*-%*	*-%*	*1%*	*-%*	**%*	**%*	*1%*	*1%*	*-%*	*-%*	*-%*
Parcels to go	**5**	-	2	-	-	1	-	2	-	-	-	-	-
	****%***	*-%*	*1%* d	*-%*	*-%*	*1%* d	*-%*	*1%* **ad**	*-%*	*-%*	*-%*	*-%*	*-%*
Collect Plus	**3**	2	-	-	1	-	-	-	-	-	-	-	-
	****%***	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neo Post	**3**	2	-	-	1	-	-	*	-	-	-	-	-
	****%***	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
One Post	**2**	2	-	-	-	-	-	-	-	-	-	-	-
	****%***	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Tuffnels	**2**	-	-	-	1	-	*	-	*	-	*	-	-
	****%***	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*
Local Courier	**2**	*	-	-	-	1	-	-	-	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*1%* d	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
DX	**1**	1	-	-	-	*	-	-	-	-	-	1	-
	****%***	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2398**	331	128	41	563	172	162	184	142	174	209	155	137
Weighted total	**2000**	289	154	57	261	123	116	150	141	209	187	184	130
Whistl (Previously known as TNT Post)	**1**	1	-	-	-	-	*	*	-	-	-	-	-
	%	*%*	-%	-%	-%	-%	*%*	*%*	-%	-%	-%	-%	-%
Fastway Couriers	**1**	-	-	-	-	-	-	1	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	-%	-%	-%
Postal Sort	**1**	*	*	-	*	-	-	-	-	-	-	1	-
	%	*%*	*%*	-%	*%*	-%	-%	-%	-%	-%	-%	*%*	-%
Coopers Carriers	*	-	*	-	-	-	-	-	-	-	-	-	-
	%	-%	*%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Yodel	*	-	-	-	-	*	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	*%*	-%	-%	-%	-%	-%	-%	-%
Secured Mail	*	*	-	-	-	-	-	-	-	-	-	-	-
	%	*%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	*	-	-	-	-	-	-	*	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	*%*	-%	-%	-%	-%	-%
First Post	*	-	-	-	-	-	-	*	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	*%*	-%	-%	-%	-%	-%
Global Mailing	*	-	-	-	*	-	-	-	-	-	-	-	-
	%	-%	-%	-%	*%*	-%	-%	-%	-%	-%	-%	-%	-%
None	**1**	-	-	-	-	-	1	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	*1%*	-%	-%	-%	-%	-%	-%
							d						
Other answers	**38**	5	3	4	5	1	2	2	3	4	4	2	4
	2%	*2%*	*2%*	*6%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*3%*
				ae									
NET: RM Only	**1744**	259	136	50	231	114	101	130	120	177	159	155	110
	87%	*90%*	*88%*	*89%*	*88%*	*92%*	*87%*	*87%*	*85%*	*85%*	*85%*	*85%*	*85%*
						hijkl							
NET: Provider other than RM only	**255**	29	19	6	30	9	13	20	21	31	28	28	20
	13%	*10%*	*12%*	*11%*	*12%*	*8%*	*12%*	*13%*	*15%*	*15%*	*15%*	*15%*	*15%*
									e	e	e	e	e

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2398**	500	897	500	501
Weighted total	**2000**	500	500	500	500
Royal Mail	**1744**	445	446	428	425
	87%	*89%*	*89%*	*86%*	*85%*
			cd		
DPD	**35**	8	11	4	13
	2%	*2%*	*2%*	*1%*	*3%*
					c
Hermes	**34**	6	2	8	17
	2%	*1%*	**%*	*2%*	*3%*
				b	**ab**
DHL	**31**	2	5	15	8
	2%	**%*	*1%*	*3%*	*2%*
				ab	
Parcelforce	**29**	9	2	7	12
	1%	*2%*	**%*	*1%*	*2%*
		b			b
APC	**17**	2	3	8	5
	1%	**%*	*1%*	*2%*	*1%*
UK Mail	**15**	3	1	4	6
	1%	*1%*	**%*	*1%*	*1%*
					b
TNT Express	**12**	3	3	4	2
	1%	*1%*	*1%*	*1%*	**%*
UPS	**10**	*	6	4	*
	1%	**%*	*1%*	*1%*	**%*
			ad	d	
Pitney Bowes	**9**	*	4	4	2
	****%***	**%*	*1%*	*1%*	**%*
FedEx	**7**	*	3	4	-
	****%***	**%*	*1%*	*1%*	*-%*
				d	
Parcels to go	**5**	2	1	2	-
	****%***	**%*	**%*	**%*	*-%*
Collect Plus	**3**	2	1	-	-
	****%***	**%*	**%*	*-%*	*-%*
Neo Post	**3**	2	1	*	-
	****%***	**%*	**%*	**%*	*-%*
One Post	**2**	2	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*
Tuffnels	**2**	-	1	*	*
	****%***	*-%*	**%*	**%*	**%*
Local Courier	**2**	*	1	-	-
	****%***	**%*	**%*	*-%*	*-%*
DX	**1**	1	*	-	1
	****%***	**%*	**%*	*-%*	**%*

Columns Tested: a,b,c,d

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2398**	500	897	500	501
Weighted total	**2000**	500	500	500	500
Whistl (Previously known as TNT Post)	**1**	1	*	*	-
	***%**	*%	*%	*%	-%
Fastway Couriers	**1**	-	-	1	-
	***%**	-%	-%	*%	-%
Postal Sort	**1**	*	*	-	1
	***%**	*%	*%	-%	*%
Coopers Carriers	*	*	-	-	-
	***%**	*%	-%	-%	-%
Yodel	*	-	*	-	-
	***%**	-%	*%	-%	-%
Secured Mail	*	*	-	-	-
	***%**	*%	-%	-%	-%
Eagle Couriers	*	-	-	*	-
	***%**	-%	-%	*%	-%
First Post	*	-	-	*	-
	***%**	-%	-%	*%	-%
Global Mailing	*	-	*	-	-
	***%**	-%	*%	-%	-%
None	**1**	-	1	-	-
	***%**	-%	*%	-%	-%
Other answers	**38**	12	7	9	10
	***2%**	*2%*	*1%*	*2%*	*2%*
NET: RM Only	**1744**	445	446	428	425
	***87%**	*89%*	*89%*	*86%*	*85%*
			cd		
NET: Provider other than RM only	**255**	55	53	72	75
	***13%**	*11%*	*11%*	*14%*	*15%*
				b	b

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 25

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	e	a	b	c	***d**	e
Unweighted total	**352**	232	74	32	14	120	74	84	32	14	35
Weighted total	**297**	283	9	3	2	14	89	85	24	8	13
Royal Mail	**182**	174	5	2	1	8	65	54	9	2	8
	61%	*62%*	*57%*	*51%*	*54%*	*55%*	*73%* c	*63%* c	*39%*	*22%*	*64%* c
DPD	**16**	14	1	1	*	1	3	4	4	*	1
	5%	*5%*	*7%*	*19%* a	*11%*	*11%*	*3%*	*5%*	*16%* a	*1%*	*11%*
DHL	**14**	14	*	-	*	*	5	*	2	-	2
	5%	*5%* e	*1%*	*-%*	*4%*	*1%*	*5%*	*1%*	*7%* b	*-%*	*15%* b
Hermes	**14**	14	-	-	-	-	2	5	-	-	-
	5%	*5%* **be**	*-%*	*-%*	*-%*	*-%*	*2%*	*6%*	*-%*	*-%*	*-%*
Parcelforce	**12**	11	1	-	-	1	5	3	2	*	-
	4%	*4%*	*6%*	*-%*	*-%*	*4%*	*5%*	*3%*	*8%*	*1%*	*-%*
APC	**11**	10	*	-	*	*	-	5	2	2	-
	4%	*4%*	*2%*	*-%*	*16%*	*3%*	*-%*	*6%* a	*7%* a	*23%*	*-%*
UPS	**8**	7	*	*	-	1	2	3	2	-	-
	3%	*3%*	*2%*	*11%* **ab**	*-%*	*4%*	*3%*	*3%*	*6%*	*-%*	*-%*
TNT Express	**7**	7	*	*	*	1	1	2	-	2	*
	2%	*2%*	*4%*	*6%*	*16%*	*6%*	*1%*	*3%*	*-%*	*25%*	*2%*
UK Mail	**6**	6	-	-	-	-	2	4	-	-	-
	2%	*2%*	*-%*	*-%*	*-%*	*-%*	*2%*	*5%*	*-%*	*-%*	*-%*
FedEx	**5**	4	1	-	*	1	-	*	-	2	*
	2%	*1%*	*7%* a	*-%*	*8%*	*6%* a	*-%*	**%*	*-%*	*26%*	*1%*
One Post	**2**	2	-	-	-	-	-	2	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*
Pitney Bowes	**1**	1	*	*	-	*	-	*	-	-	-
	****%***	**%*	*3%*	*2%*	*-%*	*2%*	*-%*	**%*	*-%*	*-%*	*-%*
DX	**1**	1	*	-	-	*	-	*	-	-	-
	****%***	**%*	*2%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*
Collect Plus	**1**	1	-	-	-	-	-	1	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
Tuffnels	**1**	*	*	*	-	*	-	*	*	-	*
	****%***	**%*	*3%* a	*7%* a	*-%*	*3%* a	*-%*	**%*	*1%*	*-%*	**%*
Postal Sort	**1**	1	-	-	-	-	-	-	-	-	1
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%* b
Whistl (Previously known as TNT Post)	**1**	*	*	*	-	*	-	*	-	-	*
	****%***	**%*	*1%*	*4%* a	*-%*	*2%*	*-%*	**%*	*-%*	*-%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted total	**352**	232	74	32	14	120	74	84	32	14	35
Weighted total	**297**	283	9	3	2	14	89	85	24	8	13
Local Courier	*	*	-	-	-	-	-	-	*	-	-
	***%**	*%	-%	-%	-%	-%	-%	-%	*2%*	-%	-%
Coopers Carriers	*	*	-	-	-	-	-	-	*	-	-
	***%**	*%	-%	-%	-%	-%	-%	-%	*2%*	-%	-%
Fastway Couriers	*	*	-	-	-	-	-	*	-	-	-
	***%**	*%	-%	-%	-%	-%	-%	*1%*	-%	-%	-%
Yodel	*	*	-	-	-	-	-	-	-	-	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	*	-	-	-	*	*	-	-	*	-	-
	***%**	-%	-%	-%	*7%*	*1%*	-%	-%	*%*	-%	-%
First Post	*	-	*	-	-	*	-	-	*	-	-
	***%**	-%	*1%*	-%	-%	*1%*	-%	-%	*%*	-%	-%
Neo Post	*	-	-	-	*	*	-	-	*	-	-
	***%**	-%	-%	-%	*7%*	*1%*	-%	-%	*%*	-%	-%
Global Mailing	*	-	*	-	-	*	-	-	-	-	-
	***%**	-%	*1%*	-%	-%	*%*	-%	-%	-%	-%	-%
Other answers	**15**	15	*	-	-	*	5	3	3	-	*
	***5%**	*5%*	*5%*	-%	-%	*3%*	*5%*	*3%*	*11%*	-%	*%*
NET: Provider other than RM only	**115**	109	4	2	1	6	24	31	15	6	5
	***39%**	*38%*	*43%*	*49%*	*46%*	*45%*	*27%*	*37%*	*61%* **abe**	*78%*	*36%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	*g	*h	*i	j	k	l	m
Unweighted total	352	32	12	52	5	20	47	24	28	17	237	40	42	33
Weighted total	297	41	15	51	3	19	55	29	32	17	263	10	14	10
Royal Mail	182	21	11	31	3	9	39	19	20	12	166	5	7	4
	61%	*51%*	*73%*	*61%*	*100%*	*46%*	*71%* km	*67%*	*61%*	*72%*	*63%* m	*49%*	*52%*	*43%*
DPD	16	2	-	*	-	5	4	-	1	1	13	*	*	1
	5%	*5%*	*-%*	**%*	*-%*	*24%*	*8%*	*-%*	*4%*	*5%*	*5%*	*5%*	*4%*	*13%* c
DHL	14	-	-	8	-	-	3	-	3	-	14	-	-	*
	5%	*-%*	*-%*	*16%* ajkl	*-%*	*-%*	*5%*	*-%*	*9%*	*-%*	*5%*	*-%*	*-%*	*5%*
Hermes	14	3	2	-	-	-	2	2	6	-	14	-	*	-
	5%	*7%*	*12%*	*-%*	*-%*	*-%*	*3%*	*6%*	*18%*	*-%*	*5%*	*-%*	*4%*	*-%*
Parcelforce	12	-	-	2	-	3	*	2	2	*	9	1	*	1
	4%	*-%*	*-%*	*4%*	*-%*	*18%*	**%*	*6%*	*6%*	*2%*	*4%*	*9%* f	*3%*	*11%* f
APC	11	4	-	2	-	-	-	5	*	-	10	-	1	-
	4%	*9%* f	*-%*	*4%*	*-%*	*-%*	*-%*	*16%*	*1%*	*-%*	*4%*	*-%*	*4%*	*-%*
UPS	8	1	-	2	-	1	1	1	-	-	6	1	1	-
	3%	*3%*	*-%*	*4%*	*-%*	*5%*	*2%*	*4%*	*-%*	*-%*	*2%*	*7%*	*8%*	*-%*
TNT Express	7	4	*	1	-	1	-	*	*	-	6	1	*	*
	2%	*9%* fj	*2%*	*2%*	*-%*	*5%*	*-%*	**%*	*1%*	*-%*	*2%*	*5%*	*4%*	*1%*
UK Mail	6	2	2	-	-	-	-	-	-	2	6	-	*	-
	2%	*5%*	*13%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*10%*	*2%*	*-%*	*2%*	*-%*
FedEx	5	2	-	*	-	*	2	-	*	-	4	*	-	-
	2%	*5%*	*-%*	**%*	*-%*	*1%*	*3%*	*-%*	*1%*	*-%*	*2%*	*3%*	*-%*	*-%*
One Post	2	-	-	-	-	-	-	-	-	2	2	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*10%*	*1%*	*-%*	*-%*	*-%*
Pitney Bowes	1	*	-	1	-	-	-	-	-	-	1	-	-	-
	**%*	*1%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
DX	1	-	-	-	-	-	-	-	-	-	-	*	-	1
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*11%* cfjl
Collect Plus	1	1	-	-	-	-	-	-	-	-	1	-	-	-
	**%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
Tuffnels	1	-	-	-	-	*	*	-	-	-	*	*	*	-
	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	*2%*	*-%*
Postal Sort	1	-	-	-	-	-	-	-	-	-	-	-	-	1
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%* j
Whistl (Previously known as TNT Post)	1	-	-	-	-	-	*	*	-	-	*	*	-	-
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	*3%* j	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	**b**	c	**d**	**e**	f	**g**	**h**	**i**	j	k	l	m
Unweighted total	**352**	32	12	52	5	20	47	24	28	17	237	40	42	33
Weighted total	**297**	41	15	51	3	19	55	29	32	17	263	10	14	10
Local Courier	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*5%* j	-%	-%
Coopers Carriers	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*4%* j	-%
Fastway Couriers	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*5%* j
Yodel	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*3%* j
Eagle Couriers	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%
First Post	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%
Neo Post	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%
Global Mailing	*	-	-	*	-	-	-	-	-	-	*	-	-	-
	***%**	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Other answers	**15**	4	-	4	-	-	4	-	-	*	11	1	2	1
	***5%**	*9%*	-%	*8%*	-%	-%	*7%*	-%	-%	*1%*	*4%*	*10%*	*17%* j	*7%*
NET: Provider other than RM only	**115**	20	4	20	-	11	16	10	12	5	97	5	7	6
	***39%**	*49%*	*27%*	*39%*	-%	*54%*	*29%*	*33%*	*39%*	*28%*	*37%*	*51%* f	*48%*	*57%* **fj**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 25 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted total	352	3	65	8	22	124	12	14	103	253	99	307	45
Weighted total	297	2	40	4	16	117	9	12	95	233	64	267	30
Royal Mail	182	2	22	4	13	64	6	6	64	148	34	162	19
	61%	100%	54%	84%	81%	55%	62%	48%	67%	63%	54%	61%	65%
DPD	16	-	3	-	1	7	-	-	5	11	4	14	1
	5%	-%	7%	-%	4%	6%	-%	-%	5%	5%	7%	5%	5%
DHL	14	-	1	-	*	7	-	3	3	14	-	13	1
	5%	-%	3%	-%	*%	6%	-%	24%	4%	6% b	-%	5%	4%
Hermes	14	-	-	-	-	8	-	-	6	10	5	14	-
	5%	-%	-%	-%	-%	7% b	-%	-%	6% b	4%	8%	5%	-%
Parcelforce	12	-	*	*	-	9	-	-	2	8	4	9	2
	4%	-%	1%	2%	-%	8% b	-%	-%	2%	3%	6%	4%	7%
APC	11	-	2	-	-	6	2	1	-	9	2	9	2
	4%	-%	5% h	-%	-%	5% h	19%	9%	-%	4%	3%	3%	5%
UPS	8	-	2	1	-	3	-	-	3	6	2	8	*
	3%	-%	5%	13%	-%	2%	-%	-%	3%	3%	2%	3%	*%
TNT Express	7	-	1	-	-	6	-	-	-	4	3	6	1
	2%	-%	3%	-%	-%	5% h	-%	-%	-%	2%	5%	2%	4%
UK Mail	6	-	2	-	-	4	-	-	-	4	2	6	-
	2%	-%	4% h	-%	-%	4%	-%	-%	-%	2%	3%	2%	-%
FedEx	5	-	3	-	-	-	2	-	*	4	1	4	*
	2%	-%	7% eh	-%	-%	-%	17%	-%	*%	2%	1%	2%	*%
One Post	2	-	-	-	-	-	-	-	2	2	-	2	-
	1%	-%	-%	-%	-%	-%	-%	-%	2%	1%	-%	1%	-%
Pitney Bowes	1	-	-	-	-	-	-	1	*	1	-	*	1
	*%	-%	-%	-%	-%	-%	-%	9%	*%	1%	-%	*%	4% a
DX	1	-	-	-	-	-	-	*	1	1	*	1	-
	*%	-%	-%	-%	-%	-%	-%	4%	1%	1%	*%	*%	-%
Collect Plus	1	-	-	-	-	1	-	-	-	1	-	-	1
	*%	-%	-%	-%	-%	1%	-%	-%	-%	*%	-%	-%	4% a
Tuffnels	1	-	1	-	-	*	-	-	-	*	*	1	-
	*%	-%	2%	-%	-%	*%	-%	-%	-%	*%	*%	*%	-%
Postal Sort	1	-	-	-	-	-	-	1	-	1	-	-	1
	*%	-%	-%	-%	-%	-%	-%	5%	-%	*%	-%	-%	2% a
Whistl (Previously known as TNT Post)	1	-	*	-	-	*	-	-	*	*	*	1	-
	*%	-%	*%	-%	-%	*%	-%	-%	*%	*%	*%	*%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted total	**352**	3	65	8	22	124	12	14	103	253	99	307	45
Weighted total	**297**	2	40	4	16	117	9	12	95	233	64	267	30
Local Courier	*	-	-	-	-	-	-	-	*	*	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	*1%*	*%	-%	*%	-%
Coopers Carriers	*	-	-	-	-	*	-	-	-	-	*	*	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*1%*	*%	-%
Fastway Couriers	*	-	-	-	-	-	-	-	*	-	*	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	*1%*	*%	-%
Yodel	*	-	-	-	-	-	-	-	*	*	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
Eagle Couriers	*	-	-	-	-	-	-	-	*	-	*	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	*%	-%
First Post	*	-	-	-	-	-	-	-	*	*	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
Neo Post	*	-	-	-	-	-	-	-	*	-	*	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	*%	-%
Global Mailing	*	-	-	-	-	-	-	-	*	*	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
Other answers	**15**	-	4	-	2	2	*	-	8	9	6	15	*
	5%	-%	*9%* e	-%	*15%*	*1%*	*1%*	-%	*8%* e	*4%*	*9%* a	*6%*	*%*
NET: Provider other than RM only	**115**	-	18	1	3	52	4	6	31	85	29	104	11
	39%	-%	*46%*	*16%*	*19%*	*45%*	*38%*	*52%*	*33%*	*37%*	*46%*	*39%*	*35%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	***b**	a	b	c
Unweighted total	**352**	340	12	166	43	142
Weighted total	**297**	280	16	143	35	117
Royal Mail	**182**	169	13	90	18	72
	61%	*60%*	*80%*	*63%*	*52%*	*62%*
DPD	**16**	16	-	7	*	9
	5%	*6%*	*-%*	*5%*	**%*	*8%*
DHL	**14**	13	1	9	4	2
	5%	*5%*	*6%*	*7%*	*10%*	*1%*
				c	c	
Hermes	**14**	14	-	4	-	11
	5%	*5%*	*-%*	*3%*	*-%*	*9%*
						ab
Parcelforce	**12**	12	-	4	4	3
	4%	*4%*	*-%*	*3%*	*11%*	*3%*
					ac	
APC	**11**	11	-	3	2	6
	4%	*4%*	*-%*	*2%*	*5%*	*5%*
UPS	**8**	7	*	3	1	3
	3%	*3%*	*3%*	*2%*	*3%*	*3%*
TNT Express	**7**	7	-	4	-	4
	2%	*3%*	*-%*	*3%*	*-%*	*3%*
UK Mail	**6**	6	-	4	-	2
	2%	*2%*	*-%*	*3%*	*-%*	*2%*
FedEx	**5**	5	-	2	2	1
	2%	*2%*	*-%*	*2%*	*5%*	**%*
					c	
One Post	**2**	2	-	-	-	2
	1%	*1%*	*-%*	*-%*	*-%*	*1%*
Pitney Bowes	**1**	1	-	1	*	-
	****%***	**%*	*-%*	*1%*	*1%*	*-%*
DX	**1**	1	-	-	1	*
	****%***	**%*	*-%*	*-%*	*3%*	**%*
					ac	
Collect Plus	**1**	1	-	1	-	-
	****%***	**%*	*-%*	*1%*	*-%*	*-%*
Tuffnels	**1**	1	-	1	*	-
	****%***	**%*	*-%*	**%*	*1%*	*-%*
Postal Sort	**1**	1	-	-	1	-
	****%***	**%*	*-%*	*-%*	*2%*	*-%*
Whistl (Previously known as TNT Post)	**1**	1	-	*	-	*
	****%***	**%*	*-%*	**%*	*-%*	**%*
Local Courier	*	*	-	*	-	-
	****%***	**%*	*-%*	**%*	*-%*	*-%*
Coopers Carriers	*	*	-	-	-	*
	****%***	**%*	*-%*	*-%*	*-%*	**%*

Columns Tested: a,b - a,b,c

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	***b**	a	b	c
Unweighted total	**352**	340	12	166	43	142
Weighted total	**297**	280	16	143	35	117
Fastway Couriers	*	*	-	-	-	*
	***%**	*%	-%	-%	-%	*%
Yodel	*	*	-	*	-	-
	***%**	*%	-%	*%	-%	-%
Eagle Couriers	*	*	-	-	*	-
	***%**	*%	-%	-%	*%	-%
First Post	*	*	-	-	*	-
	***%**	*%	-%	-%	*%	-%
Neo Post	*	*	-	-	*	-
	***%**	*%	-%	-%	*%	-%
Global Mailing	*	*	-	-	-	*
	***%**	*%	-%	-%	-%	*%
Other answers	**15**	14	2	10	2	3
	***5%**	*5%*	*10%*	*7%*	*6%*	*3%*
NET: Provider other than RM only	**115**	112	3	53	17	45
	***39%**	*40%*	*20%*	*37%*	*48%*	*38%*

Columns Tested: a,b - a,b,c

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**352**	191	124	28	5	-	3	-	1	315	37	47	144	161
Weighted total	**297**	181	94	18	4	-	1	-	*	274	22	49	132	116
Royal Mail	**182**	118	52	10	2	-	*	-	-	169	13	40	77	64
	61%	*65%*	*55%*	*58%*	*50%*	*-%*	*59%*	*-%*	*-%*	*62%*	*57%*	*82%* **bc**	*59%*	*55%*
DPD	**16**	8	7	*	-	-	-	-	-	15	*	2	6	8
	5%	*4%*	*8%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*2%*	*5%*	*4%*	*6%*
DHL	**14**	9	4	1	-	-	-	-	-	13	1	1	8	5
	5%	*5%*	*4%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*5%*	*2%*	*6%*	*4%*
Hermes	**14**	7	3	2	2	-	-	-	-	11	3	-	7	7
	5%	*4%*	*4%*	*9%*	*47%*	*-%*	*-%*	*-%*	*-%*	*4%*	*16%* **abi**	*-%*	*6%*	*6%*
Parcelforce	**12**	7	4	*	-	-	-	-	-	11	*	-	7	5
	4%	*4%*	*5%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*1%*	*-%*	*5%*	*4%*
APC	**11**	2	7	2	-	-	-	-	-	9	2	-	2	8
	4%	*1%*	*7%* a	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*7%* a	*-%*	*2%*	*7%* b
UPS	**8**	7	1	*	-	-	-	-	-	8	*	2	5	1
	3%	*4%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*1%*	*4%*	*4%*	*1%*
TNT Express	**7**	3	2	2	*	-	-	-	-	5	2	1	2	4
	2%	*2%*	*2%*	*11%*	*1%*	*-%*	*-%*	*-%*	*-%*	*2%*	*9%* **ai**	*2%*	*2%*	*4%*
UK Mail	**6**	2	4	-	-	-	-	-	-	6	-	-	2	4
	2%	*1%*	*4%* a	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*1%*	*4%*
FedEx	**5**	2	2	*	-	-	-	-	-	4	*	*	2	2
	2%	*1%*	*2%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*1%*	*2%*	*2%*
One Post	**2**	-	2	-	-	-	-	-	-	2	-	-	-	2
	1%	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*
Pitney Bowes	**1**	1	-	-	-	-	-	-	-	1	-	-	1	-
	%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*1%*	*-%*
DX	**1**	1	1	-	-	-	-	-	-	1	-	-	1	1
	%	*%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*1%*	*%*
Collect Plus	**1**	1	-	-	-	-	-	-	-	1	-	-	1	-
	%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*1%*	*-%*
Tuffnels	**1**	*	*	-	-	-	*	-	-	1	*	*	*	*
	%	*%*	*%*	*-%*	*-%*	*-%*	*41%*	*-%*	*-%*	*%*	*1%*	*1%*	*%*	*%*
Postal Sort	**1**	-	1	-	-	-	-	-	-	1	-	-	-	1
	%	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*1%*
Whistl (Previously known as TNT Post)	**1**	-	*	-	-	-	-	-	*	*	*	-	-	1
	%	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*	*%*	*1%*	*-%*	*-%*	*%*
Local Courier	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*
Coopers Carriers	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	%	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 05/02/19

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**352**	191	124	28	5	-	3	-	1	315	37	47	144	161
Weighted total	**297**	181	94	18	4	-	1	-	*	274	22	49	132	116
Fastway Couriers	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	***%**	-%	*1%*	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%
Yodel	*	*	-	-	-	-	-	-	-	*	-	*	-	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*1%*	-%	-%
Eagle Couriers	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	***%**	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%
First Post	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	***%**	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%
Neo Post	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	***%**	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%
Global Mailing	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	***%**	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%
Other answers	**15**	10	3	2	*	-	-	-	-	14	2	2	8	5
	***5%**	*6%*	*3%*	*10%*	*1%*	-%	-%	-%	-%	*5%*	*8%*	*4%*	*6%*	*4%*
NET: Provider other than RM only	**115**	63	42	7	2	-	*	-	*	105	10	9	54	52
	***39%**	*35%*	*45%*	*42%*	*50%*	-%	*41%*	-%	*100%*	*38%*	*43%*	*18%*	*41%* a	*45%* a

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**352**	236	198	257	241	120	258	215	18	5	12	3	3	1
Weighted total	**297**	171	143	195	198	83	213	174	7	3	7	1	2	*
Royal Mail	**182**	105	90	121	106	49	120	108	3	3	6	1	*	-
	61%	*61%*	*63%* d	*62%* d	*53%*	*58%*	*56%*	*62%*	*41%*	*96%*	*82%*	*79%*	*11%*	*-%*
DPD	**16**	10	7	11	13	8	13	11	*	-	-	-	-	-
	5%	*6%*	*5%*	*6%*	*6%*	*9%*	*6%*	*6%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*
DHL	**14**	6	4	8	12	2	11	8	-	-	-	-	-	-
	5%	*4%*	*3%*	*4%*	*6%*	*2%*	*5%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Hermes	**14**	7	8	8	12	4	14	5	3	-	-	-	-	-
	5%	*4%*	*6%*	*4%*	*6%*	*5%*	*7%*	*3%*	*48%*	*-%*	*-%*	*-%*	*-%*	*-%*
Parcelforce	**12**	8	6	8	9	2	11	8	-	-	-	-	-	-
	4%	*5%*	*4%*	*4%*	*5%*	*2%*	*5%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
APC	**11**	2	*	2	9	4	10	2	-	-	-	-	-	-
	4%	*1%*	**%*	*1%*	*5%* **abc**	*5%* **abc**	*5%* **abc**	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
UPS	**8**	3	2	3	6	2	5	3	-	-	*	-	-	-
	3%	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*
TNT Express	**7**	4	3	4	4	*	7	4	*	-	-	-	-	-
	2%	*2%*	*2%*	*2%*	*2%*	*1%*	*3%*	*2%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*
UK Mail	**6**	6	4	6	6	2	4	6	-	-	-	-	-	-
	2%	*3%*	*3%*	*3%*	*3%*	*2%*	*2%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
FedEx	**5**	4	*	4	4	2	2	4	-	-	-	-	-	-
	2%	*2%*	**%*	*2%*	*2%*	*3%*	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
One Post	**2**	2	2	2	2	-	2	2	-	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	**1**	*	1	1	-	1	*	1	*	-	-	-	-	-
	****%***	**%*	*1%*	*1%*	*-%*	*1%*	**%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
DX	**1**	1	1	1	1	1	1	1	-	-	*	-	-	-
	****%***	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
Collect Plus	**1**	-	-	-	1	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Tuffnels	**1**	*	*	*	*	*	*	*	*	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*
Postal Sort	**1**	1	-	1	-	1	1	-	-	-	1	-	-	-
	****%***	**%*	*-%*	**%*	*-%*	*1%*	**%*	*-%*	*-%*	*-%*	*8%*	*-%*	*-%*	*-%*
Whistl (Previously known as TNT Post)	**1**	1	1	1	*	*	1	*	-	-	-	*	-	*
	****%***	**%*	**%*	**%*	**%*	*1%*	**%*	**%*	*-%*	*-%*	*-%*	*21%*	*-%*	*100%*
Local Courier	*	*	*	*	*	-	*	*	-	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Coopers Carriers	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	*1%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fastway Couriers	*	*	-	*	-	-	*	*	-	-	-	-	-	-
	****%***	**%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 05/02/19

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**352**	236	198	257	241	120	258	215	18	5	12	3	3	1
Weighted total	**297**	171	143	195	198	83	213	174	7	3	7	1	2	*
Yodel	*	-	-	-	-	-	*	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	*	*	-	*	-	-	*	-	-	*	-	-	-	-
	*%	*%	-%	*%	-%	-%	*%	-%	-%	4%	-%	-%	-%	-%
First Post	*	*	*	*	-	*	*	*	-	-	-	-	-	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%	-%	-%	-%	-%
Neo Post	*	*	-	*	-	-	*	-	-	*	-	-	-	-
	*%	*%	-%	*%	-%	-%	*%	-%	-%	4%	-%	-%	-%	-%
Global Mailing	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	-%
Other answers	**15**	11	11	13	11	5	12	10	*	-	*	-	2	-
	5%	*6%*	*8%*	*7%*	*5%*	*6%*	*6%*	*6%*	*2%*	-%	*7%*	-%	*89%*	-%
NET: Provider other than RM only	**115**	67	53	74	93	35	94	66	4	*	1	*	2	*
	39%	*39%*	*37%*	*38%*	*47%* **bc**	*42%*	*44%*	*38%*	*59%*	*4%*	*18%*	*21%*	*89%*	*100%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 25 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	352	219	10	6	4	-	2	-	2	63	51	69	71	3
Weighted total	297	181	6	5	5	-	*	-	*	62	35	59	38	1
Royal Mail	182	99	2	2	2	-	*	-	*	36	24	39	21	1
	61%	*55%*	*34%*	*40%*	*35%*	*-%*	*65%*	*-%*	*65%*	*58%*	*67%*	*67%*	*55%*	*100%*
DPD	16	10	2	1	-	-	-	-	-	3	3	2	3	-
	5%	*5%*	*29%*	*21%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*8%*	*4%*	*7%*	*-%*
DHL	14	12	-	-	-	-	-	-	-	4	2	2	-	-
	5%	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%* d	*5%*	*3%*	*-%*	*-%*
Hermes	14	9	-	-	3	-	-	-	-	4	-	1	3	-
	5%	*5%*	*-%*	*-%*	*65%*	*-%*	*-%*	*-%*	*-%*	*6%*	*-%*	*2%*	*9%* b	*-%*
Parcelforce	12	6	2	2	-	-	-	-	-	2	2	4	*	-
	4%	*3%*	*31%*	*37%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*5%*	*8%* d	**%*	*-%*
APC	11	9	-	-	-	-	-	-	-	*	*	2	-	-
	4%	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*3%*	*-%*	*-%*
UPS	8	5	-	*	-	-	-	-	-	1	1	1	*	-
	3%	*3%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*3%*	*1%*	*1%*	*-%*
TNT Express	7	4	*	-	-	-	-	-	-	3	1	*	*	-
	2%	*2%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*2%*	**%*	**%*	*-%*
UK Mail	6	6	-	-	-	-	-	-	-	4	-	-	2	-
	2%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%* c	*-%*	*-%*	*5%*	*-%*
FedEx	5	4	-	-	-	-	-	-	-	-	2	2	*	-
	2%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*3%*	*1%*	*-%*
One Post	2	2	-	-	-	-	-	-	-	-	-	2	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*
Pitney Bowes	1	-	-	-	-	-	-	-	-	1	*	-	-	-
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*-%*	*-%*	*-%*
DX	1	1	-	-	-	-	-	-	-	-	-	*	1	-
	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*3%*	*-%*
Collect Plus	1	1	-	-	-	-	-	-	-	-	-	-	-	-
	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Tuffnels	1	*	*	-	-	-	-	-	-	*	-	-	*	-
	**%*	**%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*
Postal Sort	1	-	-	-	-	-	-	-	-	-	-	-	1	-
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*
Whistl (Previously known as TNT Post)	1	*	-	-	-	-	*	-	*	-	-	-	1	-
	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*35%*	*-%*	*35%*	*-%*	*-%*	*-%*	*1%*	*-%*
Local Courier	*	*	-	-	-	-	-	-	-	*	-	-	-	-
	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*
Coopers Carriers	*	*	-	-	-	-	-	-	-	-	-	-	*	-
	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**352**	219	10	6	4	-	2	-	2	63	51	69	71	3
Weighted total	**297**	181	6	5	5	-	*	-	*	62	35	59	38	1
Fastway Couriers	*	-	-	-	-	-	-	-	-	*	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	-%	-%
Yodel	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	*	-	-	-	-	-	-	-	-	*	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	*%*	-%	-%	-%	-%
First Post	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%*	-%
Neo Post	*	-	-	-	-	-	-	-	-	*	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	*%*	-%	-%	-%	-%
Global Mailing	*	-	*	-	-	-	-	-	-	-	*	-	-	-
	***%**	-%	*1%*	-%	-%	-%	-%	-%	-%	-%	*%*	-%	-%	-%
Other answers	**15**	11	-	-	-	-	-	-	-	3	1	3	6	-
	***5%**	*6%*	-%	-%	-%	-%	-%	-%	-%	*5%*	*2%*	*6%*	*14%* b	-%
NET: Provider other than RM only	**115**	82	4	3	3	-	*	-	*	26	12	19	17	-
	***39%**	*45%*	*66%*	*60%*	*65%*	-%	*35%*	-%	*35%*	*42%*	*33%*	*33%*	*45%*	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**352**	58	51	73	52	7	176	13	52	208	144	238	19
Weighted total	**297**	41	44	72	38	3	156	6	35	182	115	186	9
Royal Mail	**182**	25	22	39	19	1	79	5	22	182	-	121	*
	61%	*60%*	*51%*	*54%*	*49%*	*17%*	*50%*	*76%*	*63%*	*100%* b	*-%*	*65%*	*4%*
DPD	**16**	2	5	3	3	-	9	1	2	-	16	11	*
	5%	*5%*	*11%*	*4%*	*7%*	*-%*	*6%*	*19%*	*6%*	*-%*	*14%* a	*6%*	*1%*
DHL	**14**	3	2	5	1	-	9	-	4	-	14	8	-
	5%	*8%*	*6%*	*7%*	*3%*	*-%*	*5%*	*-%*	*11%*	*-%*	*13%* a	*4%*	*-%*
Hermes	**14**	2	-	4	5	2	12	-	-	-	14	8	-
	5%	*4%*	*-%*	*5%*	*13%* b	*59%*	*8%* c	*-%*	*-%*	*-%*	*13%* a	*4%*	*-%*
Parcelforce	**12**	*	4	4	1	-	8	*	1	-	12	7	2
	4%	*1%*	*10%* a	*6%*	*2%*	*-%*	*5%*	*2%*	*3%*	*-%*	*10%* a	*4%*	*19%*
APC	**11**	-	*	4	5	-	9	-	-	-	11	2	-
	4%	*-%*	**%*	*6%*	*12%* **ab**	*-%*	*6%*	*-%*	*-%*	*-%*	*9%* a	*1%*	*-%*
UPS	**8**	*	3	2	*	*	4	-	1	-	8	3	-
	3%	*1%*	*6%*	*3%*	*1%*	*3%*	*3%*	*-%*	*4%*	*-%*	*7%* a	*2%*	*-%*
TNT Express	**7**	3	*	1	1	*	4	-	-	-	7	4	-
	2%	*7%* c	**%*	*1%*	*2%*	*2%*	*3%*	*-%*	*-%*	*-%*	*6%* a	*2%*	*-%*
UK Mail	**6**	*	4	-	2	-	6	-	-	-	6	6	-
	2%	*1%*	*8%* c	*-%*	*5%*	*-%*	*4%*	*-%*	*-%*	*-%*	*5%* a	*3%*	*-%*
FedEx	**5**	1	-	2	2	*	4	-	*	-	5	4	-
	2%	*1%*	*-%*	*2%*	*5%*	*4%*	*3%*	*-%*	*1%*	*-%*	*4%* a	*2%*	*-%*
One Post	**2**	-	-	2	-	-	2	-	-	-	2	2	-
	1%	*-%*	*-%*	*2%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*2%*	*1%*	*-%*
Pitney Bowes	**1**	-	-	-	-	-	-	-	-	-	1	*	1
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*12%*
DX	**1**	-	1	1	*	-	*	-	1	-	1	1	*
	****%***	*-%*	*1%*	*1%*	**%*	*-%*	**%*	*-%*	*3%* a	*-%*	*1%*	*1%*	*2%*
Collect Plus	**1**	-	-	1	-	-	1	-	-	-	1	-	-
	****%***	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	***b**	c	a	b	a	***b**
Unweighted total	**352**	58	51	73	52	7	176	13	52	208	144	238	19
Weighted total	**297**	41	44	72	38	3	156	6	35	182	115	186	9
Tuffnels	**1**	*	-	-	*	-	*	-	-	-	1	*	-
	***%**	*%	-%	-%	*1%*	-%	*%	-%	-%	-%	*1%*	*%	-%
Postal Sort	**1**	-	-	-	-	-	-	-	-	-	1	-	1
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	*7%*
Whistl (Previously known as TNT Post)	**1**	-	-	*	*	-	*	*	-	-	1	-	1
	***%**	-%	-%	*%	*%	-%	*%	*2%*	-%	-%	*%	-%	*6%*
Local Courier	*	-	-	-	-	*	*	-	-	-	*	*	-
	***%**	-%	-%	-%	-%	*15%*	*%	-%	-%	-%	*%	*%	-%
Coopers Carriers	*	-	*	-	-	-	*	-	-	-	*	*	-
	***%**	-%	*1%*	-%	-%	-%	*%	-%	-%	-%	*%	*%	-%
Fastway Couriers	*	-	-	-	-	-	-	-	-	-	*	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%
Yodel	*	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Eagle Couriers	*	-	-	-	-	-	-	-	-	-	*	-	*
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*1%*
First Post	*	-	-	-	-	-	-	-	-	-	*	-	*
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*1%*
Neo Post	*	-	-	-	-	-	-	-	-	-	*	-	*
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*1%*
Global Mailing	*	*	-	-	-	-	*	-	-	-	*	-	*
	***%**	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	*1%*
Other answers	**15**	4	2	4	*	-	7	*	4	-	15	8	4
	***5%**	*10%* d	*5%*	*6%*	*1%*	-%	*4%*	*2%*	*10%*	-%	*13%* a	*5%*	*46%*
NET: Provider other than RM only	**115**	16	21	33	19	3	78	2	13	-	115	65	9
	***39%**	*40%*	*49%*	*46%*	*51%*	*83%*	*50%*	*24%*	*37%*	-%	*100%* a	*35%*	*96%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	***d**
Unweighted total	**352**	77	164	224	33	72	169	103	208	61	-
Weighted total	**297**	62	137	177	19	54	144	66	150	33	-
Royal Mail	**182**	58	48	111	10	50	55	44	93	24	-
	61%	*94%* b	*35%*	*63%*	*53%*	*93%* b	*38%*	*66%*	*62%*	*74%*	-%
DPD	**16**	-	13	9	2	-	13	1	10	1	-
	5%	-%	*9%* a	*5%*	*8%*	-%	*9%* a	*2%*	*7%*	*3%*	-%
DHL	**14**	-	12	8	-	-	12	4	6	4	-
	5%	-%	*9%* a	*4%*	-%	-%	*9%* a	*5%*	*4%*	*11%* b	-%
Hermes	**14**	-	12	8	-	-	12	-	7	-	-
	5%	-%	*9%* a	*5%*	-%	-%	*9%* a	-%	*5%* a	-%	-%
Parcelforce	**12**	2	8	7	2	2	7	6	7	-	-
	4%	*3%*	*6%*	*4%*	*9%*	*4%*	*5%*	*10%* c	*4%*	-%	-%
APC	**11**	*	9	2	*	*	9	*	2	*	-
	4%	*%*	*7%* a	*1%*	*1%*	*%*	*6%* a	*1%*	*1%*	*1%*	-%
UPS	**8**	-	6	3	*	-	6	3	2	2	-
	3%	-%	*4%*	*2%*	*2%*	-%	*4%*	*5%*	*1%*	*5%*	-%
TNT Express	**7**	*	4	4	-	*	4	3	2	*	-
	2%	*1%*	*3%*	*2%*	-%	*1%*	*3%*	*4%*	*1%*	*1%*	-%
UK Mail	**6**	-	6	6	-	-	6	2	4	-	-
	2%	-%	*4%*	*3%*	-%	-%	*4%*	*3%*	*3%*	-%	-%
FedEx	**5**	-	4	4	-	-	4	*	4	*	-
	2%	-%	*3%*	*2%*	-%	-%	*3%*	*%*	*3%*	*1%*	-%
One Post	**2**	-	2	2	-	-	2	-	2	-	-
	1%	-%	*1%*	*1%*	-%	-%	*1%*	-%	*1%*	-%	-%
Pitney Bowes	**1**	-	-	-	1	-	-	-	*	-	-
	%	-%	-%	-%	*7%* a	-%	-%	-%	*%*	-%	-%
DX	**1**	*	1	1	1	*	1	1	1	1	-
	%	*%*	*1%*	*%*	*3%*	*%*	*1%*	*1%*	*1%*	*2%*	-%
Collect Plus	**1**	-	1	-	-	-	1	-	-	-	-
	%	-%	*1%*	-%	-%	-%	*1%*	-%	-%	-%	-%
Tuffnels	**1**	-	*	*	-	-	*	-	*	-	-
	%	-%	*%*	*%*	-%	-%	*%*	-%	*%*	-%	-%
Postal Sort	**1**	-	-	-	1	-	-	-	1	-	-
	%	-%	-%	-%	*3%* a	-%	-%	-%	*%*	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	***d**
Unweighted total	**352**	77	164	224	33	72	169	103	208	61	-
Weighted total	**297**	62	137	177	19	54	144	66	150	33	-
Whistl (Previously known as TNT Post)	**1**	*	*	*	*	*	*	*	1	*	-
	***%**	*%	*%	*%	*1%*	*%	*%	*%	*%	*%	-%
Local Courier	*	-	*	*	-	-	*	-	*	-	-
	***%**	-%	*%	*%	-%	-%	*%	-%	*%	-%	-%
Coopers Carriers	*	-	*	*	-	-	*	-	*	-	-
	***%**	-%	*%	*%	-%	-%	*%	-%	*%	-%	-%
Fastway Couriers	*	-	-	*	-	-	-	*	*	*	-
	***%**	-%	-%	*%	-%	-%	-%	*1%*	*%	*1%*	-%
Yodel	*	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	*	-	-	-	*	-	-	-	*	-	-
	***%**	-%	-%	-%	*1%*	-%	-%	-%	*%	-%	-%
First Post	*	-	-	*	-	-	-	*	*	*	-
	***%**	-%	-%	*%	-%	-%	-%	*%	*%	*%	-%
Neo Post	*	-	-	-	*	-	-	-	*	-	-
	***%**	-%	-%	-%	*1%*	-%	-%	-%	*%	-%	-%
Global Mailing	*	-	*	-	*	-	*	-	*	-	-
	***%**	-%	*%	-%	*%	-%	*%	-%	*%	-%	-%
Other answers	**15**	1	10	11	2	1	10	2	8	1	-
	***5%**	*2%*	*7%*	*6%*	*10%*	*2%*	*7%*	*4%*	*6%*	*4%*	-%
NET: Provider other than RM only	**115**	3	89	65	9	4	89	22	57	9	-
	***39%**	*6%*	*65%* a	*37%*	*47%*	*7%*	*62%* a	*34%*	*38%*	*26%*	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 25 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**352**	94	169	51	-	180	145	72	5	226	186	158	194	160	5
Weighted total	**297**	68	118	24	-	147	105	53	4	168	136	115	142	121	1
Royal Mail	**182**	45	77	17	-	75	63	26	2	105	86	83	89	75	*
	61%	*67%*	*65%*	*71%*	*-%*	*51%*	*61%*	*48%*	*58%*	*62%*	*64%*	*72%*	*63%*	*62%*	*40%*
DPD	**16**	2	5	1	-	11	3	2	*	10	7	8	9	8	1
	5%	*3%*	*5%*	*3%*	*-%*	*8%*	*3%*	*3%*	*2%*	*6%*	*5%*	*7%*	*7%*	*7%*	*60%*
DHL	**14**	4	4	4	-	10	4	12	-	6	4	4	8	4	-
	5%	*6%*	*3%*	*15%* b	*-%*	*7%*	*3%*	*23%* **ab**	*-%*	*4%*	*3%*	*4%*	*5%*	*3%*	*-%*
Hermes	**14**	1	7	-	-	9	4	1	-	7	8	2	7	5	-
	5%	*2%*	*6%*	*-%*	*-%*	*6%*	*3%*	*2%*	*-%*	*4%*	*6%* c	*1%*	*5%*	*4%*	*-%*
Parcelforce	**12**	4	4	-	-	8	7	2	-	7	4	5	5	4	-
	4%	*6%*	*4%*	*-%*	*-%*	*5%*	*6%*	*4%*	*-%*	*4%*	*3%*	*4%*	*3%*	*4%*	*-%*
APC	**11**	*	*	-	-	9	5	4	-	2	*	2	*	2	-
	4%	*1%*	**%*	*-%*	*-%*	*6%*	*4%*	*7%*	*-%*	*1%*	**%*	*2%*	**%*	*2%*	*-%*
UPS	**8**	2	2	*	-	4	4	2	-	3	2	4	3	1	-
	3%	*3%*	*2%*	*2%*	*-%*	*3%*	*4%*	*3%*	*-%*	*2%*	*2%*	*3%*	*2%*	*1%*	*-%*
TNT Express	**7**	2	1	-	-	4	2	*	-	3	3	1	3	1	-
	2%	*3%*	*1%*	*-%*	*-%*	*3%*	*2%*	*1%*	*-%*	*2%*	*2%*	*1%*	*2%*	*1%*	*-%*
UK Mail	**6**	2	2	-	-	4	2	*	-	6	4	-	4	6	-
	2%	*3%*	*2%*	*-%*	*-%*	*3%*	*2%*	*1%*	*-%*	*3%* c	*3%* c	*-%*	*3%*	*5%*	*-%*
FedEx	**5**	*	*	*	-	2	4	3	-	4	*	2	4	4	-
	2%	**%*	**%*	*1%*	*-%*	*2%*	*4%*	*5%*	*-%*	*2%*	**%*	*2%*	*3%*	*3%*	*-%*
One Post	**2**	-	2	-	-	2	-	-	-	2	2	-	-	2	-
	1%	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*1%*	*-%*
Pitney Bowes	**1**	1	1	1	-	-	-	-	-	-	*	-	*	*	-
	****%***	*2%*	*1%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	**%*	*-%*
DX	**1**	1	1	1	-	1	*	*	-	1	1	1	1	1	-
	****%***	*1%*	*1%*	*2%*	*-%*	*1%*	**%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	**%*	*-%*
Collect Plus	**1**	-	-	-	-	1	1	-	-	-	-	1	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
Tuffnels	**1**	*	*	-	-	*	*	-	-	*	*	-	*	*	-
	****%***	**%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	**%*	*-%*
Postal Sort	**1**	-	-	-	-	-	-	-	-	1	-	-	1	1	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*1%*	*-%*
Whistl (Previously known as TNT Post)	**1**	*	1	*	-	*	*	*	-	1	1	*	*	1	-
	****%***	**%*	**%*	*1%*	*-%*	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*
Local Courier	*	-	*	-	-	*	-	-	-	*	*	-	*	-	-
	****%***	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	*-%*
Coopers Carriers	*	-	*	-	-	-	*	-	-	*	*	-	-	*	-
	****%***	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 05/02/19

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**352**	94	169	51	-	180	145	72	5	226	186	158	194	160	5
Weighted total	**297**	68	118	24	-	147	105	53	4	168	136	115	142	121	1
Fastway Couriers	*	-	-	-	-	-	-	-	-	*	-	-	*	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%
Yodel	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	*	*	*	*	-	-	-	-	-	*	*	-	*	*	-
	***%**	*%	*%	*%	-%	-%	-%	-%	-%	*%	*%	-%	*%	*%	-%
Neo Post	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	*	*	*	*	-	*	*	-	-	-	-	-	-	-	-
	***%**	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**15**	3	9	*	-	6	4	1	2	11	11	3	8	7	-
	***5%**	*4%*	*7%*	*%*	-%	*4%*	*4%*	*1%*	*40%*	*6%*	*8%* c	*2%*	*6%*	*6%*	-%
NET: Provider other than RM only	**115**	23	41	7	-	73	41	27	2	63	49	33	53	46	1
	***39%**	*33%*	*35%*	*29%*	-%	*49%*	*39%*	*52%*	*42%*	*38%*	*36%*	*28%*	*37%*	*38%*	*60%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**352**	116	87	128	43	31	193	151	12	7	15	8
Weighted total	**297**	81	66	91	34	21	140	115	12	6	16	6
Royal Mail	**182**	51	50	58	20	14	97	71	10	3	7	5
	61%	*63%*	*76%* d	*64%*	*58%*	*68%*	*69%*	*61%*	*85%*	*43%*	*41%*	*82%*
DPD	**16**	6	2	4	2	1	8	8	-	*	*	-
	5%	*7%*	*3%*	*4%*	*5%*	*2%*	*6%*	*7%*	-%	*2%*	*1%*	-%
DHL	**14**	2	2	7	7	4	8	4	-	2	2	*
	5%	*3%*	*4%*	*8%*	*21%* **abc**	*21%* **abc**	*5%*	*3%*	-%	*26%*	*11%*	*8%*
Hermes	**14**	4	2	3	-	-	5	5	-	-	3	-
	5%	*5%*	*3%*	*3%*	-%	-%	*4%*	*5%*	-%	-%	*20%*	-%
Parcelforce	**12**	5	1	5	*	*	5	4	-	2	2	-
	4%	*6%*	*1%*	*6%*	*1%*	*1%*	*4%*	*4%*	-%	*29%*	*12%*	-%
APC	**11**	2	-	1	2	*	1	2	-	-	-	-
	4%	*3%*	-%	*1%*	*6%* b	*1%*	*1%*	*2%*	-%	-%	-%	-%
UPS	**8**	3	2	4	1	*	2	2	-	-	-	*
	3%	*4%*	*4%*	*5%*	*4%*	*1%*	*1%*	*1%*	-%	-%	-%	*2%*
TNT Express	**7**	2	*	3	*	*	2	1	-	-	-	-
	2%	*2%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*	-%	-%	-%	-%
UK Mail	**6**	*	*	2	*	*	2	4	-	-	-	-
	2%	*%*	*%*	*2%*	*1%*	*1%*	*1%*	*3%*	-%	-%	-%	-%
FedEx	**5**	1	4	*	2	*	2	4	-	-	-	-
	2%	*1%*	*6%* **ac**	*%*	*6%* **ac**	*1%*	*2%*	*4%*	-%	-%	-%	-%
One Post	**2**	-	-	-	-	-	-	2	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	-%	-%
Pitney Bowes	**1**	-	-	-	-	-	*	*	-	-	-	-
	%	-%	-%	-%	-%	-%	*%*	*%*	-%	-%	-%	-%
DX	**1**	1	1	1	*	1	1	*	-	-	-	-
	%	*1%*	*1%*	*1%*	*%*	*3%*	*1%*	*%*	-%	-%	-%	-%
Collect Plus	**1**	1	-	-	-	-	1	-	-	-	-	-
	%	*1%*	-%	-%	-%	-%	*1%*	-%	-%	-%	-%	-%
Tuffnels	**1**	-	-	*	-	-	*	*	*	-	-	-
	%	-%	-%	*%*	-%	-%	*%*	*%*	*%*	-%	-%	-%
Postal Sort	**1**	-	-	-	-	-	1	1	-	-	-	-
	%	-%	-%	-%	-%	-%	*%*	*1%*	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**1**	-	*	*	-	-	*	1	*	-	-	-
	%	-%	*%*	*%*	-%	-%	*%*	*%*	*1%*	-%	-%	-%
Local Courier	*	-	-	-	-	-	*	-	-	-	-	-
	%	-%	-%	-%	-%	-%	*%*	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 25 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**352**	116	87	128	43	31	193	151	12	7	15	8
Weighted total	**297**	81	66	91	34	21	140	115	12	6	16	6
Coopers Carriers	*	-	-	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Fastway Couriers	*	-	-	-	-	-	*	*	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%
Yodel	*	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	*	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	*	-	-	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Neo Post	*	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	*	-	-	-	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
Other answers	**15**	3	1	3	-	*	4	6	2	-	2	*
	5%	*4%*	*1%*	*4%*	*-%*	**%*	*3%*	*5%*	*14%*	*-%*	*15%*	*8%*
NET: Provider other than RM only	**115**	30	16	33	14	7	43	44	2	4	9	1
	39%	*37%*	*24%*	*36%*	*42%* b	*32%*	*31%*	*39%*	*15%*	*57%*	*59%*	*18%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 25 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**352**	322	288	327	307	344	243	321	130	2	279	12	81	249
Weighted total	**297**	264	231	271	249	289	202	263	93	2	230	10	76	199
Royal Mail	**182**	162	143	168	151	180	129	165	62	2	155	5	53	129
	61%	*62%*	*62%*	*62%*	*60%*	*62%*	*63%*	*63%*	*67%*	*93%*	*67%*	*48%*	*69%*	*65%*
DPD	**16**	12	10	12	14	14	13	13	6	*	10	1	3	11
	5%	*5%*	*4%*	*4%*	*6%*	*5%*	*6%*	*5%*	*7%*	*7%*	*5%*	*10%*	*4%*	*5%*
DHL	**14**	13	13	13	12	14	10	13	10	-	9	-	2	10
	5%	*5%*	*6%*	*5%*	*5%*	*5%*	*5%*	*5%*	*10%* **ab**	*-%*	*4%*	*-%*	*3%*	*5%*
Hermes	**14**	14	11	14	13	14	7	13	3	-	5	2	5	3
	5%	*5%*	*5%*	*5%*	*5%*	*5%*	*4%*	*5%*	*4%*	*-%*	*2%*	*21%*	*7%* b	*2%*
Parcelforce	**12**	10	9	10	10	10	10	8	1	-	8	-	6	3
	4%	*4%*	*4%*	*4%*	*4%*	*3%*	*5%*	*3%*	*1%*	*-%*	*3%*	*-%*	*8%* b	*2%*
APC	**11**	10	8	10	11	10	10	11	4	-	5	-	2	4
	4%	*4%*	*3%*	*4%*	*4%*	*3%*	*5%*	*4%*	*4%*	*-%*	*2%*	*-%*	*2%*	*2%*
UPS	**8**	7	6	8	6	8	7	8	1	-	3	1	3	4
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*1%*	*-%*	*1%*	*10%*	*3%*	*2%*
TNT Express	**7**	6	6	6	7	6	4	6	*	-	5	-	*	5
	2%	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	**%*	*-%*	*2%*	*-%*	**%*	*3%*
UK Mail	**6**	6	4	6	6	6	2	4	*	-	6	-	-	6
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	**%*	*-%*	*2%*	*-%*	*-%*	*3%*
FedEx	**5**	4	4	4	3	5	4	5	1	-	5	-	-	5
	2%	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*-%*	*2%*	*-%*	*-%*	*2%*
One Post	**2**	2	2	2	2	2	-	-	-	-	2	-	-	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*
Pitney Bowes	**1**	1	1	1	1	1	1	1	1	-	*	-	-	*
	****%***	*1%*	*1%*	*1%*	**%*	**%*	*1%*	*1%*	*1%*	*-%*	**%*	*-%*	*-%*	**%*
DX	**1**	1	1	1	1	1	1	1	*	-	1	-	-	1
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	*1%*
Collect Plus	**1**	-	-	-	-	1	-	-	-	-	1	-	-	1
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*
Tuffnels	**1**	1	1	1	1	1	1	1	1	-	*	-	-	*
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*1%*	*-%*	**%*	*-%*	*-%*	**%*
Postal Sort	**1**	1	1	1	1	1	-	-	-	-	1	-	-	1
	****%***	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*
Whistl (Previously known as TNT Post)	**1**	1	1	1	*	1	*	*	*	-	1	-	*	*
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*1%*	**%*
Local Courier	*	*	*	*	*	*	*	*	*	-	*	-	*	-
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*1%*	*-%*	**%*	*-%*	*1%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 25 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**352**	322	288	327	307	344	243	321	130	2	279	12	81	249
Weighted total	**297**	264	231	271	249	289	202	263	93	2	230	10	76	199
Coopers Carriers	*	*	*	*	*	*	*	*	-	-	*	-	-	*
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%
Fastway Couriers	*	*	*	*	*	*	-	*	*	-	*	-	-	*
	*%	*%	*%	*%	*%	*%	-%	*%	1%	-%	*%	-%	-%	*%
Yodel	*	-	-	-	-	*	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	*	*	*	*	*	*	*	*	*	-	-	-	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%
First Post	*	*	*	*	*	*	*	*	*	-	*	-	-	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%
Neo Post	*	*	*	*	*	*	*	*	*	-	-	-	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%
Global Mailing	*	*	*	*	*	*	*	*	-	-	*	-	-	*
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%
Other answers	**15**	14	11	14	14	15	6	15	3	-	13	1	2	13
	5%	*5%*	*5%*	*5%*	*6%*	*5%*	*3%*	*6%*	*3%*	-%	*6%*	*10%*	*3%*	*7%*
NET: Provider other than RM only	**115**	102	89	103	99	109	74	98	31	*	75	5	24	69
	39%	*38%*	*38%*	*38%*	*40%*	*38%*	*37%*	*37%*	*33%*	*7%*	*33%*	*52%*	*31%*	*35%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**352**	299	13	71	281	71	231	50	138	34	176	191	161
Weighted total	**297**	258	7	63	233	54	203	40	118	30	149	155	142
Royal Mail	**182**	163	6	26	156	27	128	26	57	12	113	96	86
	61%	*63%*	*86%*	*40%*	*67%* a	*51%*	*63%*	*67%*	*48%*	*39%*	*76%* **ab**	*62%*	*61%*
DPD	**16**	15	*	3	13	4	11	1	13	1	2	9	7
	5%	*6%*	*2%*	*5%*	*5%*	*7%*	*5%*	*2%*	*11%* c	*3%*	*1%*	*6%*	*5%*
DHL	**14**	10	-	3	12	2	9	4	7	2	5	5	10
	5%	*4%*	*-%*	*4%*	*5%*	*3%*	*4%*	*9%*	*6%*	*8%*	*4%*	*3%*	*7%*
Hermes	**14**	7	-	10	4	7	6	2	5	6	3	8	6
	5%	*3%*	*-%*	*16%* b	*2%*	*13%* b	*3%*	*5%*	*4%*	*19%* **ac**	*2%*	*5%*	*4%*
Parcelforce	**12**	9	*	6	6	4	8	*	8	2	2	5	7
	4%	*4%*	*7%*	*9%* b	*2%*	*7%*	*4%*	**%*	*6%* c	*7%* c	*1%*	*3%*	*5%*
APC	**11**	9	*	5	6	5	5	-	6	2	3	4	6
	4%	*3%*	*3%*	*7%* b	*3%*	*10%* **bc**	*3%*	*-%*	*5%*	*6%*	*2%*	*3%*	*5%*
UPS	**8**	6	-	4	4	1	7	*	5	1	2	5	3
	3%	*2%*	*-%*	*6%*	*2%*	*1%*	*4%*	**%*	*4%*	*4%*	*1%*	*3%*	*2%*
TNT Express	**7**	7	*	5	2	2	5	-	5	-	2	2	5
	2%	*3%*	*3%*	*8%* b	*1%*	*3%*	*3%*	*-%*	*4%*	*-%*	*1%*	*1%*	*4%*
UK Mail	**6**	6	-	-	6	*	4	2	*	2	4	4	2
	2%	*2%*	*-%*	*-%*	*3%*	*1%*	*2%*	*4%*	**%*	*6%* a	*3%*	*3%*	*1%*
FedEx	**5**	4	-	2	3	2	3	*	*	*	4	2	2
	2%	*2%*	*-%*	*3%*	*1%*	*3%*	*1%*	*1%*	**%*	*1%*	*2%*	*1%*	*2%*
One Post	**2**	2	-	2	-	2	-	-	2	-	-	-	2
	1%	*1%*	*-%*	*3%* b	*-%*	*3%* b	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*
Pitney Bowes	**1**	1	-	-	1	-	1	*	1	-	*	1	-
	****%***	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	**%*	*1%*	*-%*	**%*	*1%*	*-%*
DX	**1**	1	-	-	1	-	1	*	-	-	1	1	*
	****%***	**%*	*-%*	*-%*	*1%*	*-%*	**%*	*1%*	*-%*	*-%*	*1%*	*1%*	**%*
Collect Plus	**1**	1	-	-	1	-	1	-	1	-	-	-	1
	****%***	**%*	*-%*	*-%*	**%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*
Tuffnels	**1**	*	-	*	*	-	1	-	*	-	*	1	*
	****%***	**%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	**%*	**%*
Postal Sort	**1**	1	-	-	1	-	1	-	-	1	-	1	-
	****%***	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*2%*	*-%*	**%*	*-%*
Whistl (Previously known as TNT Post)	**1**	1	-	-	1	*	*	*	*	*	*	*	*
	****%***	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Produced by OLR
Issue date: 05/02/19

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**352**	299	13	71	281	71	231	50	138	34	176	191	161
Weighted total	**297**	258	7	63	233	54	203	40	118	30	149	155	142
Local Courier	*	*	-	*	-	-	*	-	*	-	-	-	*
	***%**	*%	-%	*1%*	-%	-%	*%	-%	*%	-%	-%	-%	*%
Coopers Carriers	*	*	-	-	*	-	*	-	-	-	*	*	-
	***%**	*%	-%	-%	*%	-%	*%	-%	-%	-%	*%	*%	-%
Fastway Couriers	*	*	-	*	-	-	-	*	*	-	-	-	*
	***%**	*%	-%	*1%*	-%	-%	-%	*1%*	*%	-%	-%	-%	*%
Yodel	*	*	-	-	*	-	*	-	-	-	*	-	*
	***%**	*%	-%	-%	*%	-%	*%	-%	-%	-%	*%	-%	*%
Eagle Couriers	*	*	-	-	*	-	-	*	-	-	*	-	*
	***%**	*%	-%	-%	*%	-%	-%	*%	-%	-%	*%	-%	*%
First Post	*	*	-	-	*	-	*	-	*	-	-	*	-
	***%**	*%	-%	-%	*%	-%	*%	-%	*%	-%	-%	*%	-%
Neo Post	*	*	-	-	*	-	-	*	-	-	*	-	*
	***%**	*%	-%	-%	*%	-%	-%	*%	-%	-%	*%	-%	*%
Global Mailing	*	*	-	-	*	-	-	*	*	-	-	-	*
	***%**	*%	-%	-%	*%	-%	-%	*%	*%	-%	-%	-%	*%
Other answers	**15**	15	*	*	15	*	12	4	8	1	6	11	5
	***5%**	*6%*	*2%*	*%*	*7%* a	*%*	*6%*	*9%* a	*7%*	*4%*	*4%*	*7%*	*3%*
NET: Provider other than RM only	**115**	95	1	38	77	26	75	13	61	18	35	59	56
	***39%**	*37%*	*14%*	*60%* b	*33%*	*49%*	*37%*	*33%*	*52%* c	*61%* c	*24%*	*38%*	*39%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 25 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	*a	*b	c	*d	*a	b	*c	*d
Unweighted total	352	53	14	42	31	28	14	30	15	18	34	5	16
Weighted total	297	22	5	19	14	13	6	14	7	7	17	2	10
Royal Mail	182	16	3	14	10	10	6	9	7	6	10	1	5
	61%	73%	72%	70%	73%	74%	98%	66%	98%	81%	59%	90%	47%
DPD	16	2	-	-	*	-	-	2	-	-	2	-	-
	5%	9%	-%	-%	*%	-%	-%	14%	-%	-%	12%	-%	-%
		c											
DHL	14	*	*	1	1	*	-	*	-	*	*	-	1
	5%	1%	2%	6%	8%	*%	-%	1%	-%	1%	*%	-%	11%
Hermes	14	-	-	-	-	-	-	-	-	-	-	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcelforce	12	*	-	*	*	*	*	*	*	*	*	-	-
	4%	1%	-%	1%	1%	*%	1%	*%	1%	2%	2%	-%	-%
APC	11	*	-	1	1	1	-	*	-	-	-	*	1
	4%	1%	-%	6%	8%	9%	-%	1%	-%	-%	-%	10%	11%
UPS	8	*	-	1	1	1	-	*	-	-	2	-	-
	3%	*%	-%	5%	8%	7%	-%	*%	-%	-%	14%	-%	-%
					a								
TNT Express	7	1	-	1	*	1	*	1	*	*	1	-	1
	2%	5%	-%	6%	1%	8%	1%	8%	1%	1%	6%	-%	9%
UK Mail	6	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
FedEx	5	-	-	*	*	-	-	-	-	-	-	-	*
	2%	-%	-%	1%	1%	-%	-%	-%	-%	-%	-%	-%	2%
One Post	2	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	1	1	1	-	-	-	-	-	-	1	*	-	-
	*%	5%	24%	-%	-%	-%	-%	-%	-%	15%	*%	-%	-%
DX	1	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	1	-	-	1	-	-	-	-	-	-	-	-	1
	*%	-%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	11%
Tuffnels	1	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Postal Sort	1	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	1	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Local Courier	*	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	*	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	*a	*b	c	*d	*a	b	*c	*d
Unweighted total	**352**	53	14	42	31	28	14	30	15	18	34	5	16
Weighted total	**297**	22	5	19	14	13	6	14	7	7	17	2	10
Fastway Couriers	*	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Yodel	*	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	*	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	*	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neo Post	*	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	*	*	*	-	-	-	-	-	-	-	*	-	-
	***%**	*%	*1%*	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Other answers	**15**	1	-	*	-	*	-	1	-	-	1	-	1
	***5%**	*5%*	-%	*1%*	-%	*1%*	-%	*8%*	-%	-%	*7%*	-%	*11%*
NET: Provider other than RM only	**115**	6	1	6	4	4	*	5	*	1	7	*	5
	***39%**	*27%*	*28%*	*30%*	*27%*	*26%*	*2%*	*34%*	*2%*	*19%*	*41%*	*10%*	*53%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 25 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	*e	*f	g	h	*i	j	*k	*l
Unweighted total	**352**	38	15	9	79	17	25	31	34	29	36	21	18
Weighted total	**297**	30	16	13	40	10	16	24	31	37	27	30	22
Royal Mail	**182**	17	11	13	23	7	10	16	16	20	15	22	12
	61%	*55%*	*69%*	*96%*	*59%*	*71%*	*63%*	*65%*	*51%*	*55%*	*55%*	*73%*	*55%*
DPD	**16**	2	-	-	2	1	2	1	1	2	3	*	2
	5%	*6%*	*-%*	*-%*	*5%*	*9%*	*15%*	*2%*	*4%*	*5%*	*10%*	**%*	*9%*
DHL	**14**	-	-	-	3	-	-	2	4	2	4	-	-
	5%	*-%*	*-%*	*-%*	*8%*	*-%*	*-%*	*7%*	*11%* a	*6%*	*13%* a	*-%*	*-%*
Hermes	**14**	2	2	*	-	-	1	-	-	4	-	4	2
	5%	*6%* d	*12%*	*4%*	*-%*	*-%*	*7%*	*-%*	*-%*	*10%*	*-%*	*12%*	*9%*
Parcelforce	**12**	2	2	-	*	-	*	*	3	*	2	-	2
	4%	*6%*	*11%*	*-%*	*1%*	*-%*	*2%*	**%*	*8%* d	*1%*	*7%*	*-%*	*11%*
APC	**11**	-	-	-	1	-	-	4	2	-	2	2	-
	4%	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*15%* **ad**	*6%*	*-%*	*7%*	*8%*	*-%*
UPS	**8**	*	-	-	2	2	1	-	2	*	*	-	-
	3%	*1%*	*-%*	*-%*	*6%*	*16%*	*8%*	*-%*	*5%*	*1%*	**%*	*-%*	*-%*
TNT Express	**7**	*	*	-	2	-	-	2	*	-	-	-	2
	2%	*1%*	*3%*	*-%*	*5%*	*-%*	*-%*	*8%*	*2%*	*-%*	*-%*	*-%*	*9%*
UK Mail	**6**	2	-	-	-	-	*	-	-	2	2	-	-
	2%	*6%* d	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*5%*	*7%* d	*-%*	*-%*
FedEx	**5**	*	-	-	*	-	*	*	2	2	-	-	-
	2%	**%*	*-%*	*-%*	**%*	*-%*	*2%*	*1%*	*6%*	*5%*	*-%*	*-%*	*-%*
One Post	**2**	2	-	-	-	-	-	-	-	-	-	-	-
	1%	*6%* d	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	**1**	-	*	-	1	-	-	-	-	-	-	-	-
	****%***	*-%*	*2%*	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
DX	**1**	1	-	-	-	*	-	-	-	-	-	1	-
	****%***	*2%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*
Collect Plus	**1**	-	-	-	1	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Tuffnels	**1**	-	-	-	*	-	*	-	*	-	*	-	-
	****%***	*-%*	*-%*	*-%*	**%*	*-%*	*2%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*
Postal Sort	**1**	-	-	-	-	-	-	-	-	-	-	1	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*
Whistl (Previously known as TNT Post)	**1**	*	-	-	-	-	*	*	-	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
Local Courier	*	*	-	-	-	-	-	-	-	-	-	-	-
	****%***	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Coopers Carriers	*	-	*	-	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 25 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	*e	*f	g	h	*i	j	*k	*l
Unweighted total	**352**	38	15	9	79	17	25	31	34	29	36	21	18
Weighted total	**297**	30	16	13	40	10	16	24	31	37	27	30	22
Fastway Couriers	*	-	-	-	-	-	-	*	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	*2%*	-%	-%	-%	-%	-%
Yodel	*	-	-	-	-	*	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	*3%*	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	*	-	-	-	-	-	-	*	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	*%*	-%	-%	-%	-%	-%
First Post	*	-	-	-	-	-	-	*	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	*%*	-%	-%	-%	-%	-%
Neo Post	*	-	-	-	-	-	-	*	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	*%*	-%	-%	-%	-%	-%
Global Mailing	*	-	-	-	*	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	*%*	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**15**	3	-	-	2	*	-	2	2	4	-	1	2
	***5%**	*9%*	-%	-%	*6%*	*1%*	-%	*8%*	*6%*	*11%*	-%	*2%*	*9%*
NET: Provider other than RM only	**115**	14	5	*	16	3	6	8	15	17	12	8	10
	***39%**	*45%*	*31%*	*4%*	*41%*	*29%*	*37%*	*35%*	*49%*	*45%*	*45%*	*27%*	*45%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**352**	62	121	94	75
Weighted total	**297**	59	66	92	79
Royal Mail	**182**	40	41	52	49
	61%	*68%*	*62%*	*56%*	*62%*
DPD	**16**	2	5	4	5
	5%	*3%*	*8%*	*4%*	*6%*
DHL	**14**	-	3	8	4
	5%	*-%*	*5%*	*8%*	*5%*
				a	
Hermes	**14**	4	1	4	6
	5%	*7%*	*2%*	*4%*	*7%*
Parcelforce	**12**	3	1	3	4
	4%	*6%*	*1%*	*3%*	*5%*
APC	**11**	-	1	5	4
	4%	*-%*	*2%*	*6%*	*5%*
UPS	**8**	*	5	2	*
	3%	*1%*	*8%*	*2%*	**%*
			ad		
TNT Express	**7**	1	2	2	2
	2%	*1%*	*3%*	*3%*	*2%*
UK Mail	**6**	2	*	2	2
	2%	*3%*	**%*	*2%*	*2%*
FedEx	**5**	*	*	4	-
	2%	**%*	*1%*	*4%*	*-%*
One Post	**2**	2	-	-	-
	1%	*3%*	*-%*	*-%*	*-%*
Pitney Bowes	**1**	*	1	-	-
	****%***	**%*	*2%*	*-%*	*-%*
DX	**1**	1	*	-	1
	****%***	*1%*	**%*	*-%*	*1%*
Collect Plus	**1**	-	1	-	-
	****%***	*-%*	*2%*	*-%*	*-%*
Tuffnels	**1**	-	*	*	*
	****%***	*-%*	*1%*	**%*	**%*
Postal Sort	**1**	-	-	-	1
	****%***	*-%*	*-%*	*-%*	*1%*
Whistl (Previously known as TNT Post)	**1**	*	*	*	-
	****%***	**%*	**%*	**%*	*-%*
Local Courier	*	*	-	-	-
	****%***	*1%*	*-%*	*-%*	*-%*
Coopers Carriers	*	*	-	-	-
	****%***	*1%*	*-%*	*-%*	*-%*
Fastway Couriers	*	-	-	*	-
	****%***	*-%*	*-%*	*1%*	*-%*

Columns Tested: a,b,c,d

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**352**	62	121	94	75
Weighted total	**297**	59	66	92	79
Yodel	*	-	*	-	-
	***%**	-%	*%	-%	-%
Eagle Couriers	*	-	-	*	-
	***%**	-%	-%	*%	-%
First Post	*	-	-	*	-
	***%**	-%	-%	*%	-%
Neo Post	*	-	-	*	-
	***%**	-%	-%	*%	-%
Global Mailing	*	-	*	-	-
	***%**	-%	*%	-%	-%
Other answers	**15**	3	2	8	3
	***5%**	*5%*	*3%*	*8%*	*3%*
NET: Provider other than RM only	**115**	19	25	40	30
	***39%**	*32%*	*38%*	*44%*	*38%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 26 Page 589

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	e	a	b	c	***d**	e
Unweighted total	**352**	232	74	32	14	120	74	84	32	14	35
Weighted total	**297**	283	9	3	2	14	89	85	24	8	13
Royal Mail	**76**	72	3	1	*	4	14	21	10	6	4
	26%	*25%*	*33%*	*28%*	*28%*	*31%*	*16%*	*25%*	*43%* a	*78%*	*34%* a
DPD	**46**	45	1	*	*	1	24	8	2	*	*
	15%	*16%* e	*8%*	*7%*	*5%*	*8%*	*26%* **bce**	*9%*	*8%*	*3%*	*3%*
Parcelforce	**30**	30	1	*	*	1	13	11	2	*	*
	10%	*11%*	*6%*	*1%*	*3%*	*5%*	*15%*	*13%*	*8%*	*4%*	*3%*
UPS	**29**	28	1	-	*	1	8	6	4	-	2
	10%	*10%*	*7%*	*-%*	*14%*	*6%*	*9%*	*7%*	*16%*	*-%*	*15%*
Hermes	**19**	19	*	-	-	*	9	6	-	-	-
	6%	*7%* **be**	*1%*	*-%*	*-%*	*1%*	*10%*	*8%*	*-%*	*-%*	*-%*
DHL	**18**	17	1	*	*	1	4	3	3	-	2
	6%	*6%*	*7%*	*8%*	*15%*	*8%*	*4%*	*3%*	*14%* b	*-%*	*14%* b
TNT Express	**15**	12	1	*	*	2	1	6	*	1	2
	5%	*4%*	*16%* a	*11%*	*30%*	*16%* a	*1%*	*7%*	*1%*	*14%*	*12%* a
UK Mail	**9**	9	1	*	-	1	2	6	*	-	1
	3%	*3%*	*6%*	*4%*	*-%*	*5%*	*3%*	*7%*	*1%*	*-%*	*5%*
APC	**9**	9	*	-	-	*	2	5	-	*	2
	3%	*3%*	*3%*	*-%*	*-%*	*2%*	*2%*	*6%*	*-%*	*1%*	*14%* **ac**
FedEx	**8**	7	*	*	-	1	2	1	1	-	-
	3%	*3%*	*4%*	*10%* a	*-%*	*5%*	*2%*	*1%*	*4%*	*-%*	*-%*
DX	**6**	6	*	*	-	*	-	3	1	-	-
	2%	*2%*	*1%*	*1%*	*-%*	*1%*	*-%*	*4%*	*3%*	*-%*	*-%*
Collect Plus	**4**	4	-	-	-	-	2	2	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*2%*	*2%*	*-%*	*-%*	*-%*
Parcels to go	**3**	3	-	-	-	-	2	-	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*
Interparcel	**2**	2	-	-	-	-	-	-	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Amazon	**2**	2	-	-	-	-	2	-	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*
Fastway Couriers	**1**	1	-	-	-	-	-	1	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
Tuffnels	**1**	*	*	*	-	*	-	*	-	-	-
	****%***	**%*	*3%* a	*3%* a	*-%*	*2%* a	*-%*	**%*	*-%*	*-%*	*-%*
Yodel	*	*	-	-	-	-	*	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	e	a	b	c	***d**	e
Unweighted total	**352**	232	74	32	14	120	74	84	32	14	35
Weighted total	**297**	283	9	3	2	14	89	85	24	8	13
Business Post	*	*	-	-	-	-	*	-	-	-	-
	***%**	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*
DHS	*	*	-	-	-	-	*	-	-	-	-
	***%**	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*
Neo Post	*	-	-	*	*	*	-	-	*	-	-
	***%**	*-%*	*-%*	*2%* a	*7%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*
Eagle Couriers	*	-	-	-	*	*	-	-	*	-	-
	***%**	*-%*	*-%*	*-%*	*7%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*
One Post	*	-	*	-	-	*	-	-	*	-	-
	***%**	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*
Pitney Bowes	*	-	*	-	-	*	-	-	-	-	-
	***%**	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
Postal Sort	*	-	-	*	-	*	-	-	-	*	-
	***%**	*-%*	*-%*	*3%* a	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*
Local Courier	*	-	*	-	-	*	-	-	-	-	-
	***%**	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
Global Mailing	*	-	*	-	-	*	-	-	-	-	-
	***%**	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other answers	**22**	21	1	1	*	2	5	10	-	*	*
	***8%**	*7%*	*6%*	*29%* **abe**	*14%*	*12%*	*5%*	*12%* c	*-%*	*1%*	*2%*
NET: Provider other than RM only	**220**	211	6	2	1	10	75	64	13	2	9
	***74%**	*75%*	*67%*	*72%*	*72%*	*69%*	*84%* **ce**	*75%*	*57%*	*22%*	*66%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	***e**	f	***g**	***h**	***i**	j	k	l	m
Unweighted total	**352**	32	12	52	5	20	47	24	28	17	237	40	42	33
Weighted total	**297**	41	15	51	3	19	55	29	32	17	263	10	14	10
Royal Mail	**76**	16	2	14	-	4	14	6	5	5	65	4	4	4
	26%	*38%*	*14%*	*28%*	*-%*	*21%*	*24%*	*21%*	*14%*	*28%*	*25%*	*40%* j	*30%*	*35%*
DPD	**46**	7	1	9	-	6	7	6	6	-	41	1	2	2
	15%	*16%*	*8%*	*17%*	*-%*	*29%*	*12%*	*22%*	*19%*	*-%*	*16%*	*7%*	*13%*	*18%*
Parcelforce	**30**	5	2	6	-	1	5	2	5	1	27	1	1	2
	10%	*12%*	*14%*	*12%*	*-%*	*5%*	*9%*	*6%*	*17%*	*5%*	*10%*	*6%*	*7%*	*16%*
UPS	**29**	4	4	5	-	5	4	2	3	2	27	1	1	-
	10%	*9%*	*25%*	*9%*	*-%*	*25%*	*7%*	*6%*	*9%*	*10%*	*10%*	*8%*	*6%*	*-%*
Hermes	**19**	-	6	-	-	2	5	4	1	1	18	*	*	*
	6%	*-%*	*37%*	*-%*	*-%*	*9%*	*9%* c	*12%*	*3%*	*5%*	*7%*	*4%*	*2%*	*3%*
DHL	**18**	3	-	7	-	-	3	3	*	-	16	*	2	1
	6%	*8%*	*-%*	*13%* k	*-%*	*-%*	*5%*	*10%*	*1%*	*-%*	*6%*	**%*	*11%* k	*6%*
TNT Express	**15**	3	*	-	1	2	3	2	1	*	13	*	*	1
	5%	*7%*	*2%*	*-%*	*41%*	*10%*	*6%*	*7%*	*4%*	*3%*	*5%*	*2%*	*1%*	*9%* c
UK Mail	**9**	2	-	2	-	-	*	-	2	2	8	-	1	-
	3%	*5%*	*-%*	*4%*	*-%*	*-%*	*1%*	*-%*	*7%*	*13%*	*3%*	*-%*	*8%*	*-%*
APC	**9**	2	*	-	-	-	3	-	2	2	9	-	*	-
	3%	*4%*	*1%*	*-%*	*-%*	*-%*	*6%*	*-%*	*6%*	*10%*	*3%*	*-%*	*1%*	*-%*
FedEx	**8**	*	-	1	-	-	3	1	2	-	7	1	-	-
	3%	*1%*	*-%*	*3%*	*-%*	*-%*	*5%*	*4%*	*6%*	*-%*	*3%*	*6%*	*-%*	*-%*
DX	**6**	-	-	-	-	-	5	-	-	-	5	1	*	-
	2%	*-%*	*-%*	*-%*	*-%*	*-%*	*9%* **cj**	*-%*	*-%*	*-%*	*2%*	*6%*	*4%*	*-%*
Collect Plus	**4**	-	-	-	-	-	4	-	-	-	4	-	*	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*7%* j	*-%*	*-%*	*-%*	*1%*	*-%*	*2%*	*-%*
Parcels to go	**3**	-	-	-	-	-	-	2	1	-	3	1	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*3%*	*-%*	*1%*	*6%* j	*-%*	*-%*
Interparcel	**2**	-	-	-	-	-	-	-	-	2	2	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*11%*	*1%*	*-%*	*-%*	*-%*
Amazon	**2**	-	-	-	-	-	-	2	-	-	2	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
Fastway Couriers	**1**	-	-	-	-	-	-	-	-	-	-	-	-	1
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*10%* **cfjkl**
Tuffnels	**1**	*	-	-	-	-	-	*	-	-	*	-	*	-
	****%***	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*2%*	*-%*
Yodel	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%* j	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	***e**	f	***g**	***h**	***i**	j	k	l	m
Unweighted total	**352**	32	12	52	5	20	47	24	28	17	237	40	42	33
Weighted total	**297**	41	15	51	3	19	55	29	32	17	263	10	14	10
Business Post	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*3%* j	-%	-%
DHS	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*2%* j	-%
Neo Post	*	-	-	*	-	-	-	-	-	-	*	*	-	-
	***%**	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	*1%*	-%	-%
Eagle Couriers	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%
One Post	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%
Pitney Bowes	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*
Postal Sort	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*
Local Courier	*	-	-	*	-	-	-	-	-	-	*	-	-	-
	***%**	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Global Mailing	*	-	-	*	-	-	-	-	-	-	*	-	-	-
	***%**	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Other answers	**22**	-	-	9	2	*	1	*	4	3	19	1	2	1
	***8%**	-%	-%	*18%* afj	*59%*	*1%*	*2%*	*1%*	*12%*	*15%*	*7%*	*13%* a	*11%*	*8%*
NET: Provider other than RM only	**220**	26	13	37	3	15	42	23	28	12	198	6	10	6
	***74%**	*62%*	*86%*	*72%*	*100%*	*79%*	*76%*	*79%*	*86%*	*72%*	*75%* k	*60%*	*70%*	*65%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	***d**	e	***f**	***g**	h	a	b	a	b
Unweighted total	**352**	3	65	8	22	124	12	14	103	253	99	307	45
Weighted total	**297**	2	40	4	16	117	9	12	95	233	64	267	30
Royal Mail	**76**	-	13	*	3	29	3	5	23	56	20	73	3
	26%	*-%*	*32%*	*9%*	*19%*	*25%*	*37%*	*43%*	*24%*	*24%*	*31%*	*27%* b	*11%*
DPD	**46**	-	3	-	3	17	2	-	19	37	9	42	4
	15%	*-%*	*7%*	*-%*	*16%*	*15%*	*23%*	*-%*	*20%* b	*16%*	*14%*	*16%*	*13%*
Parcelforce	**30**	-	*	2	6	11	*	2	10	23	7	30	*
	10%	*-%*	*1%*	*44%*	*37%*	*9%* b	*1%*	*16%*	*10%* b	*10%*	*11%*	*11%* b	**%*
UPS	**29**	-	3	*	1	14	-	-	10	24	5	25	4
	10%	*-%*	*8%*	*7%*	*6%*	*12%*	*-%*	*-%*	*11%*	*10%*	*8%*	*9%*	*12%*
Hermes	**19**	-	3	-	-	9	2	*	5	14	5	19	-
	6%	*-%*	*7%*	*-%*	*-%*	*8%*	*19%*	*2%*	*5%*	*6%*	*8%*	*7%*	*-%*
DHL	**18**	-	5	-	-	6	1	2	3	16	2	14	4
	6%	*-%*	*12%* h	*-%*	*-%*	*5%*	*15%*	*18%*	*3%*	*7%*	*4%*	*5%*	*14%* a
TNT Express	**15**	1	1	-	1	9	-	*	3	12	3	14	1
	5%	*58%*	*2%*	*-%*	*4%*	*8%*	*-%*	*1%*	*3%*	*5%*	*5%*	*5%*	*3%*
UK Mail	**9**	-	2	*	-	4	-	-	3	6	4	7	2
	3%	*-%*	*6%*	*4%*	*-%*	*4%*	*-%*	*-%*	*3%*	*3%*	*6%*	*3%*	*7%*
APC	**9**	-	4	*	2	2	-	-	2	9	*	9	-
	3%	*-%*	*9%* **eh**	*1%*	*11%*	*2%*	*-%*	*-%*	*2%*	*4%*	**%*	*3%*	*-%*
FedEx	**8**	-	3	-	-	3	-	-	2	7	1	4	4
	3%	*-%*	*8%*	*-%*	*-%*	*2%*	*-%*	*-%*	*2%*	*3%*	*2%*	*1%*	*14%* a
DX	**6**	-	-	-	-	*	-	*	5	6	*	4	2
	2%	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*4%*	*5%* e	*2%*	*1%*	*2%*	*6%*
Collect Plus	**4**	-	2	-	-	*	-	-	2	4	*	4	*
	1%	*-%*	*4%* e	*-%*	*-%*	**%*	*-%*	*-%*	*2%*	*2%*	**%*	*1%*	*1%*
Parcels to go	**3**	-	-	-	-	-	-	-	3	3	-	3	1
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%* e	*1%*	*-%*	*1%*	*2%*
Interparcel	**2**	-	-	-	-	2	-	-	-	2	-	-	2
	1%	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*6%* a
Amazon	**2**	-	-	-	-	2	-	-	-	2	-	2	-
	1%	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*
Fastway Couriers	**1**	*	-	-	-	-	-	-	*	-	1	1	-
	****%***	*27%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*2%* a	**%*	*-%*
Tuffnels	**1**	-	*	-	-	*	-	-	-	*	*	*	*
	****%***	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted total	**352**	3	65	8	22	124	12	14	103	253	99	307	45
Weighted total	**297**	2	40	4	16	117	9	12	95	233	64	267	30
Yodel	*	-	-	-	-	*	-	-	-	*	-	*	-
	***%**	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	*%	-%
Business Post	*	-	-	-	-	*	-	-	-	-	*	*	-
	***%**	-%	-%	-%	-%	*%	*3%*	-%	-%	-%	*%	*%	-%
DHS	*	-	-	-	-	-	-	-	*	*	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
Neo Post	*	-	-	-	-	*	-	-	*	*	*	*	-
	***%**	-%	-%	-%	-%	*%	-%	-%	*%	*%	*%	*%	-%
Eagle Couriers	*	-	-	-	-	-	-	-	*	-	*	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	*%	-%
One Post	*	-	-	-	*	-	-	-	-	-	*	*	-
	***%**	-%	-%	-%	*1%*	-%	-%	-%	-%	-%	*%	*%	-%
Pitney Bowes	*	-	-	-	-	*	-	-	-	*	-	*	-
	***%**	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	*%	-%
Postal Sort	*	-	-	-	-	-	-	-	*	*	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
Local Courier	*	-	-	-	-	-	-	-	*	*	-	-	*
	***%**	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	*%*
Global Mailing	*	-	-	-	-	-	-	-	*	*	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
Other answers	**22**	*	3	2	1	7	*	2	7	17	6	20	3
	***8%**	*16%*	*8%*	*35%*	*7%*	*6%*	*5%*	*16%*	*7%*	*7%*	*9%*	*7%*	*10%*
NET: Provider other than RM only	**220**	2	27	4	13	88	6	7	72	177	44	194	27
	***74%**	*100%*	*68%*	*91%*	*81%*	*75%*	*63%*	*57%*	*76%*	*76%*	*69%*	*73%*	*89%* a

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	***b**	a	b	c
Unweighted total	**352**	340	12	166	43	142
Weighted total	**297**	280	16	143	35	117
Royal Mail	**76**	74	3	37	13	26
	26%	*26%*	*17%*	*26%*	*39%* c	*22%*
DPD	**46**	41	4	21	4	21
	15%	*15%*	*26%*	*15%*	*10%*	*18%*
Parcelforce	**30**	29	2	14	1	16
	10%	*10%*	*10%*	*9%*	*2%*	*14%* b
UPS	**29**	29	-	12	9	7
	10%	*10%*	*-%*	*9%*	*26%* **ac**	*6%*
Hermes	**19**	15	4	10	1	8
	6%	*5%*	*23%*	*7%*	*3%*	*7%*
DHL	**18**	17	1	10	*	7
	6%	*6%*	*6%*	*7%*	*1%*	*6%*
TNT Express	**15**	14	1	7	2	6
	5%	*5%*	*6%*	*5%*	*5%*	*5%*
UK Mail	**9**	9	-	6	-	4
	3%	*3%*	*-%*	*4%*	*-%*	*3%*
APC	**9**	9	-	4	-	6
	3%	*3%*	*-%*	*3%*	*-%*	*5%*
FedEx	**8**	8	-	4	*	4
	3%	*3%*	*-%*	*3%*	*1%*	*3%*
DX	**6**	6	-	*	2	4
	2%	*2%*	*-%*	**%*	*5%* a	*3%* a
Collect Plus	**4**	4	-	2	*	2
	1%	*1%*	*-%*	*1%*	*1%*	*1%*
Parcels to go	**3**	3	-	3	1	-
	1%	*1%*	*-%*	*2%*	*2%*	*-%*
Interparcel	**2**	2	-	-	-	2
	1%	*1%*	*-%*	*-%*	*-%*	*2%*
Amazon	**2**	2	-	2	-	-
	1%	*1%*	*-%*	*1%*	*-%*	*-%*
Fastway Couriers	**1**	1	-	-	-	1
	****%***	**%*	*-%*	*-%*	*-%*	*1%*
Tuffnels	**1**	1	-	*	-	*
	****%***	**%*	*-%*	**%*	*-%*	**%*
Yodel	*	*	-	-	-	*
	****%***	**%*	*-%*	*-%*	*-%*	**%*
Business Post	*	*	-	-	-	*
	****%***	**%*	*-%*	*-%*	*-%*	**%*

Columns Tested: a,b - a,b,c

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**352**	340	12	166	43	142
Weighted total	**297**	280	16	143	35	117
DHS	*	*	-	-	-	*
	*%	*%	-%	-%	-%	*%
Neo Post	*	*	-	-	*	-
	*%	*%	-%	-%	*%	-%
Eagle Couriers	*	*	-	-	*	-
	*%	*%	-%	-%	*%	-%
One Post	*	*	-	*	-	-
	*%	*%	-%	*%	-%	-%
Pitney Bowes	*	*	-	*	-	-
	*%	*%	-%	*%	-%	-%
Postal Sort	*	*	-	-	-	*
	*%	*%	-%	-%	-%	*%
Local Courier	*	*	-	*	-	-
	*%	*%	-%	*%	-%	-%
Global Mailing	*	*	-	-	-	*
	*%	*%	-%	-%	-%	*%
Other answers	**22**	21	2	11	2	7
	8%	*7%*	*11%*	*8%*	*6%*	*6%*
NET: Provider other than RM only	**220**	207	14	106	21	91
	74%	*74%*	*83%*	*74%*	*61%*	*78%*
						b

Columns Tested: a,b - a,b,c

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**352**	191	124	28	5	-	3	-	1	315	37	47	144	161
Weighted total	**297**	181	94	18	4	-	1	-	*	274	22	49	132	116
Royal Mail	**76**	44	26	4	2	-	*	-	*	70	6	7	38	32
	26%	*25%*	*28%*	*22%*	*48%*	*-%*	*41%*	*-%*	*100%*	*26%*	*28%*	*14%*	*29%* a	*28%* a
DPD	**46**	27	15	4	-	-	*	-	-	42	4	11	16	18
	15%	*15%*	*16%*	*20%*	*-%*	*-%*	*59%*	*-%*	*-%*	*15%*	*17%*	*23%*	*12%*	*16%*
Parcelforce	**30**	18	9	2	2	-	-	-	-	27	4	8	9	13
	10%	*10%*	*10%*	*9%*	*48%*	*-%*	*-%*	*-%*	*-%*	*10%*	*16%*	*17%* b	*7%*	*11%*
UPS	**29**	17	10	2	-	-	-	-	-	27	2	5	12	12
	10%	*9%*	*11%*	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*	*10%*	*7%*	*10%*	*9%*	*10%*
Hermes	**19**	15	4	-	-	-	-	-	-	19	-	2	13	4
	6%	*9%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*-%*	*5%*	*10%* c	*3%*
DHL	**18**	10	7	*	-	-	-	-	-	18	*	3	7	7
	6%	*6%*	*8%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	**%*	*7%*	*5%*	*6%*
TNT Express	**15**	10	2	2	-	-	-	-	-	13	2	3	7	4
	5%	*6%*	*2%*	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*8%*	*7%*	*5%*	*4%*
UK Mail	**9**	4	3	3	-	-	-	-	-	7	3	-	4	6
	3%	*2%*	*3%*	*16%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*13%* abi	*-%*	*3%*	*5%*
APC	**9**	7	2	*	-	-	-	-	-	9	*	-	7	2
	3%	*4%*	*2%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*1%*	*-%*	*6%*	*2%*
FedEx	**8**	4	2	2	-	-	-	-	-	6	2	2	2	4
	3%	*2%*	*2%*	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*8%*	*4%*	*2%*	*3%*
DX	**6**	2	5	-	-	-	-	-	-	6	-	-	2	5
	2%	*1%*	*5%* a	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*1%*	*4%*
Collect Plus	**4**	2	2	*	-	-	-	-	-	4	*	-	2	2
	1%	*1%*	*2%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*1%*	*2%*
Parcels to go	**3**	2	2	-	-	-	-	-	-	3	-	1	1	2
	1%	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*2%*	**%*	*2%*
Interparcel	**2**	-	2	-	-	-	-	-	-	2	-	-	-	2
	1%	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*2%*
Amazon	**2**	2	-	-	-	-	-	-	-	2	-	2	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*4%* bc	*-%*	*-%*
Fastway Couriers	**1**	*	*	-	-	-	-	-	-	1	-	-	*	*
	****%***	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*
Tuffnels	**1**	*	*	-	-	-	-	-	-	1	-	*	*	*
	****%***	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	**%*	**%*
Yodel	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	****%***	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*
Business Post	*	*	-	-	-	-	-	-	-	*	-	*	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 05/02/19

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	***c**	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**352**	191	124	28	5	-	3	-	1	315	37	47	144	161
Weighted total	**297**	181	94	18	4	-	1	-	*	274	22	49	132	116
DHS	*	*	-	-	-	-	-	-	-	*	-	*	-	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*1%*	-%	-%
Neo Post	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	***%**	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%
Eagle Couriers	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	***%**	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%
One Post	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%
Pitney Bowes	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	***%**	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%
Postal Sort	*	-	-	-	*	-	-	-	-	-	*	-	-	*
	***%**	-%	-%	-%	*2%*	-%	-%	-%	-%	-%	*%	-%	-%	*%
Local Courier	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%
Global Mailing	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	***%**	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%
Other answers	**22**	15	7	*	*	-	-	-	-	22	*	4	11	7
	***8%**	*8%*	*8%*	*1%*	*4%*	-%	-%	-%	-%	*8%*	*1%*	*7%*	*9%*	*6%*
NET: Provider other than RM only	**220**	136	68	14	2	-	*	-	-	204	16	42	94	84
	***74%**	*75%*	*72%*	*78%*	*52%*	-%	*59%*	-%	-%	*74%*	*72%*	*86%* **bc**	*71%*	*72%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**352**	236	198	257	241	120	258	215	18	5	12	3	3	1
Weighted total	**297**	171	143	195	198	83	213	174	7	3	7	1	2	*
Royal Mail	**76**	52	40	56	64	28	60	49	4	-	1	*	2	*
	26%	*30%*	*28%*	*29%*	*32%*	*34%*	*28%*	*28%*	*53%*	*-%*	*18%*	*21%*	*89%*	*100%*
DPD	**46**	25	18	30	28	12	32	27	*	2	*	-	*	-
	15%	*15%*	*12%*	*15%*	*14%*	*15%*	*15%*	*16%*	*2%*	*72%*	*3%*	*-%*	*6%*	*-%*
Parcelforce	**30**	14	15	20	16	7	18	20	*	-	-	-	-	-
	10%	*8%*	*10%*	*10%*	*8%*	*8%*	*8%*	*11%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*
UPS	**29**	14	11	15	21	4	21	12	2	-	2	-	-	-
	10%	*8%*	*8%*	*8%*	*11%*	*5%*	*10%*	*7%*	*23%*	*-%*	*25%*	*-%*	*-%*	*-%*
Hermes	**19**	11	13	13	11	10	16	9	-	-	4	-	-	-
	6%	*7%*	*9%*	*7%*	*6%*	*11%*	*8%*	*5%*	*-%*	*-%*	*51%*	*-%*	*-%*	*-%*
DHL	**18**	7	8	10	12	3	12	10	*	-	*	-	-	-
	6%	*4%*	*6%*	*5%*	*6%*	*4%*	*5%*	*6%*	*4%*	*-%*	*1%*	*-%*	*-%*	*-%*
TNT Express	**15**	7	5	7	9	3	8	6	1	-	*	-	-	-
	5%	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	*4%*	*11%*	*-%*	*2%*	*-%*	*-%*	*-%*
UK Mail	**9**	4	3	6	8	3	6	5	-	-	-	1	-	-
	3%	*2%*	*2%*	*3%*	*4%*	*4%*	*3%*	*3%*	*-%*	*-%*	*-%*	*76%*	*-%*	*-%*
APC	**9**	7	7	7	4	5	9	7	*	-	-	-	-	-
	3%	*4%*	*5%*	*4%*	*2%*	*7%* d	*4%*	*4%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
FedEx	**8**	3	2	3	3	1	6	3	-	-	-	-	-	-
	3%	*2%*	*1%*	*1%*	*2%*	*1%*	*3%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
DX	**6**	6	6	6	4	1	6	6	-	-	-	*	-	-
	2%	*3%*	*4%*	*3%*	*2%*	*1%*	*3%*	*3%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*
Collect Plus	**4**	4	4	4	2	2	4	4	-	-	-	-	-	-
	1%	*2%*	*3%*	*2%*	*1%*	*2%*	*2%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Parcels to go	**3**	3	2	3	3	-	1	3	-	1	-	-	-	-
	1%	*2%*	*1%*	*2%*	*2%*	*-%*	**%*	*2%*	*-%*	*23%*	*-%*	*-%*	*-%*	*-%*
Interparcel	**2**	-	-	-	-	-	2	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Amazon	**2**	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fastway Couriers	**1**	1	-	1	*	-	*	1	-	-	-	-	-	-
	****%***	*1%*	*-%*	*1%*	**%*	*-%*	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Tuffnels	**1**	-	-	-	*	-	*	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Yodel	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Business Post	*	-	*	*	-	*	*	*	-	-	-	-	-	-
	****%***	*-%*	**%*	**%*	*-%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
DHS	*	-	-	-	-	*	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 05/02/19

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**352**	236	198	257	241	120	258	215	18	5	12	3	3	1
Weighted total	**297**	171	143	195	198	83	213	174	7	3	7	1	2	*
Neo Post	*	*	*	*	*	*	*	*	-	*	-	-	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	-%	4%	-%	-%	-%	-%
Eagle Couriers	*	*	-	*	-	-	*	-	-	*	-	-	-	-
	*%	*%	-%	*%	-%	-%	*%	-%	-%	4%	-%	-%	-%	-%
One Post	*	*	*	*	*	-	*	*	-	-	-	-	-	-
	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%
Pitney Bowes	*	*	*	*	-	-	-	*	-	-	-	-	-	-
	*%	*%	*%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Postal Sort	*	*	*	*	*	*	*	-	-	-	-	-	*	-
	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	5%	-%
Local Courier	*	*	-	*	-	*	-	*	-	-	-	-	-	-
	*%	*%	-%	*%	-%	*%	-%	*%	-%	-%	-%	-%	-%	-%
Global Mailing	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	-%
Other answers	**22**	17	13	18	16	7	16	15	*	2	*	-	*	-
	8%	*10%*	*9%*	*9%*	*8%*	*9%*	*8%*	*9%*	*3%*	*68%*	*1%*	-%	*5%*	-%
NET: Provider other than RM only	**220**	120	103	139	134	55	153	126	3	3	6	1	*	-
	74%	*70%*	*72%*	*71%*	*68%*	*66%*	*72%*	*72%*	*47%*	*100%*	*82%*	*79%*	*11%*	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	***b**	***c**	***d**	***e**	***f**	***g**	***h**	a	b	c	d	***e**
Unweighted total	**352**	219	10	6	4	-	2	-	2	63	51	69	71	3
Weighted total	**297**	181	6	5	5	-	*	-	*	62	35	59	38	1
Royal Mail	**76**	56	2	2	3	-	*	-	*	16	11	14	16	-
	26%	*31%*	*32%*	*39%*	*65%*	*-%*	*35%*	*-%*	*35%*	*26%*	*30%*	*23%*	*41%* c	*-%*
DPD	**46**	23	3	2	-	-	*	-	*	9	4	12	5	-
	15%	*13%*	*49%*	*37%*	*-%*	*-%*	*65%*	*-%*	*65%*	*14%*	*11%*	*21%*	*12%*	*-%*
Parcelforce	**30**	14	1	1	-	-	-	-	-	8	2	8	2	*
	10%	*8%*	*15%*	*19%*	*-%*	*-%*	*-%*	*-%*	*-%*	*13%*	*6%*	*13%*	*6%*	*30%*
UPS	**29**	21	-	-	-	-	-	-	-	9	-	4	2	-
	10%	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*14%* b	*-%*	*7%*	*6%*	*-%*
Hermes	**19**	11	-	-	-	-	-	-	-	6	2	3	3	-
	6%	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*9%*	*5%*	*5%*	*7%*	*-%*
DHL	**18**	12	-	*	-	-	-	-	-	2	5	*	2	-
	6%	*7%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*14%* c	*1%*	*6%*	*-%*
TNT Express	**15**	9	-	-	-	-	-	-	-	3	*	3	*	-
	5%	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*1%*	*6%*	*1%*	*-%*
UK Mail	**9**	6	-	-	2	-	-	-	-	1	3	-	2	*
	3%	*3%*	*-%*	*-%*	*34%*	*-%*	*-%*	*-%*	*-%*	*2%*	*7%* c	*-%*	*5%*	*20%*
APC	**9**	4	*	*	-	-	-	-	-	-	5	2	*	-
	3%	*2%*	*1%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*15%* **acd**	*3%*	*1%*	*-%*
FedEx	**8**	3	-	-	-	-	-	-	-	1	*	*	1	-
	3%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*1%*	*3%*	*-%*
DX	**6**	4	-	-	-	-	-	-	-	-	-	2	3	*
	2%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*9%* **ab**	*50%*
Collect Plus	**4**	2	-	-	-	-	-	-	-	-	2	2	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*3%*	*-%*	*-%*
Parcels to go	**3**	3	-	-	-	-	-	-	-	2	-	2	-	-
	1%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*3%*	*-%*	*-%*
Interparcel	**2**	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Amazon	**2**	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fastway Couriers	**1**	*	-	-	-	-	-	-	-	1	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*
Tuffnels	**1**	*	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Yodel	*	*	-	-	-	-	-	-	-	-	-	-	*	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**352**	219	10	6	4	-	2	-	2	63	51	69	71	3
Weighted total	**297**	181	6	5	5	-	*	-	*	62	35	59	38	1
Business Post	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	-%
DHS	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neo Post	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%
Eagle Couriers	*	-	-	-	-	-	-	-	-	*	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
One Post	*	*	-	-	-	-	-	-	-	-	*	-	-	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Pitney Bowes	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
Postal Sort	*	*	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Local Courier	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Global Mailing	*	-	*	-	-	-	-	-	-	-	*	-	-	-
	***%**	-%	*1%*	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Other answers	**22**	15	*	-	*	-	-	-	-	5	4	8	1	-
	***8%**	*8%*	*3%*	-%	*1%*	-%	-%	-%	-%	*8%*	*10%*	*14%* d	*2%*	-%
NET: Provider other than RM only	**220**	125	4	3	2	-	*	-	*	46	25	45	22	1
	***74%**	*69%*	*68%*	*61%*	*35%*	-%	*65%*	-%	*65%*	*74%*	*70%*	*77%* d	*59%*	*100%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**352**	58	51	73	52	7	176	13	52	208	144	238	19
Weighted total	**297**	41	44	72	38	3	156	6	35	182	115	186	9
Royal Mail	**76**	13	18	21	11	1	51	1	11	1	75 a	50	6
	26%	*32%*	*41%*	*29%*	*30%*	*23%*	*33%*	*23%*	*31%*	*1%*	*66%*	*27%*	*60%*
DPD	**46**	3	2	14	9	*	25	*	3	37	9	30	-
	15%	*8%*	*4%*	*19%* b	*24%* **ab**	*7%*	*16%*	*1%*	*9%*	*20%* b	*8%*	*16%*	*-%*
Parcelforce	**30**	5	2	4	5	*	12	2	3	28	3	20	*
	10%	*12%*	*5%*	*5%*	*13%*	*9%*	*7%*	*26%*	*9%*	*15%* b	*2%*	*11%*	*1%*
UPS	**29**	*	7	11	2	2	14	-	6	20	9	15	-
	10%	**%*	*15%* a	*15%* a	*4%*	*59%*	*9%*	*-%*	*18%*	*11%*	*8%*	*8%*	*-%*
Hermes	**19**	2	3	6	-	-	11	-	*	17	2	11	2
	6%	*5%*	*8%* d	*8%* d	*-%*	*-%*	*7%*	*-%*	*1%*	*9%* b	*2%*	*6%*	*19%*
DHL	**18**	2	3	3	4	-	7	2	3	11	7	9	1
	6%	*6%*	*6%*	*4%*	*11%*	*-%*	*5%*	*29%*	*9%*	*6%*	*6%*	*5%*	*12%*
TNT Express	**15**	2	2	5	*	-	6	*	3	12	2	7	-
	5%	*4%*	*4%*	*7%*	**%*	*-%*	*4%*	*3%*	*8%*	*7%* b	*2%*	*4%*	*-%*
UK Mail	**9**	-	2	2	4	-	7	-	*	7	3	6	-
	3%	*-%*	*5%*	*3%*	*9%* a	*-%*	*5%*	*-%*	*1%*	*4%*	*3%*	*3%*	*-%*
APC	**9**	2	-	2	*	-	4	-	-	9	-	7	-
	3%	*5%*	*-%*	*2%*	**%*	*-%*	*2%*	*-%*	*-%*	*5%* b	*-%*	*4%*	*-%*
FedEx	**8**	1	*	-	2	-	3	-	*	6	2	3	*
	3%	*3%*	**%*	*-%*	*6%* c	*-%*	*2%*	*-%*	**%*	*3%*	*2%*	*1%*	*1%*
DX	**6**	2	*	2	-	-	2	-	2	6	*	6	*
	2%	*4%*	*1%*	*2%*	*-%*	*-%*	*1%*	*-%*	*5%*	*3%* b	**%*	*3%*	*1%*
Collect Plus	**4**	-	-	2	*	-	2	-	-	4	*	4	-
	1%	*-%*	*-%*	*2%*	*1%*	*-%*	*1%*	*-%*	*-%*	*2%*	**%*	*2%*	*-%*
Parcels to go	**3**	2	2	-	-	-	2	1	-	3	-	3	-
	1%	*4%*	*4%*	*-%*	*-%*	*-%*	*2%*	*17%*	*-%*	*2%*	*-%*	*2%*	*-%*
Interparcel	**2**	-	-	-	-	-	-	-	-	2	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
Amazon	**2**	-	-	-	-	-	-	-	-	2	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**352**	58	51	73	52	7	176	13	52	208	144	238	19
Weighted total	**297**	41	44	72	38	3	156	6	35	182	115	186	9
Fastway Couriers	**1**	*	-	-	-	-	*	-	-	*	*	1	-
	***%**	*1%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	*1%*	*-%*
Tuffnels	**1**	-	*	-	*	-	*	-	-	*	*	-	-
	***%**	*-%*	**%*	*-%*	*1%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*
Yodel	*	-	-	-	*	-	*	-	-	*	-	*	-
	***%**	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
Business Post	*	-	-	-	-	-	-	-	-	*	-	*	-
	***%**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
DHS	*	-	-	-	-	-	-	-	-	*	-	-	-
	***%**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
Neo Post	*	-	-	*	-	-	-	*	-	*	*	*	*
	***%**	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	**%*	**%*	*1%*
Eagle Couriers	*	-	-	-	-	-	-	-	-	-	*	-	*
	***%**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*
One Post	*	-	*	-	-	-	*	-	-	*	-	*	-
	***%**	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
Pitney Bowes	*	-	-	-	-	-	-	-	-	*	-	*	-
	***%**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
Postal Sort	*	-	-	*	-	-	*	-	-	*	-	*	-
	***%**	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
Local Courier	*	-	-	-	-	-	-	-	-	*	-	*	-
	***%**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
Global Mailing	*	*	-	-	-	-	*	-	-	-	*	-	*
	***%**	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*
Other answers	**22**	6	2	5	2	*	12	-	4	19	3	17	*
	***8%**	*15%*	*6%*	*6%*	*6%*	*2%*	*8%*	*-%*	*10%*	*11%* b	*3%*	*9%*	*5%*
NET: Provider other than RM only	**220**	28	26	51	27	2	105	5	24	181	40	136	4
	***74%**	*68%*	*59%*	*71%*	*70%*	*77%*	*67%*	*77%*	*69%*	*99%* b	*34%*	*73%*	*40%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 26 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	***d**
Unweighted total	**352**	77	164	224	33	72	169	103	208	61	-
Weighted total	**297**	62	137	177	19	54	144	66	150	33	-
Royal Mail	**76**	3	61	50	6	4	60	12	45	4	-
	26%	*5%*	*44%* a	*29%*	*30%*	*7%*	*42%* a	*17%*	*30%* **ac**	*12%*	*-%*
DPD	**46**	11	17	28	2	11	17	13	23	3	-
	15%	*17%*	*13%*	*16%*	*11%*	*20%*	*12%*	*19%*	*15%*	*9%*	*-%*
Parcelforce	**30**	10	6	20	-	9	7	7	12	5	-
	10%	*17%* b	*4%*	*11%* b	*-%*	*17%* b	*5%*	*11%*	*8%*	*15%*	*-%*
UPS	**29**	7	13	15	-	4	17	7	14	3	-
	10%	*12%*	*10%*	*9%*	*-%*	*7%*	*12%*	*11%*	*9%*	*10%*	*-%*
Hermes	**19**	4	8	11	2	3	9	3	9	4	-
	6%	*6%*	*6%*	*6%*	*9%*	*5%*	*6%*	*4%*	*6%*	*12%*	*-%*
DHL	**18**	3	9	8	3	2	10	4	7	3	-
	6%	*5%*	*6%*	*4%*	*15%* a	*4%*	*7%*	*7%*	*5%*	*9%*	*-%*
TNT Express	**15**	4	4	5	2	4	5	4	5	4	-
	5%	*7%*	*3%*	*3%*	*9%*	*7%*	*3%*	*5%*	*3%*	*11%* b	*-%*
UK Mail	**9**	3	5	5	1	2	6	-	4	-	-
	3%	*5%*	*4%*	*3%*	*6%*	*3%*	*4%*	*-%*	*3%*	*-%*	*-%*
APC	**9**	4	*	6	2	2	2	2	7	2	-
	3%	*6%* b	**%*	*3%*	*9%*	*3%*	*1%*	*3%*	*5%*	*6%*	*-%*
FedEx	**8**	1	2	3	*	1	2	*	2	-	-
	3%	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*-%*	*-%*
DX	**6**	-	4	6	-	2	2	2	6	*	-
	2%	*-%*	*3%*	*3%*	*-%*	*3%*	*2%*	*3%*	*4%*	**%*	*-%*
Collect Plus	**4**	2	*	4	-	2	*	2	2	-	-
	1%	*3%*	**%*	*2%*	*-%*	*3%* b	**%*	*3%*	*1%*	*-%*	*-%*
Parcels to go	**3**	2	1	3	1	3	1	3	2	-	-
	1%	*4%*	*1%*	*2%*	*3%*	*5%* b	**%*	*4%*	*1%*	*-%*	*-%*
Interparcel	**2**	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Amazon	**2**	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fastway Couriers	**1**	-	*	1	-	-	*	*	1	1	-
	****%***	*-%*	**%*	*1%*	*-%*	*-%*	**%*	*1%*	*1%*	*3%*	*-%*
Tuffnels	**1**	*	-	-	-	*	*	-	-	-	-
	****%***	*1%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	**352**	77	164	224	33	72	169	103	208	61	-
Weighted total	**297**	62	137	177	19	54	144	66	150	33	-
Yodel	*	*	-	*	-	*	-	-	*	-	-
	***%**	*%	-%	*%	-%	*1%*	-%	-%	*%	-%	-%
Business Post	*	-	-	*	-	-	-	-	-	-	-
	***%**	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%
DHS	*	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neo Post	*	*	-	*	*	*	-	*	*	*	-
	***%**	*%	-%	*%	*1%*	*%	-%	*%	*%	*%	-%
Eagle Couriers	*	-	-	-	*	-	-	-	*	-	-
	***%**	-%	-%	-%	*1%*	-%	-%	-%	*%	-%	-%
One Post	*	*	-	*	-	*	-	*	-	-	-
	***%**	*%	-%	*%	-%	*%	-%	*%	-%	-%	-%
Pitney Bowes	*	-	-	*	-	-	-	-	*	*	-
	***%**	-%	-%	*%	-%	-%	-%	-%	*%	*%	-%
Postal Sort	*	-	*	-	*	-	*	*	*	*	-
	***%**	-%	*%	-%	*1%*	-%	*%	*%	*%	*%	-%
Local Courier	*	-	-	*	-	-	-	*	*	*	-
	***%**	-%	-%	*%	-%	-%	-%	*%	*%	*%	-%
Global Mailing	*	-	*	-	*	-	*	-	*	-	-
	***%**	-%	*%	-%	*%	-%	*%	-%	*%	-%	-%
Other answers	**22**	8	7	16	1	8	7	10	16	5	-
	***8%**	*13%* b	*5%*	*9%*	*6%*	*15%* b	*5%*	*16%*	*11%*	*15%*	-%
NET: Provider other than RM only	**220**	58	76	126	13	50	84	55	105	29	-
	***74%**	*95%* b	*56%*	*71%*	*70%*	*93%* b	*58%*	*83%* b	*70%*	*88%* b	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**352**	94	169	51	-	180	145	72	5	226	186	158	194	160	5
Weighted total	**297**	68	118	24	-	147	105	53	4	168	136	115	142	121	1
Royal Mail	**76**	14	31	3	-	45	26	13	2	51	40	27	41	37	1
	26%	*21%*	*26%* c	*13%*	*-%*	*31%*	*25%*	*24%*	*42%*	*31%*	*29%*	*23%*	*29%*	*31%*	*51%*
DPD	**46**	9	13	*	-	22	18	10	2	25	18	17	20	18	-
	15%	*13%* c	*11%* c	*2%*	*-%*	*15%*	*17%*	*19%*	*40%*	*15%*	*13%*	*15%*	*14%*	*15%*	*-%*
Parcelforce	**30**	6	12	3	-	14	6	2	*	14	15	12	14	9	*
	10%	*9%*	*10%*	*14%*	*-%*	*9%*	*5%*	*4%*	*12%*	*8%*	*11%*	*11%*	*10%*	*7%*	*25%*
UPS	**29**	8	11	4	-	18	10	9	-	14	11	12	13	10	-
	10%	*11%*	*10%*	*17%*	*-%*	*12%*	*9%*	*16%*	*-%*	*8%*	*8%*	*10%*	*9%*	*8%*	*-%*
Hermes	**19**	6	10	2	-	5	9	2	-	10	10	8	7	9	-
	6%	*9%*	*9%*	*8%*	*-%*	*3%*	*8%*	*4%*	*-%*	*6%*	*8%*	*7%*	*5%*	*7%*	*-%*
DHL	**18**	8	8	3	-	9	10	8	-	7	7	5	9	5	*
	6%	*11%*	*7%*	*14%*	*-%*	*6%*	*10%*	*15%* a	*-%*	*4%*	*5%*	*4%*	*6%*	*4%*	*9%*
TNT Express	**15**	3	3	3	-	6	7	2	-	7	5	8	7	5	-
	5%	*5%*	*2%*	*14%* ab	*-%*	*4%*	*6%*	*3%*	*-%*	*4%*	*4%*	*7%*	*5%*	*4%*	*-%*
UK Mail	**9**	2	1	-	-	6	4	1	*	4	3	5	2	4	-
	3%	*3%*	*1%*	*-%*	*-%*	*4%*	*4%*	*1%*	*6%*	*2%*	*2%*	*4%*	*1%*	*3%*	*-%*
APC	**9**	2	7	*	-	4	*	*	-	7	7	4	7	4	-
	3%	*3%*	*6%*	**%*	*-%*	*3%*	**%*	**%*	*-%*	*4%*	*5%*	*3%*	*5%*	*3%*	*-%*
FedEx	**8**	*	2	-	-	2	2	1	-	2	2	2	2	1	-
	3%	**%*	*1%*	*-%*	*-%*	*2%*	*2%*	*2%*	*-%*	*1%*	*1%*	*2%*	*1%*	*1%*	*-%*
DX	**6**	2	6	*	-	2	2	-	-	6	3	2	6	4	-
	2%	*3%*	*5%*	**%*	*-%*	*1%*	*2%*	*-%*	*-%*	*3%*	*3%*	*2%*	*4%*	*3%*	*-%*
Collect Plus	**4**	2	2	-	-	2	-	-	-	4	4	2	4	2	-
	1%	*3%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*2%*	*3%*	*1%*	*3%*	*2%*	*-%*
Parcels to go	**3**	-	2	-	-	2	3	-	-	3	2	3	3	2	-
	1%	*-%*	*2%*	*-%*	*-%*	*1%*	*3%*	*-%*	*-%*	*2%*	*1%*	*3%*	*2%*	*1%*	*-%*
Interparcel	**2**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Amazon	**2**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fastway Couriers	**1**	-	-	-	-	-	*	-	-	1	-	-	*	1	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*1%*	*-%*
Tuffnels	**1**	-	-	-	-	*	*	-	-	-	-	*	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
Yodel	*	*	*	-	-	*	*	*	-	*	*	*	-	-	-
	****%***	**%*	**%*	*-%*	*-%*	**%*	**%*	*1%*	*-%*	**%*	**%*	**%*	*-%*	*-%*	*-%*
Business Post	*	*	*	*	-	-	-	-	-	-	*	-	*	*	-
	****%***	**%*	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	**%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 05/02/19

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**352**	94	169	51	-	180	145	72	5	226	186	158	194	160	5
Weighted total	**297**	68	118	24	-	147	105	53	4	168	136	115	142	121	1
DHS	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neo Post	*	*	*	*	-	*	*	-	-	*	*	*	*	-	-
	***%**	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	*%	*%	-%	-%
Eagle Couriers	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	*	*	-	-	-	*	-	-	-	*	*	*	*	*	-
	***%**	*%	-%	-%	-%	*%	-%	-%	-%	*%	*%	*%	*%	*%	-%
Pitney Bowes	*	-	*	*	-	-	-	-	-	*	*	-	*	-	-
	***%**	-%	*%	*%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%	-%
Postal Sort	*	-	*	*	-	*	*	*	-	*	*	*	-	*	-
	***%**	-%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%	*%	-%
Local Courier	*	-	-	-	-	-	-	-	-	*	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%
Global Mailing	*	*	*	*	-	*	*	-	-	-	-	-	-	-	-
	***%**	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**22**	6	12	4	-	11	11	5	-	17	12	12	11	13	*
	***8%**	*9%*	*11%*	*17%*	-%	*8%*	*10%*	*10%*	-%	*10%*	*9%*	*10%*	*8%*	*11%*	*15%*
NET: Provider other than RM only	**220**	54	87	21	-	102	79	40	2	116	96	88	101	83	1
	***74%**	*79%*	*74%*	*87%* b	-%	*69%*	*75%*	*76%*	*58%*	*69%*	*71%*	*77%*	*71%*	*69%*	*49%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	352	116	87	128	43	31	193	151	12	7	15	8
Weighted total	297	81	66	91	34	21	140	115	12	6	16	6
Royal Mail	76	22	13	21	9	4	32	36	2	3	6	1
	26%	27%	19%	24%	27%	20%	23%	31%	15%	56%	40%	18%
DPD	46	9	9	7	6	4	23	18	2	-	2	2
	15%	11%	13%	8%	18%	20%	16%	16%	15%	-%	12%	31%
Parcelforce	30	10	7	12	3	2	14	10	2	*	2	2
	10%	13%	10%	13%	8%	12%	10%	9%	16%	5%	13%	28%
UPS	29	8	6	14	6	4	13	10	-	-	-	1
	10%	10%	10%	16%	19%	17%	9%	8%	-%	-%	-%	18%
Hermes	19	5	9	4	-	2	7	10	2	2	1	-
	6%	6%	13% cd	4%	-%	9% d	5%	9%	15%	30%	6%	-%
DHL	18	7	2	5	4	2	9	3	-	*	-	*
	6%	9%	3%	6%	13% b	11%	6%	3%	-%	4%	-%	5%
TNT Express	15	6	6	5	2	*	10	4	*	-	2	-
	5%	8%	9%	5%	6%	1%	7%	4%	2%	-%	10%	-%
UK Mail	9	1	3	4	-	-	4	4	2	-	1	-
	3%	2%	5%	4%	-%	-%	3%	4%	14%	-%	9%	-%
APC	9	2	2	4	-	*	7	4	-	-	2	-
	3%	2%	3%	4%	-%	*%	5%	3%	-%	-%	10%	-%
FedEx	8	2	1	1	1	-	3	1	-	-	-	-
	3%	3%	2%	1%	3%	-%	2%	1%	-%	-%	-%	-%
DX	6	2	2	*	-	-	6	2	*	-	-	-
	2%	2%	3%	1%	-%	-%	4%	2%	4%	-%	-%	-%
Collect Plus	4	2	2	2	-	-	2	-	-	-	2	-
	1%	2%	2%	2%	-%	-%	1%	-%	-%	-%	10%	-%
Parcels to go	3	2	2	3	-	-	3	2	-	-	-	-
	1%	3%	3%	4%	-%	-%	3%	1%	-%	-%	-%	-%
Interparcel	2	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Amazon	2	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fastway Couriers	1	-	-	-	-	-	*	1	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	1%	-%	-%	-%	-%
Tuffnels	1	-	*	*	-	-	-	-	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Yodel	*	-	*	*	*	-	*	-	-	-	-	-
	*%	-%	*%	*%	1%	-%	*%	-%	-%	-%	-%	-%
Business Post	*	-	-	-	-	-	*	*	-	*	-	-
	*%	-%	-%	-%	-%	-%	*%	*%	-%	5%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**352**	116	87	128	43	31	193	151	12	7	15	8
Weighted total	**297**	81	66	91	34	21	140	115	12	6	16	6
DHS	*	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neo Post	*	*	-	*	-	-	*	-	-	-	-	-
	*%	*%	-%	*%	-%	-%	*%	-%	-%	-%	-%	-%
Eagle Couriers	*	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	*	-	-	*	-	-	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	*	-	-	-	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
Postal Sort	*	-	-	*	-	-	*	*	-	-	-	-
	*%	-%	-%	*%	-%	-%	*%	*%	-%	-%	-%	-%
Local Courier	*	-	-	-	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
Global Mailing	*	-	-	-	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
Other answers	**22**	4	5	9	2	2	13	12	2	*	-	*
	8%	*5%*	*8%*	*10%*	*6%*	*11%*	*9%*	*11%*	*18%*	*5%*	*-%*	*1%*
NET: Provider other than RM only	**220**	59	53	69	25	16	108	80	10	3	10	5
	74%	*73%*	*81%*	*76%*	*73%*	*80%*	*77%*	*69%*	*85%*	*44%*	*60%*	*82%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 26 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**352**	322	288	327	307	344	243	321	130	2	279	12	81	249
Weighted total	**297**	264	231	271	249	289	202	263	93	2	230	10	76	199
Royal Mail	**76**	65	56	66	63	71	43	60	17	-	61	5	17	60
	26%	*25%*	*24%*	*24%*	*25%*	*24%*	*21%*	*23%*	*18%*	*-%*	*27%*	*52%*	*22%*	*30%*
DPD	**46**	39	38	43	37	46	34	41	14	-	39	*	11	32
	15%	*15%*	*16%*	*16%*	*15%*	*16%*	*17%*	*15%*	*15%*	*-%*	*17%*	*1%*	*14%*	*16%*
Parcelforce	**30**	27	19	27	27	29	24	27	13	-	23	1	15	15
	10%	*10%*	*8%*	*10%*	*11%*	*10%*	*12%*	*10%*	*14%*	*-%*	*10%*	*10%*	*20%* b	*8%*
UPS	**29**	27	24	27	28	29	22	29	13	-	17	2	9	13
	10%	*10%*	*10%*	*10%*	*11%*	*10%*	*11%*	*11%*	*14%*	*-%*	*7%*	*24%*	*12%*	*7%*
Hermes	**19**	17	17	19	17	19	12	19	5	-	16	-	9	9
	6%	*6%*	*7%*	*7%*	*7%*	*7%*	*6%*	*7%*	*6%*	*-%*	*7%*	*-%*	*11%* b	*4%*
DHL	**18**	17	14	17	16	18	13	15	12	-	9	-	1	10
	6%	*7%*	*6%*	*6%*	*6%*	*6%*	*6%*	*6%*	*13%* ab	*-%*	*4%*	*-%*	*2%*	*5%*
TNT Express	**15**	13	13	13	12	15	12	13	7	-	9	*	2	11
	5%	*5%*	*5%*	*5%*	*5%*	*5%*	*6%*	*5%*	*8%*	*-%*	*4%*	*3%*	*3%*	*5%*
UK Mail	**9**	9	9	9	8	9	4	9	*	*	6	-	2	5
	3%	*4%*	*4%*	*3%*	*3%*	*3%*	*2%*	*4%* c	*%*	*7%*	*3%*	*-%*	*3%*	*3%*
APC	**9**	7	7	7	4	9	4	7	*	2	9	-	*	9
	3%	*3%*	*3%*	*3%*	*1%*	*3%*	*2%*	*3%*	*%*	*93%*	*4%*	*-%*	*%*	*5%*
FedEx	**8**	6	4	6	4	8	6	6	1	-	7	-	*	7
	3%	*2%*	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	*1%*	*-%*	*3%*	*-%*	*%*	*3%*
DX	**6**	6	6	6	5	6	4	6	1	-	6	-	*	6
	2%	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*-%*	*3%*	*-%*	*%*	*3%*
Collect Plus	**4**	4	4	4	4	4	4	4	-	-	4	-	-	4
	1%	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*-%*	*-%*	*2%*	*-%*	*-%*	*2%*
Parcels to go	**3**	3	2	3	3	3	3	3	1	-	3	-	2	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*2%*	*-%*	*2%*	*1%*
Interparcel	**2**	2	2	2	2	2	2	2	-	-	2	-	2	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*	*-%*	*2%* b	*-%*
Amazon	**2**	2	-	2	2	2	2	2	-	-	2	-	-	2
	1%	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*
Fastway Couriers	**1**	1	1	1	1	1	-	1	1	-	1	-	-	1
	%	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*1%*	*-%*	*%*	*-%*	*-%*	*%*
Tuffnels	**1**	*	*	*	*	*	*	*	*	-	*	-	-	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*-%*	*-%*	*%*
Yodel	*	*	*	*	*	*	*	*	-	-	*	-	*	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*%*	*-%*	*%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	a	***b**	a	b
Unweighted total	**352**	322	288	327	307	344	243	321	130	2	279	12	81	249
Weighted total	**297**	264	231	271	249	289	202	263	93	2	230	10	76	199
Business Post	*	*	-	*	*	*	*	*	*	-	*	-	-	*
	***%**	*%	-%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%
DHS	*	*	*	*	*	*	*	*	-	-	*	-	-	*
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%
Neo Post	*	*	*	*	*	*	*	*	*	-	*	-	-	*
	***%**	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%
Eagle Couriers	*	*	*	*	*	*	*	*	*	-	-	-	-	-
	***%**	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%
One Post	*	*	*	*	*	*	-	*	-	-	*	-	-	*
	***%**	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%	-%	-%	*%
Pitney Bowes	*	*	*	*	*	*	*	*	*	-	*	-	-	*
	***%**	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%
Postal Sort	*	*	*	*	-	*	-	*	*	-	*	-	*	-
	***%**	*%	*%	*%	-%	*%	-%	*%	*%	-%	*%	-%	*%	-%
Local Courier	*	*	*	*	*	*	*	*	-	-	*	-	-	*
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%
Global Mailing	*	*	*	*	*	*	*	*	-	-	*	-	-	*
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%
Other answers	**22**	21	19	21	21	22	17	22	10	-	18	1	5	17
	***8%**	*8%*	*8%*	*8%*	*9%*	*8%*	*9%*	*9%*	*10%*	-%	*8%*	*11%*	*7%*	*9%*
NET: Provider other than RM only	**220**	199	175	205	186	218	159	203	76	2	169	5	60	139
	***74%**	*75%*	*76%*	*76%*	*75%*	*76%*	*79%*	*77%*	*82%*	*100%*	*73%*	*48%*	*78%*	*70%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**352**	299	13	71	281	71	231	50	138	34	176	191	161
Weighted total	**297**	258	7	63	233	54	203	40	118	30	149	155	142
Royal Mail	**76**	62	*	21	55	15	53	9	36	12	28	41	36
	26%	*24%*	*5%*	*33%*	*24%*	*28%*	*26%*	*21%*	*31%* c	*40%* c	*19%*	*26%*	*25%*
DPD	**46**	40	*	14	31	14	29	3	16	8	22	16	30
	15%	*16%*	*7%*	*22%*	*13%*	*26%* bc	*14%*	*8%*	*13%*	*26%*	*15%*	*10%*	*21%* a
Parcelforce	**30**	28	-	4	26	6	21	3	10	1	19	14	16
	10%	*11%*	*-%*	*7%*	*11%*	*11%*	*10%*	*8%*	*9%*	*5%*	*13%*	*9%*	*12%*
UPS	**29**	21	2	5	24	4	15	10	10	3	16	20	9
	10%	*8%*	*23%*	*8%*	*10%*	*8%*	*7%*	*24%* ab	*8%*	*11%*	*11%*	*13%* b	*6%*
Hermes	**19**	18	*	2	17	3	12	4	10	*	9	12	7
	6%	*7%*	*4%*	*4%*	*7%*	*5%*	*6%*	*10%*	*8%*	*1%*	*6%*	*8%*	*5%*
DHL	**18**	18	-	*	18	3	14	1	5	*	12	7	10
	6%	*7%*	*-%*	*1%*	*8%* a	*5%*	*7%*	*3%*	*4%*	*1%*	*8%*	*5%*	*7%*
TNT Express	**15**	13	1	6	9	2	10	3	6	*	9	9	6
	5%	*5%*	*10%*	*9%*	*4%*	*3%*	*5%*	*6%*	*5%*	*%*	*6%*	*6%*	*4%*
UK Mail	**9**	9	*	4	5	1	8	*	5	*	4	5	5
	3%	*4%*	*2%*	*7%*	*2%*	*3%*	*4%*	*%*	*5%*	*1%*	*3%*	*3%*	*3%*
APC	**9**	9	-	2	7	-	9	-	4	2	4	4	6
	3%	*4%*	*-%*	*3%*	*3%*	*-%*	*5%*	*-%*	*3%*	*6%*	*2%*	*2%*	*4%*
FedEx	**8**	8	-	2	6	2	6	*	4	-	4	3	5
	3%	*3%*	*-%*	*3%*	*3%*	*3%*	*3%*	*%*	*3%*	*-%*	*3%*	*2%*	*3%*
DX	**6**	6	-	-	6	1	5	-	1	-	5	4	2
	2%	*2%*	*-%*	*-%*	*3%*	*2%*	*3%*	*-%*	*1%*	*-%*	*3%*	*3%*	*1%*
Collect Plus	**4**	4	-	-	4	-	4	-	2	2	-	4	*
	1%	*2%*	*-%*	*-%*	*2%*	*-%*	*2%*	*-%*	*2%*	*7%* c	*-%*	*2%*	*%*
Parcels to go	**3**	3	-	-	3	-	3	-	1	-	2	2	1
	1%	*1%*	*-%*	*-%*	*1%*	*-%*	*2%*	*-%*	*1%*	*-%*	*2%*	*2%*	*1%*
Interparcel	**2**	2	-	-	2	2	-	-	2	-	-	-	2
	1%	*1%*	*-%*	*-%*	*1%*	*3%* b	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*1%*
Amazon	**2**	-	2	2	-	-	2	-	-	-	2	2	-
	1%	*-%*	*25%*	*3%* b	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*
Fastway Couriers	**1**	*	-	*	*	-	*	*	*	-	*	*	*
	%	*%*	*-%*	*1%*	*%*	*-%*	*%*	*1%*	*%*	*-%*	*%*	*%*	*%*
Tuffnels	**1**	1	-	-	1	*	*	-	*	-	*	*	*
	%	*%*	*-%*	*-%*	*%*	*1%*	*%*	*-%*	*%*	*-%*	*%*	*%*	*%*
Yodel	*	-	-	-	*	*	-	-	*	-	-	-	*
	%	*-%*	*-%*	*-%*	*%*	*1%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Produced by OLR
Issue date: 05/02/19

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**352**	299	13	71	281	71	231	50	138	34	176	191	161
Weighted total	**297**	258	7	63	233	54	203	40	118	30	149	155	142
Business Post	*	*	-	-	*	*	-	-	*	-	-	-	*
	***%**	*%	-%	-%	*%	*1%*	-%	-%	*%	-%	-%	-%	*%
DHS	*	*	-	-	*	-	*	-	*	-	-	*	-
	***%**	*%	-%	-%	*%	-%	*%	-%	*%	-%	-%	*%	-%
Neo Post	*	*	-	-	*	-	*	*	-	-	*	-	*
	***%**	*%	-%	-%	*%	-%	*%	*%	-%	-%	*%	-%	*%
Eagle Couriers	*	*	-	-	*	-	-	*	-	-	*	-	*
	***%**	*%	-%	-%	*%	-%	-%	*%	-%	-%	*%	-%	*%
One Post	*	-	-	*	-	-	*	-	-	-	*	*	-
	***%**	-%	-%	*%	-%	-%	*%	-%	-%	-%	*%	*%	-%
Pitney Bowes	*	*	-	-	*	-	*	-	-	-	*	-	*
	***%**	*%	-%	-%	*%	-%	*%	-%	-%	-%	*%	-%	*%
Postal Sort	*	*	-	-	*	*	-	-	*	-	-	*	-
	***%**	*%	-%	-%	*%	*%	-%	-%	*%	-%	-%	*%	-%
Local Courier	*	*	-	-	*	-	*	-	*	-	-	-	*
	***%**	*%	-%	-%	*%	-%	*%	-%	*%	-%	-%	-%	*%
Global Mailing	*	*	-	-	*	-	-	*	*	-	-	-	*
	***%**	*%	-%	-%	*%	-%	-%	*%	*%	-%	-%	-%	*%
Other answers	**22**	19	2	*	22	3	12	7	8	1	14	16	7
	***8%**	*7%*	*27%*	**%*	*10%* a	*6%*	*6%*	*18%* **ab**	*6%*	*2%*	*9%*	*10%*	*5%*
NET: Provider other than RM only	**220**	196	7	42	178	39	150	31	82	18	121	114	106
	***74%**	*76%*	*95%*	*67%*	*76%*	*72%*	*74%*	*79%*	*69%*	*60%*	*81%* **ab**	*74%*	*75%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	*a	*b	c	*d	*a	b	*c	*d
Unweighted total	**352**	53	14	42	31	28	14	30	15	18	34	5	16
Weighted total	**297**	22	5	19	14	13	6	14	7	7	17	2	10
Royal Mail	**76**	4	*	4	1	2	*	4	*	1	5	*	4
	26%	*17%*	*2%*	*19%*	*11%*	*18%*	*1%*	*26%*	*1%*	*18%*	*27%*	*10%*	*42%*
DPD	**46**	2	-	2	1	1	1	*	1	1	1	-	1
	15%	*10%*	*-%*	*11%*	*8%*	*8%*	*18%*	*1%*	*16%*	*15%*	*7%*	*-%*	*12%*
Parcelforce	**30**	4	*	3	3	1	2	2	1	1	1	-	1
	10%	*16%*	*1%*	*18%*	*25%*	*10%*	*36%*	*18%*	*15%*	*14%*	*7%*	*-%*	*14%*
UPS	**29**	1	-	2	1	2	1	1	1	1	1	-	-
	10%	*4%*	*-%*	*11%*	*7%*	*15%*	*16%*	*7%*	*14%*	*15%*	*5%*	*-%*	*-%*
Hermes	**19**	2	-	2	2	2	-	2	1	-	1	1	-
	6%	*9%*	*-%*	*10%*	*14%*	*15%*	*-%*	*14%*	*14%*	*-%*	*7%*	*65%*	*-%*
DHL	**18**	3	2	1	1	1	*	1	-	1	3	*	1
	6%	*15%*	*49%*	*6%*	*9%*	*9%*	*1%*	*9%*	*-%*	*16%*	*18%*	*3%*	*11%*
TNT Express	**15**	1	1	-	-	-	-	-	1	-	2	-	-
	5%	*5%*	*23%*	*-%*	*-%*	*-%*	*-%*	*-%*	*16%*	*-%*	*12%*	*-%*	*-%*
UK Mail	**9**	1	-	1	1	1	1	1	1	*	2	-	-
	3%	*6%*	*-%*	*7%*	*10%*	*8%*	*24%*	*8%*	*21%*	*4%*	*10%*	*-%*	*-%*
APC	**9**	*	-	*	*	*	*	*	-	-	*	-	-
	3%	**%*	*-%*	**%*	**%*	*1%*	*1%*	**%*	*-%*	*-%*	*1%*	*-%*	*-%*
FedEx	**8**	1	-	2	1	1	-	1	-	-	1	-	-
	3%	*5%*	*-%*	*11%*	*8%*	*8%*	*-%*	*8%*	*-%*	*-%*	*6%*	*-%*	*-%*
DX	**6**	*	*	-	-	-	-	*	-	*	-	-	-
	2%	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	*-%*	*-%*	*-%*
Collect Plus	**4**	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Parcels to go	**3**	1	-	-	-	-	-	-	-	1	-	-	-
	1%	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*15%*	*-%*	*-%*	*-%*
Interparcel	**2**	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Amazon	**2**	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fastway Couriers	**1**	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Tuffnels	**1**	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Yodel	*	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Business Post	*	*	-	-	-	-	-	*	-	-	-	*	-
	****%***	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*18%*	*-%*
DHS	*	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	*a	*b	c	*d	*a	b	*c	*d
Unweighted total	**352**	53	14	42	31	28	14	30	15	18	34	5	16
Weighted total	**297**	22	5	19	14	13	6	14	7	7	17	2	10
Neo Post	*	*	-	*	-	*	-	*	-	*	-	-	-
	***%**	*%	-%	*%	-%	*%	-%	*%	-%	*1%*	-%	-%	-%
Eagle Couriers	*	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	*	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	*	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Postal Sort	*	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Local Courier	*	-	-	-	-	-	-	-	-	*	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	-%
Global Mailing	*	*	*	-	-	-	-	-	-	-	*	-	-
	***%**	*%	*1%*	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Other answers	**22**	2	1	1	1	1	*	1	*	*	*	*	2
	***8%**	*7%*	*24%*	*6%*	*7%*	*8%*	*3%*	*9%*	*3%*	*1%*	*1%*	*21%*	*21%*
NET: Provider other than RM only	**220**	18	4	16	12	11	6	10	7	6	13	1	6
	***74%**	*83%*	*98%*	*81%*	*89%*	*82%*	*99%*	*74%*	*99%*	*82%*	*73%*	*90%*	*58%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	*e	*f	g	h	*i	j	*k	*l
Unweighted total	**352**	38	15	9	79	17	25	31	34	29	36	21	18
Weighted total	**297**	30	16	13	40	10	16	24	31	37	27	30	22
Royal Mail	**76**	12	1	*	11	1	4	2	9	14	8	5	8
	26%	*38%* g	*5%*	*4%*	*29%* g	*11%*	*25%*	*10%*	*28%*	*37%*	*31%* g	*18%*	*37%*
DPD	**46**	6	-	6	5	-	5	2	3	7	6	4	4
	15%	*19%*	*-%*	*44%*	*11%*	*-%*	*30%*	*10%*	*8%*	*18%*	*21%*	*12%*	*18%*
Parcelforce	**30**	4	*	2	4	3	1	4	4	4	*	5	*
	10%	*14%* j	*3%*	*13%*	*9%*	*32%*	*7%*	*15%* j	*12%*	*10%*	*1%*	*15%*	**%*
UPS	**29**	2	3	2	2	2	-	4	4	4	4	-	4
	10%	*6%*	*17%*	*13%*	*5%*	*16%*	*-%*	*15%*	*11%*	*10%*	*14%*	*-%*	*18%*
Hermes	**19**	2	2	-	2	1	-	4	4	2	*	4	-
	6%	*6%*	*11%*	*-%*	*6%*	*6%*	*-%*	*15%* j	*12%* j	*4%*	**%*	*12%*	*-%*
DHL	**18**	-	-	2	5	*	2	3	2	2	1	-	*
	6%	*-%*	*-%*	*13%*	*14%* a	*3%*	*12%*	*14%* a	*7%*	*5%*	*4%*	*-%*	*1%*
TNT Express	**15**	1	2	-	2	-	1	2	*	2	3	2	*
	5%	*2%*	*12%*	*-%*	*5%*	*-%*	*7%*	*10%*	**%*	*4%*	*10%*	*6%*	*1%*
UK Mail	**9**	*	4	-	2	1	-	-	1	*	2	-	-
	3%	*1%*	*23%*	*-%*	*5%*	*9%*	*-%*	*-%*	*2%*	**%*	*7%*	*-%*	*-%*
APC	**9**	2	-	2	*	-	-	-	2	2	*	2	-
	3%	*6%*	*-%*	*14%*	**%*	*-%*	*-%*	*-%*	*6%* d	*4%*	*1%*	*6%*	*-%*
FedEx	**8**	*	-	-	2	1	-	*	-	2	*	3	-
	3%	*1%*	*-%*	*-%*	*5%*	*10%*	*-%*	*1%*	*-%*	*4%*	**%*	*9%*	*-%*
DX	**6**	2	3	-	*	-	-	*	2	-	-	-	-
	2%	*6%* d	*17%*	*-%*	**%*	*-%*	*-%*	**%*	*5%*	*-%*	*-%*	*-%*	*-%*
Collect Plus	**4**	-	-	-	-	-	*	-	-	2	-	-	2
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*4%*	*-%*	*-%*	*9%*
Parcels to go	**3**	-	-	-	1	-	-	-	-	-	1	2	-
	1%	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*6%*	*-%*
Interparcel	**2**	-	-	-	-	-	-	-	-	-	-	2	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*-%*
Amazon	**2**	-	-	-	-	-	-	-	-	-	2	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%* d	*-%*	*-%*
Fastway Couriers	**1**	*	-	-	-	-	-	*	-	-	-	-	-
	****%***	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*
Tuffnels	**1**	-	-	-	-	-	*	*	-	-	*	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*
Yodel	*	-	-	-	-	-	*	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Business Post	*	-	-	-	*	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	*e	*f	g	h	*i	j	*k	*l
Unweighted total	**352**	38	15	9	79	17	25	31	34	29	36	21	18
Weighted total	**297**	30	16	13	40	10	16	24	31	37	27	30	22
DHS	*	-	-	-	-	*	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	*3%*	-%	-%	-%	-%	-%	-%	-%
Neo Post	*	-	-	-	*	-	-	*	-	-	-	-	-
	***%**	-%	-%	-%	*%*	-%	-%	*%*	-%	-%	-%	-%	-%
Eagle Couriers	*	-	-	-	-	-	-	*	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	*%*	-%	-%	-%	-%	-%
One Post	*	-	-	-	-	-	-	*	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	*%*	-%	-%	-%	-%	-%
Pitney Bowes	*	*	-	-	-	-	-	-	-	-	-	-	-
	***%**	*%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Postal Sort	*	*	-	-	-	-	-	-	-	-	-	-	-
	***%**	*%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Local Courier	*	-	-	-	*	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	*%*	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	*	-	-	-	*	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	*%*	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**22**	*	2	-	3	1	3	2	2	1	2	3	4
	***8%**	*1%*	*12%*	-%	*7%*	*11%*	*17%*	*9%*	*7%*	*3%*	*8%*	*9%*	*16%*
NET: Provider other than RM only	**220**	19	15	13	28	9	12	22	22	23	19	24	14
	***74%**	*62%*	*95%*	*96%*	*71%*	*89%*	*75%*	*90%*	*72%*	*63%*	*69%*	*82%*	*63%*
								adj					

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**352**	62	121	94	75
Weighted total	**297**	59	66	92	79
Royal Mail	**76**	13	17	25	22
	26%	*22%*	*25%*	*27%*	*28%*
DPD	**46**	11	9	12	13
	15%	*19%*	*14%*	*13%*	*17%*
Parcelforce	**30**	7	8	11	5
	10%	*11%*	*12%*	*12%*	*6%*
UPS	**29**	6	4	11	8
	10%	*11%*	*6%*	*12%*	*10%*
Hermes	**19**	3	3	9	4
	6%	*6%*	*4%*	*10%*	*5%*
DHL	**18**	2	8	7	1
	6%	*3%*	*12%*	*8%*	*1%*
			ad		
TNT Express	**15**	2	3	4	5
	5%	*4%*	*5%*	*5%*	*6%*
UK Mail	**9**	4	3	1	2
	3%	*6%*	*4%*	*1%*	*3%*
		c			
APC	**9**	4	*	4	2
	3%	*6%*	**%*	*4%*	*3%*
		b		b	
FedEx	**8**	*	3	2	3
	3%	**%*	*5%*	*2%*	*4%*
DX	**6**	4	*	2	-
	2%	*7%*	**%*	*2%*	*-%*
		bd			
Collect Plus	**4**	-	*	2	2
	1%	*-%*	**%*	*2%*	*2%*
Parcels to go	**3**	-	1	-	2
	1%	*-%*	*2%*	*-%*	*3%*
Interparcel	**2**	-	-	-	2
	1%	*-%*	*-%*	*-%*	*2%*
Amazon	**2**	-	-	-	2
	1%	*-%*	*-%*	*-%*	*2%*
Fastway Couriers	**1**	*	-	*	-
	****%***	*1%*	*-%*	*1%*	*-%*
Tuffnels	**1**	-	*	*	*
	****%***	*-%*	**%*	**%*	**%*
Yodel	*	-	*	-	-
	****%***	*-%*	**%*	*-%*	*-%*
Business Post	*	-	*	-	-
	****%***	*-%*	**%*	*-%*	*-%*
DHS	*	-	*	-	-
	****%***	*-%*	**%*	*-%*	*-%*

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 05/02/19

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**352**	62	121	94	75
Weighted total	**297**	59	66	92	79
Neo Post	*	-	*	*	-
	***%**	-%	*%	*%	-%
Eagle Couriers	*	-	-	*	-
	***%**	-%	-%	*%	-%
One Post	*	-	-	*	-
	***%**	-%	-%	*%	-%
Pitney Bowes	*	*	-	-	-
	***%**	*%	-%	-%	-%
Postal Sort	*	*	-	-	-
	***%**	*%	-%	-%	-%
Local Courier	*	-	*	-	-
	***%**	-%	*%	-%	-%
Global Mailing	*	-	*	-	-
	***%**	-%	*%	-%	-%
Other answers	**22**	2	7	5	8
	***8%**	*4%*	*10%*	*6%*	*10%*
NET: Provider other than RM only	**220**	46	50	67	57
	***74%**	*78%*	*75%*	*73%*	*72%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 27 Page 621

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	e	*a	*b	*c	*d	*e
Unweighted total	**107**	69	25	10	3	38	18	26	11	6	10
Weighted total	**89**	85	3	1	1	5	21	26	12	1	5
Royal Mail	**17**	15	1	*	*	2	5	4	2	-	*
	19%	*18%*	*31%*	*49%*	*33%*	*35%*	*26%*	*15%*	*19%*	*-%*	*6%*
Hermes	**15**	14	*	-	-	*	2	4	3	*	1
	16%	*17%*	*8%*	*-%*	*-%*	*5%*	*10%*	*17%*	*25%*	*22%*	*18%*
Parcelforce	**14**	13	*	*	-	1	2	7	-	*	2
	16%	*16%*	*12%*	*16%*	*-%*	*12%*	*8%*	*26%*	*-%*	*31%*	*36%*
FedEx	**14**	13	*	-	*	*	7	2	2	-	*
	16%	*16%*	*9%*	*-%*	*33%*	*10%*	*35%*	*6%*	*14%*	*-%*	*3%*
DHL	**13**	12	*	*	*	1	5	3	*	*	2
	14%	*14%*	*14%*	*24%*	*67%*	*22%*	*22%*	*13%*	*1%*	*22%*	*33%*
UPS	**12**	11	1	*	*	1	3	4	-	*	*
	14%	*13%*	*23%*	*18%*	*33%*	*23%*	*15%*	*17%*	*-%*	*22%*	*4%*
DPD	**11**	11	*	*	-	*	2	3	1	-	-
	13%	*13%*	*3%*	*11%*	*-%*	*4%*	*10%*	*12%*	*9%*	*-%*	*-%*
TNT Express	**7**	6	1	*	*	1	2	2	-	*	2
	8%	*7%*	*23%*	*16%*	*46%*	*24%* a	*9%*	*6%*	*-%*	*15%*	*39%*
Yodel	**4**	4	-	-	-	-	-	2	-	-	-
	4%	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*-%*	*-%*	*-%*
UK Mail	**2**	2	*	-	-	*	-	*	-	*	-
	3%	*2%*	*8%*	*-%*	*-%*	*5%*	*-%*	*1%*	*-%*	*22%*	*-%*
APC	**2**	2	-	-	-	-	*	-	2	-	-
	3%	*3%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*17%*	*-%*	*-%*
DX	**1**	1	-	-	-	-	-	1	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*-%*	*-%*
Pitney Bowes	*	*	-	-	-	-	-	*	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*
Business Post	*	*	-	-	-	-	*	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*
Secured Mail	*	-	*	-	-	*	-	-	-	*	-
	****%***	*-%*	*8%*	*-%*	*-%*	*5%*	*-%*	*-%*	*-%*	*22%*	*-%*
Tuffnels	*	-	-	*	-	*	-	-	-	-	-
	****%***	*-%*	*-%*	*11%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*
Postal Sort	*	-	-	*	-	*	-	-	-	*	-
	****%***	*-%*	*-%*	*10%*	*-%*	*2%*	*-%*	*-%*	*-%*	*9%*	*-%*
Other answers	**6**	5	*	*	-	1	*	4	2	*	*
	7%	*6%*	*6%*	*38%*	*-%*	*12%*	*1%*	*13%*	*14%*	*9%*	*1%*
NET: Provider other than RM only	**73**	70	2	*	*	3	15	23	9	1	5
	81%	*82%*	*69%*	*51%*	*67%*	*65%*	*74%*	*85%*	*81%*	*100%*	*94%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	107	11	4	15	-	5	17	8	12	2	74	10	14	9
Weighted total	89	14	5	18	-	7	18	7	12	1	82	2	4	2
Royal Mail	17	1	-	4	-	3	*	2	4	-	14	*	1	1
	19%	8%	-%	21%	-%	44%	2%	26%	34%	-%	17%	7%	32%	67%
Hermes	15	6	-	1	-	4	1	-	1	1	14	*	1	-
	16%	40%	-%	6%	-%	56%	6%	-%	11%	80%	17%	15%	16%	-%
Parcelforce	14	4	-	-	-	-	6	1	1	*	12	*	1	1
	16%	25%	-%	-%	-%	-%	35%	15%	9%	20%	15%	2%	32%	30%
FedEx	14	-	2	10	-	-	-	*	2	-	14	-	-	*
	16%	-%	37%	54%	-%	-%	-%	3%	17%	-%	17%	-%	-%	5%
DHL	13	*	1	2	-	1	5	2	*	-	12	1	*	-
	14%	1%	21%	13%	-%	14%	30%	25%	4%	-%	15%	27%	9%	-%
UPS	12	3	2	1	-	-	3	1	*	*	10	*	2	*
	14%	22%	37%	6%	-%	-%	15%	15%	1%	20%	13%	2%	45%	8%
DPD	11	1	2	4	-	-	-	1	3	-	11	1	*	-
	13%	7%	37%	20%	-%	-%	-%	15%	25%	-%	13%	34%	3%	-%
TNT Express	7	-	2	-	-	*	3	-	*	-	6	-	*	*
	8%	-%	42%	-%	-%	4%	19%	-%	3%	-%	8%	-%	13%	7%
Yodel	4	-	-	-	-	2	-	-	2	-	4	-	-	-
	4%	-%	-%	-%	-%	28%	-%	-%	16%	-%	5%	-%	-%	-%
UK Mail	2	-	-	-	-	-	-	2	*	-	2	-	*	-
	3%	-%	-%	-%	-%	-%	-%	25%	2%	-%	3%	-%	8%	-%
APC	2	2	-	-	-	-	-	-	-	-	2	-	*	-
	3%	14%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	8%	-%
DX	1	-	-	-	-	-	1	-	-	-	1	-	-	-
	1%	-%	-%	-%	-%	-%	6%	-%	-%	-%	1%	-%	-%	-%
Pitney Bowes	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	23%
Business Post	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	15%	-%	-%
Secured Mail	*	-	-	-	-	-	-	-	*	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	2%	-%	*%	-%	-%	-%
Tuffnels	*	-	-	-	-	-	-	*	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%	*%	-%	-%	-%
Postal Sort	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%
Other answers	6	*	-	2	-	-	3	*	-	-	5	*	*	*
	7%	1%	-%	11%	-%	-%	19%	1%	-%	-%	7%	17%	3%	5%
NET: Provider other than RM only	73	13	5	14	-	4	17	5	8	1	67	2	3	1
	81%	92%	100%	79%	-%	56%	98%	74%	66%	100%	83%	93%	68%	33%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 27 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	*b
Unweighted total	107	-	23	2	2	40	3	2	35	73	34	95	12
Weighted total	89	-	10	1	2	43	1	1	31	72	17	79	10
Royal Mail	17	-	1	-	-	10	*	-	5	14	3	13	3
	19%	-%	*13%*	-%	-%	*24%*	*19%*	-%	*16%*	*19%*	*17%*	*17%*	*33%*
Hermes	15	-	-	-	-	5	-	-	9	12	3	13	1
	16%	-%	-%	-%	-%	*12%*	-%	-%	*31%* e	*17%*	*15%*	*17%*	*13%*
Parcelforce	14	-	2	-	2	6	-	1	3	10	4	14	-
	16%	-%	*21%*	-%	*97%*	*13%*	-%	*78%*	*10%*	*14%*	*21%*	*18%*	-%
FedEx	14	-	2	1	-	4	*	-	7	14	-	14	*
	16%	-%	*19%*	*78%*	-%	*8%*	*26%*	-%	*23%*	*19%* b	-%	*17%*	*1%*
DHL	13	-	3	-	-	5	-	-	5	12	1	11	2
	14%	-%	*26%*	-%	-%	*12%*	-%	-%	*16%*	*17%*	*5%*	*14%*	*16%*
UPS	12	-	3	-	-	7	-	-	2	9	3	9	3
	14%	-%	*31%*	-%	-%	*16%*	-%	-%	*7%*	*12%*	*19%*	*12%*	*26%*
DPD	11	-	2	*	-	5	-	*	4	9	2	10	2
	13%	-%	*19%*	*22%*	-%	*12%*	-%	*22%*	*12%*	*12%*	*14%*	*12%*	*17%*
TNT Express	7	-	4	-	-	2	-	-	1	6	1	7	-
	8%	-%	*41%*	-%	-%	*5%*	-%	-%	*2%*	*8%*	*5%*	*9%*	-%
Yodel	4	-	-	-	-	2	-	-	2	2	2	4	-
	4%	-%	-%	-%	-%	*4%*	-%	-%	*6%*	*3%*	*11%*	*5%*	-%
UK Mail	2	-	-	-	-	2	-	-	-	2	1	2	*
	3%	-%	-%	-%	-%	*5%*	-%	-%	-%	*3%*	*3%*	*3%*	*3%*
APC	2	-	-	-	-	2	-	-	-	2	-	*	2
	3%	-%	-%	-%	-%	*5%*	-%	-%	-%	*3%*	-%	*%*	*19%*
DX	1	-	-	-	-	-	-	-	1	1	-	1	-
	1%	-%	-%	-%	-%	-%	-%	-%	*3%*	*1%*	-%	*1%*	-%
Pitney Bowes	*	-	-	-	-	*	-	-	-	*	-	*	-
	1%	-%	-%	-%	-%	*1%*	-%	-%	-%	*1%*	-%	*1%*	-%
Business Post	*	-	-	-	-	-	*	-	-	-	*	*	-
	%	-%	-%	-%	-%	-%	*55%*	-%	-%	-%	*2%*	*%*	-%
Secured Mail	*	-	-	-	-	*	-	-	-	-	*	*	-
	%	-%	-%	-%	-%	*1%*	-%	-%	-%	-%	*1%*	*%*	-%
Tuffnels	*	-	*	-	-	-	-	-	-	*	-	-	*
	%	-%	*1%*	-%	-%	-%	-%	-%	-%	*%*	-%	-%	*1%*
Postal Sort	*	-	-	-	-	-	-	-	*	*	-	*	-
	%	-%	-%	-%	-%	-%	-%	-%	*%*	*%*	-%	*%*	-%
Other answers	6	-	*	-	*	2	*	-	4	2	4	6	*
	7%	-%	*4%*	-%	*3%*	*4%*	*55%*	-%	*12%*	*3%*	*21%* a	*7%*	*1%*
NET: Provider other than RM only	73	-	9	1	2	33	*	1	26	58	14	66	7
	81%	-%	*87%*	*100%*	*100%*	*76%*	*81%*	*100%*	*84%*	*81%*	*83%*	*83%*	*67%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	*b	c
Unweighted total	**107**	107	-	37	13	57
Weighted total	**89**	89	-	32	14	44
Royal Mail	**17**	17	-	7	4	6
	19%	*19%*	*-%*	*22%*	*32%*	*13%*
Hermes	**15**	15	-	6	1	7
	16%	*16%*	*-%*	*19%*	*10%*	*17%*
Parcelforce	**14**	14	-	4	1	9
	16%	*16%*	*-%*	*13%*	*8%*	*20%*
FedEx	**14**	14	-	4	2	9
	16%	*16%*	*-%*	*11%*	*12%*	*20%*
DHL	**13**	13	-	9	1	3
	14%	*14%*	*-%*	*28%* c	*9%*	*6%*
UPS	**12**	12	-	2	2	8
	14%	*14%*	*-%*	*5%*	*16%*	*19%* a
DPD	**11**	11	-	2	*	9
	13%	*13%*	*-%*	*8%*	*1%*	*20%*
TNT Express	**7**	7	-	2	-	5
	8%	*8%*	*-%*	*7%*	*-%*	*10%*
Yodel	**4**	4	-	2	-	2
	4%	*4%*	*-%*	*6%*	*-%*	*4%*
UK Mail	**2**	2	-	2	*	*
	3%	*3%*	*-%*	*6%*	*2%*	*1%*
APC	**2**	2	-	-	2	*
	3%	*3%*	*-%*	*-%*	*14%*	*1%*
DX	**1**	1	-	-	-	1
	1%	*1%*	*-%*	*-%*	*-%*	*2%*
Pitney Bowes	*	*	-	*	-	-
	1%	*1%*	*-%*	*2%*	*-%*	*-%*
Business Post	*	*	-	-	-	*
	****%***	**%*	*-%*	*-%*	*-%*	*1%*
Secured Mail	*	*	-	-	-	*
	****%***	**%*	*-%*	*-%*	*-%*	*1%*
Tuffnels	*	*	-	*	-	-
	****%***	**%*	*-%*	**%*	*-%*	*-%*
Postal Sort	*	*	-	-	-	*
	****%***	**%*	*-%*	*-%*	*-%*	**%*
Other answers	**6**	6	-	*	2	4
	7%	*7%*	*-%*	*1%*	*12%*	*9%*
NET: Provider other than RM only	**73**	73	-	25	9	38
	81%	*81%*	*-%*	*78%*	*68%*	*87%*

Columns Tested: a,b - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 27 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	c
Unweighted total	107	40	50	13	3	-	1	-	-	90	17	12	28	67
Weighted total	89	34	45	8	2	-	*	-	-	79	10	7	27	55
Royal Mail	17	7	9	1	*	-	-	-	-	16	1	1	6	10
	19%	*21%*	*20%*	*8%*	*3%*	*-%*	*-%*	*-%*	*-%*	*20%*	*7%*	*21%*	*20%*	*18%*
Hermes	15	9	2	4	-	-	*	-	-	11	4	2	7	6
	16%	*26%* b	*4%*	*48%*	*-%*	*-%*	*100%*	*-%*	*-%*	*13%*	*40%*	*31%*	*25%*	*10%*
Parcelforce	14	4	8	2	-	-	-	-	-	12	2	*	3	10
	16%	*10%*	*18%*	*27%*	*-%*	*-%*	*-%*	*-%*	*-%*	*15%*	*21%*	*4%*	*12%*	*19%*
FedEx	14	5	6	*	2	-	-	-	-	12	2	2	3	8
	16%	*16%*	*14%*	*1%*	*95%*	*-%*	*-%*	*-%*	*-%*	*15%*	*20%*	*29%*	*13%*	*15%*
DHL	13	8	4	*	-	-	-	-	-	13	*	1	7	4
	14%	*25%*	*10%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*16%*	*1%*	*22%*	*25%*	*8%*
UPS	12	2	9	1	-	-	-	-	-	11	1	-	2	10
	14%	*5%*	*20%* a	*18%*	*-%*	*-%*	*-%*	*-%*	*-%*	*13%*	*14%*	*-%*	*6%*	*19%*
DPD	11	1	9	-	2	-	-	-	-	9	2	*	*	11
	13%	*2%*	*19%* a	*-%*	*92%*	*-%*	*-%*	*-%*	*-%*	*12%*	*18%*	*6%*	*1%*	*19%*
TNT Express	7	*	6	*	-	-	-	-	-	6	*	*	*	6
	8%	*1%*	*13%* a	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*4%*	*4%*	*1%*	*12%*
Yodel	4	2	-	2	-	-	-	-	-	2	2	-	2	2
	4%	*5%*	*-%*	*23%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*18%*	*-%*	*7%*	*3%*
UK Mail	2	-	2	*	-	-	*	-	-	2	1	-	-	2
	3%	*-%*	*4%*	*4%*	*-%*	*-%*	*100%*	*-%*	*-%*	*2%*	*5%*	*-%*	*-%*	*4%*
APC	2	-	2	-	-	-	-	-	-	2	-	-	-	2
	3%	*-%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*4%*
DX	1	-	-	1	-	-	-	-	-	-	1	-	-	1
	1%	*-%*	*-%*	*13%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*10%*	*-%*	*-%*	*2%*
Pitney Bowes	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*2%*	*-%*
Business Post	*	*	-	-	-	-	-	-	-	*	-	*	-	-
	%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*4%*	*-%*	*-%*
Secured Mail	*	-	-	-	-	-	*	-	-	-	*	-	-	*
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*%*
Tuffnels	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*
Postal Sort	*	-	-	-	*	-	-	-	-	-	*	-	-	*
	%	*-%*	*-%*	*-%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*%*
Other answers	6	2	4	*	*	-	-	-	-	6	*	*	2	4
	7%	*7%*	*8%*	*1%*	*5%*	*-%*	*-%*	*-%*	*-%*	*7%*	*2%*	*4%*	*7%*	*7%*
NET: Provider other than RM only	73	27	36	7	2	-	*	-	-	63	9	5	22	46
	81%	*79%*	*80%*	*92%*	*97%*	*-%*	*100%*	*-%*	*-%*	*80%*	*93%*	*79%*	*80%*	*82%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 27 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**107**	73	65	80	85	47	75	68	5	1	4	1	1	-
Weighted total	**89**	57	49	64	74	36	66	58	2	2	2	*	*	-
Royal Mail	**17**	13	10	15	14	3	14	14	*	-	-	-	-	-
	19%	*22%*	*20%*	*23%*	*19%*	*9%*	*22%*	*25%*	*16%*	*-%*	*-%*	*-%*	*-%*	*-%*
Hermes	**15**	8	8	11	13	4	8	11	-	-	*	*	-	-
	16%	*14%*	*17%*	*18%*	*18%*	*12%*	*13%*	*19%*	*-%*	*-%*	*11%*	*100%*	*-%*	*-%*
Parcelforce	**14**	11	10	11	9	6	12	9	2	-	-	-	-	-
	16%	*19%*	*21%*	*17%*	*13%*	*17%*	*18%*	*16%*	*89%*	*-%*	*-%*	*-%*	*-%*	*-%*
FedEx	**14**	10	8	12	12	7	11	10	*	-	2	-	-	-
	16%	*18%*	*17%*	*19%*	*16%*	*20%*	*17%*	*17%*	*11%*	*-%*	*84%*	*-%*	*-%*	*-%*
DHL	**13**	8	7	9	9	2	8	9	*	-	-	-	-	-
	14%	*14%*	*14%*	*14%*	*12%*	*5%*	*13%*	*16%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*
UPS	**12**	7	5	7	12	5	8	4	*	-	2	-	-	-
	14%	*11%*	*11%*	*10%*	*16%*	*15%*	*12%*	*7%*	*11%*	*-%*	*87%*	*-%*	*-%*	*-%*
DPD	**11**	7	6	8	11	5	9	6	-	2	-	-	-	-
	13%	*12%*	*13%*	*13%*	*15%*	*14%*	*13%*	*11%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*
TNT Express	**7**	4	4	4	7	4	7	2	*	-	2	-	-	-
	8%	*7%*	*8%*	*7%*	*9%*	*11%*	*10%*	*4%*	*5%*	*-%*	*84%*	*-%*	*-%*	*-%*
Yodel	**4**	-	2	2	4	-	2	2	-	-	-	-	-	-
	4%	*-%*	*4%*	*3%*	*5%*	*-%*	*3%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
UK Mail	**2**	*	*	*	2	2	2	-	-	-	*	-	-	-
	3%	**%*	**%*	**%*	*3%*	*5%*	*3%*	*-%*	*-%*	*-%*	*11%*	*-%*	*-%*	*-%*
APC	**2**	2	2	2	2	2	2	2	-	-	-	-	-	-
	3%	*3%*	*4%*	*3%*	*3%*	*5%*	*3%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
DX	**1**	-	-	-	1	1	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*1%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	*	*	-	*	*	*	*	*	-	-	-	-	-	-
	1%	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Business Post	*	-	*	*	-	*	*	*	-	-	-	-	-	-
	****%***	*-%*	*1%*	**%*	*-%*	*1%*	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Secured Mail	*	*	*	*	*	-	*	-	-	-	*	-	-	-
	****%***	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*11%*	*-%*	*-%*	*-%*
Tuffnels	*	-	-	-	*	-	*	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Postal Sort	*	*	*	*	*	*	*	-	-	-	-	-	*	-
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*
Other answers	**6**	5	4	6	4	4	3	4	-	2	*	-	*	-
	7%	*10%*	*9%*	*9%*	*5%*	*11%*	*4%*	*7%*	*-%*	*100%*	*2%*	*-%*	*100%*	*-%*
NET: Provider other than RM only	**73**	44	39	50	60	33	51	43	2	2	2	*	*	-
	81%	*78%*	*80%*	*77%*	*81%*	*91%*	*78%*	*75%*	*84%*	*100%*	*100%*	*100%*	*100%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 05/02/19

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**107**	71	5	4	4	-	1	-	1	17	18	23	22	-
Weighted total	**89**	61	5	3	5	-	*	-	*	19	13	20	11	-
Royal Mail	**17**	11	2	1	-	-	-	-	-	7	1	5	2	-
	19%	*19%*	*42%*	*35%*	*-%*	*-%*	*-%*	*-%*	*-%*	*36%*	*6%*	*27%*	*14%*	*-%*
Hermes	**15**	11	-	2	-	-	*	-	*	3	1	3	4	-
	16%	*18%*	*-%*	*62%*	*-%*	*-%*	*100%*	*-%*	*100%*	*18%*	*7%*	*14%*	*36%*	*-%*
Parcelforce	**14**	8	-	-	2	-	-	-	-	3	4	2	2	-
	16%	*13%*	*-%*	*-%*	*31%*	*-%*	*-%*	*-%*	*-%*	*14%*	*27%*	*12%*	*20%*	*-%*
FedEx	**14**	10	*	*	2	-	-	-	-	3	3	3	2	-
	16%	*16%*	*1%*	*3%*	*35%*	*-%*	*-%*	*-%*	*-%*	*18%*	*25%*	*15%*	*19%*	*-%*
DHL	**13**	8	-	1	-	-	-	-	-	4	1	3	1	-
	14%	*12%*	*-%*	*35%*	*-%*	*-%*	*-%*	*-%*	*-%*	*20%*	*7%*	*14%*	*12%*	*-%*
UPS	**12**	9	3	*	-	-	-	-	-	1	2	3	*	-
	14%	*15%*	*58%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*16%*	*14%*	*3%*	*-%*
DPD	**11**	7	-	-	4	-	-	-	-	*	2	3	3	-
	13%	*12%*	*-%*	*-%*	*69%*	*-%*	*-%*	*-%*	*-%*	*1%*	*14%*	*16%*	*26%*	*-%*
TNT Express	**7**	7	-	-	-	-	-	-	-	*	2	2	*	-
	8%	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*14%*	*10%*	*1%*	*-%*
Yodel	**4**	2	-	2	-	-	-	-	-	-	-	2	-	-
	4%	*3%*	*-%*	*62%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*9%*	*-%*	*-%*
UK Mail	**2**	2	-	-	-	-	*	-	*	-	-	-	*	-
	3%	*3%*	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*	*100%*	*-%*	*-%*	*-%*	*2%*	*-%*
APC	**2**	2	-	-	-	-	-	-	-	-	-	2	-	-
	3%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*10%*	*-%*	*-%*
DX	**1**	-	1	-	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*22%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	*	*	-	-	-	-	-	-	-	*	-	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*
Business Post	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*
Secured Mail	*	-	-	-	-	-	*	-	*	-	-	-	*	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*	*100%*	*-%*	*-%*	*-%*	*2%*	*-%*
Tuffnels	*	*	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Postal Sort	*	*	-	-	-	-	-	-	-	-	-	*	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*
Other answers	**6**	4	-	-	*	-	-	-	-	3	*	2	*	-
	7%	*7%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*17%*	*3%*	*10%*	**%*	*-%*
NET: Provider other than RM only	**73**	50	3	2	5	-	*	-	*	12	13	15	10	-
	81%	*81%*	*58%*	*65%*	*100%*	*-%*	*100%*	*-%*	*100%*	*64%*	*94%*	*73%*	*86%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	a	b	a	*b
Unweighted total	**107**	15	15	25	27	3	69	4	12	51	56	75	5
Weighted total	**89**	9	18	28	18	2	66	1	7	46	43	62	2
Royal Mail	**17**	3	*	8	3	*	13	*	1	-	17 a	14	*
	19%	*34%*	*1%*	*29%*	*19%*	*3%*	*20%*	*8%*	*16%*	*-%*	*39% a*	*23%*	*9%*
Hermes	**15**	2	5	2	4	*	11	1	1	7	7	9	2
	16%	*23%*	*27%*	*9%*	*21%*	*11%*	*17%*	*83%*	*13%*	*16%*	*17%*	*15%*	*91%*
Parcelforce	**14**	*	2	4	3	-	9	*	-	9	5	11	-
	16%	*3%*	*11%*	*14%*	*19%*	*-%*	*14%*	*4%*	*-%*	*19%*	*12%*	*18%*	*-%*
FedEx	**14**	4	2	5	2	*	11	*	1	7	7	12	-
	16%	*41%*	*10%*	*17%*	*11%*	*3%*	*16%*	*8%*	*17%*	*14%*	*17%*	*19%*	*-%*
DHL	**13**	1	2	4	2	-	4	-	4	9	4	9	-
	14%	*8%*	*10%*	*14%*	*12%*	*-%*	*6%*	*-%*	*61%*	*19%*	*9%*	*15%*	*-%*
UPS	**12**	2	2	6	3	-	12	*	*	7	6	7	-
	14%	*18%*	*11%*	*21%*	*15%*	*-%*	*17%*	*14%*	*2%*	*14%*	*13%*	*11%*	*-%*
DPD	**11**	*	2	1	6	2	11	-	*	6	5	8	-
	13%	*5%*	*11%*	*4%*	*32%*	*87%*	*16%*	*-%*	*6%*	*13%*	*12%*	*13%*	*-%*
TNT Express	**7**	*	-	6	1	-	5	*	2	5	2	4	-
	8%	*1%*	*-%*	*21%*	*4%*	*-%*	*7%*	*4%*	*25%*	*12%*	*3%*	*7%*	*-%*
Yodel	**4**	-	-	2	2	-	4	-	-	2	2	2	-
	4%	*-%*	*-%*	*7%*	*10%*	*-%*	*6%*	*-%*	*-%*	*4%*	*4%*	*3%*	*-%*
UK Mail	**2**	-	-	2	*	*	2	-	-	*	2	*	-
	3%	*-%*	*-%*	*7%*	*2%*	*11%*	*4%*	*-%*	*-%*	*1%*	*5%*	*%*	*-%*
APC	**2**	-	2	-	-	-	2	-	-	2	*	2	-
	3%	*-%*	*11%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*4%*	*1%*	*3%*	*-%*
DX	**1**	-	-	1	-	-	1	-	-	1	-	-	-
	1%	*-%*	*-%*	*4%*	*-%*	*-%*	*2%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*
Pitney Bowes	*	*	-	-	-	-	*	-	-	*	-	*	-
	1%	*6%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*
Business Post	*	-	-	-	-	-	-	-	-	*	-	*	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*%*	*-%*
Secured Mail	*	-	-	-	-	*	*	-	-	*	-	*	-
	%	*-%*	*-%*	*-%*	*-%*	*11%*	*%*	*-%*	*-%*	*1%*	*-%*	*%*	*-%*
Tuffnels	*	-	*	-	-	-	*	-	-	*	-	-	-
	%	*-%*	*1%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*
Postal Sort	*	-	-	*	-	-	*	-	-	*	-	*	-
	%	*-%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*	*%*	*-%*
Other answers	**6**	-	2	*	2	-	4	-	*	6 b	*	6	-
	7%	*-%*	*11%*	*1%*	*10%*	*-%*	*6%*	*-%*	*1%*	*12%*	*1%*	*9%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	a	***b**	***c**	a	b	a	***b**
Unweighted total	**107**	15	15	25	27	3	69	4	12	51	56	75	5
Weighted total	**89**	9	18	28	18	2	66	1	7	46	43	62	2
NET: Provider other than RM only	**73**	6	18	20	15	2	53	1	6	46	27	47	2
	81%	*66%*	*99%*	*71%*	*81%*	*97%*	*80%*	*92%*	*84%*	*100%* b	*61%*	*77%*	*91%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 27 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	b	a	*b	*a	b	a	b	*c	*d
Unweighted total	107	20	65	71	9	20	65	40	60	24	-
Weighted total	89	16	59	60	4	15	60	30	50	17	-
Royal Mail	17	*	14	14	*	*	14	9	12	4	-
	19%	*1%*	*24%*	*24%*	*6%*	*2%*	*24%*	*29%*	*24%*	*26%*	*-%*
Hermes	15	5	8	11	1	6	7	5	7	1	-
	16%	*31%*	*14%*	*17%*	*25%*	*41%*	*12%*	*15%*	*14%*	*6%*	*-%*
Parcelforce	14	4	6	11	*	3	7	5	9	3	-
	16%	*24%*	*10%*	*18%*	*1%*	*19%*	*11%*	*18%*	*18%*	*18%*	*-%*
FedEx	14	-	12	12	-	-	12	5	10	7	-
	16%	*-%*	*20%*	*20%*	*-%*	*-%*	*20%*	*16%*	*20%*	*43%*	*-%*
DHL	13	1	7	7	2	1	7	4	6	3	-
	14%	*9%*	*12%*	*12%*	*48%*	*10%*	*12%*	*15%*	*12%*	*21%*	*-%*
UPS	12	3	9	7	-	3	9	1	6	2	-
	14%	*17%*	*16%*	*11%*	*-%*	*19%*	*15%*	*3%*	*12%*	*14%*	*-%*
DPD	11	2	9	8	*	1	10	2	7	-	-
	13%	*14%*	*15%*	*13%*	*8%*	*7%*	*17%*	*7%*	*14%*	*-%*	*-%*
TNT Express	7	2	5	4	*	2	5	*	4	2	-
	8%	*12%*	*8%*	*7%*	*1%*	*13%*	*8%*	*2%*	*8%*	*13%*	*-%*
Yodel	4	2	2	2	-	2	2	-	-	-	-
	4%	*12%*	*3%*	*3%*	*-%*	*13%*	*3%*	*-%*	*-%*	*-%*	*-%*
UK Mail	2	*	2	*	-	*	2	-	*	-	-
	3%	*2%*	*4%*	**%*	*-%*	*2%*	*4%*	*-%*	**%*	*-%*	*-%*
APC	2	-	2	2	-	-	2	2	2	-	-
	3%	*-%*	*3%*	*3%*	*-%*	*-%*	*3%*	*7%*	*4%*	*-%*	*-%*
DX	1	1	-	-	-	1	-	-	-	-	-
	1%	*7%*	*-%*	*-%*	*-%*	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	*	-	*	-	*	-	*	-	-	*	-
	1%	*-%*	*1%*	*-%*	*13%*	*-%*	*1%*	*-%*	*-%*	*3%*	*-%*
Business Post	*	-	-	*	-	-	-	-	-	-	-
	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Secured Mail	*	*	-	*	-	*	-	-	*	-	-
	**%*	*2%*	*-%*	**%*	*-%*	*2%*	*-%*	*-%*	**%*	*-%*	*-%*
Tuffnels	*	*	-	-	-	*	-	-	-	-	-
	**%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
Postal Sort	*	-	*	-	*	-	*	*	*	*	-
	**%*	*-%*	**%*	*-%*	*3%*	*-%*	**%*	**%*	**%*	*1%*	*-%*
Other answers	6	2	2	6	*	2	2	4	5	*	-
	7%	*12%*	*4%*	*10%*	*3%*	*13%*	*4%*	*12%*	*11%*	*1%*	*-%*
NET: Provider other than RM only	73	15	45	46	4	14	46	21	39	12	-
	81%	*99%*	*76%*	*76%*	*94%*	*98%*	*76%*	*71%*	*76%*	*74%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	**107**	33	52	21	-	73	46	29	1	71	62	57	58	51	2
Weighted total	**89**	23	39	12	-	65	36	20	*	56	47	46	47	40	*
Royal Mail	**17**	5	8	2	-	14	9	7	-	12	9	5	12	9	*
	19%	*22%*	*21%*	*20%*	*-%*	*22%*	*27%*	*37%*	*-%*	*21%*	*20%*	*12%*	*25%*	*21%*	*50%*
Hermes	**15**	5	5	-	-	11	6	-	-	8	8	9	5	6	-
	16%	*20%*	*12%*	*-%*	*-%*	*17%*	*16%*	*-%*	*-%*	*14%*	*17%*	*20%*	*11%*	*15%*	*-%*
Parcelforce	**14**	5	9	1	-	9	2	1	*	11	9	6	8	8	-
	16%	*20%*	*24%*	*5%*	*-%*	*14%*	*5%*	*3%*	*100%*	*20%*	*19%*	*12%*	*17%*	*19%*	*-%*
FedEx	**14**	3	8	7	-	10	6	7	-	10	8	7	11	7	*
	16%	*12%*	*22%*	*55%*	*-%*	*15%*	*16%*	*32%*	*-%*	*19%*	*18%*	*14%*	*23%*	*18%*	*50%*
DHL	**13**	2	5	2	-	9	2	3	-	8	7	5	8	6	-
	14%	*10%*	*12%*	*15%*	*-%*	*13%*	*5%*	*16%*	*-%*	*15%*	*15%*	*10%*	*18%*	*15%*	*-%*
UPS	**12**	3	4	3	-	12	9	5	-	5	5	11 a	5	5	*
	14%	*11%*	*9%*	*21%*	*-%*	*18%*	*25%*	*26%*	*-%*	*10%*	*11%*	*23%*	*12%*	*12%*	*50%*
DPD	**11**	1	5	-	-	4	8 a	2	-	7	6	7	6	7	*
	13%	*6%*	*13%*	*-%*	*-%*	*7%*	*23%*	*12%*	*-%*	*12%*	*13%*	*16%*	*13%*	*18%*	*50%*
TNT Express	**7**	*	4	2	-	6	3	2	-	4	4	5	4	2	-
	8%	*1%*	*9%*	*16%*	*-%*	*9%*	*8%*	*10%*	*-%*	*8%*	*8%*	*10%*	*8%*	*6%*	*-%*
Yodel	**4**	2	-	-	-	4	-	-	-	-	2	2	-	-	-
	4%	*8%* b	*-%*	*-%*	*-%*	*6%*	*-%*	*-%*	*-%*	*-%*	*4%*	*4%*	*-%*	*-%*	*-%*
UK Mail	**2**	-	*	-	-	2	*	-	-	*	*	*	-	*	-
	3%	*-%*	*1%*	*-%*	*-%*	*4%*	*1%*	*-%*	*-%*	**%*	*1%*	*1%*	*-%*	*1%*	*-%*
APC	**2**	2	2	-	-	2	2	-	-	2	2	2	-	2	-
	3%	*8%*	*5%*	*-%*	*-%*	*3%*	*5%*	*-%*	*-%*	*4%*	*4%*	*4%*	*-%*	*5%*	*-%*
DX	**1**	-	-	-	-	1	1	1	-	-	-	1	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*2%*	*3%*	*5%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*
Pitney Bowes	*	-	-	-	-	*	-	-	-	*	-	-	-	*	-
	1%	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*
Business Post	*	*	*	*	-	-	-	-	-	-	*	-	*	*	-
	****%***	*1%*	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	*-%*
Secured Mail	*	-	*	-	-	*	*	-	-	*	*	*	-	*	-
	****%***	*-%*	*1%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*	**%*	*1%*	*1%*	*-%*	*1%*	*-%*
Tuffnels	*	-	-	-	-	*	-	-	-	-	-	*	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
Postal Sort	*	-	*	*	-	*	*	*	-	*	*	*	-	*	-
	****%***	*-%*	**%*	*1%*	*-%*	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	*-%*	**%*	*-%*
Other answers	**6**	1	4	*	-	2	4	*	-	5	4	4	6	2	*
	7%	*3%*	*10%*	*4%*	*-%*	*3%*	*10%*	*1%*	*-%*	*10%*	*9%*	*9%*	*12%*	*6%*	*50%*
NET: Provider other than RM only	**73**	18	31	10	-	51	26	13	*	44	38	41	35	32	*
	81%	*78%*	*79%*	*80%*	*-%*	*78%*	*73%*	*63%*	*100%*	*79%*	*80%*	*88%*	*75%*	*79%*	*50%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 27 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	*b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	**107**	36	24	44	17	14	59	48	3	4	8	6
Weighted total	**89**	31	21	32	11	9	51	37	4	4	10	5
Royal Mail	**17**	5	2	4	2	2	11	9	-	*	3	-
	19%	*17%*	*12%*	*12%*	*21%*	*26%*	*22%*	*23%*	*-%*	*3%*	*30%*	*-%*
Hermes	**15**	3	2	9	-	-	5	6	3	-	2	2
	16%	*10%*	*11%*	*27%*	*-%*	*-%*	*10%*	*16%*	*72%*	*-%*	*18%*	*37%*
Parcelforce	**14**	3	3	4	1	*	8	8	1	-	3	-
	16%	*9%*	*14%*	*14%*	*6%*	*2%*	*15%*	*20%*	*28%*	*-%*	*32%*	*-%*
FedEx	**14**	7	6	6	4	4	12	6	-	4	-	-
	16%	*22%*	*27%*	*20%*	*34%*	*44%*	*23%*	*15%*	*-%*	*92%*	*-%*	*-%*
DHL	**13**	2	1	4	2	*	6	4	1	-	-	*
	14%	*7%*	*6%*	*12%*	*19%*	*3%*	*12%*	*12%*	*28%*	*-%*	*-%*	*2%*
UPS	**12**	10	5	1	2	4	9	6	-	*	2	*
	14%	*33%* c	*24%*	*2%*	*16%*	*50%*	*18%*	*15%*	*-%*	*3%*	*21%*	*6%*
DPD	**11**	4	5	3	1	-	8	7	-	-	1	1
	13%	*13%*	*23%*	*8%*	*10%*	*-%*	*16%*	*19%*	*-%*	*-%*	*10%*	*21%*
TNT Express	**7**	4	4	2	*	2	4	2	-	-	2	-
	8%	*14%*	*18%*	*7%*	*2%*	*27%*	*8%*	*7%*	*-%*	*-%*	*21%*	*-%*
Yodel	**4**	-	-	4	-	-	-	-	-	-	-	2
	4%	*-%*	*-%*	*11%* a	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*37%*
UK Mail	**2**	-	-	*	-	-	-	*	-	-	-	-
	3%	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*
APC	**2**	2	-	-	-	-	-	2	-	-	-	-
	3%	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*	*-%*	*-%*	*-%*
DX	**1**	1	1	-	1	1	1	1	-	-	-	-
	1%	*3%*	*5%*	*-%*	*10%*	*12%*	*2%*	*3%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	*	-	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Business Post	*	-	-	-	-	-	*	*	-	*	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*8%*	*-%*	*-%*
Secured Mail	*	-	-	*	-	-	-	*	-	-	-	-
	****%***	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*
Tuffnels	*	-	-	*	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Postal Sort	*	-	-	*	-	-	*	*	-	-	-	-
	****%***	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*
Other answers	**6**	2	2	2	*	*	6	2	-	*	-	2
	7%	*6%*	*8%*	*7%*	*1%*	*1%*	*11%*	*6%*	*-%*	*8%*	*-%*	*34%*
NET: Provider other than RM only	**73**	26	19	28	9	6	39	29	4	4	7	5
	81%	*83%*	*88%*	*88%*	*79%*	*74%*	*78%*	*77%*	*100%*	*97%*	*70%*	*100%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**107**	99	89	99	97	104	74	99	49	1	86	4	31	72
Weighted total	**89**	81	72	81	81	86	61	81	41	*	67	4	34	50
Royal Mail	**17**	15	13	15	17	17	14	15	7	*	15	-	7	10
	19%	*19%*	*19%*	*19%*	*21%*	*19%*	*23%*	*18%*	*17%*	*100%*	*22%*	*-%*	*20%*	*20%*
Hermes	**15**	13	12	13	13	14	11	13	7	-	9	2	7	5
	16%	*16%*	*17%*	*16%*	*16%*	*17%*	*19%*	*16%*	*17%*	*-%*	*14%*	*50%*	*22%*	*11%*
Parcelforce	**14**	13	13	13	14	13	9	12	4	-	11	3	4	10
	16%	*16%*	*18%*	*16%*	*17%*	*15%*	*14%*	*15%*	*10%*	*-%*	*16%*	*63%*	*11%*	*20%*
FedEx	**14**	12	12	12	12	12	10	12	12	-	10	-	7	7
	16%	*15%*	*17%*	*15%*	*15%*	*14%*	*16%*	*15%*	*29%* b	*-%*	*15%*	*-%*	*22%*	*13%*
DHL	**13**	11	10	11	10	13	9	10	5	-	7	-	5	7
	14%	*14%*	*14%*	*14%*	*12%*	*15%*	*14%*	*12%*	*13%*	*-%*	*10%*	*-%*	*15%*	*15%*
UPS	**12**	11	10	11	11	12	7	11	7	-	10	*	7	5
	14%	*13%*	*14%*	*13%*	*14%*	*14%*	*12%*	*13%*	*18%*	*-%*	*15%*	*12%*	*21%*	*10%*
DPD	**11**	10	7	10	11	11	6	11	6	-	9	-	2	7
	13%	*13%*	*10%*	*13%*	*14%*	*13%*	*11%*	*14%*	*14%*	*-%*	*14%*	*-%*	*6%*	*15%*
TNT Express	**7**	7	6	7	7	7	5	7	5	-	6	*	2	5
	8%	*8%*	*9%*	*8%*	*8%*	*8%*	*8%*	*8%*	*11%*	*-%*	*9%*	*12%*	*6%*	*10%*
Yodel	**4**	4	4	4	2	4	2	4	2	-	2	-	2	-
	4%	*5%*	*5%*	*5%*	*2%*	*4%*	*3%*	*5%*	*4%*	*-%*	*3%*	*-%*	*5%* b	*-%*
UK Mail	**2**	2	*	2	2	2	2	2	-	-	2	-	-	2
	3%	*3%*	**%*	*3%*	*3%*	*2%*	*4%*	*3%*	*-%*	*-%*	*3%*	*-%*	*-%*	*5%*
APC	**2**	2	2	2	2	2	2	2	-	-	2	-	2	*
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*-%*	*-%*	*3%*	*-%*	*6%*	*1%*
DX	**1**	1	1	1	1	1	1	1	1	-	1	-	1	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*3%*	*-%*	*2%*	*-%*	*3%*	*-%*
Pitney Bowes	*	*	*	*	*	*	*	*	*	-	*	-	-	*
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*
Business Post	*	*	-	*	*	*	*	*	*	-	*	-	-	*
	****%***	**%*	*-%*	**%*	**%*	**%*	**%*	**%*	*1%*	*-%*	**%*	*-%*	*-%*	*1%*
Secured Mail	*	*	*	*	*	*	*	*	-	-	*	-	-	*
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*
Tuffnels	*	*	*	*	-	*	-	*	-	-	*	-	-	*
	****%***	**%*	**%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*
Postal Sort	*	*	*	*	-	*	-	*	*	-	*	-	*	-
	****%***	**%*	**%*	**%*	*-%*	**%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	**%*	*-%*
Other answers	**6**	6	4	6	6	6	4	6	4	-	6	-	2	4
	7%	*7%*	*6%*	*7%*	*7%*	*7%*	*7%*	*7%*	*10%*	*-%*	*9%*	*-%*	*6%*	*8%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	a	***b**	a	b
Unweighted total	**107**	99	89	99	97	104	74	99	49	1	86	4	31	72
Weighted total	**89**	81	72	81	81	86	61	81	41	*	67	4	34	50
NET: Provider other than RM only	**73**	66	58	66	64	70	47	66	34	-	53	4	27	40
	81%	*81%*	*81%*	*81%*	*79%*	*81%*	*77%*	*82%*	*83%*	*-%*	*78%*	*100%*	*80%*	*80%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	*c	a	*b	c	a	b
Unweighted total	107	87	4	29	78	32	66	9	53	11	43	60	47
Weighted total	89	72	2	29	60	27	57	5	46	10	34	50	40
Royal Mail	17	15	*	7	10	6	10	1	12	2	3	10	7
	19%	*21%*	*7%*	*24%*	*16%*	*21%*	*18%*	*16%*	*26%* c	*20%*	*9%*	*21%*	*17%*
Hermes	15	14	-	3	12	2	12	-	12	-	3	6	9
	16%	*19%*	*-%*	*10%*	*20%*	*9%*	*22%*	*-%*	*26%* c	*-%*	*7%*	*11%*	*23%*
Parcelforce	14	14	-	6	8	2	11	1	6	*	8	8	6
	16%	*19%*	*-%*	*20%*	*13%*	*7%*	*20%*	*11%*	*14%*	*1%*	*22%*	*17%*	*14%*
FedEx	14	7	-	4	10	4	9	1	7	2	5	9	5
	16%	*10%*	*-%*	*13%*	*17%*	*14%*	*16%*	*21%*	*16%*	*21%*	*13%*	*17%*	*14%*
DHL	13	9	*	4	9	2	9	2	8	1	4	6	7
	14%	*13%*	*11%*	*15%*	*14%*	*7%*	*16%*	*34%*	*17%*	*14%*	*11%*	*13%*	*17%*
UPS	12	12	-	5	7	4	8	-	7	1	3	5	7
	14%	*17%*	*-%*	*17%*	*12%*	*14%*	*14%*	*-%*	*16%*	*13%*	*10%*	*11%*	*17%*
DPD	11	8	-	3	8	6	4	1	1	5	5	3	8
	13%	*10%*	*-%*	*10%*	*14%*	*21%* b	*7%*	*27%*	*3%*	*54%*	*15%* a	*7%*	*20%* a
TNT Express	7	5	*	*	7	1	4	2	5	-	2	4	3
	8%	*6%*	*14%*	*1%*	*11%*	*3%*	*7%*	*40%*	*10%*	*-%*	*6%*	*9%*	*7%*
Yodel	4	4	-	2	2	2	2	-	4	-	-	2	2
	4%	*5%*	*-%*	*6%*	*3%*	*7%*	*3%*	*-%*	*8%*	*-%*	*-%*	*4%*	*5%*
UK Mail	2	2	-	-	2	2	*	-	2	-	*	2	1
	3%	*3%*	*-%*	*-%*	*4%*	*7%*	*1%*	*-%*	*5%*	*-%*	*1%*	*4%*	*1%*
APC	2	*	-	2	-	*	2	-	*	-	2	2	-
	3%	**%*	*-%*	*8%*	*-%*	*1%*	*3%*	*-%*	*1%*	*-%*	*6%*	*5%*	*-%*
DX	1	1	-	-	1	1	-	-	-	1	-	1	-
	1%	*1%*	*-%*	*-%*	*2%*	*4%*	*-%*	*-%*	*-%*	*11%*	*-%*	*2%*	*-%*
Pitney Bowes	*	*	-	-	*	-	*	-	-	-	*	-	*
	1%	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*
Business Post	*	*	-	-	*	*	-	-	*	-	-	-	*
	**%*	**%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*
Secured Mail	*	*	-	-	*	*	-	-	-	-	*	-	*
	**%*	**%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*
Tuffnels	*	*	-	-	*	*	-	-	*	-	-	-	*
	**%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*
Postal Sort	*	*	-	-	*	*	-	-	*	-	-	*	-
	**%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*
Other answers	6	4	2	2	4	6	*	*	1	*	5	5	1
	7%	*6%*	*79%*	*6%*	*7%*	*21%* b	**%*	*1%*	*2%*	*1%*	*15%* a	*11%*	*1%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	*c	a	*b	c	a	b
Unweighted total	**107**	87	4	29	78	32	66	9	53	11	43	60	47
Weighted total	**89**	72	2	29	60	27	57	5	46	10	34	50	40
NET: Provider other than RM only	**73**	57	2	22	50	22	46	4	34	8	31	40	33
	81%	*79%*	*93%*	*76%*	*84%*	*79%*	*82%*	*84%*	*74%*	*80%*	*91%* a	*79%*	*83%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	107	15	2	13	7	8	2	6	3	3	8	3	7
Weighted total	89	6	*	8	4	5	1	3	1	2	3	1	5
Royal Mail	17	1	*	1	*	1	*	1	*	*	1	-	1
	19%	*20%*	*50%*	*14%*	*2%*	*19%*	*5%*	*31%*	*5%*	*3%*	*51%*	*-%*	*24%*
Hermes	15	2	-	1	-	-	-	1	-	1	1	-	1
	16%	*34%*	*-%*	*14%*	*-%*	*-%*	*-%*	*27%*	*-%*	*49%*	*33%*	*-%*	*24%*
Parcelforce	14	1	-	2	2	2	-	1	-	-	*	1	1
	16%	*19%*	*-%*	*28%*	*62%*	*40%*	*-%*	*32%*	*-%*	*-%*	*3%*	*75%*	*24%*
FedEx	14	*	-	*	*	-	*	-	*	*	-	-	-
	16%	*1%*	*-%*	*1%*	*2%*	*-%*	*5%*	*-%*	*5%*	*3%*	*-%*	*-%*	*-%*
DHL	13	1	-	1	1	*	1	*	1	-	*	-	*
	14%	*20%*	*-%*	*14%*	*32%*	*1%*	*95%*	*1%*	*91%*	*-%*	*2%*	*-%*	*1%*
UPS	12	1	-	3	*	2	-	1	-	-	1	-	2
	14%	*19%*	*-%*	*41%*	*1%*	*40%*	*-%*	*32%*	*-%*	*-%*	*40%*	*-%*	*47%*
DPD	11	-	-	1	-	1	-	-	-	1	*	-	-
	13%	*-%*	*-%*	*14%*	*-%*	*19%*	*-%*	*-%*	*-%*	*49%*	*11%*	*-%*	*-%*
TNT Express	7	*	-	*	*	-	-	-	-	-	*	-	*
	8%	*2%*	*-%*	*3%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*4%*
Yodel	4	-	-	-	-	-	-	-	-	-	-	-	-
	4%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
UK Mail	2	-	-	-	-	-	-	-	-	-	-	-	-
	3%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
APC	2	-	-	-	-	-	-	-	-	-	*	-	-
	3%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*11%*	*-%*	*-%*
DX	1	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	*	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Business Post	*	*	-	-	-	-	-	*	-	-	-	*	-
	**%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*9%*	*-%*	*-%*	*-%*	*21%*	*-%*
Secured Mail	*	-	-	-	-	-	-	-	-	-	-	-	-
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Tuffnels	*	-	-	-	-	-	-	-	-	-	-	-	-
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Postal Sort	*	-	-	-	-	-	-	-	-	-	-	-	-
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other answers	6	*	*	*	*	*	-	*	*	-	*	*	*
	7%	*8%*	*50%*	*1%*	*2%*	*2%*	*-%*	*10%*	*4%*	*-%*	*2%*	*25%*	*1%*
NET: Provider other than RM only	73	5	*	7	3	4	1	2	1	2	1	1	3
	81%	*80%*	*50%*	*86%*	*98%*	*81%*	*95%*	*69%*	*95%*	*97%*	*49%*	*100%*	*76%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 27 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	107	12	4	2	23	6	11	11	11	11	9	5	2
Weighted total	89	8	7	1	12	4	7	5	10	15	10	8	2
Royal Mail	17	2	-	-	3	1	1	3	5	*	*	2	-
	19%	*24%*	*-%*	*-%*	*21%*	*22%*	*19%*	*52%*	*45%*	*1%*	*2%*	*31%*	*-%*
Hermes	15	-	2	-	3	1	3	-	*	2	4	-	-
	16%	*-%*	*24%*	*-%*	*25%*	*24%*	*42%*	*-%*	*2%*	*13%*	*38%*	*-%*	*-%*
Parcelforce	14	*	-	*	2	*	1	1	-	7	-	2	-
	16%	*4%*	*-%*	*50%*	*18%*	*7%*	*19%*	*12%*	*-%*	*47%*	*-%*	*23%*	*-%*
FedEx	14	4	-	-	*	1	-	2	4	*	2	2	-
	16%	*42%*	*-%*	*-%*	**%*	*24%*	*-%*	*33%*	*35%*	*1%*	*21%*	*23%*	*-%*
DHL	13	1	3	-	1	2	1	*	*	2	*	2	*
	14%	*8%*	*49%*	*-%*	*10%*	*45%*	*19%*	*5%*	*2%*	*11%*	*1%*	*23%*	*5%*
UPS	12	2	-	*	3	-	2	*	2	2	*	-	-
	14%	*24%*	*-%*	*50%*	*27%*	*-%*	*23%*	*7%*	*24%*	*11%*	*3%*	*-%*	*-%*
DPD	11	2	-	-	1	1	1	*	-	2	4	-	-
	13%	*22%*	*-%*	*-%*	*11%*	*24%*	*19%*	*4%*	*-%*	*13%*	*38%*	*-%*	*-%*
TNT Express	7	*	2	*	*	-	-	1	2	2	-	-	-
	8%	*3%*	*24%*	*50%*	*2%*	*-%*	*-%*	*12%*	*18%*	*11%*	*-%*	*-%*	*-%*
Yodel	4	-	2	-	-	-	-	-	-	-	2	-	-
	4%	*-%*	*27%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*19%*	*-%*	*-%*
UK Mail	2	-	-	-	-	-	*	-	*	-	-	2	-
	3%	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*2%*	*-%*	*-%*	*23%*	*-%*
APC	2	-	-	-	*	-	-	-	-	-	-	-	2
	3%	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*95%*
DX	1	-	-	-	-	-	1	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	*	-	-	-	-	-	-	-	-	*	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*
Business Post	*	-	-	-	*	-	-	-	-	-	-	-	-
	**%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Secured Mail	*	-	-	-	-	-	-	-	*	-	-	-	-
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*
Tuffnels	*	-	-	-	-	-	-	-	-	-	*	-	-
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*
Postal Sort	*	*	-	-	-	-	-	-	-	-	-	-	-
	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other answers	6	*	-	-	*	-	-	2	2	-	2	-	-
	7%	*2%*	*-%*	*-%*	*4%*	*-%*	*-%*	*35%*	*16%*	*-%*	*20%*	*-%*	*-%*
NET: Provider other than RM only	73	6	7	1	9	3	6	2	6	14	9	5	2
	81%	*76%*	*100%*	*100%*	*79%*	*78%*	*81%*	*48%*	*55%*	*99%*	*98%*	*69%*	*100%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	b	c	*d
Unweighted total	**107**	18	40	33	16
Weighted total	**89**	16	24	30	19
Royal Mail	**17**	2	5	7	3
	19%	*12%*	*21%*	*25%*	*13%*
Hermes	**15**	2	7	2	4
	16%	*10%*	*30%* c	*7%*	*19%*
Parcelforce	**14**	1	4	7	2
	16%	*5%*	*16%*	*25%*	*9%*
FedEx	**14**	4	1	5	4
	16%	*22%*	*5%*	*18%*	*20%*
DHL	**13**	4	5	2	2
	14%	*25%*	*19%*	*7%*	*10%*
UPS	**12**	3	5	4	*
	14%	*15%*	*21%*	*15%*	*1%*
DPD	**11**	2	4	2	4
	13%	*11%*	*16%*	*7%*	*19%*
TNT Express	**7**	2	*	4	-
	8%	*15%*	*1%*	*14%* b	*-%*
Yodel	**4**	2	-	-	2
	4%	*11%*	*-%*	*-%*	*9%*
UK Mail	**2**	-	*	*	2
	3%	*-%*	*1%*	*1%*	*9%*
APC	**2**	-	*	-	2
	3%	*-%*	*1%*	*-%*	*10%*
DX	**1**	-	1	-	-
	1%	*-%*	*5%*	*-%*	*-%*
Pitney Bowes	*	-	-	*	-
	1%	*-%*	*-%*	*2%*	*-%*
Business Post	*	-	*	-	-
	****%***	*-%*	*1%*	*-%*	*-%*
Secured Mail	*	-	-	*	-
	****%***	*-%*	*-%*	*1%*	*-%*
Tuffnels	*	-	-	-	*
	****%***	*-%*	*-%*	*-%*	*1%*
Postal Sort	*	*	-	-	-
	****%***	*1%*	*-%*	*-%*	*-%*
Other answers	**6**	*	*	3	2
	7%	*1%*	*2%*	*11%*	*10%*
NET: Provider other than RM only	**73**	14	19	23	17
	81%	*88%*	*79%*	*75%*	*87%*

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 28 Page 640

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1606**	1018	359	148	81	588	338	305	103	62	127
Weighted total	**1218**	1152	41	16	9	66	367	293	78	37	37
Royal Mail	**1165**	1102	39	15	9	63	361	286	72	35	35
	96%	*96%*	*95%*	*93%*	*99%* c	*95%*	*98%* c	*97%* c	*92%*	*95%*	*96%*
Parcelforce	**8**	7	*	*	-	*	-	2	*	-	*
	1%	*1%*	*1%*	*1%*	-%	*1%*	-%	*1%*	*%	-%	*%
Pitney Bowes	**8**	7	*	*	-	*	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	-%	*1%*	-%	-%	-%	-%	-%
TNT Express	**5**	5	*	*	-	*	-	-	-	2	*
	%	*%	*%	*%	-%	*%	-%	-%	-%	*5%* **abce**	*%
DHL	**4**	4	-	*	-	*	1	2	2	-	-
	%	*%	-%	*1%*	-%	*%	*%	*1%*	*2%* a	-%	-%
DPD	**2**	1	1	*	-	1	-	1	-	-	*
	%	*%	*1%* a	*1%*	-%	*1%* a	-%	*%	-%	-%	*1%*
Parcels to go	**2**	2	-	-	-	-	2	-	-	-	-
	%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
UPS	**2**	2	-	-	-	-	-	-	-	-	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK Mail	**1**	1	-	-	-	-	*	1	-	-	-
	%	*%	-%	-%	-%	-%	*%	*%	-%	-%	-%
APC	**1**	1	-	-	-	-	1	-	-	-	-
	%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Neo Post	**1**	1	-	-	*	*	-	1	*	-	-
	%	*%	-%	-%	*1%* **ab**	*%	-%	*%	*%	-%	-%
Local Courier	**1**	1	-	-	-	-	-	-	-	-	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**1**	1	*	*	-	*	-	1	-	-	*
	%	*%	*%	*1%* a	-%	*%	-%	*%	-%	-%	*%
Tuffnels	**1**	1	-	-	-	-	-	-	-	-	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Postal Sort	**1**	1	*	*	-	*	-	-	-	-	1
	%	*%	*%	*1%* a	-%	*%	-%	-%	-%	-%	*2%* **ab**
Fastway Couriers	*	*	-	-	-	-	-	-	-	-	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Secured Mail	*	-	*	-	-	*	-	-	-	-	*
	%	-%	*1%* a	-%	-%	*%	-%	-%	-%	-%	*1%*
First Post	*	-	*	-	-	*	-	-	*	-	-
	%	-%	*%	-%	-%	*%	-%	-%	*%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1606**	1018	359	148	81	588	338	305	103	62	127
Weighted total	**1218**	1152	41	16	9	66	367	293	78	37	37
DX	*	-	*	-	-	*	-	-	-	-	-
	***%**	-%	*%	-%	-%	*%	-%	-%	-%	-%	-%
Global Mailing	*	-	*	-	-	*	-	-	-	-	-
	***%**	-%	*%	-%	-%	*%	-%	-%	-%	-%	-%
FedEx	*	-	*	-	-	*	-	-	-	-	*
	***%**	-%	*%	-%	-%	*%	-%	-%	-%	-%	*%
Other answers	**15**	14	*	*	-	*	2	*	4	-	-
	***1%**	*1%*	*%*	*2%*	-%	*1%*	*1%*	*%*	*5%* **abe**	-%	-%
NET: RM Only	**1165**	1102	39	15	9	63	361	286	72	35	35
	***96%**	*96%*	*95%*	*93%*	*99%* c	*95%*	*98%* c	*97%* c	*92%*	*95%*	*96%*
NET: Provider other than RM only	**53**	50	2	1	*	3	6	8	6	2	2
	***4%**	*4%*	*5%*	*7%* d	*1%*	*5%*	*2%*	*3%*	*8%* **ab**	*5%*	*4%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1606**	125	54	181	36	105	193	115	91	103	1003	212	198	193
Weighted total	**1218**	140	70	179	31	107	196	123	88	104	1038	62	62	56
Royal Mail	**1165**	133	70	171	31	100	182	116	86	101	991	61	60	53
	96%	*96%*	*100%*	*95%*	*100%*	*94%*	*93%*	*94%*	*97%*	*97%*	*95%*	*97%*	*97%*	*95%*
Parcelforce	**8**	-	-	-	-	2	2	2	2	-	7	-	*	*
	1%	-%	-%	-%	-%	*2%*	*1%*	*1%*	*2%* **ck**	-%	*1%*	-%	*%*	*1%*
Pitney Bowes	**8**	-	-	1	-	-	1	4	-	2	8	-	-	*
	1%	-%	-%	*1%*	-%	-%	*1%*	*3%* **jklm**	-%	*2%*	*1%*	-%	-%	*%*
TNT Express	**5**	-	-	1	-	3	*	-	-	-	5	-	-	*
	%	-%	-%	*1%*	-%	*3%* **afjklm**	*%*	-%	-%	-%	*%*	-%	-%	*%*
DHL	**4**	-	-	3	-	*	-	-	-	-	3	-	1	*
	%	-%	-%	*2%* **jk**	-%	*%*	-%	-%	-%	-%	*%*	-%	*1%*	*1%*
DPD	**2**	1	-	*	-	-	-	-	-	-	2	-	*	-
	%	*1%*	-%	*%*	-%	-%	-%	-%	-%	-%	*%*	-%	*%*	-%
Parcels to go	**2**	-	-	-	-	-	2	-	-	-	2	-	-	-
	%	-%	-%	-%	-%	-%	*1%*	-%	-%	-%	*%*	-%	-%	-%
UPS	**2**	-	-	2	-	-	-	-	-	-	2	-	-	-
	%	-%	-%	*1%*	-%	-%	-%	-%	-%	-%	*%*	-%	-%	-%
UK Mail	**1**	-	-	-	-	-	-	-	-	1	1	-	*	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	*%*	-%	*1%* j	-%
APC	**1**	-	-	-	-	-	1	-	-	-	1	*	-	-
	%	-%	-%	-%	-%	-%	*1%*	-%	-%	-%	*%*	*%*	-%	-%
Neo Post	**1**	-	-	-	-	-	1	-	-	-	1	*	-	-
	%	-%	-%	-%	-%	-%	*1%*	-%	-%	-%	*%*	*%*	-%	-%
Local Courier	**1**	-	-	-	-	-	1	-	-	-	1	-	-	-
	%	-%	-%	-%	-%	-%	*1%*	-%	-%	-%	*%*	-%	-%	-%
Whistl (Previously known as TNT Post)	**1**	-	-	-	-	-	*	*	-	-	*	*	-	*
	%	-%	-%	-%	-%	-%	*%*	*%*	-%	-%	*%*	*%*	-%	*1%* j
Tuffnels	**1**	-	-	-	-	1	-	-	-	-	1	-	-	-
	%	-%	-%	-%	-%	*1%*	-%	-%	-%	-%	*%*	-%	-%	-%
Postal Sort	**1**	-	-	-	-	-	-	-	-	-	-	-	-	1
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*2%* j
Fastway Couriers	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%* j
Secured Mail	*	-	-	-	-	-	-	-	*	-	*	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	*%*	-%	*%*	-%	-%	-%
First Post	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%*	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 05/02/19

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1606**	125	54	181	36	105	193	115	91	103	1003	212	198	193
Weighted total	**1218**	140	70	179	31	107	196	123	88	104	1038	62	62	56
DX	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Global Mailing	*	-	-	*	-	-	-	-	-	-	*	-	-	-
	***%**	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
FedEx	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Other answers	**15**	5	-	1	-	*	5	2	-	-	13	1	*	-
	***1%**	*3%*	*-%*	*1%*	*-%*	**%*	*3%*	*1%*	*-%*	*-%*	*1%*	*2%*	*1%*	*-%*
		lm					m							
NET: RM Only	**1165**	133	70	171	31	100	182	116	86	101	991	61	60	53
	***96%**	*96%*	*100%*	*95%*	*100%*	*94%*	*93%*	*94%*	*97%*	*97%*	*95%*	*97%*	*97%*	*95%*
NET: Provider other than RM only	**53**	6	-	9	-	6	13	7	2	3	47	2	2	3
	***4%**	*4%*	*-%*	*5%*	*-%*	*6%*	*7%*	*6%*	*3%*	*3%*	*5%*	*3%*	*3%*	*5%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 28 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1606**	36	153	35	175	364	53	140	648	1103	503	1377	229
Weighted total	**1218**	21	97	24	136	313	32	123	469	918	300	1087	131
Royal Mail	**1165**	21	88	24	130	298	32	118	451	877	288	1042	122
	96%	*100%*	*90%*	*99%*	*96%*	*95%* b	*99%* b	*96%* b	*96%* b	*95%*	*96%*	*96%*	*94%*
Parcelforce	**8**	-	*	-	2	6	*	-	*	7	*	8	*
	1%	-%	*%	-%	*1%* h	*2%* h	*%	-%	*%	*1%*	*%	*1%*	*%
Pitney Bowes	**8**	-	-	-	-	3	-	1	4	4	3	6	1
	1%	-%	-%	-%	-%	*1%*	-%	*1%*	*1%*	*%	*1%	*1%	*1%
TNT Express	**5**	-	2	-	-	2	-	-	1	5	*	1	3
	%	-%	*2%* h	-%	-%	*1%*	-%	-%	*%	*%	*%	*%	*3%* a
DHL	**4**	-	-	*	-	1	-	-	4	4	*	4	*
	%	-%	-%	*%	-%	*%	-%	-%	*1%*	*%	*%	*%	*%
DPD	**2**	-	-	-	-	1	-	-	1	2	-	2	*
	%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%	*%	*%
Parcels to go	**2**	-	2	-	-	-	-	-	-	-	2	2	-
	%	-%	*2%* eh	-%	-%	-%	-%	-%	-%	-%	*1%* a	*%	-%
UPS	**2**	-	-	-	-	2	-	-	-	2	-	2	-
	%	-%	-%	-%	-%	*1%*	-%	-%	-%	*%	-%	*%	-%
UK Mail	**1**	-	1	-	-	-	-	-	-	1	-	1	-
	%	-%	*1%* eh	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%
APC	**1**	-	-	-	-	*	-	-	1	*	1	1	-
	%	-%	-%	-%	-%	*%	-%	-%	*%	*%	*%	*%	-%
Neo Post	**1**	-	-	-	-	-	-	1	*	1	*	1	-
	%	-%	-%	-%	-%	-%	-%	*1%* h	*%	*%	*%	*%	-%
Local Courier	**1**	-	-	-	1	-	-	-	-	1	-	1	-
	%	-%	-%	-%	*1%* h	-%	-%	-%	-%	*%	-%	*%	-%
Whistl (Previously known as TNT Post)	**1**	-	*	-	-	*	-	*	*	*	1	1	-
	%	-%	*%	-%	-%	*%	-%	*%	*%	*%	*%	*%	-%
Tuffnels	**1**	-	-	-	1	-	-	-	-	1	-	1	-
	%	-%	-%	-%	*1%* h	-%	-%	-%	-%	*%	-%	*%	-%
Postal Sort	**1**	-	-	*	-	*	*	1	-	1	*	*	1
	%	-%	-%	*%	-%	*%	*%	*1%*	-%	*%	*%	*%	*% a
Fastway Couriers	*	-	*	-	-	-	-	-	-	*	-	*	-
	%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%
Secured Mail	*	-	-	-	-	*	-	-	-	*	-	*	-
	%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	*%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1606**	36	153	35	175	364	53	140	648	1103	503	1377	229
Weighted total	**1218**	21	97	24	136	313	32	123	469	918	300	1087	131
First Post	*	-	-	-	-	-	-	-	*	*	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
DX	*	-	-	-	-	-	-	-	*	*	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
Global Mailing	*	-	-	-	-	-	-	-	*	*	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
FedEx	*	-	-	-	-	*	-	-	-	*	-	*	-
	***%**	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	*%	-%
Other answers	**15**	-	4	-	2	1	*	1	7	11	4	12	3
	1%	-%	*4%* e	-%	*2%*	*%	*%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*
NET: RM Only	**1165**	21	88	24	130	298	32	118	451	877	288	1042	122
	96%	*100%*	*90%*	*99%*	*96%*	*95%* b	*99%* b	*96%* b	*96%* b	*95%*	*96%*	*96%*	*94%*
NET: Provider other than RM only	**53**	-	9	*	6	15	*	5	18	41	12	45	8
	4%	-%	*10%* **efgh**	*1%*	*4%*	*5%*	*1%*	*4%*	*4%*	*5%*	*4%*	*4%*	*6%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1606**	1554	52	896	294	412
Weighted total	**1218**	1168	50	702	211	301
Royal Mail	**1165**	1114	50	673	201	287
	96%	*95%*	*100%*	*96%*	*95%*	*95%*
Parcelforce	**8**	8	-	5	*	3
	1%	*1%*	*-%*	*1%*	**%*	*1%*
Pitney Bowes	**8**	8	-	2	2	4
	1%	*1%*	*-%*	**%*	*1%*	*1%*
TNT Express	**5**	5	-	3	-	2
	****%***	**%*	*-%*	**%*	*-%*	*1%*
DHL	**4**	4	-	3	2	-
	****%***	**%*	*-%*	**%*	*1%*	*-%*
DPD	**2**	2	-	1	*	*
	****%***	**%*	*-%*	**%*	**%*	**%*
Parcels to go	**2**	2	-	-	-	2
	****%***	**%*	*-%*	*-%*	*-%*	*1%* a
UPS	**2**	2	-	2	-	-
	****%***	**%*	*-%*	**%*	*-%*	*-%*
UK Mail	**1**	1	-	*	1	-
	****%***	**%*	*-%*	**%*	**%*	*-%*
APC	**1**	1	-	*	-	1
	****%***	**%*	*-%*	**%*	*-%*	**%*
Neo Post	**1**	1	-	-	1	-
	****%***	**%*	*-%*	*-%*	*1%* a	*-%*
Local Courier	**1**	1	-	1	-	-
	****%***	**%*	*-%*	**%*	*-%*	*-%*
Whistl (Previously known as TNT Post)	**1**	1	-	1	-	*
	****%***	**%*	*-%*	**%*	*-%*	**%*
Tuffnels	**1**	1	-	1	-	-
	****%***	**%*	*-%*	**%*	*-%*	*-%*
Postal Sort	**1**	1	-	*	1	*
	****%***	**%*	*-%*	**%*	**%*	**%*
Fastway Couriers	*	*	-	*	-	-
	****%***	**%*	*-%*	**%*	*-%*	*-%*
Secured Mail	*	*	-	-	-	*
	****%***	**%*	*-%*	*-%*	*-%*	**%*
First Post	*	*	-	-	*	-
	****%***	**%*	*-%*	*-%*	**%*	*-%*
DX	*	*	-	-	*	-
	****%***	**%*	*-%*	*-%*	**%*	*-%*
Global Mailing	*	*	-	-	-	*
	****%***	**%*	*-%*	*-%*	*-%*	**%*

Columns Tested: a,b - a,b,c

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1606**	1554	52	896	294	412
Weighted total	**1218**	1168	50	702	211	301
FedEx	*	*	-	-	*	-
	***%**	*%	-%	-%	*%	-%
Other answers	**15**	15	-	9	4	3
	***1%**	*1%*	-%	*1%*	*2%*	*1%*
NET: RM Only	**1165**	1114	50	673	201	287
	***96%**	*95%*	*100%*	*96%*	*95%*	*95%*
NET: Provider other than RM only	**53**	53	-	29	10	14
	***4%**	*5%*	-%	*4%*	*5%*	*5%*

Columns Tested: a,b - a,b,c

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**1606**	1210	335	47	6	4	3	-	1	1545	61	424	786	396
Weighted total	**1218**	987	204	21	2	3	1	-	*	1191	27	411	576	231
Royal Mail	**1165**	950	191	19	2	2	1	-	-	1141	24	401	549	214
	96%	*96%*	*94%*	*88%*	*100%*	*81%*	*100%*	-%	-%	*96%*	*88%*	*98%*	*95%*	*93%*
		bcj								**cj**		**bc**		
Parcelforce	**8**	4	4	-	-	-	-	-	-	8	-	2	2	4
	1%	*%	*2%*	-%	-%	-%	-%	-%	-%	*1%*	-%	*%	*%	*2%*
			ai											b
Pitney Bowes	**8**	6	2	-	-	-	-	-	-	8	-	*	6	2
	1%	*1%*	*1%*	-%	-%	-%	-%	-%	-%	*1%*	-%	*%	*1%*	*1%*
													a	
TNT Express	**5**	5	-	*	-	-	-	-	-	5	*	3	1	*
	%	*%	-%	*%	-%	-%	-%	-%	-%	*%	*%	*1%*	*%	*%
DHL	**4**	4	-	-	-	-	-	-	-	4	-	*	4	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	*1%*	-%
DPD	**2**	1	*	*	-	*	-	-	-	1	*	-	1	*
	%	*%	*%	*1%*	-%	*10%*	-%	-%	-%	*%	*1%*	-%	*%	*%
											ai			
Parcels to go	**2**	2	-	-	-	-	-	-	-	2	-	-	2	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%
UPS	**2**	-	2	-	-	-	-	-	-	2	-	-	-	2
	%	-%	*1%*	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*1%*
			ai											b
UK Mail	**1**	1	-	-	-	-	-	-	-	1	-	*	1	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	*%	-%
APC	**1**	1	-	-	-	-	-	-	-	1	-	-	1	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%
Neo Post	**1**	-	1	-	-	-	-	-	-	1	-	-	-	1
	%	-%	*1%*	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*1%*
			a											b
Local Courier	**1**	1	-	-	-	-	-	-	-	1	-	-	1	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%
Whistl (Previously known as TNT Post)	**1**	*	*	-	-	-	-	-	*	1	*	-	*	1
	%	*%	*%	-%	-%	-%	-%	-%	*100%*	*%	*%	-%	*%	*%
Tuffnels	**1**	-	1	-	-	-	-	-	-	1	-	-	-	1
	%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%
			a											
Postal Sort	**1**	*	1	*	-	-	-	-	-	1	*	*	-	1
	%	*%	*%	*%	-%	-%	-%	-%	-%	*%	*%	*%	-%	*%
Fastway Couriers	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%
Secured Mail	*	-	-	-	-	*	-	-	-	-	*	-	-	*
	%	-%	-%	-%	-%	*9%*	-%	-%	-%	-%	*1%*	-%	-%	*%
											ai			
First Post	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**1606**	1210	335	47	6	4	3	-	1	1545	61	424	786	396
Weighted total	**1218**	987	204	21	2	3	1	-	*	1191	27	411	576	231
DX	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%
Global Mailing	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	***%**	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%
FedEx	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	***%**	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%
Other answers	**15**	10	2	2	-	-	-	-	-	12	2	4	7	4
	***1%**	*1%*	*1%*	*11%* **abi**	-%	-%	-%	-%	-%	*1%*	*9%* **abi**	*1%*	*1%*	*2%*
NET: RM Only	**1165**	950	191	19	2	2	1	-	-	1141	24	401	549	214
	***96%**	*96%* **bcj**	*94%*	*88%*	*100%*	*81%*	*100%*	-%	-%	*96%* **cj**	*88%*	*98%* **bc**	*95%*	*93%*
NET: Provider other than RM only	**53**	37	13	3	-	1	-	-	*	50	3	10	27	16
	***4%**	*4%*	*6%* a	*12%* **ai**	-%	*19%*	-%	-%	*100%*	*4%*	*12%* **ai**	*2%*	*5%* a	*7%* a

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total	**1606**	1468	998	1606	620	518	1111	1412	108	42	30	9	4	1
Weighted total	**1218**	1087	703	1218	461	344	792	1113	54	27	17	3	4	*
Royal Mail	**1165**	1042	667	1165	440	322	752	1068	52	23	16	3	4	-
	96%	*96%* e	*95%*	*96%*	*95%*	*94%*	*95%*	*96%* c	*96%* c	*85%*	*91%*	*90%*	*100%*	-%
Parcelforce	**8**	8	6	8	4	2	8	8	-	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-%	-%	-%	-%	-%	-%
Pitney Bowes	**8**	7	7	8	2	5	7	6	*	2	-	-	-	-
	1%	*1%*	*1%*	*1%*	*%*	*1%*	*1%*	*1%*	*%*	*7%* **ab**	-%	-%	-%	-%
TNT Express	**5**	2	3	5	1	*	2	5	-	-	-	-	-	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	-%	-%	-%	-%	-%
DHL	**4**	4	2	4	1	3	2	2	2	-	-	-	-	-
	%	*%*	*%*	*%*	*%*	*1%*	*%*	*%*	*4%* a	-%	-%	-%	-%	-%
DPD	**2**	1	2	2	2	*	1	2	-	-	-	-	-	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	-%	-%	-%	-%	-%
Parcels to go	**2**	2	2	2	-	-	2	2	-	-	-	-	-	-
	%	*%*	*%*	*%*	-%	-%	*%*	*%*	-%	-%	-%	-%	-%	-%
UPS	**2**	2	-	2	2	2	2	2	-	-	-	-	-	-
	%	*%*	-%	*%*	*%*	*%* b	*%*	*%*	-%	-%	-%	-%	-%	-%
UK Mail	**1**	1	1	1	1	1	1	1	-	-	-	-	-	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	-%	-%	-%	-%	-%
APC	**1**	*	1	1	1	-	-	1	-	-	-	-	-	-
	%	*%*	*%*	*%*	*%*	-%	-%	*%*	-%	-%	-%	-%	-%	-%
Neo Post	**1**	1	-	1	-	1	1	1	-	*	-	-	-	-
	%	*%*	-%	*%*	-%	*%*	*%*	*%*	-%	*%*	-%	-%	-%	-%
Local Courier	**1**	1	-	1	1	-	1	1	-	-	-	-	-	-
	%	*%*	-%	*%*	*%*	-%	*%*	*%*	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**1**	1	1	1	*	*	1	1	-	-	-	*	-	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	-%	-%	*10%*	-%	*100%*
Tuffnels	**1**	1	-	1	1	-	1	1	-	-	-	-	-	-
	%	*%*	-%	*%*	*%*	-%	*%*	*%*	-%	-%	-%	-%	-%	-%
Postal Sort	**1**	1	*	1	*	1	1	*	*	-	1	-	-	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	*4%* a	-%	-%	-%
Fastway Couriers	*	*	*	*	*	-	*	*	-	-	*	-	-	-
	%	*%*	*%*	*%*	*%*	-%	*%*	-%	-%	*2%* a	-%	-%	-%	-%
Secured Mail	*	*	*	*	*	-	*	-	-	-	*	-	-	-
	%	*%*	*%*	*%*	*%*	-%	*%*	-%	-%	-%	*1%* a	-%	-%	-%
First Post	*	*	*	*	*	-	*	*	-	-	-	-	-	-
	%	*%*	*%*	*%*	*%*	-%	*%*	*%*	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 05/02/19

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	***e**	***f**	***g**
Unweighted total	**1606**	1468	998	1606	620	518	1111	1412	108	42	30	9	4	1
Weighted total	**1218**	1087	703	1218	461	344	792	1113	54	27	17	3	4	*
DX	*	*	*	*	*	*	*	-	-	-	*	-	-	-
	***%**	*%	*%	*%	*%	*%	*%	-%	-%	-%	*1%* a	-%	-%	-%
Global Mailing	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	-%
FedEx	*	-	*	*	*	-	-	*	-	-	-	-	-	-
	***%**	-%	*%	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Other answers	**15**	13	11	15	5	6	10	12	-	2	*	-	-	-
	***1%**	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	-%	*6%* **ab**	*3%*	-%	-%	-%
NET: RM Only	**1165**	1042	667	1165	440	322	752	1068	52	23	16	3	4	-
	***96%**	*96%* e	*95%*	*96%*	*95%*	*94%*	*95%*	*96%* c	*96%* c	*85%*	*91%*	*90%*	*100%*	-%
NET: Provider other than RM only	**53**	46	36	53	21	22	40	45	2	4	1	*	-	*
	***4%**	*4%*	*5%*	*4%*	*5%*	*6%* a	*5%*	*4%*	*4%*	*15%* **ab**	*9%*	*10%*	-%	*100%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1606**	592	12	9	4	-	3	-	3	487	391	399	316	13
Weighted total	**1218**	441	7	7	5	-	*	-	*	450	298	284	176	11
Royal Mail	**1165**	421	7	7	5	-	*	-	*	432	281	273	168	11
	96%	*95%*	*96%*	*100%*	*100%*	-%	*70%*	-%	*70%*	*96%*	*94%*	*96%*	*96%*	*100%*
Parcelforce	**8**	4	-	-	-	-	-	-	-	4	4	*	-	-
	1%	*1%*	-%	-%	-%	-%	-%	-%	-%	*1%*	*1%* **cd**	*%	-%	-%
Pitney Bowes	**8**	2	-	-	-	-	-	-	-	2	*	5	*	-
	1%	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	*2%* **bd**	*%	-%
TNT Express	**5**	1	-	-	-	-	-	-	-	3	2	*	-	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	*1%*	*1%*	*%	-%	-%
DHL	**4**	1	-	-	-	-	-	-	-	2	2	1	-	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	*%	*1%*	*%	-%	-%
DPD	**2**	2	*	-	-	-	-	-	-	-	1	*	*	-
	%	*%	*4%*	-%	-%	-%	-%	-%	-%	-%	*%	*%	*%	-%
Parcels to go	**2**	-	-	-	-	-	-	-	-	-	2	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	-%
UPS	**2**	2	-	-	-	-	-	-	-	-	-	2	-	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%
UK Mail	**1**	1	-	-	-	-	-	-	-	*	-	1	-	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%
APC	**1**	1	-	-	-	-	-	-	-	1	*	-	-	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%
Neo Post	**1**	-	-	-	-	-	-	-	-	*	-	-	1	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*1%*	-%
Local Courier	**1**	1	-	-	-	-	-	-	-	-	1	-	-	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Whistl (Previously known as TNT Post)	**1**	*	-	-	-	-	*	-	*	-	-	*	1	-
	%	*%	-%	-%	-%	-%	*30%*	-%	*30%*	-%	-%	*%	*%	-%
Tuffnels	**1**	1	-	-	-	-	-	-	-	-	1	-	-	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Postal Sort	**1**	*	-	-	-	-	-	-	-	*	-	-	1	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%
Fastway Couriers	*	-	-	-	-	-	-	-	-	*	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Secured Mail	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
First Post	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
DX	*	*	-	-	-	-	-	-	-	-	-	*	-	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1606**	592	12	9	4	-	3	-	3	487	391	399	316	13
Weighted total	**1218**	441	7	7	5	-	*	-	*	450	298	284	176	11
Global Mailing	*	-	*	-	-	-	-	-	-	-	*	-	-	-
	***%**	-%	*1%*	-%	-%	-%	-%	-%	-%	-%	**%*	-%	-%	-%
FedEx	*	*	-	-	-	-	-	-	-	-	-	-	*	-
	***%**	**%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**%*	-%
Other answers	**15**	5	-	-	-	-	-	-	-	5	4	1	4	-
	***1%**	*1%*	-%	-%	-%	-%	-%	-%	-%	*1%*	*1%*	**%*	*3%* c	-%
NET: RM Only	**1165**	421	7	7	5	-	*	-	*	432	281	273	168	11
	***96%**	*95%*	*96%*	*100%*	*100%*	-%	*70%*	-%	*70%*	*96%*	*94%*	*96%*	*96%*	*100%*
NET: Provider other than RM only	**53**	21	*	-	-	-	*	-	*	18	17	11	8	-
	***4%**	*5%*	*4%*	-%	-%	-%	*30%*	-%	*30%*	*4%*	*6%*	*4%*	*4%*	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**1606**	216	141	150	103	10	350	33	236	1449	157	1530	76
Weighted total	**1218**	165	105	122	67	2	295	20	145	1100	118	1165	53
Royal Mail	**1165**	162	97	115	64	2	277	19	143	1099	65	1165	-
	96%	*98%* **bc**	*93%*	*94%*	*95%*	*95%*	*94%*	*97%*	*98%* a	*100%* b	*55%*	*100%* b	*-%*
Parcelforce	**8**	-	2	*	2	*	4	-	*	*	8	-	8
	1%	*-%*	*2%* a	**%*	*3%* **ac**	*5%*	*1%*	*-%*	**%*	**%*	*7%* a	*-%*	*15%* a
Pitney Bowes	**8**	-	*	2	-	-	2	*	*	-	8	-	8
	1%	*-%*	**%*	*1%*	*-%*	*-%*	*1%*	**%*	**%*	*-%*	*7%* a	*-%*	*14%* a
TNT Express	**5**	1	-	-	-	-	*	-	1	-	5	-	5
	****%***	*1%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	*-%*	*4%* a	*-%*	*9%* a
DHL	**4**	*	-	1	-	-	1	-	*	-	4	-	4
	****%***	**%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*4%* a	*-%*	*8%* a
DPD	**2**	-	*	1	1	-	2	*	-	-	2	-	2
	****%***	*-%*	**%*	*1%*	*1%*	*-%*	*1%*	*1%*	*-%*	*-%*	*1%* a	*-%*	*3%* a
Parcels to go	**2**	-	-	-	-	-	-	-	-	-	2	-	2
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%* a	*-%*	*3%* a
UPS	**2**	-	-	2	-	-	2	-	-	-	2	-	2
	****%***	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%* a	*-%*	*3%* a
UK Mail	**1**	-	-	1	-	-	1	-	-	-	1	-	1
	****%***	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*1%* a	*-%*	*3%* a
APC	**1**	-	1	-	-	-	-	*	1	-	1	-	1
	****%***	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*2%* a	*1%*	*-%*	*1%* a	*-%*	*3%* a
Neo Post	**1**	-	-	-	-	-	-	-	-	-	1	-	1
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%* a	*-%*	*2%* a
Local Courier	**1**	1	-	-	-	-	1	-	-	-	1	-	1
	****%***	*1%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*1%* a	*-%*	*2%* a
Whistl (Previously known as TNT Post)	**1**	-	-	*	*	-	*	*	-	-	1	-	1
	****%***	*-%*	*-%*	**%*	**%*	*-%*	**%*	*1%*	*-%*	*-%*	*1%* a	*-%*	*2%* a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**1606**	216	141	150	103	10	350	33	236	1449	157	1530	76
Weighted total	**1218**	165	105	122	67	2	295	20	145	1100	118	1165	53
Tuffnels	**1**	-	-	1	-	-	1	-	-	-	1	-	1
	***%**	-%	-%	*1%*	-%	-%	*%*	-%	-%	-%	*1%* a	-%	*2%* a
Postal Sort	**1**	*	-	-	-	-	*	-	-	-	1	-	1
	***%**	*%	-%	-%	-%	-%	*%*	-%	-%	-%	*1%* a	-%	*2%* a
Fastway Couriers	*	-	-	-	-	-	-	-	-	-	*	-	*
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%* a	-%	*1%* a
Secured Mail	*	-	-	-	-	-	-	-	-	-	*	-	*
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%*	-%	*%* a
First Post	*	-	-	-	-	-	-	-	-	-	*	-	*
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%*	-%	*%*
DX	*	-	-	*	-	-	*	-	-	-	*	-	*
	***%**	-%	-%	*%*	-%	-%	*%*	-%	-%	-%	*%*	-%	*%*
Global Mailing	*	*	-	-	-	-	*	-	-	-	*	-	*
	***%**	*%	-%	-%	-%	-%	*%*	-%	-%	-%	*%*	-%	*%*
FedEx	*	-	-	-	*	-	-	*	-	-	*	-	*
	***%**	-%	-%	-%	*%*	-%	-%	*%*	-%	-%	*%*	-%	*%*
Other answers	**15**	*	4	-	*	-	5	-	*	*	14	-	15
	***1%**	*%	*4%* ac	-%	*1%*	-%	*2%*	-%	*%*	*%	*12%* a	-%	*27%* a
NET: RM Only	**1165**	162	97	115	64	2	277	19	143	1099	65	1165	-
	***96%**	*98%* bc	*93%*	*94%*	*95%*	*95%*	*94%*	*97%*	*98%* a	*100%* b	*55%*	*100%* b	-%
NET: Provider other than RM only	**53**	3	8	7	3	*	18	1	3	*	53	-	53
	***4%**	*2%*	*7%* a	*6%* a	*5%*	*5%*	*6%* c	*3%*	*2%*	*%	*45%* a	-%	*100%* a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	**1606**	66	130	224	33	453	167	477	1370	220	1
Weighted total	**1218**	49	103	177	19	331	130	340	1009	122	2
Royal Mail	**1165**	48	101	174	12	330	110	325	971	114	-
	96%	*98%*	*98%*	*98%* b	*66%*	*100%* b	*84%*	*96%*	*96%* c	*93%*	-%
Parcelforce	**8**	-	*	*	2	-	4	6	4	2	-
	1%	-%	*%	*%	*9%* a	-%	*3%* a	*2%* b	*%	*2%* b	-%
Pitney Bowes	**8**	-	-	-	1	-	2	2	7	1	-
	1%	-%	-%	-%	*6%* a	-%	*1%* a	*1%	*1%	*1%	-%
TNT Express	**5**	-	-	-	-	-	1	*	2	-	-
	%	-%	-%	-%	-%	-%	*1%* a	*%	*%	-%	-%
DHL	**4**	-	-	-	-	-	1	3	4	2	-
	%	-%	-%	-%	-%	-%	*1%	*1%	*%	*2% b	-%
DPD	**2**	-	*	-	*	-	2	-	1	-	-
	%	-%	*%	-%	*1%*	-%	*1%* a	-%	*%	-%	-%
Parcels to go	**2**	-	-	-	-	-	-	-	2	-	-
	%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
UPS	**2**	-	-	-	-	-	2	2	-	-	-
	%	-%	-%	-%	-%	-%	*1%* a	*% b	-%	-%	-%
UK Mail	**1**	-	-	-	-	-	1	-	1	-	-
	%	-%	-%	-%	-%	-%	*1%*	-%	*%	-%	-%
APC	**1**	-	-	-	-	-	1	*	*	*	-
	%	-%	-%	-%	-%	-%	*1%* a	*%	*%	*%	-%
Neo Post	**1**	-	-	-	*	-	-	-	1	-	-
	%	-%	-%	-%	*1%*	-%	-%	-%	*%	-%	-%
Local Courier	**1**	-	-	-	-	-	1	-	1	-	-
	%	-%	-%	-%	-%	-%	*1%*	-%	*%	-%	-%
Whistl (Previously known as TNT Post)	**1**	*	*	*	*	*	*	*	1	*	-
	%	*%	*%	*%	*1%*	*%	*%	*%	*%	*%	-%
Tuffnels	**1**	-	-	-	-	-	1	-	1	-	-
	%	-%	-%	-%	-%	-%	*1%*	-%	*%	-%	-%
Postal Sort	**1**	-	-	-	1	-	*	-	1	*	-
	%	-%	-%	-%	*3%* a	-%	*%	-%	*%	*%	-%
Fastway Couriers	*	-	-	-	-	-	-	*	*	*	-
	%	-%	-%	-%	-%	-%	-%	*%	*%	*%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	**1606**	66	130	224	33	453	167	477	1370	220	1
Weighted total	**1218**	49	103	177	19	331	130	340	1009	122	2
Secured Mail	*	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
First Post	*	-	-	*	-	-	-	*	*	*	-
	***%**	-%	-%	*%	-%	-%	-%	*%	*%	*%	-%
DX	*	*	-	-	*	*	-	-	*	-	-
	***%**	*%	-%	-%	*1%*	*%	-%	-%	*%	-%	-%
Global Mailing	*	-	*	-	*	-	*	-	*	-	-
	***%**	-%	*%	-%	*%	-%	*%	-%	*%	-%	-%
FedEx	*	-	-	-	-	-	*	-	-	-	-
	***%**	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Other answers	**15**	1	2	2	2	1	4	2	11	2	2
	***1%**	*2%*	*2%*	*1%*	*12%* a	*%*	*3%* a	*1%*	*1%*	*2%*	*100%*
NET: RM Only	**1165**	48	101	174	12	330	110	325	971	114	-
	***96%**	*98%*	*98%*	*98%* b	*66%*	*100%* b	*84%*	*96%*	*96%* c	*93%*	-%
NET: Provider other than RM only	**53**	1	2	3	6	1	20	15	38	9	2
	***4%**	*2%*	*2%*	*2%*	*34%* a	*%*	*16%* a	*4%*	*4%*	*7%* b	*100%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1606**	384	877	164	-	391	424	140	6	1409	943	505	1220	999	15
Weighted total	**1218**	277	602	90	-	282	296	89	4	1044	668	368	907	692	5
Royal Mail	**1165**	264	570	79	-	268	284	83	4	1039	663	367	904	688	5
	96%	*95%* c	*95%* c	*87%*	-%	*95%*	*96%*	*94%*	*100%*	*99%*	*99%*	*100%*	*100%*	*99%*	*100%*
Parcelforce	**8**	4	4	2	-	4	*	*	-	*	-	*	*	*	-
	1%	*2%*	*1%*	*2%*	-%	*2%* b	*%	*%	-%	*%	-%	*%	*%	*%	-%
Pitney Bowes	**8**	3	5	1	-	2	*	2	-	-	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	-%	*1%*	*%	*2%* b	-%	-%	-%	-%	-%	-%	-%
TNT Express	**5**	1	3	3	-	*	1	*	-	-	-	-	-	-	-
	%	*%	*%	*3%* ab	-%	*%	*%	*%	-%	-%	-%	-%	-%	-%	-%
DHL	**4**	-	2	*	-	1	1	-	-	-	-	-	-	-	-
	%	-%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%
DPD	**2**	-	2	-	-	1	1	-	-	-	-	-	-	-	-
	%	-%	*%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Parcels to go	**2**	-	2	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UPS	**2**	-	-	-	-	2	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	*1%*	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK Mail	**1**	-	1	-	-	-	1	-	-	-	-	-	-	-	-
	%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
APC	**1**	1	1	1	-	1	1	1	-	-	-	-	-	-	-
	%	*%	*%	*2%* b	-%	*%	*%	*1%*	-%	-%	-%	-%	-%	-%	-%
Neo Post	**1**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Local Courier	**1**	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**1**	*	1	*	-	*	*	*	-	1	1	*	*	1	-
	%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
Tuffnels	**1**	-	-	-	-	1	1	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Postal Sort	**1**	-	*	*	-	*	*	-	-	1	-	-	1	1	-
	%	-%	*%	*%	-%	*%	*%	-%	-%	*%	-%	-%	*%	*%	-%
Fastway Couriers	*	*	*	*	-	-	-	-	-	-	-	-	-	-	-
	%	*%	*%	*1%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Secured Mail	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	*	*	*	*	-	-	-	-	-	*	*	-	*	*	-
	%	*%	*%	*%	-%	-%	-%	-%	-%	*%	*%	-%	*%	*%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 05/02/19

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**1606**	384	877	164	-	391	424	140	6	1409	943	505	1220	999	15
Weighted total	**1218**	277	602	90	-	282	296	89	4	1044	668	368	907	692	5
DX	*	-	*	-	-	*	-	-	-	-	-	*	-	-	-
	%	*-%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*
Global Mailing	*	*	*	*	-	*	*	-	-	-	-	-	-	-	-
	%	*%*	*%*	*%*	*-%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
FedEx	*	-	*	-	-	-	*	-	-	-	-	-	-	-	-
	%	*-%*	*%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other answers	**15**	2	11	3	-	1	5	2	-	4	4	1	2	2	-
	1%	*1%*	*2%*	*3%* a	*-%*	*%*	*2%* a	*3%* a	*-%*	*%*	*1%*	*%*	*%*	*%*	*-%*
NET: RM Only	**1165**	264	570	79	-	268	284	83	4	1039	663	367	904	688	5
	96%	*95%* c	*95%* c	*87%*	*-%*	*95%*	*96%*	*94%*	*100%*	*99%*	*99%*	*100%*	*100%*	*99%*	*100%*
NET: Provider other than RM only	**53**	13	32	11	-	14	12	6	-	6	5	1	3	4	-
	4%	*5%*	*5%*	*13%* **ab**	*-%*	*5%*	*4%*	*6%*	*-%*	*1%*	*1%*	*%*	*%*	*1%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1606**	374	260	298	96	78	1114	952	39	17	11	12
Weighted total	**1218**	249	169	208	56	40	822	663	23	10	12	10
Royal Mail	**1165**	243	162	201	55	39	819	660	23	10	9	10
	96%	*98%*	*96%*	*97%*	*99%*	*99%*	*100%*	*99%*	*99%*	*100%*	*80%*	*100%*
Parcelforce	**8**	*	*	4	*	*	*	*	-	-	-	-
	1%	*%*	*%*	*2%* **ab**	*%*	*%*	*%*	*%*	-%	-%	-%	-%
Pitney Bowes	**8**	*	*	*	-	-	-	-	-	-	-	-
	1%	*%*	*%*	*%*	-%	-%	-%	-%	-%	-%	-%	-%
TNT Express	**5**	1	1	*	-	*	-	-	-	-	-	-
	%	*%*	*1%*	*%*	-%	*%*	-%	-%	-%	-%	-%	-%
DHL	**4**	1	1	*	-	-	-	-	-	-	-	-
	%	*%*	*%*	*%*	-%	-%	-%	-%	-%	-%	-%	-%
DPD	**2**	1	*	-	-	-	-	-	-	-	-	-
	%	*1%*	*%*	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcels to go	**2**	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UPS	**2**	-	-	2	-	-	-	-	-	-	-	-
	%	-%	-%	*1%*	-%	-%	-%	-%	-%	-%	-%	-%
UK Mail	**1**	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
APC	**1**	*	*	-	*	-	-	-	-	-	-	-
	%	*%*	*%*	-%	*1%*	-%	-%	-%	-%	-%	-%	-%
Neo Post	**1**	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Local Courier	**1**	1	-	-	-	-	-	-	-	-	-	-
	%	*%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**1**	-	*	*	-	-	*	1	*	-	-	-
	%	-%	*%*	*%*	-%	-%	*%*	*%*	*1%*	-%	-%	-%
Tuffnels	**1**	-	1	-	-	-	-	-	-	-	-	-
	%	-%	*1%*	-%	-%	-%	-%	-%	-%	-%	-%	-%
Postal Sort	**1**	-	-	-	-	-	1	1	-	-	-	-
	%	-%	-%	-%	-%	-%	*%*	*%*	-%	-%	-%	-%
Fastway Couriers	*	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Secured Mail	*	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	*	-	-	-	-	-	-	*	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	*%*	-%	-%	-%	-%
DX	*	*	*	-	-	-	*	-	-	-	-	-
	%	*%*	*%*	-%	-%	-%	*%*	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1606**	374	260	298	96	78	1114	952	39	17	11	12
Weighted total	**1218**	249	169	208	56	40	822	663	23	10	12	10
Global Mailing	*	-	-	-	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
FedEx	*	*	*	-	-	-	-	-	-	-	-	-
	*%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**15**	1	2	1	*	*	2	2	-	-	2	-
	1%	*%	*1%*	*%	*1%*	*1%*	*%	*%	-%	-%	*20%*	-%
NET: RM Only	**1165**	243	162	201	55	39	819	660	23	10	9	10
	96%	*98%*	*96%*	*97%*	*99%*	*99%*	*100%*	*99%*	*99%*	*100%*	*80%*	*100%*
NET: Provider other than RM only	**53**	5	6	7	1	1	3	4	*	-	2	-
	4%	*2%*	*4%*	*3%*	*1%*	*1%*	*%	*1%*	*1%*	-%	*20%*	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 28 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1606**	1543	1314	1557	1279	1572	916	1520	394	3	1337	47	227	1317
Weighted total	**1218**	1161	966	1170	940	1183	668	1139	239	5	1005	35	186	985
Royal Mail	**1165**	1110	925	1119	897	1130	633	1088	226	3	999	35	184	981
	96%	*96%*	*96%*	*96%*	*95%*	*95%*	*95%*	*96%*	*94%*	*61%*	*99%*	*100%*	*99%*	*100%* a
Parcelforce	**8**	7	6	7	8	8	8	8	*	-	*	-	-	*
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%* c	*1%*	**%*	*-%*	**%*	*-%*	*-%*	**%*
Pitney Bowes	**8**	8	6	8	5	8	5	8	1	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
TNT Express	**5**	3	2	3	4	5	3	3	3	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*1%* b	*-%*	*-%*	*-%*	*-%*	*-%*
DHL	**4**	4	2	4	3	4	4	4	2	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	**%*	*1%*	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
DPD	**2**	2	2	2	2	2	2	2	*	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
Parcels to go	**2**	2	2	2	2	2	2	2	-	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
UPS	**2**	2	-	2	-	2	2	2	-	-	-	-	-	-
	****%***	**%*	*-%*	**%*	*-%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
UK Mail	**1**	1	1	1	1	1	1	1	1	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
APC	**1**	*	1	1	1	1	1	1	1	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neo Post	**1**	1	1	1	1	1	*	1	*	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
Local Courier	**1**	1	1	1	1	1	1	1	-	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Whistl (Previously known as TNT Post)	**1**	1	1	1	1	1	*	1	*	-	1	-	*	*
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	**%*	**%*
Tuffnels	**1**	1	1	1	1	1	1	1	1	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
Postal Sort	**1**	1	1	1	1	1	*	*	*	-	1	-	-	1
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*
Fastway Couriers	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Secured Mail	*	*	*	*	*	*	-	*	-	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
First Post	*	*	*	*	*	*	*	*	*	-	*	-	-	*
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1606**	1543	1314	1557	1279	1572	916	1520	394	3	1337	47	227	1317
Weighted total	**1218**	1161	966	1170	940	1183	668	1139	239	5	1005	35	186	985
DX	*	*	*	*	*	*	*	*	-	-	-	-	-	*
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	*%
Global Mailing	*	*	*	*	*	*	*	*	-	-	*	-	-	*
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%
FedEx	*	*	-	*	-	*	-	*	-	-	-	-	-	-
	***%**	*%	-%	*%	-%	*%	-%	*%	-%	-%	-%	-%	-%	-%
Other answers	**15**	15	13	15	12	15	5	15	3	2	4	-	2	2
	***1%**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*39%*	*%*	-%	*1%* b	*%*
NET: RM Only	**1165**	1110	925	1119	897	1130	633	1088	226	3	999	35	184	981
	***96%**	*96%*	*96%*	*96%*	*95%*	*95%*	*95%*	*96%*	*94%*	*61%*	*99%*	*100%*	*99%*	*100%* a
NET: Provider other than RM only	**53**	50	41	51	43	53	35	51	13	2	6	-	3	4
	***4%**	*4%*	*4%*	*4%*	*5%*	*5%*	*5%*	*4%*	*6%*	*39%*	*1%*	-%	*1%* b	*%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	***b**	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1606**	268	12	64	250	187	1116	296	175	75	1338	949	657
Weighted total	**1218**	210	7	50	189	131	863	216	131	69	1006	711	507
Royal Mail	**1165**	165	3	37	149	119	834	204	116	57	984	670	494
	96%	*78%*	*45%*	*74%*	*79%*	*91%*	*97%* a	*94%*	*88%*	*83%*	*98%* **ab**	*94%*	*97%* a
Parcelforce	**8**	8	*	6	2	4	4	*	4	2	2	6	2
	1%	*4%*	*2%*	*11%* b	*1%*	*3%* **bc**	**%*	**%*	*3%* c	*3%* c	**%*	*1%*	**%*
Pitney Bowes	**8**	8	-	-	8	-	7	1	1	1	5	8	*
	1%	*4%*	*-%*	*-%*	*4%*	*-%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%* b	**%*
TNT Express	**5**	3	2	3	2	3	2	-	*	2	1	1	3
	****%***	*1%*	*26%*	*6%* b	*1%*	*2%* **bc**	**%*	*-%*	**%*	*3%* c	**%*	**%*	*1%*
DHL	**4**	4	-	-	4	*	*	4	-	-	4	4	1
	****%***	*2%*	*-%*	*-%*	*2%*	**%*	**%*	*2%* b	*-%*	*-%*	**%*	*1%*	**%*
DPD	**2**	2	-	*	1	1	-	1	*	-	*	1	1
	****%***	*1%*	*-%*	*1%*	*1%*	*1%* b	*-%*	**%* b	**%*	*-%*	**%*	**%*	**%*
Parcels to go	**2**	-	-	2	-	-	2	-	-	2	-	2	-
	****%***	*-%*	*-%*	*3%* b	*-%*	*-%*	**%*	*-%*	*-%*	*2%* **ac**	*-%*	**%*	*-%*
UPS	**2**	2	-	-	2	2	-	-	2	-	-	2	-
	****%***	*1%*	*-%*	*-%*	*1%*	*1%* b	*-%*	*-%*	*1%* c	*-%*	*-%*	**%*	*-%*
UK Mail	**1**	1	-	1	*	-	1	*	1	-	-	*	1
	****%***	*1%*	*-%*	*2%*	**%*	*-%*	**%*	**%*	*1%* c	*-%*	*-%*	**%*	**%*
APC	**1**	1	-	-	1	-	1	*	*	-	1	*	1
	****%***	*1%*	*-%*	*-%*	*1%*	*-%*	**%*	**%*	**%*	*-%*	**%*	**%*	**%*
Neo Post	**1**	*	-	-	1	-	1	*	-	1	*	1	*
	****%***	**%*	*-%*	*-%*	*1%*	*-%*	**%*	**%*	*-%*	*2%* c	**%*	**%*	**%*
Local Courier	**1**	1	-	-	1	-	-	1	-	1	-	1	-
	****%***	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%* b	*-%*	*2%* c	*-%*	**%*	*-%*
Whistl (Previously known as TNT Post)	**1**	1	-	-	1	*	1	*	*	*	1	1	*
	****%***	*1%*	*-%*	*-%*	*1%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*
Tuffnels	**1**	1	-	-	1	-	1	-	-	-	1	1	-
	****%***	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*
Postal Sort	**1**	1	-	*	1	-	1	-	-	1	*	1	*
	****%***	**%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	*1%* c	**%*	**%*	**%*
Fastway Couriers	*	-	-	-	*	-	-	*	-	-	-	*	-
	****%***	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Produced by OLR
Issue date: 05/02/19

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1606**	268	12	64	250	187	1116	296	175	75	1338	949	657
Weighted total	**1218**	210	7	50	189	131	863	216	131	69	1006	711	507
Secured Mail	*	*	-	*	-	-	*	-	*	-	-	-	*
	***%**	*%	-%	*%	-%	-%	*%	-%	*%	-%	-%	-%	*%
First Post	*	*	-	-	*	-	*	-	*	-	-	*	-
	***%**	*%	-%	-%	*%	-%	*%	-%	*%	-%	-%	*%	-%
DX	*	*	-	-	*	-	*	-	-	-	-	-	*
	***%**	*%	-%	-%	*%	-%	*%	-%	-%	-%	-%	-%	*%
Global Mailing	*	*	-	-	*	-	-	*	*	-	-	-	*
	***%**	*%	-%	-%	*%	-%	-%	*%	*%	-%	-%	-%	*%
FedEx	*	*	-	*	-	*	-	-	*	-	-	-	*
	***%**	*%	-%	*%	-%	*%	-%	-%	*%	-%	-%	-%	*%
Other answers	**15**	12	2	1	14	2	8	4	6	2	7	12	3
	***1%**	*6%*	*27%*	*2%*	*7%*	*2%*	*1%*	*2%*	*4%* c	*3%* c	*1%*	*2%*	*1%*
NET: RM Only	**1165**	165	3	37	149	119	834	204	116	57	984	670	494
	***96%**	*78%*	*45%*	*74%*	*79%*	*91%*	*97%* a	*94%*	*88%*	*83%*	*98%* **ab**	*94%*	*97%* a
NET: Provider other than RM only	**53**	45	4	13	40	12	29	13	15	12	23	41	13
	***4%**	*22%*	*55%*	*26%*	*21%*	*9%* b	*3%*	*6%*	*12%* c	*17%* c	*2%*	*6%* b	*3%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**1606**	387	59	150	79	115	53	208	134	91	185	31	91
Weighted total	**1218**	152	17	51	25	41	19	82	50	34	64	11	47
Royal Mail	**1165**	143	11	49	22	41	17	80	46	31	59	11	46
	96%	*94%* b	*67%*	*96%* **bd**	*89%* b	*98%* **bd**	*91%*	*98%* **bd**	*93%*	*90%*	*92%*	*97%*	*97%* a
Parcelforce	**8**	*	-	*	*	*	*	*	-	*	*	*	*
	1%	*%	-%	*%	*2%*	*%	*%	*%	-%	*1%*	*%	*%	*%
Pitney Bowes	**8**	2	2	*	*	*	-	*	*	1	1	-	-
	1%	*2%*	*13%* **acd**	*%	*%	*%	-%	*%	*%	*3%*	*2%*	-%	-%
TNT Express	**5**	1	1	*	1	*	-	*	-	-	1	-	-
	%	*1%*	*6%* **ac**	*%	*4%* **ac**	*%	-%	*%	-%	-%	*2%*	-%	-%
DHL	**4**	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DPD	**2**	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcels to go	**2**	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UPS	**2**	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK Mail	**1**	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
APC	**1**	1	-	*	-	*	*	1	1	-	*	-	1
	%	*1%*	-%	*1%*	-%	*1%*	*2%*	*1%*	*3%*	-%	*%*	-%	*2%*
Neo Post	**1**	1	-	-	-	-	-	-	1	-	1	-	-
	%	*1%*	-%	-%	-%	-%	-%	-%	*2%* c	-%	*2%*	-%	-%
Local Courier	**1**	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**1**	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	**1**	1	-	1	1	-	1	-	1	-	1	-	-
	%	*1%*	-%	*2%*	*4%* a	-%	*5%* **ac**	-%	*2%* c	-%	*1%*	-%	-%
Postal Sort	**1**	-	-	*	*	-	-	-	-	*	-	-	*
	%	-%	-%	*%	*%	-%	-%	-%	-%	*%	-%	-%	*%
Fastway Couriers	*	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Secured Mail	*	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	*	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**1606**	387	59	150	79	115	53	208	134	91	185	31	91
Weighted total	**1218**	152	17	51	25	41	19	82	50	34	64	11	47
DX	*	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	*	*	*	-	-	-	-	-	-	-	*	-	-
	***%**	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
FedEx	*	*	-	*	*	-	*	-	*	*	-	-	-
	***%**	*%	-%	*%	*%	-%	*%	-%	*%	*%	-%	-%	-%
Other answers	**15**	1	2	*	*	*	*	*	*	2	*	*	*
	***1%**	*1%*	*13%* **acd**	*1%*	**%*	*1%*	*2%*	**%*	*1%*	*6%* **bd**	**%*	*3%*	**%*
NET: RM Only	**1165**	143	11	49	22	41	17	80	46	31	59	11	46
	***96%**	*94%* b	*67%*	*96%* **bd**	*89%* b	*98%* **bd**	*91%*	*98%* **bd**	*93%*	*90%*	*92%*	*97%*	*97%* a
NET: Provider other than RM only	**53**	9	6	2	3	1	2	2	4	4	5	*	1
	***4%**	*6%*	*33%* **acd**	*4%*	*11%* c	*2%*	*9%* **ac**	*2%*	*7%* **ac**	*10%* d	*8%*	*3%*	*3%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	***c**	d	e	f	g	h	i	j	k	l
Unweighted total	**1606**	254	74	22	412	97	86	135	97	114	134	86	95
Weighted total	**1218**	205	82	32	164	69	66	97	92	136	96	98	81
Royal Mail	**1165**	198	77	32	154	68	64	91	88	127	92	95	79
	96%	*97%*	*94%*	*98%*	*94%*	*98%*	*97%*	*93%*	*96%*	*94%*	*96%*	*97%*	*98%*
Parcelforce	**8**	2	2	-	*	-	-	-	-	2	*	2	-
	1%	*1%*	*2%* d	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*2%*	*-%*
Pitney Bowes	**8**	*	-	-	2	-	-	2	2	-	2	-	-
	1%	**%*	*-%*	*-%*	*1%*	*-%*	*-%*	*2%* a	*2%* a	*-%*	*2%* a	*-%*	*-%*
TNT Express	**5**	2	-	-	1	-	-	*	-	2	-	-	-
	****%***	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*1%*	*-%*	*-%*	*-%*
DHL	**4**	*	-	*	-	-	-	-	2	2	-	1	-
	****%***	**%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*2%* **ad**	*1%* d	*-%*	*1%*	*-%*
DPD	**2**	*	-	-	-	-	1	-	-	*	-	*	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*2%* d	*-%*	*-%*	**%*	*-%*	**%*	*-%*
Parcels to go	**2**	-	2	-	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*2%* **ad**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
UPS	**2**	-	-	-	-	-	-	2	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%* **ad**	*-%*	*-%*	*-%*	*-%*	*-%*
UK Mail	**1**	-	-	-	-	-	1	-	-	*	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*1%* d	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
APC	**1**	-	-	-	1	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neo Post	**1**	-	-	-	1	-	-	*	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
Local Courier	**1**	-	-	-	-	1	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*2%* **ad**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Whistl (Previously known as TNT Post)	**1**	1	-	-	-	-	*	*	-	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
Tuffnels	**1**	-	-	-	1	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Postal Sort	**1**	*	*	-	*	-	-	-	-	-	-	1	-
	****%***	**%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*
Fastway Couriers	*	-	-	-	-	-	-	*	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
Secured Mail	*	*	-	-	-	-	-	-	-	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
First Post	*	-	-	-	-	-	-	*	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	*c	d	e	f	g	h	i	j	k	l
Unweighted total	**1606**	254	74	22	412	97	86	135	97	114	134	86	95
Weighted total	**1218**	205	82	32	164	69	66	97	92	136	96	98	81
DX	*	*	-	-	-	-	-	-	-	-	-	-	-
	***%**	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Global Mailing	*	-	-	-	*	-	-	-	-	-	-	-	-
	***%**	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
FedEx	*	-	-	-	*	-	-	-	-	-	-	-	-
	***%**	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other answers	**15**	2	2	-	3	*	-	2	-	3	2	-	2
	***1%**	*1%*	*2%*	*-%*	*2%*	**%*	*-%*	*2%*	*-%*	*2%*	*2%*	*-%*	*2%*
NET: RM Only	**1165**	198	77	32	154	68	64	91	88	127	92	95	79
	***96%**	*97%*	*94%*	*98%*	*94%*	*98%*	*97%*	*93%*	*96%*	*94%*	*96%*	*97%*	*98%*
NET: Provider other than RM only	**53**	7	5	*	10	1	2	6	3	9	4	3	2
	***4%**	*3%*	*6%*	*2%*	*6%*	*2%*	*3%*	*7%*	*4%*	*6%*	*4%*	*3%*	*2%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**1606**	350	595	346	315
Weighted total	**1218**	319	299	325	275
Royal Mail	**1165**	306	285	306	267
	96%	*96%*	*96%*	*94%*	*97%*
Parcelforce	**8**	3	*	2	2
	1%	*1%*	**%*	*1%*	*1%*
		b			
Pitney Bowes	**8**	*	2	4	2
	1%	**%*	*1%*	*1%*	*1%*
TNT Express	**5**	2	1	2	-
	****%***	*1%*	**%*	*1%*	*-%*
DHL	**4**	1	-	3	1
	****%***	**%*	*-%*	*1%*	**%*
				b	
DPD	**2**	*	1	*	*
	****%***	**%*	**%*	**%*	**%*
Parcels to go	**2**	2	-	-	-
	****%***	*1%*	*-%*	*-%*	*-%*
UPS	**2**	-	-	2	-
	****%***	*-%*	*-%*	*1%*	*-%*
UK Mail	**1**	-	1	*	-
	****%***	*-%*	**%*	**%*	*-%*
APC	**1**	-	1	-	-
	****%***	*-%*	**%*	*-%*	*-%*
Neo Post	**1**	-	1	*	-
	****%***	*-%*	**%*	**%*	*-%*
Local Courier	**1**	-	1	-	-
	****%***	*-%*	**%*	*-%*	*-%*
Whistl (Previously known as TNT Post)	**1**	1	*	*	-
	****%***	**%*	**%*	**%*	*-%*
Tuffnels	**1**	-	1	-	-
	****%***	*-%*	**%*	*-%*	*-%*
Postal Sort	**1**	*	*	-	1
	****%***	**%*	**%*	*-%*	**%*
Fastway Couriers	*	-	-	*	-
	****%***	*-%*	*-%*	**%*	*-%*
Secured Mail	*	*	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*
First Post	*	-	-	*	-
	****%***	*-%*	*-%*	**%*	*-%*
DX	*	*	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*
Global Mailing	*	-	*	-	-
	****%***	*-%*	**%*	*-%*	*-%*

Columns Tested: a,b,c,d

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**1606**	350	595	346	315
Weighted total	**1218**	319	299	325	275
FedEx	*	-	*	-	-
	***%**	*-%*	**%*	*-%*	*-%*
Other answers	**15**	3	3	5	4
	1%	*1%*	*1%*	*2%*	*1%*
NET: RM Only	**1165**	306	285	306	267
	96%	*96%*	*96%*	*94%*	*97%*
NET: Provider other than RM only	**53**	12	13	19	9
	4%	*4%*	*4%*	*6%*	*3%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 29 Page 672

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	*c	*d	*e
Unweighted total	241	152	54	26	9	89	41	56	25	14	22
Weighted total	198	188	7	3	1	10	52	57	20	8	7
Royal Mail	62	58	2	1	*	3	18	24	4	1	1
	31%	*31%*	*33%*	*32%*	*40%*	*34%*	*35%*	*42%*	*18%*	*15%*	*9%*
DPD	22	21	1	1	*	2	9	1	4	*	1
	11%	*11%*	*12%*	*21%*	*24%*	*16%*	*18%* b	*2%*	*19%*	*1%*	*22%*
Hermes	22	22	-	-	-	-	6	7	2	-	-
	11%	*12%* be	*-%*	*-%*	*-%*	*-%*	*11%*	*13%*	*10%*	*-%*	*-%*
DHL	16	16	*	*	*	*	3	1	2	-	2
	8%	*8%*	*2%*	*2%*	*5%*	*3%*	*7%*	*1%*	*8%*	*-%*	*29%*
APC	11	11	*	-	-	*	-	4	4	2	-
	6%	*6%*	*6%*	*-%*	*-%*	*4%*	*-%*	*7%*	*18%*	*24%*	*-%*
Parcelforce	11	10	1	*	*	1	6	3	2	*	-
	6%	*6%*	*8%*	*2%*	*4%*	*6%*	*11%*	*4%*	*10%*	*1%*	*-%*
UPS	9	9	*	*	*	1	2	2	2	-	2
	5%	*5%*	*5%*	*9%*	*10%*	*6%*	*4%*	*4%*	*8%*	*-%*	*26%*
UK Mail	8	8	*	-	-	*	4	4	-	-	*
	4%	*4%*	*4%*	*-%*	*-%*	*2%*	*8%*	*7%*	*-%*	*-%*	*4%*
TNT Express	8	7	1	*	-	1	-	2	-	2	*
	4%	*4%*	*11%* a	*8%*	*-%*	*9%*	*-%*	*3%*	*-%*	*31%*	*5%*
DX	5	5	-	-	-	-	-	2	*	-	-
	3%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*2%*	*-%*	*-%*
FedEx	5	4	1	-	*	1	-	*	-	2	*
	2%	*2%*	*8%* a	*-%*	*12%*	*7%*	*-%*	*1%*	*-%*	*26%*	*3%*
One Post	2	2	-	-	-	-	-	2	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*
Parcels to go	1	1	-	-	-	-	-	-	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Collect Plus	1	1	-	-	-	-	-	1	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*
Local Courier	*	*	-	-	-	-	-	-	*	-	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*
Fastway Couriers	*	*	-	-	-	-	-	*	-	-	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
Coopers Carriers	*	*	-	-	-	-	-	-	*	-	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*
Tuffnels	*	-	*	*	-	*	-	-	*	-	-
	%	*-%*	*3%* a	*9%*	*-%*	*4%* a	*-%*	*-%*	*1%*	*-%*	*-%*
Global Mailing	*	-	*	-	-	*	-	-	-	-	-
	%	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	***c**	***d**	e	a	b	***c**	***d**	***e**
Unweighted total	**241**	152	54	26	9	89	41	56	25	14	22
Weighted total	**198**	188	7	3	1	10	52	57	20	8	7
Other answers	**15**	14	*	*	*	1	4	4	2	*	*
	8%	*8%*	*7%*	*17%*	*4%*	*9%*	*7%*	*7%*	*9%*	*1%*	*2%*
NET: RM Only	**62**	58	2	1	*	3	18	24	4	1	1
	31%	*31%*	*33%*	*32%*	*40%*	*34%*	*35%*	*42%*	*18%*	*15%*	*9%*
NET: Provider other than RM only	**137**	130	4	2	1	7	34	33	16	7	6
	69%	*69%*	*67%*	*68%*	*60%*	*66%*	*65%*	*58%*	*82%*	*85%*	*91%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	*h	*i	j	*k	*l	*m
Unweighted total	241	20	11	32	3	11	34	20	19	12	162	27	29	23
Weighted total	198	25	13	31	1	12	38	23	21	11	175	7	10	7
Royal Mail	62	3	4	7	*	5	9	14	9	4	55	2	3	1
	31%	*12%*	*32%*	*24%*	*77%*	*40%*	*23%*	*60%*	*41%*	*36%*	*32%*	*33%*	*29%*	*18%*
DPD	22	4	-	2	-	4	3	2	3	1	19	1	1	1
	11%	*15%*	*-%*	*6%*	*-%*	*37%*	*9%*	*7%*	*15%*	*9%*	*11%*	*16%*	*8%*	*16%*
Hermes	22	5	6	-	-	-	5	2	4	-	21	*	1	-
	11%	*18%*	*42%*	*-%*	*-%*	*-%*	*14%* c	*8%*	*18%*	*-%*	*12%* c	*4%*	*8%*	*-%*
DHL	16	-	-	9	-	-	5	-	2	-	15	-	-	*
	8%	*-%*	*-%*	*28%* j	*-%*	*-%*	*13%*	*-%*	*9%*	*-%*	*9%*	*-%*	*-%*	*7%*
APC	11	4	*	2	-	-	-	5	-	-	10	-	1	-
	6%	*16%*	*1%*	*6%*	*-%*	*-%*	*-%*	*19%*	*-%*	*-%*	*6%*	*-%*	*7%*	*-%*
Parcelforce	11	-	1	4	-	2	*	-	2	*	9	1	*	1
	6%	*-%*	*8%*	*11%*	*-%*	*14%*	**%*	*-%*	*9%*	*2%*	*5%*	*20%*	*5%*	*10%*
UPS	9	3	-	*	-	1	3	1	-	-	8	1	*	-
	5%	*11%*	*-%*	*1%*	*-%*	*8%*	*8%*	*5%*	*-%*	*-%*	*5%*	*10%*	*5%*	*-%*
UK Mail	8	2	2	2	-	-	-	-	-	2	8	-	1	-
	4%	*8%*	*15%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*16%*	*4%*	*-%*	*6%*	*-%*
TNT Express	8	2	*	1	-	-	3	-	-	*	7	*	*	*
	4%	*8%*	*2%*	*3%*	*-%*	*-%*	*9%*	*-%*	*-%*	*4%*	*4%*	*2%*	*5%*	*2%*
DX	5	-	-	-	-	-	3	-	-	-	3	-	*	1
	3%	*-%*	*-%*	*-%*	*-%*	*-%*	*9%* j	*-%*	*-%*	*-%*	*2%*	*-%*	*5%*	*17%*
FedEx	5	2	-	*	-	-	2	*	*	-	4	*	-	-
	2%	*7%*	*-%*	*1%*	*-%*	*-%*	*4%*	**%*	*2%*	*-%*	*2%*	*4%*	*-%*	*-%*
One Post	2	-	-	-	-	-	-	-	-	2	2	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*16%*	*1%*	*-%*	*-%*	*-%*
Parcels to go	1	-	-	-	-	-	-	-	1	-	1	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*	*1%*	*-%*	*-%*	*-%*
Collect Plus	1	1	-	-	-	-	-	-	-	-	1	-	-	-
	1%	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
Local Courier	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*-%*	*-%*
Fastway Couriers	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*
Coopers Carriers	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*
Tuffnels	*	-	-	-	-	*	*	-	-	-	*	-	-	-
	**%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
Global Mailing	*	-	-	*	-	-	-	-	-	-	*	-	-	-
	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
Other answers	15	-	-	5	*	-	4	2	-	2	12	*	2	1
	8%	*-%*	*-%*	*15%*	*23%*	*-%*	*10%*	*7%*	*-%*	*17%*	*7%*	*2%*	*18%*	*23%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 05/02/19

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		***a**	***b**	c	***d**	***e**	f	***g**	***h**	***i**	j	***k**	***l**	***m**
Unweighted total	**241**	20	11	32	3	11	34	20	19	12	162	27	29	23
Weighted total	**198**	25	13	31	1	12	38	23	21	11	175	7	10	7
NET: RM Only	**62**	3	4	7	*	5	9	14	9	4	55	2	3	1
	31%	*12%*	*32%*	*24%*	*77%*	*40%*	*23%*	*60%*	*41%*	*36%*	*32%*	*33%*	*29%*	*18%*
NET: Provider other than RM only	**137**	22	9	24	*	7	29	9	12	7	120	4	7	5
	69%	*88%*	*68%*	*76%*	*23%*	*60%*	*77%*	*40%*	*59%*	*64%*	*68%*	*67%*	*71%*	*82%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 29 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	***d**	e	***f**	***g**	h	a	b	a	***b**
Unweighted total	**241**	3	54	6	15	84	5	4	69	171	70	213	28
Weighted total	**198**	2	36	2	10	76	5	3	62	152	46	182	16
Royal Mail	**62**	1	11	*	8	20	*	-	19	46	15	60	2
	31%	*73%*	*30%*	*21%*	*83%*	*27%*	*4%*	*-%*	*30%*	*31%*	*33%*	*33%*	*12%*
DPD	**22**	-	4	-	1	10	-	-	7	14	8	21	1
	11%	*-%*	*12%*	*-%*	*6%*	*14%*	*-%*	*-%*	*11%*	*9%*	*17%*	*11%*	*9%*
Hermes	**22**	-	2	-	-	6	2	-	12	18	5	22	-
	11%	*-%*	*5%*	*-%*	*-%*	*8%*	*33%*	*-%*	*19%* b	*12%*	*10%*	*12%*	*-%*
DHL	**16**	-	1	-	*	8	-	2	5	16	*	15	1
	8%	*-%*	*3%*	*-%*	*1%*	*10%*	*-%*	*55%*	*8%*	*10%* b	**%*	*8%*	*7%*
APC	**11**	-	2	*	-	6	2	1	-	9	2	8	4
	6%	*-%*	*6%* h	*2%*	*-%*	*8%* h	*33%*	*31%*	*-%*	*6%*	*4%*	*4%*	*22%*
Parcelforce	**11**	-	*	*	1	6	-	-	4	8	3	9	2
	6%	*-%*	*1%*	*4%*	*11%*	*7%*	*-%*	*-%*	*6%*	*5%*	*6%*	*5%*	*13%*
UPS	**9**	-	4	1	-	4	-	-	1	8	2	9	*
	5%	*-%*	*11%* h	*26%*	*-%*	*5%*	*-%*	*-%*	*2%*	*5%*	*4%*	*5%*	*1%*
UK Mail	**8**	-	4	-	-	4	-	-	1	6	2	6	2
	4%	*-%*	*10%* h	*-%*	*-%*	*5%*	*-%*	*-%*	*1%*	*4%*	*4%*	*4%*	*11%*
TNT Express	**8**	-	1	-	-	7	-	-	-	5	3	7	1
	4%	*-%*	*3%*	*-%*	*-%*	*9%* h	*-%*	*-%*	*-%*	*3%*	*7%*	*4%*	*6%*
DX	**5**	-	-	-	-	*	-	*	4	5	-	3	2
	3%	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*14%*	*6%* e	*3%*	*-%*	*2%*	*10%*
FedEx	**5**	-	3	-	-	-	2	-	*	4	*	4	*
	2%	*-%*	*7%* **eh**	*-%*	*-%*	*-%*	*30%*	*-%*	**%*	*3%*	*1%*	*2%*	*1%*
One Post	**2**	-	-	-	-	-	-	-	2	2	-	2	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*1%*	*-%*	*1%*	*-%*
Parcels to go	**1**	-	-	-	-	-	-	-	1	1	-	1	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*-%*	*1%*	*-%*
Collect Plus	**1**	-	-	-	-	1	-	-	-	1	-	-	1
	1%	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*6%*
Local Courier	*	-	-	-	-	-	-	-	*	*	-	*	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*	**%*	*-%*
Fastway Couriers	*	*	-	-	-	-	-	-	-	-	*	*	-
	****%***	*27%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*
Coopers Carriers	*	-	-	-	-	*	-	-	-	-	*	*	-
	****%***	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*
Tuffnels	*	-	*	-	-	-	-	-	-	*	*	*	-
	****%***	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	**%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	***d**	e	***f**	***g**	h	a	b	a	***b**
Unweighted total	**241**	3	54	6	15	84	5	4	69	171	70	213	28
Weighted total	**198**	2	36	2	10	76	5	3	62	152	46	182	16
Global Mailing	*	-	-	-	-	-	-	-	*	*	-	*	-
	***%**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	***%**	***%**	*-%*	***%**	*-%*
Other answers	**15**	-	4	1	-	4	-	-	6	10	6	13	2
	***8%**	*-%*	*10%*	*47%*	*-%*	*5%*	*-%*	*-%*	*10%*	*6%*	*12%*	*7%*	*11%*
NET: RM Only	**62**	1	11	*	8	20	*	-	19	46	15	60	2
	***31%**	*73%*	*30%*	*21%*	*83%*	*27%*	*4%*	*-%*	*30%*	*31%*	*33%*	*33%*	*12%*
NET: Provider other than RM only	**137**	*	25	2	2	55	5	3	44	106	31	122	15
	***69%**	*27%*	*70%*	*79%*	*17%*	*73%*	*96%*	*100%*	*70%*	*69%*	*67%*	*67%*	*88%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	*b	c
Unweighted total	**241**	235	6	98	27	116
Weighted total	**198**	192	6	81	24	93
Royal Mail	**62**	58	4	17	6	38
	31%	*30%*	*62%*	*22%*	*27%*	*40%* a
DPD	**22**	22	*	9	*	13
	11%	*11%*	*1%*	*12%*	**%*	*14%*
Hermes	**22**	22	-	10	-	13
	11%	*12%*	*-%*	*12%*	*-%*	*13%*
DHL	**16**	16	-	9	4	3
	8%	*8%*	*-%*	*11%* c	*15%*	*3%*
APC	**11**	11	-	3	4	5
	6%	*6%*	*-%*	*3%*	*16%*	*5%*
Parcelforce	**11**	11	-	4	3	5
	6%	*6%*	*-%*	*4%*	*11%*	*5%*
UPS	**9**	9	*	5	1	3
	5%	*5%*	*8%*	*6%*	*4%*	*3%*
UK Mail	**8**	8	-	6	-	2
	4%	*4%*	*-%*	*8%*	*-%*	*2%*
TNT Express	**8**	8	-	4	2	2
	4%	*4%*	*-%*	*5%*	*7%*	*2%*
DX	**5**	5	-	*	3	2
	3%	*3%*	*-%*	*1%*	*12%*	*2%*
FedEx	**5**	5	-	2	2	1
	2%	*2%*	*-%*	*3%*	*7%*	*1%*
One Post	**2**	2	-	-	-	2
	1%	*1%*	*-%*	*-%*	*-%*	*2%*
Parcels to go	**1**	1	-	1	-	-
	1%	*1%*	*-%*	*1%*	*-%*	*-%*
Collect Plus	**1**	1	-	1	-	-
	1%	*1%*	*-%*	*1%*	*-%*	*-%*
Local Courier	*	*	-	*	-	-
	****%***	**%*	*-%*	*1%*	*-%*	*-%*
Fastway Couriers	*	*	-	-	-	*
	****%***	**%*	*-%*	*-%*	*-%*	*1%*
Coopers Carriers	*	*	-	-	-	*
	****%***	**%*	*-%*	*-%*	*-%*	*1%*
Tuffnels	*	*	-	*	*	-
	****%***	**%*	*-%*	**%*	*1%*	*-%*
Global Mailing	*	*	-	-	-	*
	****%***	**%*	*-%*	*-%*	*-%*	**%*
Other answers	**15**	14	2	8	*	7
	8%	*7%*	*28%*	*10%*	**%*	*8%*

Columns Tested: a,b - a,b,c

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	***b**	a	***b**	c
Unweighted total	**241**	235	6	98	27	116
Weighted total	**198**	192	6	81	24	93
NET: RM Only	**62**	58	4	17	6	38
	31%	*30%*	*62%*	*22%*	*27%*	*40%* a
NET: Provider other than RM only	**137**	134	2	63	18	56
	69%	*70%*	*38%*	*78%* c	*73%*	*60%*

Columns Tested: a,b - a,b,c

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	*a	b	c
Unweighted total	**241**	108	102	25	3	-	2	-	1	210	31	11	97	133
Weighted total	**198**	96	84	15	2	-	*	-	*	180	18	8	87	102
Royal Mail	**62**	28	24	9	-	-	*	-	*	52	9	3	25	33
	31%	*29%*	*29%*	*58%*	*-%*	*-%*	*50%*	*-%*	*100%*	*29%*	*51%* abi	*37%*	*29%*	*33%*
DPD	**22**	13	8	1	-	-	-	-	-	21	1	-	13	9
	11%	*13%*	*10%*	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*12%*	*6%*	*-%*	*15%*	*9%*
Hermes	**22**	13	6	2	2	-	-	-	-	19	3	2	11	9
	11%	*14%*	*7%*	*11%*	*92%*	*-%*	*-%*	*-%*	*-%*	*10%*	*19%* b	*25%*	*12%*	*9%*
DHL	**16**	9	6	1	-	-	-	-	-	15	1	2	7	7
	8%	*9%*	*7%*	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*6%*	*21%*	*8%*	*7%*
APC	**11**	2	9	*	-	-	-	-	-	11	*	-	2	9
	6%	*3%*	*10%* a	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*1%*	*-%*	*3%*	*9%*
Parcelforce	**11**	5	6	*	-	-	-	-	-	11	*	-	5	6
	6%	*5%*	*7%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*2%*	*-%*	*6%*	*6%*
UPS	**9**	7	2	*	-	-	-	-	-	9	*	-	7	3
	5%	*7%*	*3%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*1%*	*-%*	*8%*	*2%*
UK Mail	**8**	2	6	-	-	-	-	-	-	8	-	-	2	6
	4%	*2%*	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*	*-%*	*3%*	*6%*
TNT Express	**8**	4	3	*	-	-	-	-	-	8	*	*	4	3
	4%	*4%*	*4%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*1%*	*4%*	*5%*	*3%*
DX	**5**	1	4	-	-	-	-	-	-	5	-	-	1	4
	3%	*1%*	*5%* a	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*1%*	*4%*
FedEx	**5**	2	2	*	*	-	-	-	-	4	*	-	2	2
	2%	*2%*	*2%*	*1%*	*3%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*-%*	*3%*	*2%*
One Post	**2**	-	2	-	-	-	-	-	-	2	-	-	-	2
	1%	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*2%*
Parcels to go	**1**	1	-	-	-	-	-	-	-	1	-	1	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*13%*	*-%*	*-%*
Collect Plus	**1**	1	-	-	-	-	-	-	-	1	-	-	1	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*
Local Courier	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*1%*	*-%*
Fastway Couriers	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*1%*	*-%*
Coopers Carriers	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	%	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*%*
Tuffnels	*	-	*	-	-	-	*	-	-	*	*	-	-	*
	%	*-%*	*%*	*-%*	*-%*	*-%*	*50%*	*-%*	*-%*	*%*	*1%*	*-%*	*-%*	*%*
Global Mailing	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	%	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*%*
Other answers	**15**	6	8	2	*	-	-	-	-	13	2	-	6	9
	8%	*6%*	*9%*	*11%*	*5%*	*-%*	*-%*	*-%*	*-%*	*7%*	*10%*	*-%*	*7%*	*9%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 05/02/19

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	***c**	***d**	***e**	***f**	***g**	***h**	i	j	***a**	b	c
Unweighted total	**241**	108	102	25	3	-	2	-	1	210	31	11	97	133
Weighted total	**198**	96	84	15	2	-	*	-	*	180	18	8	87	102
NET: RM Only	**62**	28	24	9	-	-	*	-	*	52	9	3	25	33
	31%	*29%*	*29%*	*58%*	*-%*	*-%*	*50%*	*-%*	*100%*	*29%*	*51%* **abi**	*37%*	*29%*	*33%*
NET: Provider other than RM only	**137**	68	60	7	2	-	*	-	-	128	9	5	62	69
	69%	*71%* j	*71%* j	*42%*	*100%*	*-%*	*50%*	*-%*	*-%*	*71%* j	*49%*	*63%*	*71%*	*67%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**241**	180	153	196	241	94	191	162	16	4	9	2	2	1
Weighted total	**198**	133	112	152	198	65	155	132	7	3	7	1	2	*
Royal Mail	**62**	37	41	49	62	21	46	41	3	1	3	1	-	*
	31%	*28%*	*37%*	*32%*	*31%*	*32%*	*30%*	*31%*	*39%*	*24%*	*40%*	*78%*	*-%*	*100%*
DPD	**22**	17	10	18	22	8	18	18	*	*	-	-	-	-
	11%	*13%*	*9%*	*12%*	*11%*	*12%*	*11%*	*13%*	*2%*	*5%*	*-%*	*-%*	*-%*	*-%*
Hermes	**22**	15	18	18	22	10	20	10	3	-	4	*	-	-
	11%	*11%*	*16%*	*12%*	*11%*	*15%*	*13%*	*8%*	*49%*	*-%*	*58%*	*22%*	*-%*	*-%*
DHL	**16**	10	6	11	16	2	14	11	-	-	-	-	-	-
	8%	*7%*	*5%*	*7%*	*8%*	*3%*	*9%* e	*8%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
APC	**11**	4	2	4	11	6	10	4	*	-	-	-	-	-
	6%	*3%*	*2%*	*3%*	*6%*	*10%* **abc**	*7%*	*3%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
Parcelforce	**11**	8	5	8	11	4	10	8	-	-	-	-	-	-
	6%	*6%*	*5%*	*5%*	*6%*	*6%*	*6%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
UPS	**9**	5	2	5	9	2	8	5	-	-	*	-	-	-
	5%	*4%*	*2%*	*3%*	*5%*	*3%*	*5%*	*4%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*
UK Mail	**8**	8	4	8	8	4	4	8	-	-	-	-	-	-
	4%	*6%*	*4%*	*5%*	*4%*	*6%*	*3%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
TNT Express	**8**	6	4	6	8	*	4	6	*	-	-	-	-	-
	4%	*4%*	*4%*	*4%*	*4%*	**%*	*3%*	*4%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
DX	**5**	5	5	5	5	1	5	5	-	-	-	-	-	-
	3%	*3%*	*4%*	*3%*	*3%*	*2%*	*3%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
FedEx	**5**	4	*	4	5	2	2	4	*	-	-	-	-	-
	2%	*3%*	**%*	*3%*	*2%*	*4%*	*1%*	*3%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
One Post	**2**	2	2	2	2	-	2	2	-	-	-	-	-	-
	1%	*1%*	*2%*	*1%*	*1%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Parcels to go	**1**	1	-	1	1	-	-	1	-	-	-	-	-	-
	1%	*1%*	*-%*	*1%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Collect Plus	**1**	-	-	-	1	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Local Courier	*	*	*	*	*	-	*	*	-	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fastway Couriers	*	*	-	*	*	-	-	*	-	-	-	-	-	-
	****%***	**%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Coopers Carriers	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	*1%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Tuffnels	*	*	*	*	*	*	*	*	*	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*
Global Mailing	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other answers	**15**	10	10	12	15	5	12	8	*	2	*	-	2	-
	8%	*7%*	*9%*	*8%*	*8%*	*8%*	*8%*	*6%*	*4%*	*71%*	*1%*	*-%*	*100%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**241**	180	153	196	241	94	191	162	16	4	9	2	2	1
Weighted total	**198**	133	112	152	198	65	155	132	7	3	7	1	2	*
NET: RM Only	**62**	37	41	49	62	21	46	41	3	1	3	1	-	*
	31%	*28%*	*37%*	*32%*	*31%*	*32%*	*30%*	*31%*	*39%*	*24%*	*40%*	*78%*	*-%*	*100%*
NET: Provider other than RM only	**137**	96	70	103	137	44	109	91	4	2	4	*	2	-
	69%	*72%*	*63%*	*68%*	*69%*	*68%*	*70%*	*69%*	*61%*	*76%*	*60%*	*22%*	*100%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 29 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	241	219	10	6	4	-	2	-	2	40	41	56	58	1
Weighted total	198	181	6	5	5	-	*	-	*	40	32	47	33	*
Royal Mail	62	56	2	4	-	-	*	-	*	12	10	14	11	*
	31%	31%	33%	74%	-%	-%	100%	-%	100%	31%	33%	30%	35%	100%
DPD	22	19	2	1	-	-	-	-	-	3	7	3	5	-
	11%	11%	29%	21%	-%	-%	-%	-%	-%	7%	22% c	7%	15%	-%
Hermes	22	19	-	-	3	-	-	-	-	8	2	3	6	-
	11%	10%	-%	-%	65%	-%	-%	-%	-%	19%	5%	6%	17%	-%
DHL	16	16	-	-	-	-	-	-	-	4	3	2	2	-
	8%	9%	-%	-%	-%	-%	-%	-%	-%	10%	11%	4%	5%	-%
APC	11	11	*	*	-	-	-	-	-	*	-	4	*	-
	6%	6%	1%	3%	-%	-%	-%	-%	-%	*%	-%	8%	1%	-%
Parcelforce	11	9	2	-	-	-	-	-	-	*	2	6	*	-
	6%	5%	31%	-%	-%	-%	-%	-%	-%	*%	6%	12% ad	*%	-%
UPS	9	9	-	*	-	-	-	-	-	1	1	3	*	-
	5%	5%	-%	2%	-%	-%	-%	-%	-%	3%	3%	6%	1%	-%
UK Mail	8	6	-	-	2	-	-	-	-	4	2	-	2	-
	4%	4%	-%	-%	34%	-%	-%	-%	-%	9% c	6%	-%	7% c	-%
TNT Express	8	8	-	-	-	-	-	-	-	3	1	2	-	-
	4%	4%	-%	-%	-%	-%	-%	-%	-%	8% d	2%	4%	-%	-%
DX	5	5	-	-	-	-	-	-	-	-	-	2	3	-
	3%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	9%	-%
FedEx	5	4	*	-	-	-	-	-	-	-	2	2	*	-
	2%	2%	1%	-%	-%	-%	-%	-%	-%	-%	6%	4%	1%	-%
One Post	2	2	-	-	-	-	-	-	-	-	-	2	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%
Parcels to go	1	1	-	-	-	-	-	-	-	1	-	-	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%
Collect Plus	1	1	-	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Local Courier	*	*	-	-	-	-	-	-	-	*	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%
Fastway Couriers	*	*	-	-	-	-	-	-	-	*	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%
Coopers Carriers	*	*	-	-	-	-	-	-	-	-	-	-	*	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%
Tuffnels	*	*	*	-	-	-	-	-	-	*	-	-	*	-
	*%	*%	4%	-%	-%	-%	-%	-%	-%	*%	-%	-%	1%	-%
Global Mailing	*	-	*	-	-	-	-	-	-	-	*	-	-	-
	*%	-%	1%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**241**	219	10	6	4	-	2	-	2	40	41	56	58	1
Weighted total	**198**	181	6	5	5	-	*	-	*	40	32	47	33	*
Other answers	**15**	15	*	-	*	-	-	-	-	3	2	5	2	-
	8%	*8%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*6%*	*6%*	*11%*	*6%*	*-%*
NET: RM Only	**62**	56	2	4	-	-	*	-	*	12	10	14	11	*
	31%	*31%*	*33%*	*74%*	*-%*	*-%*	*100%*	*-%*	*100%*	*31%*	*33%*	*30%*	*35%*	*100%*
NET: Provider other than RM only	**137**	126	4	1	5	-	-	-	-	28	21	33	22	-
	69%	*69%*	*67%*	*26%*	*100%*	*-%*	*-%*	*-%*	*-%*	*69%*	*67%*	*70%*	*65%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**241**	58	51	73	52	7	176	13	52	130	111	186	10
Weighted total	**198**	41	44	72	38	3	156	6	35	106	93	148	3
Royal Mail	**62**	12	11	22	16	1	48	4	10	58	3	48	1
	31%	*29%*	*25%*	*30%*	*43%*	*17%*	*30%*	*58%*	*29%*	*55%* b	*4%*	*32%*	*30%*
DPD	**22**	4	6	8	3	-	17	1	4	10	13	18	*
	11%	*11%*	*14%*	*12%*	*9%*	*-%*	*11%*	*19%*	*11%*	*9%*	*14%*	*12%*	*3%*
Hermes	**22**	4	5	6	5	2	22	-	*	8	15	16	2
	11%	*10%*	*12%*	*8%*	*13%*	*59%*	*14%* c	*-%*	*1%*	*7%*	*16%* a	*11%*	*64%*
DHL	**16**	5	3	7	1	-	10	-	6	4	12	11	-
	8%	*13%*	*6%*	*10%*	*3%*	*-%*	*7%*	*-%*	*16%* a	*3%*	*13%* a	*8%*	*-%*
APC	**11**	-	2	4	5	-	11	-	-	2	9	4	-
	6%	*-%*	*5%*	*6%*	*12%* a	*-%*	*7%* c	*-%*	*-%*	*2%*	*10%* a	*3%*	*-%*
Parcelforce	**11**	3	3	4	1	-	9	*	2	3	8	8	*
	6%	*8%*	*7%*	*6%*	*2%*	*-%*	*6%*	*2%*	*6%*	*3%*	*8%*	*5%*	*1%*
UPS	**9**	*	3	6	*	*	6	-	3	4	6	5	-
	5%	*1%*	*6%*	*9%* a	*1%*	*3%*	*4%*	*-%*	*9%*	*4%*	*6%*	*4%*	*-%*
UK Mail	**8**	*	6	-	2	-	8	-	*	2	6	8	-
	4%	*1%*	*14%* **ac**	*-%*	*5%*	*-%*	*5%*	*-%*	*1%*	*2%*	*6%*	*5%*	*-%*
TNT Express	**8**	3	2	2	*	-	6	*	2	4	4	6	-
	4%	*8%*	*4%*	*3%*	*1%*	*-%*	*4%*	*2%*	*5%*	*4%*	*4%*	*4%*	*-%*
DX	**5**	2	1	2	-	-	2	-	3	4	1	5	-
	3%	*4%*	*3%*	*3%*	*-%*	*-%*	*1%*	*-%*	*8%* a	*4%*	*1%*	*3%*	*-%*
FedEx	**5**	1	-	2	2	*	4	-	*	*	4	4	-
	2%	*2%*	*-%*	*2%*	*5%*	*6%*	*3%*	*-%*	*1%*	*%*	*5%* a	*3%*	*-%*
One Post	**2**	-	-	2	-	-	2	-	-	-	2	2	-
	1%	*-%*	*-%*	*2%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*2%*	*1%*	*-%*
Parcels to go	**1**	1	-	-	-	-	-	1	-	1	-	1	-
	1%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*17%*	*-%*	*1%*	*-%*	*1%*	*-%*
Collect Plus	**1**	-	-	1	-	-	1	-	-	-	1	-	-
	1%	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*
Local Courier	*	-	-	-	-	*	*	-	-	-	*	*	-
	%	*-%*	*-%*	*-%*	*-%*	*15%*	*%*	*-%*	*-%*	*-%*	*1%*	*%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**241**	58	51	73	52	7	176	13	52	130	111	186	10
Weighted total	**198**	41	44	72	38	3	156	6	35	106	93	148	3
Fastway Couriers	*	*	-	-	-	-	*	-	-	*	-	*	-
	***%**	*1%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
Coopers Carriers	*	-	*	-	-	-	*	-	-	-	*	*	-
	***%**	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*
Tuffnels	*	*	-	-	*	-	*	-	-	-	*	*	-
	***%**	**%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*
Global Mailing	*	*	-	-	-	-	*	-	-	-	*	-	*
	***%**	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*2%*
Other answers	**15**	4	2	5	4	-	10	*	5	6	10	12	-
	***8%**	*10%*	*4%*	*8%*	*10%*	*-%*	*7%*	*2%*	*14%*	*5%*	*10%*	*8%*	*-%*
NET: RM Only	**62**	12	11	22	16	1	48	4	10	58	3	48	1
	***31%**	*29%*	*25%*	*30%*	*43%*	*17%*	*30%*	*58%*	*29%*	*55%* b	*4%*	*32%*	*30%*
NET: Provider other than RM only	**137**	29	33	50	22	3	109	3	25	48	89	101	2
	***69%**	*71%*	*75%*	*70%*	*57%*	*83%*	*70%*	*42%*	*71%*	*45%*	*96%* a	*68%*	*70%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**241**	77	164	178	18	72	169	78	158	45	-
Weighted total	**198**	62	137	145	7	54	144	50	117	22	-
Royal Mail	**62**	62	-	46	2	48	13	20	29	5	-
	31%	*100%* b	*-%*	*32%*	*31%*	*89%* b	*9%*	*40%* **bc**	*25%*	*22%*	*-%*
DPD	**22**	-	22	17	2	2	20	3	17	1	-
	11%	*-%*	*16%* a	*11%*	*22%*	*3%*	*14%* a	*6%*	*14%*	*5%*	*-%*
Hermes	**22**	-	22	18	-	-	22	-	15	4	-
	11%	*-%*	*16%* a	*12%*	*-%*	*-%*	*15%* a	*-%*	*13%* a	*17%* a	*-%*
DHL	**16**	-	16	11	*	*	16	5	9	5	-
	8%	*-%*	*12%* a	*8%*	*1%*	**%*	*11%* a	*11%*	*8%*	*24%* b	*-%*
APC	**11**	-	11	4	*	*	11	2	4	*	-
	6%	*-%*	*8%* a	*3%*	*2%*	**%*	*8%* a	*4%*	*4%*	**%*	*-%*
Parcelforce	**11**	-	11	8	-	1	10	5	8	2	-
	6%	*-%*	*8%* a	*5%*	*-%*	*1%*	*7%*	*9%*	*7%*	*8%*	*-%*
UPS	**9**	-	9	5	*	-	9	3	4	2	-
	5%	*-%*	*7%* a	*3%*	*4%*	*-%*	*7%* a	*6%*	*3%*	*7%*	*-%*
UK Mail	**8**	-	8	8	-	-	8	2	6	-	-
	4%	*-%*	*6%* a	*5%*	*-%*	*-%*	*6%* a	*3%*	*5%*	*-%*	*-%*
TNT Express	**8**	-	8	4	2	-	8	4	2	2	-
	4%	*-%*	*6%* a	*3%*	*24%*	*-%*	*5%* a	*8%* b	*2%*	*8%* b	*-%*
DX	**5**	-	5	4	*	2	3	*	5	*	-
	3%	*-%*	*4%*	*3%*	*7%*	*3%*	*2%*	*1%*	*4%*	*2%*	*-%*
FedEx	**5**	-	5	4	-	-	5	*	4	*	-
	2%	*-%*	*3%*	*3%*	*-%*	*-%*	*3%*	**%*	*3%*	*2%*	*-%*
One Post	**2**	-	2	2	-	-	2	-	2	-	-
	1%	*-%*	*1%*	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*
Parcels to go	**1**	-	1	1	-	1	-	1	1	-	-
	1%	*-%*	*1%*	*1%*	*-%*	*2%*	*-%*	*2%*	*1%*	*-%*	*-%*
Collect Plus	**1**	-	1	-	-	-	1	-	-	-	-
	1%	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*
Local Courier	*	-	*	*	-	-	*	-	*	-	-
	****%***	*-%*	**%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*
Fastway Couriers	*	-	*	*	-	-	*	-	*	*	-
	****%***	*-%*	**%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	*2%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**241**	77	164	178	18	72	169	78	158	45	-
Weighted total	**198**	62	137	145	7	54	144	50	117	22	-
Coopers Carriers	*	-	*	*	-	-	*	-	*	-	-
	***%**	-%	*%	*%	-%	-%	*%	-%	*%	-%	-%
Tuffnels	*	-	*	*	-	-	*	-	*	-	-
	***%**	-%	*%	*%	-%	-%	*%	-%	*%	-%	-%
Global Mailing	*	-	*	-	*	-	*	-	*	-	-
	***%**	-%	*%	-%	*1%*	-%	*%	-%	*%	-%	-%
Other answers	**15**	-	15	11	1	*	15	4	9	1	-
	***8%**	-%	*11%* a	*8%*	*8%*	*%	*10%* a	*8%*	*8%*	*4%*	-%
NET: RM Only	**62**	62	-	46	2	48	13	20	29	5	-
	***31%**	*100%* b	-%	*32%*	*31%*	*89%* b	*9%*	**bc** *40%*	*25%*	*22%*	-%
NET: Provider other than RM only	**137**	-	137	98	5	6	131	30	87	17	-
	***69%**	-%	*100%* a	*68%*	*69%*	*11%*	*91%* a	*60%*	*75%* a	*78%* a	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**241**	72	127	40	-	180	145	72	5	174	147	158	144	126	5
Weighted total	**198**	50	90	19	-	147	105	53	4	131	108	115	107	97	1
Royal Mail	**62**	20	31	6	-	44	38	13	*	37	40	60	34	28	*
	31%	*41%*	*34%*	*33%*	*-%*	*30%*	*36%*	*26%*	*12%*	*28%*	*37%*	*52%* ab	*32%*	*29%*	*40%*
DPD	**22**	3	9	1	-	20	9	6	2	17	10	12	13	12	1
	11%	*6%*	*9%*	*6%*	*-%*	*13%*	*8%*	*11%*	*42%*	*13%*	*9%*	*11%*	*13%*	*13%*	*60%*
Hermes	**22**	5	17	2	-	11	13	3	-	15	18	6	10	15	-
	11%	*9%*	*19%*	*10%*	*-%*	*7%*	*13%*	*6%*	*-%*	*12%* c	*17%* c	*5%*	*10%*	*15%*	*-%*
DHL	**16**	6	5	4	-	12	5	16	-	10	6	6	11	5	-
	8%	*12%*	*6%*	*19%* b	*-%*	*8%*	*5%*	*30%* **ab**	*-%*	*7%*	*5%*	*5%*	*10%*	*5%*	*-%*
APC	**11**	2	2	*	-	11	6	4	-	4	2	4	*	4	-
	6%	*4%*	*3%*	**%*	*-%*	*8%*	*6%*	*7%*	*-%*	*3%*	*2%*	*3%*	**%*	*4%* a	*-%*
Parcelforce	**11**	2	5	2	-	11	5	2	-	8	5	5	8	3	-
	6%	*5%*	*6%*	*9%*	*-%*	*7%*	*5%*	*4%*	*-%*	*6%*	*5%*	*4%*	*7%*	*3%*	*-%*
UPS	**9**	2	2	1	-	8	4	2	-	5	2	4	5	1	-
	5%	*4%*	*2%*	*3%*	*-%*	*6%*	*4%*	*4%*	*-%*	*4%*	*2%*	*4%*	*5%* b	*1%*	*-%*
UK Mail	**8**	2	2	-	-	4	4	*	*	8	4	2	4	8	-
	4%	*3%*	*3%*	*-%*	*-%*	*3%*	*4%*	*1%*	*6%*	*6%* c	*4%*	*2%*	*4%*	*8%*	*-%*
TNT Express	**8**	4	1	2	-	7	4	2	-	5	4	5	5	3	-
	4%	*7%* b	*1%*	*9%* b	*-%*	*5%*	*4%*	*4%*	*-%*	*4%*	*4%*	*4%*	*4%*	*3%*	*-%*
DX	**5**	*	5	*	-	3	2	*	-	5	3	3	5	4	-
	3%	*1%*	*5%*	*3%*	*-%*	*2%*	*2%*	*1%*	*-%*	*3%*	*3%*	*2%*	*4%*	*4%*	*-%*
FedEx	**5**	*	*	*	-	3	4	3	-	4	*	2	4	4	-
	2%	**%*	*1%*	*1%*	*-%*	*2%*	*4%*	*5%*	*-%*	*3%*	**%*	*2%*	*4%*	*4%*	*-%*
One Post	**2**	-	2	-	-	2	-	-	-	2	2	-	-	2	-
	1%	*-%*	*2%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*2%*	*-%*	*-%*	*2%*	*-%*
Parcels to go	**1**	-	-	-	-	1	1	-	-	1	-	1	1	1	-
	1%	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	*1%*	*-%*
Collect Plus	**1**	-	-	-	-	1	1	-	-	-	-	1	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
Local Courier	*	-	*	-	-	*	-	-	-	*	*	-	*	-	-
	****%***	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	*-%*
Fastway Couriers	*	-	-	-	-	-	*	-	-	*	-	-	-	*	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*1%*	*-%*
Coopers Carriers	*	-	*	-	-	-	*	-	-	*	*	-	-	*	-
	****%***	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*1%*	*-%*
Tuffnels	*	*	*	-	-	*	*	-	-	*	*	-	*	*	-
	****%***	**%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	**%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 05/02/19

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**241**	72	127	40	-	180	145	72	5	174	147	158	144	126	5
Weighted total	**198**	50	90	19	-	147	105	53	4	131	108	115	107	97	1
Global Mailing	*	*	*	*	-	*	*	-	-	-	-	-	-	-	-
	***%**	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other answers	**15**	3	8	1	-	10	7	3	2	10	10	5	6	7	-
	***8%**	*6%*	*8%*	*8%*	*-%*	*7%*	*7%*	*6%*	*40%*	*8%*	*9%*	*4%*	*6%*	*7%*	*-%*
NET: RM Only	**62**	20	31	6	-	44	38	13	*	37	40	60	34	28	*
	***31%**	*41%*	*34%*	*33%*	*-%*	*30%*	*36%*	*26%*	*12%*	*28%*	*37%*	*52%* **ab**	*32%*	*29%*	*40%*
NET: Provider other than RM only	**137**	29	60	13	-	103	67	39	4	94	69	55	73	70	1
	***69%**	*59%*	*66%*	*67%*	*-%*	*70%*	*64%*	*74%*	*88%*	*72%* c	*63%* c	*48%*	*68%*	*71%*	*60%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 29 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	241	116	87	128	43	31	147	123	8	5	14	8
Weighted total	198	81	66	91	34	21	106	100	9	6	16	6
Royal Mail	62	37	31	45	11	7	38	32	3	*	5	5
	31%	45%	47%	50% d	31%	34%	36%	32%	34%	5%	32%	89%
DPD	22	8	6	7	6	2	12	16	2	*	*	-
	11%	10%	9%	7%	17%	12%	11%	16%	21%	2%	1%	-%
Hermes	22	6	10	3	-	2	9	15	2	2	5	-
	11%	7%	15% cd	4%	-%	9% d	9%	15%	21%	33%	32%	-%
DHL	16	4	2	9	9	6	11	4	-	2	2	*
	8%	5%	4%	9%	26% abc	29% abc	10% b	4%	-%	29%	12%	8%
APC	11	4	*	1	2	*	1	4	-	-	-	-
	6%	5% b	*%	1%	5% b	*%	1%	4%	-%	-%	-%	-%
Parcelforce	11	6	2	7	2	2	8	3	-	2	2	-
	6%	7%	4%	7%	6%	10%	7%	3%	-%	32%	12%	-%
UPS	9	3	2	6	1	*	4	2	-	-	-	*
	5%	4%	4%	7%	4%	1%	4%	2%	-%	-%	-%	2%
UK Mail	8	1	2	2	*	*	4	6	-	-	-	-
	4%	1%	4%	3%	1%	1%	4%	6%	-%	-%	-%	-%
TNT Express	8	3	2	4	2	*	4	1	-	-	2	-
	4%	4%	3%	5%	5%	*%	3%	1%	-%	-%	10%	-%
DX	5	3	2	1	-	*	5	2	*	-	-	-
	3%	3%	3%	1%	-%	2%	4%	2%	6%	-%	-%	-%
FedEx	5	1	4	*	2	*	2	4	-	-	-	-
	2%	1%	6% ac	*%	6% ac	1%	2%	4%	-%	-%	-%	-%
One Post	2	-	-	-	-	-	-	2	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%
Parcels to go	1	-	1	1	-	-	1	1	-	-	-	-
	1%	-%	2%	1%	-%	-%	1%	1%	-%	-%	-%	-%
Collect Plus	1	1	-	-	-	-	1	-	-	-	-	-
	1%	1%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%
Local Courier	*	-	-	-	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
Fastway Couriers	*	-	-	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Coopers Carriers	*	-	-	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Tuffnels	*	-	-	*	-	-	*	*	-	-	-	-
	*%	-%	-%	*%	-%	-%	*%	*%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**241**	116	87	128	43	31	147	123	8	5	14	8
Weighted total	**198**	81	66	91	34	21	106	100	9	6	16	6
Global Mailing	*	-	-	-	-	-	*	-	-	-	-	-
	***%**	*-%*	*-%*	*-%*	*-%*	*-%*	***%**	*-%*	*-%*	*-%*	*-%*	*-%*
Other answers	**15**	6	1	4	2	*	5	7	2	-	-	*
	***8%**	*8%* b	*1%*	*5%*	*5%*	***%**	*5%*	*7%*	*19%*	*-%*	*-%*	*1%*
NET: RM Only	**62**	37	31	45	11	7	38	32	3	*	5	5
	***31%**	*45%*	*47%*	*50%* d	*31%*	*34%*	*36%*	*32%*	*34%*	*5%*	*32%*	*89%*
NET: Provider other than RM only	**137**	44	35	45	23	14	68	68	6	5	11	1
	***69%**	*55%*	*53%*	*50%*	*69%* c	*66%*	*64%*	*68%*	*66%*	*95%*	*68%*	*11%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**241**	228	208	231	222	234	166	226	90	1	196	8	63	166
Weighted total	**198**	187	170	190	181	191	136	182	65	*	154	8	63	121
Royal Mail	**62**	60	56	60	59	60	44	59	21	-	51	3	26	35
	31%	*32%*	*33%*	*32%*	*33%*	*31%*	*32%*	*33%*	*32%*	*-%*	*33%*	*44%*	*41%*	*29%*
DPD	**22**	18	17	20	17	20	17	19	8	*	17	1	7	13
	11%	*10%*	*10%*	*11%*	*9%*	*11%*	*13%*	*11%*	*12%*	*100%*	*11%*	*14%*	*11%*	*11%*
Hermes	**22**	22	19	22	20	22	9	20	9	-	14	2	11	7
	11%	*12%*	*11%*	*12%*	*11%*	*12%*	*7%*	*11%*	*14%*	*-%*	*9%*	*28%*	*18%* b	*6%*
DHL	**16**	16	16	16	14	16	12	14	9	-	11	-	2	11
	8%	*8%*	*9%*	*8%*	*8%*	*8%*	*9%*	*8%*	*13%*	*-%*	*7%*	*-%*	*3%*	*9%*
APC	**11**	10	8	10	11	10	10	11	4	-	8	-	4	4
	6%	*5%*	*5%*	*5%*	*6%*	*5%*	*7%*	*6%*	*6%*	*-%*	*5%*	*-%*	*6%*	*3%*
Parcelforce	**11**	9	9	9	9	9	9	9	2	-	7	-	6	5
	6%	*5%*	*5%*	*5%*	*5%*	*5%*	*7%*	*5%*	*4%*	*-%*	*5%*	*-%*	*10%*	*4%*
UPS	**9**	8	9	9	9	9	8	9	2	-	5	1	4	4
	5%	*4%*	*6%*	*5%*	*5%*	*5%*	*6%*	*5%*	*3%*	*-%*	*3%*	*14%*	*6%*	*3%*
UK Mail	**8**	8	6	8	8	8	2	6	*	-	8	-	-	8
	4%	*4%*	*4%*	*4%*	*5%*	*4%*	*2%*	*4%*	*%*	*-%*	*5%*	*-%*	*-%*	*7%* a
TNT Express	**8**	8	8	8	8	8	5	8	4	-	4	-	2	6
	4%	*4%*	*5%*	*4%*	*4%*	*4%*	*4%*	*4%*	*6%*	*-%*	*3%*	*-%*	*3%*	*5%*
DX	**5**	5	5	5	5	5	3	5	*	-	5	-	-	5
	3%	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*1%*	*-%*	*3%*	*-%*	*-%*	*4%*
FedEx	**5**	5	5	5	2	5	4	5	*	-	5	-	-	5
	2%	*2%*	*3%*	*2%*	*1%*	*2%*	*3%*	*2%*	*1%*	*-%*	*3%*	*-%*	*-%*	*4%*
One Post	**2**	2	2	2	2	2	-	-	-	-	2	-	-	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*
Parcels to go	**1**	1	-	1	1	1	1	1	-	-	1	-	-	1
	1%	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*
Collect Plus	**1**	-	-	-	-	1	-	-	-	-	1	-	-	1
	1%	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*
Local Courier	*	*	*	*	*	*	*	*	*	-	*	-	*	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*1%*	*-%*	*%*	*-%*	*1%*	*-%*
Fastway Couriers	*	*	*	*	*	*	-	*	*	-	*	-	-	*
	%	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*1%*	*-%*	*%*	*-%*	*-%*	*%*
Coopers Carriers	*	*	*	*	*	*	*	*	-	-	*	-	-	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*
Tuffnels	*	*	*	*	*	*	*	*	*	-	*	-	-	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*-%*	*-%*	*%*
Global Mailing	*	*	*	*	*	*	*	*	-	-	*	-	-	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**241**	228	208	231	222	234	166	226	90	1	196	8	63	166
Weighted total	**198**	187	170	190	181	191	136	182	65	*	154	8	63	121
Other answers	**15**	15	12	15	15	15	12	15	6	-	14	-	*	13
	8%	*8%*	*7%*	*8%*	*8%*	*8%*	*9%*	*8%*	*9%*	*-%*	*9%*	*-%*	*1%*	*11%* a
NET: RM Only	**62**	60	56	60	59	60	44	59	21	-	51	3	26	35
	31%	*32%*	*33%*	*32%*	*33%*	*31%*	*32%*	*33%*	*32%*	*-%*	*33%*	*44%*	*41%*	*29%*
NET: Provider other than RM only	**137**	127	115	130	121	132	93	123	44	*	103	4	37	86
	69%	*68%*	*67%*	*68%*	*67%*	*69%*	*68%*	*67%*	*68%*	*100%*	*67%*	*56%*	*59%*	*71%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	*c	a	*b	c	a	b
Unweighted total	**241**	205	8	51	190	53	160	28	95	23	120	125	116
Weighted total	**198**	175	1	43	155	41	137	21	83	22	93	102	96
Royal Mail	**62**	59	1	8	53	10	45	6	23	8	30	30	32
	31%	*34%*	*41%*	*19%*	*34%* a	*25%*	*33%*	*29%*	*28%*	*35%*	*32%*	*29%*	*33%*
DPD	**22**	21	*	5	17	8	14	*	15	1	7	13	9
	11%	*12%*	*10%*	*11%*	*11%*	*19%*	*10%*	*2%*	*18%* c	*4%*	*7%*	*13%*	*9%*
Hermes	**22**	16	*	9	14	7	14	2	11	4	8	12	10
	11%	*9%*	*22%*	*20%* b	*9%*	*17%*	*10%*	*8%*	*13%*	*17%*	*8%*	*12%*	*11%*
DHL	**16**	13	-	2	14	2	10	4	5	2	9	5	10
	8%	*7%*	*-%*	*4%*	*9%*	*4%*	*8%*	*18%*	*6%*	*11%*	*9%*	*5%*	*11%*
APC	**11**	7	-	5	6	4	8	-	5	2	5	6	5
	6%	*4%*	*-%*	*12%* b	*4%*	*9%*	*6%*	*-%*	*6%*	*8%*	*5%*	*6%*	*5%*
Parcelforce	**11**	9	-	4	7	4	7	*	5	2	3	5	6
	6%	*5%*	*-%*	*9%*	*5%*	*10%*	*5%*	**%*	*6%*	*10%*	*4%*	*5%*	*7%*
UPS	**9**	7	-	2	8	-	8	2	3	1	5	7	3
	5%	*4%*	*-%*	*4%*	*5%*	*-%*	*6%*	*9%*	*4%*	*4%*	*6%*	*6%*	*3%*
UK Mail	**8**	8	-	-	8	*	6	2	1	2	6	5	4
	4%	*5%*	*-%*	*-%*	*5%*	*1%*	*5%*	*8%*	*1%*	*8%*	*6%* a	*4%*	*4%*
TNT Express	**8**	7	*	5	3	-	8	*	4	-	3	4	4
	4%	*4%*	*8%*	*12%* b	*2%*	*-%*	*6%*	**%*	*5%*	*-%*	*4%*	*4%*	*4%*
DX	**5**	5	-	-	5	*	4	*	*	-	5	3	2
	3%	*3%*	*-%*	*-%*	*3%*	*1%*	*3%*	*2%*	*1%*	*-%*	*5%*	*3%*	*2%*
FedEx	**5**	4	-	2	3	2	3	*	*	*	4	2	3
	2%	*2%*	*-%*	*4%*	*2%*	*4%*	*2%*	*1%*	**%*	*1%*	*4%*	*2%*	*3%*
One Post	**2**	2	-	2	-	2	-	-	2	-	-	-	2
	1%	*1%*	*-%*	*4%* b	*-%*	*4%* b	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*2%*
Parcels to go	**1**	1	-	-	1	-	1	-	1	-	-	-	1
	1%	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*
Collect Plus	**1**	1	-	-	1	-	1	-	1	-	-	-	1
	1%	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*
Local Courier	*	*	-	*	-	-	*	-	*	-	-	-	*
	****%***	**%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*
Fastway Couriers	*	-	-	-	*	-	*	-	-	-	*	*	-
	****%***	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*
Coopers Carriers	*	*	-	-	*	-	*	-	-	-	*	*	-
	****%***	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*
Tuffnels	*	-	-	*	*	-	*	-	*	-	-	*	*
	****%***	*-%*	*-%*	*1%*	**%*	*-%*	**%*	*-%*	*1%*	*-%*	*-%*	**%*	**%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	*c	a	*b	c	a	b
Unweighted total	**241**	205	8	51	190	53	160	28	95	23	120	125	116
Weighted total	**198**	175	1	43	155	41	137	21	83	22	93	102	96
Global Mailing	*	*	-	-	*	-	-	*	*	-	-	-	*
	***%**	*%	-%	-%	*%	-%	-%	*%	*%	-%	-%	-%	*%
Other answers	**15**	15	*	*	15	4	7	5	7	*	8	9	6
	***8%**	*9%*	*19%*	*1%*	*10%* a	*10%*	*5%*	*22%*	*9%*	*%*	*8%*	*9%*	*6%*
NET: RM Only	**62**	59	1	8	53	10	45	6	23	8	30	30	32
	***31%**	*34%*	*41%*	*19%*	*34%* a	*25%*	*33%*	*29%*	*28%*	*35%*	*32%*	*29%*	*33%*
NET: Provider other than RM only	**137**	117	1	35	102	31	91	15	59	14	63	72	64
	***69%**	*66%*	*59%*	*81%* b	*66%*	*75%*	*67%*	*71%*	*72%*	*65%*	*68%*	*71%*	*67%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	***b**	c	d	***a**	***b**	***c**	***d**	***a**	***b**	***c**	***d**
Unweighted total	**241**	42	6	42	31	28	14	25	13	12	23	4	11
Weighted total	**198**	17	1	19	14	13	6	12	6	4	11	1	7
Royal Mail	**62**	10	1	12	8	9	5	7	5	2	3	1	5
	31%	*55%*	*86%*	*60%*	*61%*	*64%*	*90%*	*61%*	*90%*	*56%*	*26%*	*80%*	*66%*
DPD	**22**	3	-	*	*	-	-	2	-	-	3	-	-
	11%	*18%* **cd**	*-%*	**%*	*1%*	*-%*	*-%*	*16%*	*-%*	*-%*	*28%*	*-%*	*-%*
Hermes	**22**	-	-	-	-	-	-	-	-	-	-	-	-
	11%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
DHL	**16**	*	*	1	1	*	*	*	-	*	*	*	-
	8%	*1%*	*9%*	*6%*	*9%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*4%*	*-%*
APC	**11**	*	-	1	1	1	*	*	-	-	*	*	1
	6%	*1%*	*-%*	*7%*	*8%*	*10%*	*1%*	*2%*	*-%*	*-%*	*1%*	*12%*	*16%*
Parcelforce	**11**	1	-	1	1	1	*	1	*	*	1	-	-
	6%	*8%*	*-%*	*6%*	*9%*	*8%*	*2%*	*9%*	*2%*	*4%*	*13%*	*-%*	*-%*
UPS	**9**	*	-	1	1	1	-	*	-	-	2	-	-
	5%	**%*	*-%*	*5%*	*8%*	*7%*	*-%*	**%*	*-%*	*-%*	*19%*	*-%*	*-%*
UK Mail	**8**	*	-	*	*	-	*	-	*	*	-	-	-
	4%	*2%*	*-%*	*2%*	*2%*	*-%*	*5%*	*-%*	*5%*	*8%*	*-%*	*-%*	*-%*
TNT Express	**8**	1	-	1	*	1	-	1	-	-	1	-	-
	4%	*6%*	*-%*	*6%*	**%*	*8%*	*-%*	*9%*	*-%*	*-%*	*10%*	*-%*	*-%*
DX	**5**	-	-	-	-	-	-	-	-	-	-	-	-
	3%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
FedEx	**5**	*	-	*	*	-	*	-	*	*	-	-	*
	2%	**%*	*-%*	*1%*	*2%*	*-%*	*1%*	*-%*	*1%*	*1%*	*-%*	*-%*	*2%*
One Post	**2**	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Parcels to go	**1**	1	-	-	-	-	-	-	-	1	-	-	-
	1%	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*28%*	*-%*	*-%*	*-%*
Collect Plus	**1**	-	-	1	-	-	-	-	-	-	-	-	1
	1%	*-%*	*-%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*16%*
Local Courier	*	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fastway Couriers	*	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Coopers Carriers	*	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Tuffnels	*	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Global Mailing	*	*	*	-	-	-	-	-	-	-	*	-	-
	****%***	**%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*
Other answers	**15**	*	-	*	*	*	*	*	*	*	*	*	*
	8%	*2%*	*-%*	*1%*	**%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*4%*	*1%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	**241**	42	6	42	31	28	14	25	13	12	23	4	11
Weighted total	**198**	17	1	19	14	13	6	12	6	4	11	1	7
NET: RM Only	**62**	10	1	12	8	9	5	7	5	2	3	1	5
	31%	*55%*	*86%*	*60%*	*61%*	*64%*	*90%*	*61%*	*90%*	*56%*	*26%*	*80%*	*66%*
NET: Provider other than RM only	**137**	8	*	8	5	5	1	5	1	2	8	*	2
	69%	*45%*	*14%*	*40%*	*39%*	*36%*	*10%*	*39%*	*10%*	*44%*	*74%*	*20%*	*34%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 29 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	241	34	9	6	54	8	17	17	26	21	29	11	9
Weighted total	198	28	12	8	25	5	12	10	26	26	22	14	11
Royal Mail	62	8	4	2	12	1	6	3	7	4	6	4	4
	31%	*30%*	*34%*	*21%*	*46%*	*28%*	*51%*	*28%*	*28%*	*17%*	*25%*	*32%*	*39%*
DPD	22	2	-	4	3	1	2	*	1	6	3	*	-
	11%	*8%*	*-%*	*51%*	*13%*	*18%*	*18%*	*1%*	*4%*	*22%*	*13%*	*1%*	*-%*
Hermes	22	2	2	*	-	*	1	2	4	5	-	5	-
	11%	*7%*	*15%*	*6%*	*-%*	*6%*	*12%*	*16%*	*14%*	*21%*	*-%*	*40%*	*-%*
DHL	16	-	-	2	1	-	-	3	4	2	4	-	-
	8%	*-%*	*-%*	*21%*	*5%*	*-%*	*-%*	*33%*	*13%*	*9%*	*17%*	*-%*	*-%*
APC	11	-	-	-	1	-	-	2	2	-	2	2	2
	6%	*-%*	*-%*	*-%*	*5%*	*-%*	*-%*	*16%*	*7%*	*-%*	*9%*	*18%*	*18%*
Parcelforce	11	4	-	-	2	-	*	*	3	-	2	-	1
	6%	*14%*	*-%*	*-%*	*6%*	*-%*	*3%*	*1%*	*10%*	*-%*	*8%*	*-%*	*6%*
UPS	9	2	2	-	2	1	1	-	-	1	*	-	*
	5%	*7%*	*14%*	*-%*	*8%*	*27%*	*12%*	*-%*	*-%*	*2%*	*%*	*-%*	*1%*
UK Mail	8	2	-	-	*	-	*	-	-	2	4	-	-
	4%	*7%*	*-%*	*-%*	*1%*	*-%*	*3%*	*-%*	*-%*	*7%*	*17%*	*-%*	*-%*
TNT Express	8	*	2	-	1	-	-	*	*	2	*	-	2
	4%	*2%*	*14%*	*-%*	*4%*	*-%*	*-%*	*2%*	*2%*	*6%*	*1%*	*-%*	*18%*
DX	5	2	2	-	-	-	-	-	-	-	-	1	-
	3%	*8%*	*18%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*
		d											
FedEx	5	*	-	-	*	-	*	-	2	2	*	-	-
	2%	*%*	*-%*	*-%*	*1%*	*-%*	*3%*	*-%*	*7%*	*7%*	*%*	*-%*	*-%*
One Post	2	2	-	-	-	-	-	-	-	-	-	-	-
	1%	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Parcels to go	1	-	-	-	1	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Collect Plus	1	-	-	-	1	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Local Courier	*	*	-	-	-	-	-	-	-	-	-	-	-
	%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fastway Couriers	*	*	-	-	-	-	-	-	-	-	-	-	-
	%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Coopers Carriers	*	-	*	-	-	-	-	-	-	-	-	-	-
	%	*-%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Tuffnels	*	-	-	-	-	-	-	-	*	-	*	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*
Global Mailing	*	-	-	-	*	-	-	-	-	-	-	-	-
	%	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other answers	15	2	-	-	*	1	-	2	3	2	2	1	2
	8%	*7%*	*-%*	*-%*	*1%*	*21%*	*-%*	*19%*	*13%*	*8%*	*8%*	*5%*	*18%*
NET: RM Only	62	8	4	2	12	1	6	3	7	4	6	4	4
	31%	*30%*	*34%*	*21%*	*46%*	*28%*	*51%*	*28%*	*28%*	*17%*	*25%*	*32%*	*39%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 29 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	**241**	34	9	6	54	8	17	17	26	21	29	11	9
Weighted total	**198**	28	12	8	25	5	12	10	26	26	22	14	11
NET: Provider other than RM only	**137**	20	8	6	14	4	6	7	19	21	17	9	7
	69%	*70%*	*66%*	*79%*	*54%*	*72%*	*49%*	*72%*	*72%*	*83%*	*75%*	*68%*	*61%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**241**	49	79	64	49
Weighted total	**198**	48	42	62	46
Royal Mail	**62**	14	19	14	14
	31%	*29%*	*45%* c	*23%*	*30%*
DPD	**22**	6	6	7	3
	11%	*13%*	*15%*	*11%*	*6%*
Hermes	**22**	4	2	11	5
	11%	*9%*	*4%*	*17%* b	*12%*
DHL	**16**	2	1	9	4
	8%	*4%*	*3%*	*15%* b	*8%*
APC	**11**	-	1	4	6
	6%	*-%*	*3%*	*6%*	*14%* **ab**
Parcelforce	**11**	4	2	3	2
	6%	*8%*	*5%*	*4%*	*5%*
UPS	**9**	4	5	1	*
	5%	*8%*	*11%* **cd**	*1%*	**%*
UK Mail	**8**	2	1	2	4
	4%	*4%*	*1%*	*3%*	*8%*
TNT Express	**8**	2	1	2	2
	4%	*5%*	*3%*	*4%*	*5%*
DX	**5**	4	-	-	1
	3%	*9%* **bc**	*-%*	*-%*	*1%*
FedEx	**5**	*	1	4	*
	2%	**%*	*1%*	*6%*	**%*
One Post	**2**	2	-	-	-
	1%	*4%*	*-%*	*-%*	*-%*
Parcels to go	**1**	-	1	-	-
	1%	*-%*	*3%*	*-%*	*-%*
Collect Plus	**1**	-	1	-	-
	1%	*-%*	*3%*	*-%*	*-%*
Local Courier	*	*	-	-	-
	****%***	*1%*	*-%*	*-%*	*-%*
Fastway Couriers	*	*	-	-	-
	****%***	*1%*	*-%*	*-%*	*-%*
Coopers Carriers	*	*	-	-	-
	****%***	*1%*	*-%*	*-%*	*-%*
Tuffnels	*	-	-	*	*
	****%***	*-%*	*-%*	**%*	**%*
Global Mailing	*	-	*	-	-
	****%***	*-%*	**%*	*-%*	*-%*

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 05/02/19

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**241**	49	79	64	49
Weighted total	**198**	48	42	62	46
Other answers	**15**	2	1	7	4
	8%	*4%*	*3%*	*12%* b	*9%*
NET: RM Only	**62**	14	19	14	14
	31%	*29%*	*45%* c	*23%*	*30%*
NET: Provider other than RM only	**137**	34	23	48	32
	69%	*71%*	*55%*	*77%* b	*70%*

Columns Tested: a,b,c,d

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	***c**	***d**	e	a	b	***c**	***d**	e
Unweighted total	**257**	149	66	28	14	108	43	56	28	12	30
Weighted total	**195**	183	8	3	2	12	52	54	20	7	10
Royal Mail	**177**	166	7	2	1	10	49	49	20	7	7
	90%	*91%*	*89%*	*69%*	*90%*	*85%*	*94%* e	*91%* e	*99%*	*99%*	*74%*
DPD	**4**	3	-	*	-	*	2	*	-	-	1
	2%	*2%*	*-%*	*6%*	*-%*	*1%*	*4%*	*1%*	*-%*	*-%*	*10%* b
APC	**2**	2	*	-	-	*	-	2	-	-	-
	1%	*1%*	*2%*	*-%*	*-%*	*1%*	*-%*	*3%*	*-%*	*-%*	*-%*
Pitney Bowes	**2**	2	*	*	-	*	-	1	-	-	-
	1%	*1%*	*3%*	*2%*	*-%*	*2%*	*-%*	*1%*	*-%*	*-%*	*-%*
DHL	**2**	2	-	-	*	*	1	-	-	-	1
	1%	*1%*	*-%*	*-%*	*4%*	**%*	*2%*	*-%*	*-%*	*-%*	*7%* b
Parcelforce	**2**	2	-	-	-	-	-	-	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
TNT Express	**2**	2	-	-	-	-	-	-	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
UK Mail	**1**	1	-	-	-	-	-	1	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*
Postal Sort	**1**	1	-	*	-	*	-	-	-	*	1
	****%***	**%*	*-%*	*4%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*6%*
Parcels to go	**1**	1	-	-	-	-	-	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
DX	**1**	*	*	-	-	*	-	*	-	-	-
	****%***	**%*	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*
UPS	*	*	-	*	-	*	-	*	-	-	-
	****%***	**%*	*-%*	*5%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*
Whistl (Previously known as TNT Post)	*	-	*	*	-	*	-	-	-	-	*
	****%***	*-%*	*2%*	*5%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*1%*
Neo Post	*	-	-	-	*	*	-	-	*	-	-
	****%***	*-%*	*-%*	*-%*	*7%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*
Global Mailing	*	-	*	-	-	*	-	-	-	-	-
	****%***	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other answers	**2**	2	*	*	-	*	-	*	-	-	*
	1%	*1%*	*2%*	*10%*	*-%*	*3%*	*-%*	**%*	*-%*	*-%*	*1%*
NET: RM Only	**177**	166	7	2	1	10	49	49	20	7	7
	90%	*91%*	*89%*	*69%*	*90%*	*85%*	*94%* e	*91%* e	*99%*	*99%*	*74%*
NET: Provider other than RM only	**19**	17	1	1	*	2	3	5	*	*	2
	10%	*9%*	*11%*	*31%*	*10%*	*15%*	*6%*	*9%*	*1%*	*1%*	*26%* **ab**

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	*h	*i	j	k	l	*m
Unweighted total	257	23	9	41	4	13	33	15	14	14	166	32	30	29
Weighted total	195	29	10	35	2	13	37	17	14	14	170	7	9	9
Royal Mail	177	25	10	32	2	11	35	17	14	11	156	5	9	7
	90%	*86%*	*100%*	*93%* k	*100%*	*84%*	*95%* k	*99%*	*100%*	*74%*	*91%* k	*76%*	*93%*	*80%*
DPD	4	2	-	*	-	-	-	-	-	1	3	*	-	*
	2%	*7%*	-%	*%	-%	-%	-%	-%	-%	*7%*	*2%*	*7%*	-%	*1%*
APC	2	*	-	-	-	-	-	-	-	2	2	-	-	-
	1%	*1%*	-%	-%	-%	-%	-%	-%	-%	*12%*	*1%*	-%	-%	-%
Pitney Bowes	2	*	-	1	-	-	-	-	-	-	1	-	-	*
	1%	*1%*	-%	*3%*	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	*6%*
DHL	2	-	-	1	-	-	-	-	-	-	1	-	1	-
	1%	-%	-%	*3%*	-%	-%	-%	-%	-%	-%	*1%*	-%	*7%* j	-%
Parcelforce	2	-	-	-	-	2	-	-	-	-	2	-	-	-
	1%	-%	-%	-%	-%	*14%*	-%	-%	-%	-%	*1%*	-%	-%	-%
TNT Express	2	-	-	-	-	-	2	-	-	-	2	-	-	-
	1%	-%	-%	-%	-%	-%	*5%*	-%	-%	-%	*1%*	-%	-%	-%
UK Mail	1	-	-	-	-	-	-	-	-	1	1	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	*7%*	*1%*	-%	-%	-%
Postal Sort	1	-	-	-	-	-	-	-	-	-	-	-	-	1
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*8%*
Parcels to go	1	-	-	-	-	-	-	-	-	-	-	1	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*9%* j	-%	-%
DX	1	-	-	-	-	-	-	-	-	-	-	*	-	*
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	*6%*
UPS	*	-	-	-	-	-	*	-	-	-	*	*	-	-
	%	-%	-%	-%	-%	-%	*%*	-%	-%	-%	*%*	*4%* j	-%	-%
Whistl (Previously known as TNT Post)	*	-	-	-	-	-	*	*	-	-	*	-	-	-
	%	-%	-%	-%	-%	-%	*%*	*1%*	-%	-%	*%*	-%	-%	-%
Neo Post	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%
Global Mailing	*	-	-	*	-	-	-	-	-	-	*	-	-	-
	%	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Other answers	2	2	-	*	-	*	-	-	-	-	2	*	-	-
	1%	*6%*	-%	*%	-%	*2%*	-%	-%	-%	-%	*1%*	*1%*	-%	-%
NET: RM Only	177	25	10	32	2	11	35	17	14	11	156	5	9	7
	90%	*86%*	*100%*	*93%* k	*100%*	*84%*	*95%* k	*99%*	*100%*	*74%*	*91%* k	*76%*	*93%*	*80%*
NET: Provider other than RM only	19	4	-	3	-	2	2	*	-	4	15	2	1	2
	10%	*14%*	-%	*7%*	-%	*16%*	*5%*	*1%*	-%	*26%*	*9%*	*24%* cfj	*7%*	*20%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	***d**	e	***f**	***g**	h	a	b	a	b
Unweighted total	**257**	2	49	7	20	76	10	10	82	181	76	226	31
Weighted total	**195**	1	28	2	15	65	8	8	66	152	43	176	19
Royal Mail	**177**	1	27	2	13	59	8	4	60	133	43	160	16
	90%	*100%*	*98%*	*88%*	*87%*	*90%*	*100%*	*56%*	*91%*	*88%*	*99%* a	*91%*	*87%*
DPD	**4**	-	*	-	-	3	-	-	1	3	*	3	*
	2%	-%	**%*	-%	-%	*4%*	-%	-%	*1%*	*2%*	**%*	*2%*	*1%*
APC	**2**	-	*	-	-	-	-	-	2	2	-	2	-
	1%	-%	*1%*	-%	-%	-%	-%	-%	*3%*	*1%*	-%	*1%*	-%
Pitney Bowes	**2**	-	-	-	-	*	-	1	*	2	-	1	1
	1%	-%	-%	-%	-%	*1%*	-%	*15%*	**%*	*1%*	-%	**%*	*6%* a
DHL	**2**	-	-	-	-	-	-	1	1	2	-	2	*
	1%	-%	-%	-%	-%	-%	-%	*15%*	*1%*	*1%*	-%	*1%*	**%*
Parcelforce	**2**	-	-	-	-	2	-	-	-	2	-	2	-
	1%	-%	-%	-%	-%	*3%*	-%	-%	-%	*1%*	-%	*1%*	-%
TNT Express	**2**	-	-	-	-	2	-	-	-	2	-	2	-
	1%	-%	-%	-%	-%	*3%*	-%	-%	-%	*1%*	-%	*1%*	-%
UK Mail	**1**	-	-	-	-	-	-	-	1	1	-	1	-
	1%	-%	-%	-%	-%	-%	-%	-%	*2%*	*1%*	-%	*1%*	-%
Postal Sort	**1**	-	-	-	-	-	-	1	*	1	-	*	1
	****%***	-%	-%	-%	-%	-%	-%	*8%*	**%*	**%*	-%	**%*	*3%* a
Parcels to go	**1**	-	-	-	-	-	-	-	1	1	-	-	1
	****%***	-%	-%	-%	-%	-%	-%	-%	*1%*	**%*	-%	-%	*3%* a
DX	**1**	-	-	-	-	-	-	*	*	1	-	1	-
	****%***	-%	-%	-%	-%	-%	-%	*6%*	**%*	**%*	-%	**%*	-%
UPS	*	-	*	*	-	-	-	-	-	*	-	*	-
	****%***	-%	**%*	*12%*	-%	-%	-%	-%	-%	**%*	-%	**%*	-%
Whistl (Previously known as TNT Post)	*	-	*	-	-	*	-	-	-	-	*	*	-
	****%***	-%	**%*	-%	-%	**%*	-%	-%	-%	-%	*1%*	**%*	-%
Neo Post	*	-	-	-	-	-	-	-	*	-	*	*	-
	****%***	-%	-%	-%	-%	-%	-%	-%	**%*	-%	**%*	**%*	-%
Global Mailing	*	-	-	-	-	-	-	-	*	*	-	*	-
	****%***	-%	-%	-%	-%	-%	-%	-%	**%*	**%*	-%	**%*	-%
Other answers	**2**	-	*	-	2	-	-	-	*	2	*	2	-
	1%	-%	**%*	-%	*13%*	-%	-%	-%	*1%*	*1%*	**%*	*1%*	-%
NET: RM Only	**177**	1	27	2	13	59	8	4	60	133	43	160	16
	90%	*100%*	*98%*	*88%*	*87%*	*90%*	*100%*	*56%*	*91%*	*88%*	*99%* a	*91%*	*87%*
NET: Provider other than RM only	**19**	-	1	*	2	7	-	3	6	18	*	16	3
	10%	-%	*2%*	*12%*	*13%*	*10%*	-%	*44%*	*9%*	*12%* b	*1%*	*9%*	*13%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**257**	252	5	115	37	105
Weighted total	**195**	189	6	90	28	77
Royal Mail	**177**	170	6	82	24	71
	90%	*90%*	*100%*	*91%*	*85%*	*92%*
DPD	**4**	4	-	1	-	3
	2%	*2%*	*-%*	*1%*	*-%*	*3%*
APC	**2**	2	-	*	-	2
	1%	*1%*	*-%*	**%*	*-%*	*2%*
Pitney Bowes	**2**	2	-	2	*	-
	1%	*1%*	*-%*	*2%*	*1%*	*-%*
DHL	**2**	2	-	2	-	-
	1%	*1%*	*-%*	*2%*	*-%*	*-%*
Parcelforce	**2**	2	-	2	-	-
	1%	*1%*	*-%*	*2%*	*-%*	*-%*
TNT Express	**2**	2	-	2	-	-
	1%	*1%*	*-%*	*2%*	*-%*	*-%*
UK Mail	**1**	1	-	-	-	1
	1%	*1%*	*-%*	*-%*	*-%*	*1%*
Postal Sort	**1**	1	-	-	1	*
	****%***	**%*	*-%*	*-%*	*2%*	**%*
Parcels to go	**1**	1	-	-	1	-
	****%***	**%*	*-%*	*-%*	*2%*	*-%*
DX	**1**	1	-	-	1	-
	****%***	**%*	*-%*	*-%*	*2%*	*-%*
UPS	*	*	-	*	*	-
	****%***	**%*	*-%*	**%*	**%*	*-%*
Whistl (Previously known as TNT Post)	*	*	-	*	-	*
	****%***	**%*	*-%*	**%*	*-%*	**%*
Neo Post	*	*	-	-	*	-
	****%***	**%*	*-%*	*-%*	**%*	*-%*
Global Mailing	*	*	-	-	-	*
	****%***	**%*	*-%*	*-%*	*-%*	**%*
Other answers	**2**	2	-	*	2	*
	1%	*1%*	*-%*	**%*	*7%* **ac**	**%*
NET: RM Only	**177**	170	6	82	24	71
	90%	*90%*	*100%*	*91%*	*85%*	*92%*
NET: Provider other than RM only	**19**	19	-	8	4	6
	10%	*10%*	*-%*	*9%*	*15%*	*8%*

Columns Tested: a,b - a,b,c

Produced by OLR
Issue date: 05/02/19

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	257	128	101	20	4	-	3	-	1	229	28	22	106	129
Weighted total	195	109	70	13	2	-	1	-	*	180	16	21	88	86
Royal Mail	177	95	68	12	2	-	1	-	-	162	14	20	75	82
	90%	*87%*	*96%* a	*91%*	*93%*	-%	*100%*	-%	-%	*90%*	*91%*	*94%*	*85%*	*95%* b
DPD	4	3	1	*	-	-	-	-	-	3	*	-	3	1
	2%	*3%*	*1%*	*1%*	-%	-%	-%	-%	-%	*2%*	*1%*	-%	*3%*	*1%*
APC	2	2	*	-	-	-	-	-	-	2	-	-	2	*
	1%	*2%*	*%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	*2%*	*%
Pitney Bowes	2	2	-	-	-	-	-	-	-	2	-	-	2	-
	1%	*2%*	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	*2%*	-%
DHL	2	2	*	-	-	-	-	-	-	2	-	1	1	*
	1%	*2%*	*%	-%	-%	-%	-%	-%	-%	*1%*	-%	*5%*	*1%*	*%
Parcelforce	2	2	-	-	-	-	-	-	-	2	-	-	2	-
	1%	*2%*	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	*2%*	-%
TNT Express	2	2	-	-	-	-	-	-	-	2	-	-	2	-
	1%	*2%*	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	*2%*	-%
UK Mail	1	-	-	1	-	-	-	-	-	-	1	-	-	1
	1%	-%	-%	*8%*	-%	-%	-%	-%	-%	-%	*7%*	-%	-%	*1%*
Postal Sort	1	-	1	-	*	-	-	-	-	1	*	-	-	1
	%	-%	*1%*	-%	*5%*	-%	-%	-%	-%	*%	*1%*	-%	-%	*1%*
Parcels to go	1	1	-	-	-	-	-	-	-	1	-	-	1	-
	%	*1%*	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*1%*	-%
DX	1	*	*	-	-	-	-	-	-	1	-	-	*	*
	%	*%	*1%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*1%
UPS	*	*	-	-	-	-	-	-	-	*	-	*	*	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*1%*	*%	-%
Whistl (Previously known as TNT Post)	*	-	*	-	-	-	-	-	*	*	*	-	-	*
	%	-%	*%	-%	-%	-%	-%	-%	*100%*	*%	*1%*	-%	-%	*%
Neo Post	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%
Global Mailing	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%
Other answers	2	2	*	-	*	-	-	-	-	2	*	-	2	*
	1%	*2%*	*%	-%	*3%*	-%	-%	-%	-%	*1%*	*%	-%	*2%*	*%
NET: RM Only	177	95	68	12	2	-	1	-	-	162	14	20	75	82
	90%	*87%*	*96%* a	*91%*	*93%*	-%	*100%*	-%	-%	*90%*	*91%*	*94%*	*85%*	*95%* b
NET: Provider other than RM only	19	15	2	1	*	-	-	-	*	17	1	1	13	4
	10%	*13%* b	*4%*	*9%*	*7%*	-%	-%	-%	*100%*	*10%*	*9%*	*6%*	*15%* c	*5%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**257**	236	198	257	196	108	195	215	18	5	12	3	3	1
Weighted total	**195**	171	143	195	152	71	143	174	7	3	7	1	2	*
Royal Mail	**177**	155	128	177	145	66	130	159	7	2	7	*	2	-
	90%	*91%*	*89%*	*90%*	*95%* b	*93%*	*91%*	*91%*	*99%*	*73%*	*90%*	*24%*	*95%*	*-%*
DPD	**4**	4	3	4	2	1	3	4	-	-	-	-	-	-
	2%	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
APC	**2**	2	2	2	*	-	2	2	-	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	*%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	**2**	1	1	2	*	2	1	2	*	-	-	-	-	-
	1%	*%*	*1%*	*1%*	*%*	*2%*	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
DHL	**2**	1	2	2	*	-	1	2	-	-	-	-	-	-
	1%	*%*	*1%*	*1%*	*%*	*-%*	*%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Parcelforce	**2**	2	2	2	-	-	2	2	-	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
TNT Express	**2**	2	2	2	2	-	-	2	-	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
UK Mail	**1**	1	-	1	1	1	1	-	-	-	-	1	-	-
	1%	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*76%*	*-%*	*-%*
Postal Sort	**1**	1	*	1	*	1	1	-	-	-	1	-	*	-
	%	*%*	*%*	*%*	*%*	*1%*	*1%*	*-%*	*-%*	*-%*	*8%*	*-%*	*5%*	*-%*
Parcels to go	**1**	1	-	1	1	-	1	-	-	1	-	-	-	-
	%	*%*	*-%*	*%*	*%*	*-%*	*%*	*-%*	*-%*	*23%*	*-%*	*-%*	*-%*	*-%*
DX	**1**	1	1	1	1	*	1	*	-	-	*	-	-	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
UPS	*	*	*	*	*	*	-	*	-	-	-	-	-	-
	%	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Whistl (Previously known as TNT Post)	*	*	*	*	*	*	*	*	-	-	-	-	-	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*
Neo Post	*	*	-	*	-	-	*	-	-	*	-	-	-	-
	%	*%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*4%*	*-%*	*-%*	*-%*	*-%*
Global Mailing	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other answers	**2**	2	2	2	*	*	2	2	-	-	-	-	-	-
	1%	*1%*	*2%*	*1%*	*%*	*1%*	*2%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: RM Only	**177**	155	128	177	145	66	130	159	7	2	7	*	2	-
	90%	*91%*	*89%*	*90%*	*95%* b	*93%*	*91%*	*91%*	*99%*	*73%*	*90%*	*24%*	*95%*	*-%*
NET: Provider other than RM only	**19**	16	15	19	7	5	13	16	*	1	1	1	*	*
	10%	*9%*	*11%* d	*10%*	*5%*	*7%*	*9%*	*9%*	*1%*	*27%*	*10%*	*76%*	*5%*	*100%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**257**	177	7	6	4	-	2	-	2	63	51	69	71	3
Weighted total	**195**	136	5	5	5	-	*	-	*	62	35	59	38	1
Royal Mail	**177**	129	5	5	5	-	*	-	*	56	33	52	34	1
	90%	*95%*	*99%*	*100%*	*100%*	-%	*65%*	-%	*65%*	*90%*	*94%*	*89%*	*90%*	*100%*
DPD	**4**	2	-	-	-	-	-	-	-	-	1	2	*	-
	2%	*1%*	-%	-%	-%	-%	-%	-%	-%	-%	*3%*	*4%*	*%	-%
APC	**2**	*	-	-	-	-	-	-	-	*	-	2	-	-
	1%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*3%*	-%	-%
Pitney Bowes	**2**	*	-	-	-	-	-	-	-	2	*	-	-	-
	1%	*%	-%	-%	-%	-%	-%	-%	-%	*3%*	*1%*	-%	-%	-%
DHL	**2**	*	-	-	-	-	-	-	-	1	1	-	*	-
	1%	*%	-%	-%	-%	-%	-%	-%	-%	*2%*	*2%*	-%	*%	-%
Parcelforce	**2**	-	-	-	-	-	-	-	-	2	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	*3%*	-%	-%	-%	-%
TNT Express	**2**	2	-	-	-	-	-	-	-	-	-	2	-	-
	1%	*1%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	*3%*	-%	-%
UK Mail	**1**	1	-	-	-	-	-	-	-	1	-	-	-	-
	1%	*1%*	-%	-%	-%	-%	-%	-%	-%	*2%*	-%	-%	-%	-%
Postal Sort	**1**	*	-	-	-	-	-	-	-	-	-	*	1	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*2%*	-%
Parcels to go	**1**	1	-	-	-	-	-	-	-	1	-	-	-	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	-%	-%
DX	**1**	1	-	-	-	-	-	-	-	-	-	*	*	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*1%	-%
UPS	*	*	-	-	-	-	-	-	-	-	*	*	-	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*1%	-%	-%
Whistl (Previously known as TNT Post)	*	-	-	-	-	-	*	-	*	-	-	-	*	-
	%	-%	-%	-%	-%	-%	*35%*	-%	*35%*	-%	-%	-%	*1%*	-%
Neo Post	*	-	-	-	-	-	-	-	-	*	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Global Mailing	*	-	*	-	-	-	-	-	-	-	*	-	-	-
	%	-%	*1%*	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Other answers	**2**	*	-	-	-	-	-	-	-	-	*	-	2	-
	1%	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*6%* c	-%
NET: RM Only	**177**	129	5	5	5	-	*	-	*	56	33	52	34	1
	90%	*95%*	*99%*	*100%*	*100%*	-%	*65%*	-%	*65%*	*90%*	*94%*	*89%*	*90%*	*100%*
NET: Provider other than RM only	**19**	7	*	-	-	-	*	-	*	6	2	6	4	-
	10%	*5%*	*1%*	-%	-%	-%	*35%*	-%	*35%*	*10%*	*6%*	*11%*	*10%*	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**257**	51	42	57	40	6	139	13	44	157	100	238	19
Weighted total	**195**	34	35	53	28	1	120	6	25	121	74	186	9
Royal Mail	**177**	31	33	52	27	1	117	6	22	111	65	174	3
	90%	*93%*	*94%*	*98%*	*95%*	*100%*	*97%* c	*97%*	*86%*	*92%*	*88%*	*93%*	*31%*
DPD	**4**	1	*	*	*	-	1	*	1	2	2	3	*
	2%	*3%*	**%*	*1%*	**%*	*-%*	**%*	*1%*	*4%*	*2%*	*2%*	*2%*	*1%*
APC	**2**	-	*	-	-	-	*	-	-	2	*	2	-
	1%	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	**%*	*1%*	*-%*
Pitney Bowes	**2**	*	-	-	-	-	*	-	-	*	1	1	1
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*2%*	**%*	*12%*
DHL	**2**	*	-	-	-	-	-	-	*	2	-	2	-
	1%	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*1%*	*-%*
Parcelforce	**2**	-	-	-	-	-	-	-	-	-	2	-	2
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*19%*
TNT Express	**2**	-	2	-	-	-	-	-	2	2	-	2	-
	1%	*-%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%* a	*1%*	*-%*	*1%*	*-%*
UK Mail	**1**	-	-	-	1	-	1	-	-	1	-	1	-
	1%	*-%*	*-%*	*-%*	*4%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*
Postal Sort	**1**	-	-	*	-	-	*	-	-	*	1	*	1
	****%***	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*1%*	**%*	*7%*
Parcels to go	**1**	1	-	-	-	-	1	-	-	1	-	1	-
	****%***	*2%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*
DX	**1**	-	-	1	-	-	*	-	*	-	1	*	*
	****%***	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*2%*	*-%*	*1%*	**%*	*1%*
UPS	*	*	-	-	-	-	-	-	*	-	*	*	-
	****%***	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	**%*	*-%*
Whistl (Previously known as TNT Post)	*	-	-	-	*	-	-	*	-	-	*	-	*
	****%***	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*2%*	*-%*	*-%*	**%*	*-%*	*3%*
Neo Post	*	-	-	-	-	-	-	-	-	-	*	-	*
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*
Global Mailing	*	*	-	-	-	-	*	-	-	-	*	-	*
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*
Other answers	**2**	-	-	-	*	-	*	-	*	*	2	*	2
	1%	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*	**%*	**%*	*3%*	**%*	*25%*
NET: RM Only	**177**	31	33	52	27	1	117	6	22	111	65	174	3
	90%	*93%*	*94%*	*98%*	*95%*	*100%*	*97%* c	*97%*	*86%*	*92%*	*88%*	*93%*	*31%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**257**	51	42	57	40	6	139	13	44	157	100	238	19
Weighted total	**195**	34	35	53	28	1	120	6	25	121	74	186	9
NET: Provider other than RM only	**19**	2	2	1	2	-	3	*	4	10	9	12	6
	10%	*7%*	*6%*	*2%*	*5%*	*-%*	*3%*	*3%*	*14%* a	*8%*	*12%*	*7%*	*69%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	**257**	66	130	224	33	60	136	103	208	61	-
Weighted total	**195**	49	103	177	19	40	112	66	150	33	-
Royal Mail	**177**	46	98	177	-	39	106	60	138	29	-
	90%	*95%*	*95%*	*100%* b	*-%*	*99%*	*94%*	*91%*	*92%*	*88%*	*-%*
DPD	**4**	-	2	-	4	-	2	*	4	-	-
	2%	*-%*	*2%*	*-%*	*19%* a	*-%*	*1%*	*1%*	*2%*	*-%*	*-%*
APC	**2**	-	*	-	2	-	*	*	2	-	-
	1%	*-%*	**%*	*-%*	*10%* a	*-%*	**%*	**%*	*1%*	*-%*	*-%*
Pitney Bowes	**2**	-	*	-	2	-	*	-	*	*	-
	1%	*-%*	**%*	*-%*	*10%* a	*-%*	**%*	*-%*	**%*	*1%*	*-%*
DHL	**2**	-	*	-	2	-	*	1	1	1	-
	1%	*-%*	**%*	*-%*	*9%* a	*-%*	**%*	*1%*	**%*	*2%*	*-%*
Parcelforce	**2**	-	-	-	2	-	-	2	-	-	-
	1%	*-%*	*-%*	*-%*	*9%* a	*-%*	*-%*	*3%* b	*-%*	*-%*	*-%*
TNT Express	**2**	-	2	-	2	-	2	2	-	2	-
	1%	*-%*	*2%*	*-%*	*9%* a	*-%*	*2%*	*3%* b	*-%*	*5%* b	*-%*
UK Mail	**1**	1	-	-	1	-	1	-	1	-	-
	1%	*2%*	*-%*	*-%*	*6%* a	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*
Postal Sort	**1**	-	*	-	1	-	*	*	1	*	-
	****%***	*-%*	**%*	*-%*	*4%* a	*-%*	**%*	**%*	**%*	**%*	*-%*
Parcels to go	**1**	1	-	-	1	-	1	-	1	-	-
	****%***	*1%*	*-%*	*-%*	*3%* a	*-%*	*1%*	*-%*	**%*	*-%*	*-%*
DX	**1**	*	*	-	1	*	*	*	1	*	-
	****%***	**%*	**%*	*-%*	*3%* a	**%*	**%*	*1%*	**%*	*1%*	*-%*
UPS	*	-	*	-	*	-	*	*	*	-	-
	****%***	*-%*	**%*	*-%*	*2%* a	*-%*	**%*	**%*	**%*	*-%*	*-%*
Whistl (Previously known as TNT Post)	*	*	-	-	*	*	-	*	*	*	-
	****%***	**%*	*-%*	*-%*	*1%*	**%*	*-%*	**%*	**%*	**%*	*-%*
Neo Post	*	-	-	-	*	-	-	-	*	-	-
	****%***	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*
Global Mailing	*	-	*	-	*	-	*	-	*	-	-
	****%***	*-%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	**257**	66	130	224	33	60	136	103	208	61	-
Weighted total	**195**	49	103	177	19	40	112	66	150	33	-
Other answers	**2**	*	-	-	2	*	-	*	2	*	-
	1%	*1%*	*-%*	*-%*	*12%* a	*1%*	*-%*	*1%*	*2%*	*1%*	*-%*
NET: RM Only	**177**	46	98	177	-	39	106	60	138	29	-
	90%	*95%*	*95%*	*100%* b	*-%*	*99%*	*94%*	*91%*	*92%*	*88%*	*-%*
NET: Provider other than RM only	**19**	2	5	-	19	1	7	6	12	4	-
	10%	*5%*	*5%*	*-%*	*100%* a	*1%*	*6%*	*9%*	*8%*	*12%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**257**	94	169	51	-	140	122	56	5	226	186	132	194	160	5
Weighted total	**195**	68	118	24	-	107	84	37	4	168	136	91	142	121	1
Royal Mail	**177**	58	106	18	-	100	81	34	4	154	124	85	130	110	1
	90%	*86%*	*90%* c	*77%*	*-%*	*93%*	*96%*	*92%*	*100%*	*92%*	*91%*	*93%*	*91%*	*91%*	*58%*
DPD	**4**	2	3	-	-	2	1	-	-	3	3	1	1	2	*
	2%	*3%*	*3%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*2%*	*2%*	*2%*	*1%*	*2%*	*42%*
APC	**2**	*	2	-	-	*	*	-	-	2	2	-	2	2	-
	1%	**%*	*2%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*1%*	*1%*	*-%*	*1%*	*1%*	*-%*
Pitney Bowes	**2**	1	1	1	-	*	-	-	-	*	*	-	*	1	-
	1%	*2%*	*1%*	*4%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	*1%*	*-%*
DHL	**2**	2	2	2	-	*	*	*	-	1	2	*	2	-	-
	1%	*3%*	*1%*	*7%* b	*-%*	**%*	**%*	**%*	*-%*	**%*	*1%*	**%*	*1%*	*-%*	*-%*
Parcelforce	**2**	2	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*3%* b	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
TNT Express	**2**	2	-	2	-	2	-	2	-	2	2	2	2	2	-
	1%	*3%* b	*-%*	*7%* b	*-%*	*2%*	*-%*	*5%* b	*-%*	*1%*	*1%*	*2%*	*1%*	*1%*	*-%*
UK Mail	**1**	-	-	-	-	1	1	-	-	1	-	1	1	1	-
	1%	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	*1%*	*-%*
Postal Sort	**1**	-	*	*	-	*	*	*	-	1	*	*	1	1	-
	****%***	*-%*	**%*	**%*	*-%*	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	**%*	*1%*	*-%*
Parcels to go	**1**	-	-	-	-	1	-	-	-	1	-	1	1	1	-
	****%***	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	**%*	*1%*	*-%*
DX	**1**	*	1	*	-	1	*	*	-	*	*	1	*	*	-
	****%***	*1%*	*1%*	*2%*	*-%*	*1%*	*1%*	*1%*	*-%*	**%*	**%*	*1%*	**%*	**%*	*-%*
UPS	*	*	*	-	-	*	*	*	-	*	*	*	*	*	-
	****%***	**%*	**%*	*-%*	*-%*	**%*	**%*	*1%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*
Whistl (Previously known as TNT Post)	*	*	*	*	-	*	*	*	-	*	*	*	*	*	-
	****%***	**%*	**%*	*1%*	*-%*	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*
Neo Post	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Global Mailing	*	*	*	*	-	*	*	-	-	-	-	-	-	-	-
	****%***	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other answers	**2**	*	2	*	-	*	*	*	-	2	2	*	2	*	-
	1%	**%*	*2%*	*1%*	*-%*	**%*	**%*	*1%*	*-%*	*1%*	*1%*	**%*	*1%*	**%*	*-%*
NET: RM Only	**177**	58	106	18	-	100	81	34	4	154	124	85	130	110	1
	90%	*86%*	*90%* c	*77%*	*-%*	*93%*	*96%*	*92%*	*100%*	*92%*	*91%*	*93%*	*91%*	*91%*	*58%*
NET: Provider other than RM only	**19**	10	12	6	-	7	3	3	-	14	12	6	13	10	*
	10%	*14%*	*10%*	*23%* b	*-%*	*7%*	*4%*	*8%*	*-%*	*8%*	*9%*	*7%*	*9%*	*9%*	*42%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	***e**	a	b	***a**	***b**	***c**	***d**
Unweighted total	**257**	99	75	106	35	23	178	142	9	6	10	7
Weighted total	**195**	66	55	70	25	14	126	108	10	4	12	5
Royal Mail	**177**	62	52	66	23	13	113	102	9	4	11	5
	90%	*94%*	*95%*	*94%*	*93%*	*96%*	*89%*	*94%*	*99%*	*100%*	*91%*	*100%*
DPD	**4**	1	*	*	-	-	3	*	-	-	-	-
	2%	*2%*	*1%*	*1%*	*-%*	*-%*	*3%*	**%*	*-%*	*-%*	*-%*	*-%*
APC	**2**	*	-	*	-	-	2	2	-	-	-	-
	1%	**%*	*-%*	**%*	*-%*	*-%*	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	**2**	-	-	-	-	-	*	*	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*
DHL	**2**	*	-	-	-	-	2	-	-	-	-	-
	1%	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
Parcelforce	**2**	-	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
TNT Express	**2**	-	-	2	2	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*2%*	*7%* **ab**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
UK Mail	**1**	1	1	-	-	-	1	1	-	-	1	-
	1%	*2%*	*2%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*9%*	*-%*
Postal Sort	**1**	-	-	*	-	-	1	1	-	-	-	-
	****%***	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*
Parcels to go	**1**	1	1	1	-	-	1	1	-	-	-	-
	****%***	*1%*	*1%*	*1%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*	*-%*	*-%*
DX	**1**	1	1	*	-	*	1	*	-	-	-	-
	****%***	*1%*	*1%*	*1%*	*-%*	*4%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*
UPS	*	-	-	*	-	-	*	*	-	-	-	-
	****%***	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*
Whistl (Previously known as TNT Post)	*	-	-	*	-	-	*	*	*	-	-	-
	****%***	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	*1%*	*-%*	*-%*	*-%*
Neo Post	*	-	-	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Global Mailing	*	-	-	-	-	-	*	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other answers	**2**	*	-	*	*	*	2	*	-	-	-	-
	1%	**%*	*-%*	**%*	**%*	**%*	*2%*	**%*	*-%*	*-%*	*-%*	*-%*
NET: RM Only	**177**	62	52	66	23	13	113	102	9	4	11	5
	90%	*94%*	*95%*	*94%*	*93%*	*96%*	*89%*	*94%*	*99%*	*100%*	*91%*	*100%*
NET: Provider other than RM only	**19**	4	3	4	2	1	13	6	*	-	1	-
	10%	*6%*	*5%*	*6%*	*7%*	*4%*	*11%*	*6%*	*1%*	*-%*	*9%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**257**	250	229	252	233	254	179	241	99	1	217	8	62	190
Weighted total	**195**	190	173	191	171	192	134	179	64	2	164	6	55	137
Royal Mail	**177**	171	156	173	156	173	123	162	57	-	153	6	54	123
	90%	*90%*	*90%*	*91%*	*91%*	*90%*	*92%*	*90%*	*89%*	*-%*	*93%*	*100%*	*97%*	*90%*
DPD	**4**	4	4	4	4	4	3	4	1	-	3	-	-	3
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*-%*	*2%*	*-%*	*-%*	*2%*
APC	**2**	2	2	2	*	2	*	2	-	2	2	-	-	2
	1%	*1%*	*1%*	*1%*	*%*	*1%*	*%*	*1%*	*-%*	*100%*	*1%*	*-%*	*-%*	*1%*
Pitney Bowes	**2**	2	2	2	2	2	2	2	2	-	1	-	-	1
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*-%*	*%*	*-%*	*-%*	*1%*
DHL	**2**	2	1	2	1	2	1	2	2	-	1	-	-	2
	1%	*1%*	*%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	*-%*	*%*	*-%*	*-%*	*1%*
Parcelforce	**2**	2	2	2	2	2	2	2	-	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
TNT Express	**2**	2	2	2	2	2	2	2	2	-	-	-	-	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	*-%*	*-%*	*-%*	*-%*	*1%*
UK Mail	**1**	1	1	1	1	1	-	1	-	-	-	-	1	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*
Postal Sort	**1**	1	1	1	1	1	-	*	*	-	1	-	*	1
	%	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*-%*	*%*	*-%*	*%*	*%*
Parcels to go	**1**	1	1	1	1	1	-	1	1	-	1	-	-	1
	%	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*1%*	*-%*	*%*	*-%*	*-%*	*%*
DX	**1**	*	*	*	*	1	*	*	-	-	-	-	-	1
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*
UPS	*	*	*	*	*	*	*	*	*	-	*	-	-	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*-%*	*-%*	*%*
Whistl (Previously known as TNT Post)	*	*	*	*	*	*	*	*	*	-	*	-	*	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*-%*	*%*	*%*
Neo Post	*	*	*	*	*	*	*	*	*	-	-	-	-	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*
Global Mailing	*	*	*	*	*	*	*	*	-	-	*	-	-	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*
Other answers	**2**	2	2	2	2	2	*	2	*	-	2	-	*	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	*1%*	*%*	*-%*	*1%*	*-%*	*%*	*1%*
NET: RM Only	**177**	171	156	173	156	173	123	162	57	-	153	6	54	123
	90%	*90%*	*90%*	*91%*	*91%*	*90%*	*92%*	*90%*	*89%*	*-%*	*93%*	*100%*	*97%*	*90%*
NET: Provider other than RM only	**19**	18	17	18	15	18	11	17	7	2	11	-	2	14
	10%	*10%*	*10%*	*9%*	*9%*	*10%*	*8%*	*10%*	*11%*	*100%*	*7%*	*-%*	*3%*	*10%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	*b	c	a	b
Unweighted total	**257**	219	9	49	208	48	170	39	88	25	141	141	116
Weighted total	**195**	174	3	39	156	32	138	26	68	21	106	105	90
Royal Mail	**177**	157	3	37	139	29	125	22	59	20	98	94	83
	90%	*90%*	*100%*	*95%*	*89%*	*93%*	*91%*	*85%*	*86%*	*96%*	*93%*	*89%*	*92%*
DPD	**4**	3	-	*	3	1	3	*	1	-	2	2	2
	2%	*1%*	*-%*	**%*	*2%*	*2%*	*2%*	**%*	*2%*	*-%*	*2%*	*1%*	*2%*
APC	**2**	2	-	-	2	*	2	-	2	-	*	-	2
	1%	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*-%*	*3%*	*-%*	**%*	*-%*	*2%*
Pitney Bowes	**2**	2	-	-	2	-	2	*	1	-	1	1	*
	1%	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	**%*	*2%*	*-%*	*1%*	*1%*	*1%*
DHL	**2**	2	-	-	2	-	1	1	1	-	1	1	1
	1%	*1%*	*-%*	*-%*	*1%*	*-%*	**%*	*4%*	*2%*	*-%*	*1%*	*1%*	*1%*
Parcelforce	**2**	2	-	2	-	-	2	-	2	-	-	2	-
	1%	*1%*	*-%*	*4%* b	*-%*	*-%*	*1%*	*-%*	*3%*	*-%*	*-%*	*2%*	*-%*
TNT Express	**2**	2	-	-	2	-	2	-	2	-	-	-	2
	1%	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*2%*	*-%*	*-%*	*-%*	*2%*
UK Mail	**1**	1	-	-	1	1	-	-	1	-	-	1	-
	1%	*1%*	*-%*	*-%*	*1%*	*3%* b	*-%*	*-%*	*2%*	*-%*	*-%*	*1%*	*-%*
Postal Sort	**1**	1	-	-	1	*	1	-	*	1	-	1	-
	****%***	**%*	*-%*	*-%*	**%*	**%*	**%*	*-%*	**%*	*3%*	*-%*	*1%*	*-%*
Parcels to go	**1**	1	-	-	1	-	1	-	-	-	1	1	-
	****%***	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*
DX	**1**	1	-	-	1	-	*	*	-	-	*	*	*
	****%***	**%*	*-%*	*-%*	**%*	*-%*	**%*	*2%*	*-%*	*-%*	**%*	**%*	**%*
UPS	*	*	-	-	*	-	*	-	-	-	*	-	*
	****%***	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*
Whistl (Previously known as TNT Post)	*	*	-	-	*	*	-	*	*	*	-	*	-
	****%***	**%*	*-%*	*-%*	**%*	**%*	*-%*	*1%*	**%*	*1%*	*-%*	**%*	*-%*
Neo Post	*	*	-	-	*	-	-	*	-	-	*	-	*
	****%***	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	**%*
Global Mailing	*	*	-	-	*	-	-	*	*	-	-	-	*
	****%***	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	**%*
Other answers	**2**	2	-	-	2	*	*	2	*	-	2	2	-
	1%	*1%*	*-%*	*-%*	*1%*	**%*	**%*	*7%* b	**%*	*-%*	*2%*	*2%*	*-%*
NET: RM Only	**177**	157	3	37	139	29	125	22	59	20	98	94	83
	90%	*90%*	*100%*	*95%*	*89%*	*93%*	*91%*	*85%*	*86%*	*96%*	*93%*	*89%*	*92%*
NET: Provider other than RM only	**19**	18	-	2	17	2	13	4	10	1	8	11	7
	10%	*10%*	*-%*	*5%*	*11%*	*7%*	*9%*	*15%*	*14%*	*4%*	*7%*	*11%*	*8%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 30 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	*d	*a	*b	c	*d	*a	*b	*c	*d
Unweighted total	257	53	14	34	26	23	13	30	15	15	24	5	9
Weighted total	195	22	5	13	10	9	6	14	7	4	12	2	4
Royal Mail	177	18	2	12	9	8	5	12	6	3	9	1	4
	90%	*80%*	*49%*	*90%*	*89%*	*86%*	*81%*	*84%*	*84%*	*71%*	*72%*	*90%*	*100%*
DPD	4	1	-	-	-	-	-	1	-	-	1	-	-
	2%	*4%*	-%	-%	-%	-%	-%	*7%*	-%	-%	*8%*	-%	-%
APC	2	*	-	*	-	*	-	*	-	-	-	*	-
	1%	*1%*	-%	*1%*	-%	*2%*	-%	*1%*	-%	-%	-%	*10%*	-%
Pitney Bowes	2	1	1	-	-	-	-	-	-	1	*	-	-
	1%	*5%*	*24%*	-%	-%	-%	-%	-%	-%	*27%*	*%	-%	-%
DHL	2	1	1	*	*	*	-	*	-	*	1	-	-
	1%	*5%*	*24%*	*%	*1%*	*1%*	-%	*%	-%	*1%	*9%	-%	-%
Parcelforce	2	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT Express	2	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK Mail	1	1	-	1	1	1	1	1	1	-	1	-	-
	1%	*5%*	-%	*8%*	*10%*	*11%*	*19%*	*8%*	*16%*	-%	*9%*	-%	-%
Postal Sort	1	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcels to go	1	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DX	1	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UPS	*	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	*	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neo Post	*	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	*	*	*	-	-	-	-	-	-	-	*	-	-
	*%	*%	*1%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Other answers	2	-	*	-	-	-	-	-	-	-	*	-	-
	1%	-%	*1%*	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
NET: RM Only	177	18	2	12	9	8	5	12	6	3	9	1	4
	90%	*80%*	*49%*	*90%*	*89%*	*86%*	*81%*	*84%*	*84%*	*71%*	*72%*	*90%*	*100%*
NET: Provider other than RM only	19	4	2	1	1	1	1	2	1	1	3	*	-
	10%	*20%*	*51%*	*10%*	*11%*	*14%*	*19%*	*16%*	*16%*	*29%*	*28%*	*10%*	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 30 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	**257**	36	10	6	56	10	15	24	29	18	27	12	14
Weighted total	**195**	28	11	9	22	6	10	15	27	23	14	15	15
Royal Mail	**177**	25	7	9	18	6	9	12	26	23	13	15	13
	90%	*91%*	*65%*	*100%*	*80%*	*98%*	*97%*	*84%*	*98%*	*98%*	*91%*	*95%*	*87%*
DPD	**4**	-	-	-	1	-	-	-	*	-	-	*	2
	2%	-%	-%	-%	*4%*	-%	-%	-%	*2%*	-%	-%	*1%*	*13%*
APC	**2**	2	-	-	*	-	-	-	-	-	-	-	-
	1%	*6%*	-%	-%	*1%*	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	**2**	-	*	-	1	-	-	-	-	*	-	-	-
	1%	-%	*2%*	-%	*5%*	-%	-%	-%	-%	*2%*	-%	-%	-%
DHL	**2**	-	-	-	1	-	-	-	-	-	1	-	-
	1%	-%	-%	-%	*5%*	-%	-%	-%	-%	-%	*4%*	-%	-%
Parcelforce	**2**	-	2	-	-	-	-	-	-	-	-	-	-
	1%	-%	*16%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT Express	**2**	-	2	-	-	-	-	-	-	-	-	-	-
	1%	-%	*16%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK Mail	**1**	-	-	-	1	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	*5%*	-%	-%	-%	-%	-%	-%	-%	-%
Postal Sort	**1**	*	-	-	-	-	-	-	-	-	-	1	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*4%*	-%
Parcels to go	**1**	-	-	-	-	-	-	-	-	-	1	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*4%*	-%	-%
DX	**1**	1	-	-	-	-	-	-	-	-	-	-	-
	%	*2%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UPS	*	*	-	-	-	-	*	-	-	-	-	-	-
	%	*%	-%	-%	-%	-%	*3%*	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	*	*	-	-	-	-	-	*	-	-	-	-	-
	%	*%	-%	-%	-%	-%	-%	*1%*	-%	-%	-%	-%	-%
Neo Post	*	-	-	-	-	-	-	*	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	-%	-%	-%
Global Mailing	*	-	-	-	*	-	-	-	-	-	-	-	-
	%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**2**	-	-	-	*	*	-	2	-	-	-	-	-
	1%	-%	-%	-%	*%	*2%*	-%	*15%*	-%	-%	-%	-%	-%
NET: RM Only	**177**	25	7	9	18	6	9	12	26	23	13	15	13
	90%	*91%*	*65%*	*100%*	*80%*	*98%*	*97%*	*84%*	*98%*	*98%*	*91%*	*95%*	*87%*
NET: Provider other than RM only	**19**	3	4	-	5	*	*	2	*	*	1	1	2
	10%	*9%*	*35%*	-%	*20%*	*2%*	*3%*	*16%*	*2%*	*2%*	*9%*	*5%*	*13%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**257**	52	81	71	53
Weighted total	**195**	48	38	65	44
Royal Mail	**177**	42	33	62	40
	90%	*87%*	*87%*	*95%*	*91%*
DPD	**4**	-	1	*	2
	2%	*-%*	*3%*	*1%*	*5%*
APC	**2**	2	*	-	-
	1%	*4%*	**%*	*-%*	*-%*
Pitney Bowes	**2**	*	1	*	-
	1%	*1%*	*3%*	*1%*	*-%*
DHL	**2**	-	1	-	1
	1%	*-%*	*3%*	*-%*	*1%*
Parcelforce	**2**	2	-	-	-
	1%	*4%*	*-%*	*-%*	*-%*
TNT Express	**2**	2	-	-	-
	1%	*4%*	*-%*	*-%*	*-%*
UK Mail	**1**	-	1	-	-
	1%	*-%*	*3%*	*-%*	*-%*
Postal Sort	**1**	*	-	-	1
	****%***	**%*	*-%*	*-%*	*1%*
Parcels to go	**1**	-	-	-	1
	****%***	*-%*	*-%*	*-%*	*1%*
DX	**1**	1	-	-	-
	****%***	*1%*	*-%*	*-%*	*-%*
UPS	*	*	*	-	-
	****%***	**%*	*1%*	*-%*	*-%*
Whistl (Previously known as TNT Post)	*	*	-	*	-
	****%***	**%*	*-%*	**%*	*-%*
Neo Post	*	-	-	*	-
	****%***	*-%*	*-%*	**%*	*-%*
Global Mailing	*	-	*	-	-
	****%***	*-%*	**%*	*-%*	*-%*
Other answers	**2**	-	*	2	-
	1%	*-%*	**%*	*3%*	*-%*
NET: RM Only	**177**	42	33	62	40
	90%	*87%*	*87%*	*95%*	*91%*
NET: Provider other than RM only	**19**	6	5	3	4
	10%	*13%*	*13%*	*5%*	*9%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 31 Page 722

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**769**	489	158	79	43	280	155	149	47	31	62
Weighted total	**609**	576	20	8	5	33	183	155	39	17	19
Royal Mail	**402**	379	13	6	5	23	126	105	17	11	11
	66%	*66%*	*65%*	*74%*	*88%* **abe**	*71%*	*69%* **ce**	*68%* c	*42%*	*62%*	*55%*
Hermes	**32**	32	-	-	-	-	12	9	2	-	2
	5%	*6%* **bce**	*-%*	*-%*	*-%*	*-%*	*7%*	*6%*	*5%*	*-%*	*9%*
DPD	**30**	28	1	*	*	2	10	3	6	*	2
	5%	*5%*	*7%*	*5%*	*1%*	*6%*	*6%*	*2%*	*15%* **abd**	*1%*	*9%* b
Parcelforce	**24**	23	1	*	*	1	9	9	*	*	*
	4%	*4%*	*4%*	*2%*	*1%*	*3%*	*5%*	*6%*	**%*	*1%*	*1%*
DHL	**22**	21	*	*	*	1	5	3	2	-	2
	4%	*4%*	*2%*	*1%*	*4%*	*2%*	*3%*	*2%*	*4%*	*-%*	*10%* **ab**
UPS	**18**	18	*	*	*	1	4	4	3	-	2
	3%	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*9%* a	*-%*	*9%* **ab**
UK Mail	**14**	14	*	-	-	*	6	6	2	-	*
	2%	*2%*	*1%*	*-%*	*-%*	*1%*	*3%*	*4%*	*5%*	*-%*	*1%*
APC	**13**	13	*	-	-	*	4	4	2	2	-
	2%	*2%*	*2%*	*-%*	*-%*	*1%*	*2%*	*2%*	*4%*	*11%* **abe**	*-%*
TNT Express	**9**	8	1	*	-	1	-	2	*	2	*
	2%	*1%*	*6%* a	*3%*	*-%*	*4%* a	*-%*	*1%*	*1%*	*14%* **abce**	*2%*
FedEx	**5**	4	1	*	*	1	-	*	-	2	*
	1%	*1%*	*4%* a	*1%*	*2%*	*3%* a	*-%*	**%*	*-%*	*12%* **abce**	*1%*
DX	**3**	3	-	-	-	-	-	2	*	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*
Collect Plus	**3**	3	-	-	-	-	-	1	2	-	-
	****%***	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*5%* a	*-%*	*-%*
Pitney Bowes	**2**	2	*	*	-	*	-	-	-	-	-
	****%***	**%*	*1%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
One Post	**2**	2	-	-	-	-	-	2	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
Parcels to go	**2**	2	-	-	-	-	-	1	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
Tuffnels	**2**	1	*	*	-	1	-	-	*	-	-
	****%***	**%*	*2%* a	*3%* a	*-%*	*2%* a	*-%*	*-%*	**%*	*-%*	*-%*
Local Courier	**2**	2	-	-	-	-	-	-	*	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**769**	489	158	79	43	280	155	149	47	31	62
Weighted total	**609**	576	20	8	5	33	183	155	39	17	19
Fastway Couriers	*	*	-	-	-	-	-	*	-	-	-
	%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Coopers Carriers	*	*	-	-	-	-	-	-	*	-	-
	%	*%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%
Postal Sort	*	-	*	*	-	*	-	-	-	-	-
	%	-%	*%	*1%* a	-%	*%	-%	-%	-%	-%	-%
Global Mailing	*	-	*	-	-	*	-	-	-	-	-
	%	-%	*%	-%	-%	*%	-%	-%	-%	-%	-%
Other answers	**26**	24	1	*	*	1	6	4	4	*	*
	4%	*4%*	*4%*	*6%*	*1%*	*4%*	*3%*	*3%*	*10%* b	*1%*	*2%*
NET: RM Only	**402**	379	13	6	5	23	126	105	17	11	11
	66%	*66%*	*65%*	*74%*	*88%* **abe**	*71%*	*69%* **ce**	*68%* c	*42%*	*62%*	*55%*
NET: Provider other than RM only	**207**	197	7	2	1	10	56	50	22	7	9
	34%	*34%* d	*35%* d	*26%*	*12%*	*29%* d	*31%*	*32%*	*58%* **ab**	*38%*	*45%* a

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**769**	62	30	102	13	45	96	56	56	53	513	102	79	75
Weighted total	**609**	73	41	102	10	45	103	57	55	49	534	29	25	20
Royal Mail	**402**	46	30	60	9	29	63	42	38	33	349	23	17	13
	66%	*63%*	*73%*	*59%*	*87%*	*63%*	*61%*	*74%*	*69%*	*67%*	*65%*	*78%* **acfj**	*67%*	*66%*
Hermes	**32**	5	6	3	-	-	11	1	4	2	31	1	1	-
	5%	*6%* m	*14%* **cegklm**	*3%*	*-%*	*-%*	*10%* **ekm**	*2%*	*7%* m	*4%*	*6%* m	*2%*	*3%*	*-%*
DPD	**30**	5	-	4	-	5	5	3	4	1	27	1	1	1
	5%	*7%*	*-%*	*4%*	*-%*	*12%* i	*4%*	*6%*	*7%*	*2%*	*5%*	*4%*	*3%*	*5%*
Parcelforce	**24**	2	1	7	-	5	*	2	3	*	21	1	*	2
	4%	*3%*	*3%*	*7%* f	*-%*	*12%* **fijl**	**%*	*3%*	*6%* f	*1%*	*4%*	*4%*	*2%*	*10%* **fijl**
DHL	**22**	*	-	8	-	1	5	1	2	4	21	-	1	*
	4%	**%*	*-%*	*8%* **ak**	*-%*	*2%*	*5%* k	*2%*	*4%*	*7%* **ak**	*4%* k	*-%*	*2%*	*2%*
UPS	**18**	5	-	5	-	2	3	1	-	-	17	1	*	-
	3%	*7%* m	*-%*	*5%* m	*-%*	*5%*	*3%*	*2%*	*-%*	*-%*	*3%*	*4%*	*2%*	*-%*
UK Mail	**14**	2	4	2	-	-	-	2	-	4	13	-	1	-
	2%	*3%*	*10%* **cefhjkm**	*2%*	*-%*	*-%*	*-%*	*3%*	*-%*	*8%* **fhjkm**	*2%*	*-%*	*2%*	*-%*
APC	**13**	2	*	2	-	-	1	5	2	-	11	1	1	-
	2%	*3%*	**%*	*2%*	*-%*	*-%*	*1%*	*8%* **fijm**	*3%*	*-%*	*2%*	*3%*	*3%*	*-%*
TNT Express	**9**	2	*	2	*	-	3	-	-	*	8	*	1	*
	2%	*3%*	*1%*	*2%*	*3%*	*-%*	*3%*	*-%*	*-%*	*1%*	*2%*	*1%*	*2%*	*1%*
FedEx	**5**	2	-	*	-	-	2	*	*	-	4	*	-	-
	1%	*3%*	*-%*	**%*	*-%*	*-%*	*2%*	**%*	*1%*	*-%*	*1%*	*1%*	*-%*	*-%*
DX	**3**	-	-	-	-	-	2	-	-	-	2	-	*	1
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	**%*	*-%*	*2%*	*6%* **cjk**
Collect Plus	**3**	1	-	-	-	-	2	-	-	-	3	-	-	-
	****%***	*1%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
Pitney Bowes	**2**	-	-	*	-	-	-	*	-	2	2	-	-	-
	****%***	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*4%* j	**%*	*-%*	*-%*	*-%*
One Post	**2**	-	-	-	-	-	-	-	-	2	2	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%* j	**%*	*-%*	*-%*	*-%*
Parcels to go	**2**	1	-	-	-	-	-	-	-	-	1	1	-	-
	****%***	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*2%* j	*-%*	*-%*
Tuffnels	**2**	*	-	-	-	1	*	-	-	-	2	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*2%* j	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**769**	62	30	102	13	45	96	56	56	53	513	102	79	75
Weighted total	**609**	73	41	102	10	45	103	57	55	49	534	29	25	20
Local Courier	**2**	-	-	-	-	-	1	-	-	-	1	*	-	-
	***%**	-%	-%	-%	-%	-%	*1%*	-%	-%	-%	**%*	*2%* j	-%	-%
Fastway Couriers	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*2%* j
Coopers Carriers	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*2%* j	-%
Postal Sort	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*
Global Mailing	*	-	-	*	-	-	-	-	-	-	*	-	-	-
	***%**	-%	-%	**%*	-%	-%	-%	-%	-%	-%	**%*	-%	-%	-%
Other answers	**26**	-	-	8	1	2	6	2	2	2	22	*	2	1
	4%	-%	-%	*8%* **ak**	*11%*	*4%*	*5%* k	*3%*	*3%*	*4%*	*4%*	**%*	*9%* **ak**	*7%* **ak**
NET: RM Only	**402**	46	30	60	9	29	63	42	38	33	349	23	17	13
	66%	*63%*	*73%*	*59%*	*87%*	*63%*	*61%*	*74%*	*69%*	*67%*	*65%*	*78%* **acfj**	*67%*	*66%*
NET: Provider other than RM only	**207**	27	11	42	1	17	40	15	17	16	185	6	8	7
	34%	*37%* k	*27%*	*41%* k	*13%*	*37%*	*39%* k	*26%*	*31%*	*33%*	*35%* k	*22%*	*33%*	*34%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 31 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	d	e	***f**	g	h	a	b	a	b
Unweighted total	**769**	10	120	17	50	259	22	36	253	538	231	675	94
Weighted total	**609**	4	85	8	39	234	12	37	188	464	145	561	48
Royal Mail	**402**	3	48	6	27	142	7	34	135	306	96	372	30
	66%	*87%*	*56%*	*74%*	*69%*	*60%*	*55%*	*91%* **bdeh**	*72%* **be**	*66%*	*67%*	*66%*	*62%*
Hermes	**32**	-	4	-	-	17	2	-	10	26	6	30	2
	5%	*-%*	*4%*	*-%*	*-%*	*7%*	*15%*	*-%*	*5%*	*6%*	*4%*	*5%*	*4%*
DPD	**30**	-	2	-	2	16	-	-	10	21	9	27	3
	5%	*-%*	*3%*	*-%*	*6%*	*7%*	*-%*	*-%*	*5%*	*5%*	*6%*	*5%*	*7%*
Parcelforce	**24**	-	6	*	3	8	*	-	7	19	5	24	*
	4%	*-%*	*8%*	*1%*	*7%*	*3%*	**%*	*-%*	*4%*	*4%*	*3%*	*4%*	*1%*
DHL	**22**	-	4	*	2	9	-	2	4	19	3	20	2
	4%	*-%*	*5%*	*1%*	*5%*	*4%*	*-%*	*5%*	*2%*	*4%*	*2%*	*3%*	*4%*
UPS	**18**	-	4	1	1	8	-	-	5	16	2	16	2
	3%	*-%*	*5%*	*8%*	*2%*	*3%*	*-%*	*-%*	*2%*	*3%*	*2%*	*3%*	*4%*
UK Mail	**14**	-	4	-	2	6	-	-	2	8	5	12	2
	2%	*-%*	*5%* h	*-%*	*4%*	*3%*	*-%*	*-%*	*1%*	*2%*	*4%*	*2%*	*4%*
APC	**13**	-	4	*	-	5	2	1	1	10	3	11	2
	2%	*-%*	*5%* h	*1%*	*-%*	*2%*	*15%*	*3%*	*1%*	*2%*	*2%*	*2%*	*3%*
TNT Express	**9**	-	1	-	*	7	-	-	1	6	3	8	1
	2%	*-%*	*2%*	*-%*	*1%*	*3%* h	*-%*	*-%*	*1%*	*1%*	*2%*	*1%*	*2%*
FedEx	**5**	-	3	-	-	*	2	-	*	4	1	4	*
	1%	*-%*	*3%* **eh**	*-%*	*-%*	**%*	*14%*	*-%*	**%*	*1%*	**%*	*1%*	*1%*
DX	**3**	-	-	-	-	*	-	*	2	3	-	2	2
	1%	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	*1%*	*1%*	*-%*	**%*	*4%* a
Collect Plus	**3**	-	-	-	-	3	-	-	-	3	-	2	1
	****%***	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	*2%* a
Pitney Bowes	**2**	-	-	-	-	2	-	-	*	*	2	2	-
	****%***	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	**%*	*1%* a	**%*	*-%*
One Post	**2**	-	-	-	-	-	-	-	2	2	-	2	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*	**%*	*-%*
Parcels to go	**2**	-	-	-	-	1	-	-	1	2	-	1	1
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	*1%*
Tuffnels	**2**	-	*	-	1	*	-	-	-	1	*	1	*
	****%***	*-%*	*1%*	*-%*	*2%* **eh**	**%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	**%*
Local Courier	**2**	-	-	-	1	-	-	-	*	2	-	2	-
	****%***	*-%*	*-%*	*-%*	*3%* **eh**	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	d	e	***f**	g	h	a	b	a	b
Unweighted total	**769**	10	120	17	50	259	22	36	253	538	231	675	94
Weighted total	**609**	4	85	8	39	234	12	37	188	464	145	561	48
Fastway Couriers	*	*	-	-	-	-	-	-	-	-	*	*	-
	***%**	*13%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*
Coopers Carriers	*	-	-	-	-	*	-	-	-	-	*	*	-
	***%**	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*
Postal Sort	*	-	-	*	-	-	-	*	-	*	*	*	-
	***%**	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	**%*	**%*	*-%*
Global Mailing	*	-	-	-	-	-	-	-	*	*	-	*	-
	***%**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	*-%*
Other answers	**26**	-	4	1	*	12	*	-	8	18	8	24	2
	4%	*-%*	*4%*	*15%*	*1%*	*5%*	**%*	*-%*	*4%*	*4%*	*5%*	*4%*	*4%*
NET: RM Only	**402**	3	48	6	27	142	7	34	135	306	96	372	30
	66%	*87%*	*56%*	*74%*	*69%*	*60%*	*55%*	*91%* **bdeh**	*72%* **be**	*66%*	*67%*	*66%*	*62%*
NET: Provider other than RM only	**207**	*	37	2	12	93	5	4	54	159	48	189	18
	34%	*13%*	*44%* **gh**	*26%*	*31%* g	*40%* **gh**	*45%*	*9%*	*28%* g	*34%*	*33%*	*34%*	*38%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	***b**	a	b	c
Unweighted total	**769**	746	23	323	135	303
Weighted total	**609**	586	23	267	95	237
Royal Mail	**402**	390	12	172	67	158
	66%	*67%*	*53%*	*65%*	*70%*	*67%*
Hermes	**32**	32	-	13	2	17
	5%	*6%*	*-%*	*5%*	*2%*	*7%* b
DPD	**30**	30	*	13	3	14
	5%	*5%*	**%*	*5%*	*4%*	*6%*
Parcelforce	**24**	19	5	9	4	11
	4%	*3%*	*23%*	*3%*	*4%*	*5%*
DHL	**22**	19	3	10	4	7
	4%	*3%*	*12%*	*4%*	*4%*	*3%*
UPS	**18**	18	*	10	5	3
	3%	*3%*	*2%*	*4%*	*5%* c	*1%*
UK Mail	**14**	14	-	8	1	3
	2%	*2%*	*-%*	*3%*	*1%*	*1%*
APC	**13**	12	*	3	2	8
	2%	*2%*	*2%*	*1%*	*2%*	*3%*
TNT Express	**9**	9	-	6	2	2
	2%	*2%*	*-%*	*2%*	*2%*	*1%*
FedEx	**5**	5	-	2	2	1
	1%	*1%*	*-%*	*1%*	*2%*	**%*
DX	**3**	3	-	*	3	-
	1%	*1%*	*-%*	**%*	*3%* **ac**	*-%*
Collect Plus	**3**	3	-	3	-	-
	****%***	**%*	*-%*	*1%*	*-%*	*-%*
Pitney Bowes	**2**	2	-	*	-	2
	****%***	**%*	*-%*	**%*	*-%*	*1%*
One Post	**2**	2	-	-	-	2
	****%***	**%*	*-%*	*-%*	*-%*	*1%*
Parcels to go	**2**	2	-	1	1	-
	****%***	**%*	*-%*	**%*	*1%*	*-%*
Tuffnels	**2**	2	-	1	*	*
	****%***	**%*	*-%*	**%*	**%*	**%*
Local Courier	**2**	2	-	2	-	-
	****%***	**%*	*-%*	*1%*	*-%*	*-%*
Fastway Couriers	*	*	-	-	-	*
	****%***	**%*	*-%*	*-%*	*-%*	**%*
Coopers Carriers	*	*	-	-	-	*
	****%***	**%*	*-%*	*-%*	*-%*	**%*
Postal Sort	*	*	-	*	-	*
	****%***	**%*	*-%*	**%*	*-%*	**%*

Columns Tested: a,b - a,b,c

Produced by OLR
Issue date: 05/02/19

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	***b**	a	b	c
Unweighted total	**769**	746	23	323	135	303
Weighted total	**609**	586	23	267	95	237
Global Mailing	*	*	-	-	-	*
	***%**	*%	-%	-%	-%	*%
Other answers	**26**	24	2	13	*	11
	***4%**	*4%*	*7%*	*5%*	**%*	*5%*
				b		b
NET: RM Only	**402**	390	12	172	67	158
	***66%**	*67%*	*53%*	*65%*	*70%*	*67%*
NET: Provider other than RM only	**207**	196	11	95	28	79
	***34%**	*33%*	*47%*	*35%*	*30%*	*33%*

Columns Tested: a,b - a,b,c

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**769**	460	247	49	6	4	2	-	1	707	62	85	375	309
Weighted total	**609**	406	176	21	3	3	*	-	*	582	27	85	321	203
Royal Mail	**402**	290	96	13	*	2	*	-	*	386	16	74	216	112
	66%	*71%* b	*54%*	*63%*	*10%*	*89%*	*50%*	*-%*	*100%*	*66%* b	*60%*	*86%* **bc**	*67%* c	*55%*
Hermes	**32**	23	6	2	2	-	-	-	-	29	3	4	19	9
	5%	*6%*	*3%*	*8%*	*67%*	*-%*	*-%*	*-%*	*-%*	*5%*	*13%* **abi**	*5%*	*6%*	*4%*
DPD	**30**	14	15	1	-	*	-	-	-	29	1	-	14	16
	5%	*3%*	*8%* **ai**	*4%*	*-%*	*11%*	*-%*	*-%*	*-%*	*5%*	*4%*	*-%*	*4%*	*8%* a
Parcelforce	**24**	14	10	*	*	-	-	-	-	23	1	1	13	10
	4%	*3%*	*5%*	*1%*	*18%*	*-%*	*-%*	*-%*	*-%*	*4%*	*3%*	*1%*	*4%*	*5%*
DHL	**22**	14	6	1	-	-	-	-	-	21	1	4	11	7
	4%	*4%*	*4%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*4%*	*4%*	*3%*	*4%*
UPS	**18**	10	8	*	-	-	-	-	-	18	*	*	10	8
	3%	*2%*	*5%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*1%*	**%*	*3%*	*4%*
UK Mail	**14**	5	8	1	-	-	-	-	-	13	1	-	5	9
	2%	*1%*	*4%* a	*5%* a	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*4%*	*-%*	*2%*	*4%* **ab**
APC	**13**	6	7	*	-	-	-	-	-	13	*	*	6	7
	2%	*2%*	*4%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*1%*	*2%*	*3%*
TNT Express	**9**	6	3	*	-	-	-	-	-	9	*	*	6	4
	2%	*1%*	*2%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	**%*	*2%*	*2%*
FedEx	**5**	2	2	*	*	-	-	-	-	4	*	-	2	2
	1%	*1%*	*1%*	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*1%*	*1%*
DX	**3**	1	3	-	-	-	-	-	-	3	-	-	1	3
	1%	**%*	*2%* a	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*1%*
Collect Plus	**3**	3	-	-	-	-	-	-	-	3	-	-	3	-
	****%***	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*
Pitney Bowes	**2**	2	*	-	-	-	-	-	-	2	-	-	2	*
	****%***	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	**%*
One Post	**2**	-	2	-	-	-	-	-	-	2	-	-	-	2
	****%***	*-%*	*1%* a	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*1%*
Parcels to go	**2**	2	-	-	-	-	-	-	-	2	-	1	1	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	**%*	*-%*
Tuffnels	**2**	-	1	-	-	-	*	-	-	1	*	-	-	2
	****%***	*-%*	*1%*	*-%*	*-%*	*-%*	*50%*	*-%*	*-%*	**%*	*1%* a	*-%*	*-%*	*1%*
Local Courier	**2**	2	-	-	-	-	-	-	-	2	-	-	2	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*
Fastway Couriers	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*
Coopers Carriers	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	****%***	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**769**	460	247	49	6	4	2	-	1	707	62	85	375	309
Weighted total	**609**	406	176	21	3	3	*	-	*	582	27	85	321	203
Postal Sort	*	-	*	*	-	-	-	-	-	*	*	-	-	*
	***%**	-%	*%	*%	-%	-%	-%	-%	-%	*%	*%	-%	-%	*%
Global Mailing	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	***%**	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%
Other answers	**26**	13	11	2	*	-	-	-	-	24	2	1	12	13
	***4%**	*3%*	*6%* a	*8%*	*4%*	-%	-%	-%	-%	*4%*	*7%*	*1%*	*4%*	*6%*
NET: RM Only	**402**	290	96	13	*	2	*	-	*	386	16	74	216	112
	***66%**	*71%* b	*54%*	*63%*	*10%*	*89%*	*50%*	-%	*100%*	*66%* b	*60%*	*86%* **bc**	*67%* c	*55%*
NET: Provider other than RM only	**207**	116	80	8	2	*	*	-	-	196	11	12	105	91
	***34%**	*29%*	*46%* **ai**	*37%*	*90%*	*11%*	*50%*	-%	-%	*34%*	*40%*	*14%*	*33%* a	*45%* **ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**769**	557	494	620	769	277	591	521	57	18	15	5	3	1
Weighted total	**609**	403	342	461	609	184	453	412	25	10	9	2	4	*
Royal Mail	**402**	286	253	331	402	126	296	299	21	6	4	*	2	*
	66%	*71%*	*74%*	*72%*	*66%*	*68%*	*65%*	*73%*	*83%*	*56%*	*39%*	*13%*	*51%*	*100%*
		df	**df**	**df**										
Hermes	**32**	13	16	16	32	10	25	9	3	-	4	*	-	-
	5%	*3%*	*5%*	*3%*	*5%*	*5%*	*6%*	*2%*	*14%*	*-%*	*41%*	*19%*	*-%*	*-%*
									a					
DPD	**30**	23	15	25	30	12	25	25	-	*	-	-	-	-
	5%	*6%*	*4%*	*5%*	*5%*	*7%*	*5%*	*6%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*
Parcelforce	**24**	11	10	13	24	5	22	13	-	-	-	-	-	-
	4%	*3%*	*3%*	*3%*	*4%*	*3%*	*5%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
DHL	**22**	10	7	13	22	3	16	13	*	-	-	-	-	-
	4%	*3%*	*2%*	*3%*	*4%*	*1%*	*4%*	*3%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
UPS	**18**	11	6	11	18	5	13	10	-	-	2	-	-	-
	3%	*3%*	*2%*	*2%*	*3%*	*3%*	*3%*	*2%*	*-%*	*-%*	*20%*	*-%*	*-%*	*-%*
UK Mail	**14**	10	5	10	14	6	10	9	-	-	-	1	-	-
	2%	*2%*	*1%*	*2%*	*2%*	*3%*	*2%*	*2%*	*-%*	*-%*	*-%*	*68%*	*-%*	*-%*
APC	**13**	4	3	5	13	6	10	5	*	-	-	-	-	-
	2%	*1%*	*1%*	*1%*	*2%*	*3%*	*2%*	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
						abc								
TNT Express	**9**	6	6	8	9	*	5	7	*	-	-	-	-	-
	2%	*2%*	*2%*	*2%*	*2%*	**%*	*1%*	*2%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
FedEx	**5**	4	1	4	5	2	2	4	*	-	-	-	-	-
	1%	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
						b								
DX	**3**	3	3	3	3	1	3	3	-	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Collect Plus	**3**	-	-	-	3	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	**2**	2	2	2	2	2	2	2	-	-	-	-	-	-
	****%***	**%*	*1%*	**%*	**%*	*1%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
One Post	**2**	2	2	2	2	-	2	2	-	-	-	-	-	-
	****%***	**%*	*1%*	**%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Parcels to go	**2**	1	-	1	2	-	1	-	-	1	-	-	-	-
	****%***	**%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	*6%*	*-%*	*-%*	*-%*	*-%*
Tuffnels	**2**	1	*	1	2	*	1	1	*	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
Local Courier	**2**	2	*	2	2	-	2	2	-	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fastway Couriers	*	*	-	*	*	-	-	*	-	-	-	-	-	-
	****%***	**%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Coopers Carriers	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 05/02/19

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**769**	557	494	620	769	277	591	521	57	18	15	5	3	1
Weighted total	**609**	403	342	461	609	184	453	412	25	10	9	2	4	*
Postal Sort	*	*	*	*	*	*	-	*	*	-	-	-	-	-
	***%**	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%	-%	-%	-%
Global Mailing	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	-%
Other answers	**26**	12	11	14	26	5	19	8	*	4	*	-	2	-
	***4%**	*3%*	*3%*	*3%*	*4%*	*3%*	*4%*	*2%*	*1%*	*36%*	**%*	*-%*	*49%*	*-%*
NET: RM Only	**402**	286	253	331	402	126	296	299	21	6	4	*	2	*
	***66%**	*71%*	*74%*	*72%*	*66%*	*68%*	*65%*	*73%*	*83%*	*56%*	*39%*	*13%*	*51%*	*100%*
		df	**df**	**df**										
NET: Provider other than RM only	**207**	116	89	130	207	58	156	113	4	4	6	1	2	-
	***34%**	*29%*	*26%*	*28%*	*34%*	*32%*	*35%*	*27%*	*17%*	*44%*	*61%*	*87%*	*49%*	*-%*
					abc		**abc**							

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**769**	733	17	11	4	1	3	-	4	125	146	173	171	5
Weighted total	**609**	586	10	7	5	*	*	-	1	119	112	134	92	4
Royal Mail	**402**	390	5	6	-	*	*	-	1	83	80	97	68	4
	66%	*67%*	*52%*	*83%*	*-%*	*100%*	*100%*	*-%*	*100%*	*69%*	*71%*	*72%*	*74%*	*100%*
Hermes	**32**	29	-	-	3	-	-	-	-	6	2	3	6	-
	5%	*5%*	*-%*	*-%*	*65%*	*-%*	*-%*	*-%*	*-%*	*5%*	*1%*	*2%*	*6%* b	*-%*
DPD	**30**	25	4	1	-	-	-	-	-	5	8	5	7	-
	5%	*4%*	*39%*	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*7%*	*4%*	*8%*	*-%*
Parcelforce	**24**	24	*	-	-	-	-	-	-	4	4	5	*	-
	4%	*4%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%* d	*4%* d	*4%* d	**%*	*-%*
DHL	**22**	22	-	-	-	-	-	-	-	4	5	3	2	-
	4%	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*4%*	*2%*	*2%*	*-%*
UPS	**18**	18	-	*	-	-	-	-	-	4	1	6	*	-
	3%	*3%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*1%*	*5%* d	*1%*	*-%*
UK Mail	**14**	12	-	-	2	-	-	-	-	5	2	1	2	-
	2%	*2%*	*-%*	*-%*	*34%*	*-%*	*-%*	*-%*	*-%*	*4%*	*2%*	*1%*	*2%*	*-%*
APC	**13**	13	*	-	-	-	-	-	-	1	2	2	*	-
	2%	*2%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*	*1%*	**%*	*-%*
TNT Express	**9**	9	-	-	-	-	-	-	-	5	1	2	-	-
	2%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%* d	*1%*	*2%*	*-%*	*-%*
FedEx	**5**	5	*	-	-	-	-	-	-	-	2	2	*	-
	1%	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	**%*	*-%*
DX	**3**	3	-	-	-	-	-	-	-	-	-	-	3	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%* **abc**	*-%*
Collect Plus	**3**	3	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	**2**	2	-	-	-	-	-	-	-	-	*	2	*	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	**%*	*-%*
One Post	**2**	2	-	-	-	-	-	-	-	-	-	2	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*
Parcels to go	**2**	2	-	-	-	-	-	-	-	1	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*
Tuffnels	**2**	1	*	-	-	-	-	-	-	*	1	-	*	-
	****%***	**%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	**%*	*-%*
Local Courier	**2**	2	-	-	-	-	-	-	-	*	1	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*	*-%*
Fastway Couriers	*	*	-	-	-	-	-	-	-	*	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*
Coopers Carriers	*	*	-	-	-	-	-	-	-	-	-	-	*	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**769**	733	17	11	4	1	3	-	4	125	146	173	171	5
Weighted total	**609**	586	10	7	5	*	*	-	1	119	112	134	92	4
Postal Sort	*	*	-	-	-	-	-	-	-	-	-	-	*	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
Global Mailing	*	-	*	-	-	-	-	-	-	-	*	-	-	-
	***%**	-%	*1%*	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Other answers	**26**	25	*	-	*	-	-	-	-	3	4	5	2	-
	***4%**	*4%*	*%	-%	*1%*	-%	-%	-%	-%	*2%*	*3%*	*4%*	*3%*	-%
NET: RM Only	**402**	390	5	6	-	*	*	-	1	83	80	97	68	4
	***66%**	*67%*	*52%*	*83%*	-%	*100%*	*100%*	-%	*100%*	*69%*	*71%*	*72%*	*74%*	*100%*
NET: Provider other than RM only	**207**	196	5	1	5	-	-	-	-	36	32	38	24	-
	***34%**	*33%*	*48%*	*17%*	*100%*	-%	-%	-%	-%	*31%*	*29%*	*28%*	*26%*	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**769**	256	177	197	126	12	465	38	263	589	180	579	41
Weighted total	**609**	208	139	169	85	5	411	24	171	454	155	440	21
Royal Mail	**402**	161	89	95	53	2	244	20	135	398	4	330	1
	66%	*77%* **bcd**	*64%*	*56%*	*62%*	*45%*	*59%*	*84%* a	*79%* a	*88%* b	*2%*	*75%* b	*5%*
Hermes	**32**	10	7	8	5	2	28	*	4	8	25	14	2
	5%	*5%*	*5%*	*4%*	*6%*	*38%*	*7%* c	*1%*	*2%*	*2%*	*16%* a	*3%*	*10%* a
DPD	**30**	4	6	13	7	-	25	1	4	10	20	23	2
	5%	*2%*	*4%*	*8%* a	*8%* a	*-%*	*6%* c	*5%*	*2%*	*2%*	*13%* a	*5%*	*8%*
Parcelforce	**24**	6	7	6	5	*	20	2	2	6	18	8	4
	4%	*3%*	*5%*	*3%*	*6%*	*2%*	*5%* c	*7%* c	*1%*	*1%*	*12%* a	*2%*	*20%* a
DHL	**22**	8	6	7	1	-	14	-	8	5	17	12	1
	4%	*4%*	*4%*	*4%*	*1%*	*-%*	*3%*	*-%*	*4%*	*1%*	*11%* a	*3%*	*3%*
UPS	**18**	1	5	12	*	*	12	-	6	8	10	10	2
	3%	**%*	*4%* **ad**	*7%* **ad**	**%*	*2%*	*3%*	*-%*	*4%*	*2%*	*6%* a	*2%*	*8%* a
UK Mail	**14**	*	8	3	3	-	14	-	*	3	10	9	1
	2%	**%*	*5%* **ac**	*2%*	*4%* a	*-%*	*3%* c	*-%*	**%*	*1%*	*7%* a	*2%*	*4%*
APC	**13**	2	2	4	5	-	12	*	1	2	11	4	1
	2%	*1%*	*1%*	*3%*	*6%* **ab**	*-%*	*3%* c	*1%*	*1%*	**%*	*7%* a	*1%*	*6%* a
TNT Express	**9**	5	2	2	*	-	6	*	3	4	5	6	1
	2%	*2%*	*1%*	*1%*	*1%*	*-%*	*1%*	**%*	*2%*	*1%*	*3%* a	*1%*	*6%* a
FedEx	**5**	1	*	2	2	*	4	*	*	*	5	4	*
	1%	**%*	**%*	*1%*	*2%* a	*4%*	*1%*	**%*	**%*	**%*	*3%* a	*1%*	*1%*
DX	**3**	-	1	2	-	-	*	-	3	2	1	3	-
	1%	*-%*	*1%*	*1%*	*-%*	*-%*	**%*	*-%*	*2%* a	**%*	*1%*	*1%*	*-%*
Collect Plus	**3**	2	-	1	-	-	3	-	-	-	3	-	-
	****%***	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*2%* a	*-%*	*-%*
Pitney Bowes	**2**	-	*	2	-	-	2	*	*	-	2	-	2
	****%***	*-%*	**%*	*1%*	*-%*	*-%*	**%*	**%*	**%*	*-%*	*1%* a	*-%*	*9%* a
One Post	**2**	-	-	2	-	-	2	-	-	-	2	2	-
	****%***	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*1%* a	**%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**769**	256	177	197	126	12	465	38	263	589	180	579	41
Weighted total	**609**	208	139	169	85	5	411	24	171	454	155	440	21
Parcels to go	**2**	2	-	-	-	-	2	-	-	1	1	1	-
	***%**	*1%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*1%*	**%*	*-%*
Tuffnels	**2**	*	-	1	*	-	2	-	-	*	1	*	1
	***%**	**%*	*-%*	*1%*	*1%*	*-%*	**%*	*-%*	*-%*	**%*	*1%*	**%*	*4%* a
Local Courier	**2**	1	-	-	-	*	2	-	-	-	2	*	1
	***%**	*1%*	*-%*	*-%*	*-%*	*10%*	**%*	*-%*	*-%*	*-%*	*1%* a	**%*	*5%* a
Fastway Couriers	*	*	-	-	-	-	*	-	-	*	-	*	-
	***%**	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
Coopers Carriers	*	-	*	-	-	-	*	-	-	-	*	*	-
	***%**	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*
Postal Sort	*	*	-	-	-	-	*	-	-	-	*	-	*
	***%**	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%* a
Global Mailing	*	*	-	-	-	-	*	-	-	-	*	-	*
	***%**	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*
Other answers	**26**	4	6	10	5	-	21	*	5	6	20	12	2
	***4%**	*2%*	*4%*	*6%* a	*6%* a	*-%*	*5%*	**%*	*3%*	*1%*	*13%* a	*3%*	*10%* a
NET: RM Only	**402**	161	89	95	53	2	244	20	135	398	4	330	1
	***66%**	*77%* **bcd**	*64%*	*56%*	*62%*	*45%*	*59%*	*84%* a	*79%* a	*88%* b	*2%*	*75%* b	*5%*
NET: Provider other than RM only	**207**	48	50	74	32	3	167	4	36	55	152	110	20
	***34%**	*23%*	*36%* a	*44%* a	*38%* a	*55%*	*41%* **bc**	*16%*	*21%*	*12%*	*98%* a	*25%*	*95%* a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**769**	77	164	178	18	531	238	233	498	128	-
Weighted total	**609**	62	137	145	7	402	207	150	355	63	-
Royal Mail	**402**	48	6	39	1	402	-	112	254	44	-
	66%	*78%* b	*4%*	*27%*	*7%*	*100%* b	*-%*	*74%*	*72%*	*69%*	*-%*
Hermes	**32**	-	20	16	-	-	32	-	13	4	-
	5%	*-%*	*15%* a	*11%*	*-%*	*-%*	*16%* a	*-%*	*4%* a	*6%* a	*-%*
DPD	**30**	3	24	22	1	-	30	7	21	1	-
	5%	*5%*	*17%* a	*15%*	*20%*	*-%*	*15%* a	*4%*	*6%*	*2%*	*-%*
Parcelforce	**24**	3	8	8	-	-	24	6	8	2	-
	4%	*4%*	*6%*	*6%*	*-%*	*-%*	*12%* a	*4%*	*2%*	*3%*	*-%*
DHL	**22**	1	14	12	*	-	22	6	10	5	-
	4%	*2%*	*10%* a	*8%*	*1%*	*-%*	*10%* a	*4%*	*3%*	*8%* b	*-%*
UPS	**18**	3	13	9	*	-	18	7	9	2	-
	3%	*4%*	*10%*	*7%*	*4%*	*-%*	*9%* a	*4%*	*2%*	*3%*	*-%*
UK Mail	**14**	1	8	8	1	-	14	2	8	-	-
	2%	*2%*	*6%*	*5%*	*15%*	*-%*	*7%* a	*1%*	*2%*	*-%*	*-%*
APC	**13**	2	9	4	*	-	13	1	4	*	-
	2%	*3%*	*7%*	*3%*	*2%*	*-%*	*6%* a	**%*	*1%*	*1%*	*-%*
TNT Express	**9**	*	8	5	2	-	9	4	2	2	-
	2%	*1%*	*6%*	*3%*	*24%*	*-%*	*5%* a	*3%* b	*1%*	*3%* b	*-%*
FedEx	**5**	-	5	4	*	-	5	*	4	*	-
	1%	*-%*	*3%*	*3%*	*1%*	*-%*	*2%* a	**%*	*1%*	*1%*	*-%*
DX	**3**	-	3	2	*	-	3	*	3	*	-
	1%	*-%*	*2%*	*2%*	*7%*	*-%*	*2%* a	**%*	*1%*	*1%*	*-%*
Collect Plus	**3**	-	1	-	-	-	3	-	-	-	-
	%	*-%*	*1%*	*-%*	*-%*	*-%*	*1%* a	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	**2**	-	-	-	-	-	2	2	2	*	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*1%* a	*1%*	*1%*	**%*	*-%*
One Post	**2**	-	2	2	-	-	2	-	2	-	-
	%	*-%*	*1%*	*1%*	*-%*	*-%*	*1%* a	*-%*	**%*	*-%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	769	77	164	178	18	531	238	233	498	128	-
Weighted total	609	62	137	145	7	402	207	150	355	63	-
Parcels to go	2	1	-	-	1	-	2	-	1	-	-
	*%	*1%*	-%	-%	*9%*	-%	*1%* a	-%	*%*	-%	-%
Tuffnels	2	*	*	*	-	-	2	-	1	-	-
	*%	*%*	*%*	*%*	-%	-%	*1%* a	-%	*%*	-%	-%
Local Courier	2	-	*	*	-	-	2	-	2	-	-
	*%	-%	*%*	*%*	-%	-%	*1%* a	-%	*%*	-%	-%
Fastway Couriers	*	-	*	*	-	-	*	-	*	*	-
	*%	-%	*%*	*%*	-%	-%	*%*	-%	*%*	*1%*	-%
Coopers Carriers	*	-	*	*	-	-	*	-	*	-	-
	*%	-%	*%*	*%*	-%	-%	*%*	-%	*%*	-%	-%
Postal Sort	*	-	-	-	-	-	*	-	*	-	-
	*%	-%	-%	-%	-%	-%	*%*	-%	*%*	-%	-%
Global Mailing	*	-	*	-	*	-	*	-	*	-	-
	*%	-%	*%*	-%	*1%*	-%	*%*	-%	*%*	-%	-%
Other answers	26	-	15	11	1	-	26	4	11	3	-
	4%	-%	*11%* a	*8%*	*8%*	-%	*12%* a	*3%*	*3%*	*4%*	-%
NET: RM Only	402	48	6	39	1	402	-	112	254	44	-
	66%	*78%* b	*4%*	*27%*	*7%*	*100%* b	-%	*74%*	*72%*	*69%*	-%
NET: Provider other than RM only	207	13	131	106	7	-	207	39	101	20	-
	34%	*22%*	*96%* a	*73%*	*93%*	-%	*100%* a	*26%*	*28%*	*31%*	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 31 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	769	220	424	110	-	507	502	180	6	526	462	594	472	376	10
Weighted total	609	148	284	56	-	394	371	121	4	387	327	448	341	257	2
Royal Mail	402	110	211	38	-	238	273	70	1	286	252	386	261	183	2
	66%	*74%*	*74%*	*69%*	*-%*	*60%*	*74%* ac	*58%*	*14%*	*74%*	*77%*	*86%* ab	*77%*	*71%*	*72%*
Hermes	32	5	15	2	-	16	22	3	-	13	16	6	9	15	-
	5%	*3%*	*5%*	*3%*	*-%*	*4%*	*6%*	*2%*	*-%*	*3%* c	*5%* c	*1%*	*3%*	*6%* a	*-%*
DPD	30	5	12	1	-	27	11	7	2	22	14	13	19	12	1
	5%	*3%*	*4%*	*2%*	*-%*	*7%* b	*3%*	*6%*	*41%*	*6%* c	*4%*	*3%*	*5%*	*5%*	*28%*
Parcelforce	24	4	9	2	-	23	6	2	-	7	7	5	6	4	-
	4%	*3%*	*3%*	*3%*	*-%*	*6%* bc	*2%*	*2%*	*-%*	*2%*	*2%*	*1%*	*2%*	*2%*	*-%*
DHL	22	7	7	4	-	16	9	15	-	10	7	7	12	6	-
	4%	*5%*	*2%*	*7%* b	*-%*	*4%*	*2%*	*13%* ab	*-%*	*2%*	*2%*	*2%*	*4%*	*2%*	*-%*
UPS	18	4	6	1	-	14	9	6	-	10	6	9	8	5	-
	3%	*3%*	*2%*	*1%*	*-%*	*4%*	*3%*	*5%*	*-%*	*3%*	*2%*	*2%*	*2%*	*2%*	*-%*
UK Mail	14	2	3	-	-	9	6	*	*	9	4	3	5	9	-
	2%	*1%*	*1%*	*-%*	*-%*	*2%*	*2%*	**%*	*6%*	*2%* c	*1%*	*1%*	*1%*	*3%*	*-%*
APC	13	2	3	1	-	12	6	5	-	4	2	4	2	2	-
	2%	*1%*	*1%*	*3%*	*-%*	*3%*	*2%*	*4%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*
TNT Express	9	5	2	3	-	8	5	2	-	5	5	5	5	3	-
	2%	*3%* b	*1%*	*5%* b	*-%*	*2%*	*1%*	*2%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*
FedEx	5	*	1	*	-	3	4	3	-	4	*	2	4	4	-
	1%	**%*	**%*	**%*	*-%*	*1%*	*1%*	*2%*	*-%*	*1%*	**%*	*1%*	*1%*	*2%*	*-%*
DX	3	*	3	*	-	3	*	*	-	3	1	1	3	2	-
	1%	**%*	*1%*	*1%*	*-%*	*1%*	**%*	**%*	*-%*	*1%*	**%*	**%*	*1%*	*1%*	*-%*
Collect Plus	3	-	-	-	-	3	1	-	-	-	-	1	-	-	-
	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
Pitney Bowes	2	2	*	*	-	2	*	2	-	-	-	-	-	-	-
	**%*	*1%* b	**%*	**%*	*-%*	**%*	**%*	*1%* b	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
One Post	2	-	2	-	-	2	-	-	-	2	2	-	-	2	-
	**%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*	*1%*	*-%*
Parcels to go	2	-	-	-	-	1	1	-	-	1	-	1	1	1	-
	**%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	**%*	**%*	*-%*
Tuffnels	2	*	*	-	-	1	1	-	-	*	*	*	*	*	-
	**%*	**%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*
Local Courier	2	-	*	-	-	2	-	-	-	*	*	-	*	-	-
	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 05/02/19

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**769**	220	424	110	-	507	502	180	6	526	462	594	472	376	10
Weighted total	**609**	148	284	56	-	394	371	121	4	387	327	448	341	257	2
Fastway Couriers	*	-	-	-	-	-	*	-	-	*	-	-	-	*	-
	***%**	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	*%	-%
Coopers Carriers	*	-	*	-	-	-	*	-	-	*	*	-	-	*	-
	***%**	-%	*%	-%	-%	-%	*%	-%	-%	*%	*%	-%	-%	*%	-%
Postal Sort	*	-	*	-	-	*	*	-	-	-	-	-	-	-	-
	***%**	-%	*%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	*	*	*	*	-	*	*	-	-	-	-	-	-	-	-
	***%**	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**26**	3	9	3	-	17	15	7	2	10	9	5	6	7	-
	***4%**	*2%*	*3%*	*6%*	-%	*4%*	*4%*	*6%*	*39%*	*3%*	*3%* c	*1%*	*2%*	*3%*	-%
NET: RM Only	**402**	110	211	38	-	238	273	70	1	286	252	386	261	183	2
	***66%**	*74%*	*74%*	*69%*	-%	*60%*	*74%* ac	*58%*	*14%*	*74%*	*77%*	*86%* ab	*77%*	*71%*	*72%*
NET: Provider other than RM only	**207**	38	73	17	-	157	98	51	4	100	75	61	79	74	1
	***34%**	*26%*	*26%*	*31%*	-%	*40%* b	*26%*	*42%* b	*86%*	*26%* c	*23%* c	*14%*	*23%*	*29%*	*28%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**769**	423	297	367	117	92	485	381	20	13	16	13
Weighted total	**609**	291	204	274	75	52	345	265	15	9	17	10
Royal Mail	**402**	229	155	197	48	39	275	195	9	4	5	9
	66%	*78%* **cd**	*76%* d	*72%*	*64%*	*76%*	*80%* b	*73%*	*60%*	*39%*	*31%*	*84%*
Hermes	**32**	10	13	6	-	2	7	15	2	2	5	-
	5%	*3%* d	*7%* **acd**	*2%*	*-%*	*4%* d	*2%*	*6%* a	*12%*	*21%*	*30%*	*-%*
DPD	**30**	12	4	8	5	*	15	14	2	*	2	1
	5%	*4%*	*2%*	*3%*	*6%* **be**	*1%*	*4%*	*5%*	*12%*	*1%*	*12%*	*10%*
Parcelforce	**24**	7	5	21	2	2	6	4	-	2	-	-
	4%	*2%*	*2%*	*8%* **ab**	*3%*	*5%*	*2%*	*2%*	*-%*	*20%*	*-%*	*-%*
DHL	**22**	8	6	10	9	6	12	5	-	2	2	*
	4%	*3%*	*3%*	*4%*	*12%* **abc**	*12%* **abc**	*4%*	*2%*	*-%*	*18%*	*11%*	*5%*
UPS	**18**	6	5	11	3	*	5	6	-	-	-	*
	3%	*2%*	*2%*	*4%*	*4%*	*%*	*1%*	*2%*	*-%*	*-%*	*-%*	*1%*
UK Mail	**14**	2	3	2	*	*	5	7	-	-	1	-
	2%	*1%*	*2%*	*1%*	*%*	*1%*	*1%*	*3%*	*-%*	*-%*	*6%*	*-%*
APC	**13**	3	*	3	2	*	3	2	-	-	-	-
	2%	*1%*	*%*	*1%*	*3%* b	*%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*
TNT Express	**9**	5	4	5	2	*	4	1	*	-	2	-
	2%	*2%*	*2%*	*2%*	*2%*	*%*	*1%*	*1%*	*2%*	*-%*	*10%*	*-%*
FedEx	**5**	1	4	*	2	*	2	4	-	-	-	-
	1%	*%*	*2%* **ac**	*%*	*3%* **ac**	*%*	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*
DX	**3**	1	*	1	-	*	3	*	*	-	-	-
	1%	*%*	*%*	*%*	*-%*	*1%*	*1%*	*%*	*3%*	*-%*	*-%*	*-%*
Collect Plus	**3**	1	-	-	-	-	1	-	-	-	-	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	**2**	*	*	*	-	-	-	-	-	-	-	-
	%	*%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
One Post	**2**	-	-	-	-	-	-	2	-	-	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*
Parcels to go	**2**	1	1	1	-	-	1	1	-	-	-	-
	%	*%*	*%*	*%*	*-%*	*-%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*
Tuffnels	**2**	-	1	*	-	-	*	*	-	-	-	-
	%	*-%*	*1%*	*%*	*-%*	*-%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*
Local Courier	**2**	1	-	-	-	-	*	-	-	-	-	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	***a**	***b**	***c**	***d**
Unweighted total	**769**	423	297	367	117	92	485	381	20	13	16	13
Weighted total	**609**	291	204	274	75	52	345	265	15	9	17	10
Fastway Couriers	*	-	-	-	-	-	-	*	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Coopers Carriers	*	-	-	-	-	-	-	*	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Postal Sort	*	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	*	-	-	-	-	-	*	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
Other answers	**26**	9	2	8	4	*	5	6	2	-	-	*
	***4%**	*3%*	*1%*	*3%*	*5%* b	*1%*	*1%*	*2%*	*11%*	*-%*	*-%*	**%*
NET: RM Only	**402**	229	155	197	48	39	275	195	9	4	5	9
	***66%**	*78%* **cd**	*76%* d	*72%*	*64%*	*76%*	*80%* b	*73%*	*60%*	*39%*	*31%*	*84%*
NET: Provider other than RM only	**207**	63	50	76	27	12	70	70	6	5	12	2
	***34%**	*22%*	*24%*	*28%* a	*36%* **ab**	*24%*	*20%*	*27%* a	*40%*	*61%*	*69%*	*16%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 31 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**769**	731	658	740	697	751	504	724	257	1	597	24	141	547
Weighted total	**609**	574	500	582	533	589	381	561	168	*	448	21	128	404
Royal Mail	**402**	386	336	390	357	392	243	377	103	-	339	17	90	312
	66%	*67%*	*67%*	*67%*	*67%*	*67%*	*64%*	*67%*	*61%*	*-%*	*76%*	*79%*	*70%*	*77%*
Hermes	**32**	30	23	30	27	30	16	29	14	-	14	2	9	7
	5%	*5%*	*5%*	*5%*	*5%*	*5%*	*4%*	*5%*	*8%* a	*-%*	*3%*	*10%*	*7%* b	*2%*
DPD	**30**	27	23	27	25	28	23	27	11	*	20	1	9	16
	5%	*5%*	*5%*	*5%*	*5%*	*5%*	*6%*	*5%*	*7%*	*100%*	*4%*	*5%*	*7%*	*4%*
Parcelforce	**24**	16	16	18	20	20	18	18	4	-	7	-	6	5
	4%	*3%*	*3%*	*3%*	*4%*	*3%*	*5%*	*3%*	*2%*	*-%*	*2%*	*-%*	*4%* b	*1%*
DHL	**22**	21	18	21	16	21	14	17	10	-	12	-	2	12
	4%	*4%*	*4%*	*4%*	*3%*	*4%*	*4%*	*3%*	*6%* b	*-%*	*3%*	*-%*	*1%*	*3%*
UPS	**18**	17	17	18	16	18	17	18	3	-	9	1	6	6
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*4%* c	*3%*	*2%*	*-%*	*2%*	*5%*	*5%* b	*2%*
UK Mail	**14**	14	12	14	14	14	5	12	1	-	8	-	1	8
	2%	*2%*	*2%*	*2%*	*3%*	*2%*	*1%*	*2%*	*1%*	*-%*	*2%*	*-%*	*1%*	*2%*
APC	**13**	11	10	12	11	12	9	12	5	-	7	-	2	6
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*-%*	*2%*	*-%*	*1%*	*1%*
TNT Express	**9**	9	8	9	8	9	7	9	5	-	4	*	2	6
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*-%*	*1%*	*1%*	*2%*	*1%*
FedEx	**5**	5	5	5	3	5	4	5	*	-	5	-	-	5
	1%	*1%*	*1%*	*1%*	*%*	*1%*	*1%*	*1%*	*%*	*-%*	*1%*	*-%*	*-%*	*1%*
DX	**3**	3	3	3	3	3	1	3	*	-	3	-	-	3
	1%	*%*	*1%*	*%*	*1%*	*1%*	*%*	*1%*	*%*	*-%*	*1%*	*-%*	*-%*	*1%*
Collect Plus	**3**	2	2	2	2	3	2	2	-	-	1	-	-	1
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*
Pitney Bowes	**2**	2	2	2	2	2	2	2	*	-	-	-	-	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*
One Post	**2**	2	2	2	2	2	-	-	-	-	2	-	-	2
	%	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*
Parcels to go	**2**	2	2	2	2	2	-	2	1	-	1	-	-	1
	%	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*-%*	*%*	*-%*	*-%*	*%*
Tuffnels	**2**	1	1	1	1	1	1	1	1	-	1	-	-	1
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*1%*	*-%*	*%*	*-%*	*-%*	*%*
Local Courier	**2**	2	2	2	2	2	2	2	*	-	*	-	*	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*-%*	*%*	*-%*
Fastway Couriers	*	*	*	*	*	*	-	*	*	-	*	-	-	*
	%	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*-%*	*%*	*-%*	*-%*	*%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 31 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**769**	731	658	740	697	751	504	724	257	1	597	24	141	547
Weighted total	**609**	574	500	582	533	589	381	561	168	*	448	21	128	404
Coopers Carriers	*	*	*	*	*	*	*	*	-	-	*	-	-	*
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%
Postal Sort	*	*	*	*	*	*	*	*	*	-	-	-	-	-
	***%**	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%
Global Mailing	*	*	*	*	*	*	*	*	-	-	*	-	-	*
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%
Other answers	**26**	25	20	26	24	26	19	25	10	-	13	-	*	13
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*5%*	*4%*	*6%*	-%	*3%*	-%	**%*	*3%*
NET: RM Only	**402**	386	336	390	357	392	243	377	103	-	339	17	90	312
	66%	*67%*	*67%*	*67%*	*67%*	*67%*	*64%*	*67%*	*61%*	-%	*76%*	*79%*	*70%*	*77%*
NET: Provider other than RM only	**207**	188	164	192	176	197	138	184	65	*	109	5	38	92
	34%	*33%*	*33%*	*33%*	*33%*	*33%*	*36%*	*33%*	*39%*	*100%*	*24%*	*21%*	*30%*	*23%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**769**	269	10	70	240	140	517	107	173	58	529	429	340
Weighted total	**609**	234	3	59	202	103	426	75	149	53	402	329	280
Royal Mail	**402**	52	*	6	48	61	285	51	62	25	311	224	178
	66%	*22%*	*9%*	*11%*	*23%* a	*59%*	*67%*	*68%*	*42%*	*48%*	*77%* **ab**	*68%*	*63%*
Hermes	**32**	26	*	9	24	7	23	2	17	6	10	14	18
	5%	*11%*	*9%*	*15%*	*12%*	*7%*	*5%*	*2%*	*11%* c	*11%* c	*2%*	*4%*	*7%*
DPD	**30**	29	*	11	19	11	17	3	18	3	9	16	14
	5%	*12%*	*4%*	*20%* b	*9%*	*10%* **bc**	*4%*	*3%*	*12%* c	*5%*	*2%*	*5%*	*5%*
Parcelforce	**24**	20	*	8	16	4	16	4	13	5	6	11	13
	4%	*9%*	*3%*	*13%*	*8%*	*4%*	*4%*	*5%*	*9%* c	*10%* c	*1%*	*3%*	*5%*
DHL	**22**	18	-	2	20	2	17	3	8	3	11	9	12
	4%	*8%*	*-%*	*3%*	*10%*	*2%*	*4%*	*3%*	*6%*	*5%*	*3%*	*3%*	*4%*
UPS	**18**	14	-	4	14	2	12	5	5	1	12	13	5
	3%	*6%*	*-%*	*7%*	*7%*	*2%*	*3%*	*6%*	*3%*	*3%*	*3%*	*4%*	*2%*
UK Mail	**14**	14	-	1	13	1	11	2	3	2	10	9	5
	2%	*6%*	*-%*	*2%*	*6%*	*1%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*
APC	**13**	11	-	3	10	4	9	*	5	4	4	5	8
	2%	*5%*	*-%*	*5%*	*5%*	*4%*	*2%*	*%*	*3%* c	*7%* c	*1%*	*1%*	*3%*
TNT Express	**9**	9	*	6	3	1	8	*	5	-	5	5	4
	2%	*4%*	*11%*	*11%* b	*2%*	*1%*	*2%*	*%*	*3%*	*-%*	*1%*	*2%*	*1%*
FedEx	**5**	4	-	2	3	2	3	*	*	*	4	2	3
	1%	*2%*	*-%*	*3%*	*1%*	*2%*	*1%*	*%*	*%*	*%*	*1%*	*1%*	*1%*
DX	**3**	3	-	-	3	*	2	*	*	-	3	2	2
	1%	*1%*	*-%*	*-%*	*2%*	*%*	*1%*	*1%*	*%*	*-%*	*1%*	*%*	*1%*
Collect Plus	**3**	3	-	-	3	-	3	-	3	-	-	-	3
	%	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*2%* c	*-%*	*-%*	*-%*	*1%* a
Pitney Bowes	**2**	2	-	-	2	-	2	-	*	-	2	2	-
	%	*1%*	*-%*	*-%*	*1%*	*-%*	*%*	*-%*	*%*	*-%*	*%*	*1%*	*-%*
One Post	**2**	2	-	2	-	2	-	-	2	-	-	-	2
	%	*1%*	*-%*	*3%* b	*-%*	*2%* b	*-%*	*-%*	*1%* c	*-%*	*-%*	*-%*	*1%*
Parcels to go	**2**	2	-	1	1	-	2	-	-	1	1	1	1
	%	*1%*	*-%*	*2%*	*%*	*-%*	*%*	*-%*	*-%*	*2%* c	*%*	*%*	*%*
Tuffnels	**2**	1	-	*	1	*	1	-	1	-	1	1	*
	%	*1%*	*-%*	*%*	*1%*	*%*	*%*	*-%*	*%*	*-%*	*%*	*%*	*%*
Local Courier	**2**	2	-	*	1	-	*	1	*	1	-	1	*
	%	*1%*	*-%*	*1%*	*1%*	*-%*	*%*	*1%* b	*%*	*2%* c	*-%*	*%*	*%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**769**	269	10	70	240	140	517	107	173	58	529	429	340
Weighted total	**609**	234	3	59	202	103	426	75	149	53	402	329	280
Fastway Couriers	*	-	-	-	*	-	*	-	-	-	*	*	-
	***%**	-%	-%	-%	*%	-%	*%	-%	-%	-%	*%	*%	-%
Coopers Carriers	*	*	-	-	*	-	*	-	-	-	*	*	-
	***%**	*%	-%	-%	*%	-%	*%	-%	-%	-%	*%	*%	-%
Postal Sort	*	*	-	*	*	-	*	-	-	*	*	*	*
	***%**	*%	-%	*%	*%	-%	*%	-%	-%	*%	*%	*%	*%
Global Mailing	*	*	-	-	*	-	-	*	*	-	-	-	*
	***%**	*%	-%	-%	*%	-%	-%	*%	*%	-%	-%	-%	*%
Other answers	**26**	23	2	3	22	7	14	5	9	2	15	12	13
	***4%**	*10%*	*64%*	*5%*	*11%*	*7%*	*3%*	*7%*	*6%*	*4%*	*4%*	*4%*	*5%*
NET: RM Only	**402**	52	*	6	48	61	285	51	62	25	311	224	178
	***66%**	*22%*	*9%*	*11%*	*23%* a	*59%*	*67%*	*68%*	*42%*	*48%*	*77%* **ab**	*68%*	*63%*
NET: Provider other than RM only	**207**	182	3	52	155	42	141	24	87	28	91	105	102
	***34%**	*78%*	*91%*	*89%* b	*77%*	*41%*	*33%*	*32%*	*58%* c	*52%* c	*23%*	*32%*	*37%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 31 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	a	b	c	d	a	b	*c	d
Unweighted total	769	164	22	177	91	126	57	111	66	49	86	16	38
Weighted total	609	59	3	69	34	49	21	44	24	17	35	5	19
Royal Mail	402	44	2	54	22	38	16	34	19	14	21	3	15
	66%	75%	60%	77% d	64%	78%	80%	76%	78%	82% b	62%	64%	76%
Hermes	32	-	-	1	1	-	-	-	-	-	1	-	-
	5%	-%	-%	2%	3% a	-%	-%	-%	-%	-%	3%	-%	-%
DPD	30	3	-	1	*	1	-	2	-	2	3	-	-
	5%	5% d	-%	2%	*%	2%	-%	4%	-%	13% d	9%	-%	-%
Parcelforce	24	3	-	2	3	2	*	2	*	*	1	1	*
	4%	5%	-%	3%	8%	5%	1%	5%	*%	3%	3%	25%	*%
DHL	22	1	*	2	1	1	-	1	-	*	*	-	1
	4%	2%	3%	3%	3%	2%	-%	3%	-%	*%	*%	-%	6% b
UPS	18	1	-	2	2	2	1	1	1	-	3	-	-
	3%	2%	-%	3%	6%	4%	5%	2%	4%	-%	9% a	-%	-%
UK Mail	14	1	-	1	1	1	1	1	1	*	1	-	-
	2%	2%	-%	2%	4%	2%	7%	2%	6%	2%	3%	-%	-%
APC	13	2	-	2	1	2	*	1	1	-	*	*	2
	2%	3%	-%	2%	3%	3%	2%	3%	6%	-%	1%	4%	11% ab
TNT Express	9	2	1	1	1	1	-	1	-	-	2	-	-
	2%	4%	31%	2%	3%	2%	-%	3%	-%	-%	6%	-%	-%
FedEx	5	*	-	*	*	-	*	-	*	*	-	-	*
	1%	*%	-%	*%	1%	-%	*%	-%	*%	1%	-%	-%	1%
DX	3	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	3	-	-	1	-	-	-	-	-	-	-	-	1
	*%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	6% b
Pitney Bowes	2	*	*	*	*	*	-	*	-	-	*	-	-
	*%	*%	2%	*%	*%	*%	-%	*%	-%	-%	*%	-%	-%
One Post	2	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcels to go	2	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	2	1	-	1	1	-	1	-	1	-	1	-	-
	*%	2%	-%	1%	3%	-%	5% ac	-%	4% ac	-%	3%	-%	-%
Local Courier	2	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	a	b	c	d	a	b	*c	d
Unweighted total	**769**	164	22	177	91	126	57	111	66	49	86	16	38
Weighted total	**609**	59	3	69	34	49	21	44	24	17	35	5	19
Fastway Couriers	*	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	*	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Postal Sort	*	-	-	*	*	-	-	-	-	*	-	-	-
	***%**	-%	-%	*%	*%	-%	-%	-%	-%	*%	-%	-%	-%
Global Mailing	*	*	*	-	-	-	-	-	-	-	*	-	-
	***%**	*%	2%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Other answers	**26**	1	*	1	*	1	*	1	*	*	*	*	*
	***4%**	1%	2%	1%	*%	1%	2%	1%	2%	*%	1%	8%	*%
NET: RM Only	**402**	44	2	54	22	38	16	34	19	14	21	3	15
	***66%**	75%	60%	77% d	64%	78%	80%	76%	78%	82% b	62%	64%	76%
NET: Provider other than RM only	**207**	15	1	16	12	11	4	10	5	3	13	2	5
	***34%**	25%	40%	23%	36% c	22%	20%	24%	22%	18%	38% a	36%	24%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 31 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	***c**	d	e	f	g	h	i	j	k	l
Unweighted total	**769**	118	32	12	199	37	49	57	55	64	72	39	35
Weighted total	**609**	89	38	17	81	27	34	43	58	83	56	51	32
Royal Mail	**402**	62	26	6	57	20	24	31	35	53	34	35	20
	66%	*70%*	*70%*	*33%*	*71%*	*73%*	*69%*	*71%*	*60%*	*64%*	*59%*	*70%*	*62%*
Hermes	**32**	4	2	*	1	1	1	2	4	9	2	7	-
	5%	*4%*	*5%*	*3%*	*1%*	*2%*	*4%*	*4%*	*7%*	*11%*	*3%*	*14%*	*-%*
									d	**dl**		**adjl**	
DPD	**30**	4	-	4	5	1	4	*	3	4	3	2	-
	5%	*5%*	*-%*	*23%*	*7%*	*3%*	*12%*	**%*	*5%*	*5%*	*5%*	*4%*	*-%*
							bgl						
Parcelforce	**24**	5	2	-	3	-	*	3	1	2	4	2	2
	4%	*6%*	*5%*	*-%*	*3%*	*-%*	*1%*	*6%*	*1%*	*3%*	*7%*	*4%*	*8%*
DHL	**22**	*	-	2	2	1	1	3	4	4	2	1	2
	4%	**%*	*-%*	*10%*	*3%*	*4%*	*3%*	*8%*	*7%*	*5%*	*4%*	*1%*	*6%*
						a		a	a	a	a		a
UPS	**18**	2	2	2	3	1	2	2	-	1	2	-	2
	3%	*2%*	*4%*	*10%*	*4%*	*5%*	*5%*	*5%*	*-%*	*1%*	*3%*	*-%*	*6%*
UK Mail	**14**	2	-	-	1	-	1	-	-	4	4	-	2
	2%	*2%*	*-%*	*-%*	*2%*	*-%*	*4%*	*-%*	*-%*	*4%*	*7%*	*-%*	*6%*
											dg		
APC	**13**	-	-	-	3	-	-	2	4	*	2	2	-
	2%	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*4%*	*7%*	*1%*	*3%*	*5%*	*-%*
					a			a	a			a	
TNT Express	**9**	1	2	-	2	-	-	1	*	2	*	-	2
	2%	*1%*	*4%*	*-%*	*3%*	*-%*	*-%*	*1%*	*1%*	*2%*	**%*	*-%*	*6%*
													a
FedEx	**5**	*	-	-	*	-	*	-	2	2	*	*	-
	1%	**%*	*-%*	*-%*	**%*	*-%*	*1%*	*-%*	*3%*	*2%*	**%*	**%*	*-%*
									d				
DX	**3**	2	*	-	-	-	-	-	-	-	-	1	-
	1%	*2%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*
		d											
Collect Plus	**3**	2	-	-	1	-	-	-	-	-	-	-	-
	****%***	*2%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	**2**	-	-	-	*	-	-	*	2	-	-	-	-
	****%***	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*3%*	*-%*	*-%*	*-%*	*-%*
									d				
One Post	**2**	2	-	-	-	-	-	-	-	-	-	-	-
	****%***	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
		d											
Parcels to go	**2**	-	-	-	-	1	-	-	-	-	1	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*
						ad							
Tuffnels	**2**	-	-	-	1	-	-	*	*	-	*	-	-
	****%***	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	**%*	*-%*	**%*	*-%*	*-%*
Local Courier	**2**	*	-	-	-	1	-	-	-	-	-	-	-
	****%***	*1%*	*-%*	*-%*	*-%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
						d							

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	*c	d	e	f	g	h	i	j	k	l
Unweighted total	**769**	118	32	12	199	37	49	57	55	64	72	39	35
Weighted total	**609**	89	38	17	81	27	34	43	58	83	56	51	32
Fastway Couriers	*	*	-	-	-	-	-	-	-	-	-	-	-
	***%**	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Coopers Carriers	*	-	*	-	-	-	-	-	-	-	-	-	-
	***%**	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Postal Sort	*	-	*	-	*	-	-	-	-	-	-	-	-
	***%**	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Global Mailing	*	-	-	-	*	-	-	-	-	-	-	-	-
	***%**	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other answers	**26**	2	3	4	1	1	1	2	4	2	4	1	2
	***4%**	*2%*	*9%*	*21%*	*1%*	*4%*	*3%*	*4%*	*6%*	*3%*	*6%*	*1%*	*6%*
			d						d		d		d
NET: RM Only	**402**	62	26	6	57	20	24	31	35	53	34	35	20
	***66%**	*70%*	*70%*	*33%*	*71%*	*73%*	*69%*	*71%*	*60%*	*64%*	*59%*	*70%*	*62%*
NET: Provider other than RM only	**207**	27	11	12	24	7	11	13	23	29	23	15	12
	***34%**	*30%*	*30%*	*67%*	*29%*	*27%*	*31%*	*29%*	*40%*	*36%*	*41%*	*30%*	*38%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**769**	162	285	176	146
Weighted total	**609**	144	142	184	139
Royal Mail	**402**	94	101	119	89
	66%	*65%*	*71%*	*65%*	*64%*
Hermes	**32**	6	3	14	9
	5%	*4%*	*2%*	*8%*	*7%*
				b	b
DPD	**30**	8	10	7	4
	5%	*6%*	*7%*	*4%*	*3%*
Parcelforce	**24**	7	3	6	8
	4%	*5%*	*2%*	*3%*	*6%*
					b
DHL	**22**	2	4	11	5
	4%	*1%*	*3%*	*6%*	*3%*
				a	
UPS	**18**	5	6	3	4
	3%	*4%*	*4%*	*1%*	*3%*
UK Mail	**14**	2	3	4	6
	2%	*1%*	*2%*	*2%*	*4%*
APC	**13**	-	3	6	4
	2%	*-%*	*2%*	*3%*	*3%*
				a	a
TNT Express	**9**	2	2	3	2
	2%	*2%*	*2%*	*1%*	*2%*
FedEx	**5**	*	1	4	*
	1%	**%*	**%*	*2%*	**%*
DX	**3**	3	-	-	1
	1%	*2%*	*-%*	*-%*	**%*
		b			
Collect Plus	**3**	2	1	-	-
	****%***	*1%*	*1%*	*-%*	*-%*
Pitney Bowes	**2**	-	*	2	-
	****%***	*-%*	**%*	*1%*	*-%*
One Post	**2**	2	-	-	-
	****%***	*1%*	*-%*	*-%*	*-%*
Parcels to go	**2**	-	1	-	1
	****%***	*-%*	*1%*	*-%*	**%*
Tuffnels	**2**	-	1	*	*
	****%***	*-%*	*1%*	**%*	**%*
Local Courier	**2**	*	1	-	-
	****%***	**%*	*1%*	*-%*	*-%*
Fastway Couriers	*	*	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*
Coopers Carriers	*	*	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*
Postal Sort	*	*	*	-	-
	****%***	**%*	**%*	*-%*	*-%*

Columns Tested: a,b,c,d

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**769**	162	285	176	146
Weighted total	**609**	144	142	184	139
Global Mailing	*	-	*	-	-
	***%**	*-%*	**%*	*-%*	*-%*
Other answers	**26**	9	3	8	6
	4%	*6%*	*2%*	*4%*	*5%*
		b			
NET: RM Only	**402**	94	101	119	89
	66%	*65%*	*71%*	*65%*	*64%*
NET: Provider other than RM only	**207**	50	42	65	50
	34%	*35%*	*29%*	*35%*	*36%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 32 Page 754

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent (QV6a=1)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1468**	909	340	144	75	559	290	275	95	59	124
Weighted total	**1087**	1024	39	16	9	63	309	266	73	34	37
Standard delivery	**1009**	950	35	15	8	59	289	250	70	29	34
	93%	*93%*	*91%*	*94%*	*99%* abce	*93%*	*93%* d	*94%* d	*95%* d	*84%*	*93%*
Tracked service	**296**	276	12	6	3	21	90	77	18	9	12
	27%	*27%*	*30%*	*37%* a	*40%* a	*33%* a	*29%*	*29%*	*24%*	*27%*	*34%*
International delivery	**116**	106	5	3	3	10	26	36	8	5	7
	11%	*10%*	*12%*	*17%* a	*34%* abce	*16%* a	*9%*	*13%*	*11%*	*14%*	*18%* a
Urgent delivery - on the same day or a specific time the next day	**112**	103	4	2	3	10	37	32	7	4	6
	10%	*10%*	*12%*	*16%* a	*31%* abce	*15%* a	*12%*	*12%*	*10%*	*13%*	*17%*
Timed delivery (i.e. to arrive by specific time /day)	**97**	88	4	2	2	9	16	34	6	2	4
	9%	*9%*	*11%*	*14%* a	*25%* abe	*14%* a	*5%*	*13%* a	*8%*	*7%*	*11%* a
Cross-Border Delivery (to ROI)	**14**	12	1	1	*	2	2	4	*	1	*
	1%	*1%*	*3%* a	*4%* a	*2%*	*3%* a	*1%*	*2%*	**%*	*3%*	*1%*
Other (PLEASE SPECIFY)	**2**	2	-	-	-	-	-	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**1**	*	-	*	-	*	-	-	-	-	-
	****%***	**%*	*-%*	*1%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**340**	317	13	6	3	23	100	90	21	11	14
	31%	*31%*	*34%*	*38%*	*40%*	*36%*	*32%*	*34%*	*29%*	*32%*	*38%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters
Base: All where letters are sent (QV6a=1)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1468**	112	46	164	33	97	176	104	79	97	908	194	185	181
Weighted total	**1087**	123	59	158	30	98	176	112	74	94	922	56	57	52
Standard delivery	**1009**	112	57	142	30	89	162	109	67	86	853	54	53	49
	93%	*91%*	*97%*	*90%*	*100%*	*91%*	*92%*	*97%* **ce**	*91%*	*91%*	*93%*	*95%*	*93%*	*94%*
Tracked service	**296**	27	17	57	5	24	47	27	23	27	254	14	16	13
	27%	*22%*	*30%*	*36%* **adgjkm**	*17%*	*25%*	*27%*	*24%*	*31%*	*29%*	*28%*	*24%*	*27%*	*25%*
International delivery	**116**	6	14	24	2	8	18	6	12	6	96	6	5	10
	11%	*5%*	*25%* **adefgijk** l	*15%* **agil**	*7%*	*8%*	*10%*	*6%*	*16%* **agi**	*6%*	*10%*	*11%*	*8%*	*19%* **aefgijkl**
Urgent delivery - on the same day or a specific time the next day	**112**	6	9	24	3	9	17	13	6	6	94	5	8	5
	10%	*5%*	*16%* a	*15%* **aij**	*10%*	*9%*	*10%*	*12%*	*8%*	*7%*	*10%*	*9%*	*14%* a	*10%*
Timed delivery (i.e. to arrive by specific time /day)	**97**	3	5	24	2	6	18	8	11	7	84	4	6	4
	9%	*2%*	*8%*	*15%* **aejkm**	*7%*	*7%*	*10%* a	*7%*	*15%* **akm**	*7%*	*9%* a	*6%*	*10%* a	*7%*
Cross-Border Delivery (to ROI)	**14**	-	-	-	-	-	-	-	-	-	-	-	-	14
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*27%* **abcdefgh ijkl**
Other (PLEASE SPECIFY)	**2**	-	-	-	-	-	2	-	-	-	2	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**1**	-	-	-	-	-	-	*	-	-	*	*	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*1%* j	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**340**	31	19	61	6	27	53	34	29	32	293	15	18	14
	31%	*25%*	*33%*	*39%* **adkm**	*20%*	*28%*	*30%*	*30%*	*39%* **ak**	*34%*	*32%*	*26%*	*32%*	*27%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 32 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent (QV6a=1)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1468**	31	138	35	165	327	50	130	591	1015	453	1254	214
Weighted total	**1087**	19	89	24	125	275	31	113	412	826	261	967	121
Standard delivery	**1009**	18	81	24	117	251	30	109	378	763	245	897	112
	93%	*97%*	*91%*	*100%*	*94%*	*91%*	*97%*	*97%* e	*92%*	*92%*	*94%*	*93%*	*93%*
Tracked service	**296**	5	20	8	33	68	2	45	116	233	63	270	26
	27%	*26%* f	*22%* f	*31%* f	*26%* f	*25%* f	*8%*	*40%* **bdefh**	*28%* f	*28%*	*24%*	*28%*	*22%*
International delivery	**116**	*	13	*	9	33	1	18	43	88	28	105	12
	11%	*2%*	*14%* **cdf**	*2%*	*7%*	*12%* f	*2%*	*16%* **acdf**	*10%*	*11%*	*11%*	*11%*	*10%*
Urgent delivery - on the same day or a specific time the next day	**112**	1	9	2	5	26	1	20	48	95	18	104	8
	10%	*4%*	*10%*	*8%*	*4%*	*10%* d	*2%*	*18%* **bdef**	*12%* **df**	*11%* b	*7%*	*11%*	*7%*
Timed delivery (i.e. to arrive by specific time /day)	**97**	1	11	1	11	20	1	15	38	81	16	89	8
	9%	*4%*	*12%*	*6%*	*8%*	*7%*	*4%*	*13%* e	*9%*	*10%* b	*6%*	*9%*	*7%*
Cross-Border Delivery (to ROI)	**14**	2	1	-	1	3	*	2	6	8	6	12	2
	1%	*8%* **bdegh**	*1%*	*-%*	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	*2%* a	*1%*	*2%*
Other (PLEASE SPECIFY)	**2**	-	-	-	-	-	-	-	2	2	-	2	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	*-%*
None of these (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**1**	-	-	-	-	*	*	-	-	*	*	*	*
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*
NET: Urgent / Tracked / Timed Mail	**340**	6	27	8	35	83	3	49	128	264	76	309	30
	31%	*31%* f	*30%* f	*31%* f	*28%* f	*30%* f	*11%*	*44%* **bdefh**	*31%* f	*32%*	*29%*	*32%* b	*25%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters
Base: All where letters are sent (QV6a=1)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1468**	1422	46	822	270	373
Weighted total	**1087**	1043	45	633	188	264
Standard delivery	**1009**	964	45	588	176	242
	93%	*92%*	*100%*	*93%*	*94%*	*92%*
Tracked service	**296**	288	8	152	59	83
	27%	*28%*	*18%*	*24%*	*31%* a	*31%* a
International delivery	**116**	115	2	47	25	45
	11%	*11%*	*4%*	*7%*	*13%* a	*17%* a
Urgent delivery - on the same day or a specific time the next day	**112**	108	4	56	22	34
	10%	*10%*	*9%*	*9%*	*12%*	*13%* a
Timed delivery (i.e. to arrive by specific time /day)	**97**	96	1	41	19	37
	9%	*9%*	*1%*	*7%*	*10%*	*14%* a
Cross-Border Delivery (to ROI)	**14**	14	*	7	2	5
	1%	*1%*	**%*	*1%*	*1%*	*2%*
Other (PLEASE SPECIFY)	**2**	2	-	2	-	-
	****%***	**%*	*-%*	**%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**1**	1	-	*	*	-
	****%***	**%*	*-%*	**%*	**%*	*-%*
NET: Urgent / Tracked / Timed Mail	**340**	330	10	173	66	98
	31%	*32%*	*22%*	*27%*	*35%* a	*37%* a

Columns Tested: a,b - a,b,c

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters
Base: All where letters are sent (QV6a=1)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**1468**	1103	311	40	6	4	3	-	1	1414	54	387	716	365
Weighted total	**1087**	885	182	15	2	3	1	-	*	1067	20	370	515	202
Standard delivery	**1009**	823	167	13	2	3	1	-	*	990	19	349	474	186
	93%	*93%*	*91%*	*91%*	*100%*	*100%*	*100%*	*-%*	*100%*	*93%*	*94%*	*94%*	*92%*	*92%*
Tracked service	**296**	238	54	2	*	2	*	-	*	292	5	69	169	58
	27%	*27%*	*29%* c	*14%*	*7%*	*81%*	*18%*	*-%*	*100%*	*27%*	*22%*	*19%*	*33%* a	*29%* a
International delivery	**116**	85	25	3	*	2	-	-	*	111	6	18	67	31
	11%	*10%*	*14%* a	*24%* **ai**	*4%*	*81%*	*-%*	*-%*	*100%*	*10%*	*29%* **abi**	*5%*	*13%* a	*15%* a
Urgent delivery - on the same day or a specific time the next day	**112**	82	26	1	*	2	*	-	*	108	4	20	63	30
	10%	*9%*	*14%* **ai**	*10%*	*7%*	*81%*	*18%*	*-%*	*100%*	*10%*	*20%* **ai**	*5%*	*12%* a	*15%* a
Timed delivery (i.e. to arrive by specific time /day)	**97**	76	18	1	*	2	-	-	*	94	3	18	58	21
	9%	*9%*	*10%*	*5%*	*2%*	*81%*	*-%*	*-%*	*100%*	*9%*	*15%*	*5%*	*11%* a	*10%* a
Cross-Border Delivery (to ROI)	**14**	10	3	*	*	-	-	-	-	14	*	3	8	4
	1%	*1%*	*2%*	*1%*	*4%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*1%*	*2%*	*2%*
Other (PLEASE SPECIFY)	**2**	2	-	-	-	-	-	-	-	2	-	2	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**1**	1	-	-	-	-	-	-	-	1	-	*	*	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	**%*	*-%*
NET: Urgent / Tracked / Timed Mail	**340**	272	62	2	*	2	*	-	*	335	5	81	191	67
	31%	*31%*	*34%* c	*17%*	*7%*	*81%*	*18%*	*-%*	*100%*	*31%*	*25%*	*22%*	*37%* a	*33%* a

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters
Base: All where letters are sent (QV6a=1)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total	**1468**	1468	860	1468	557	493	1034	1281	104	40	30	8	4	1
Weighted total	**1087**	1087	572	1087	403	323	726	988	50	27	17	2	4	*
Standard delivery	**1009**	1009	519	1009	355	294	676	914	45	27	17	2	4	*
	93%	*93%* d	*91%*	*93%* d	*88%*	*91%*	*93%* d	*92%*	*91%*	*100%* b	*100%*	*100%*	*100%*	*100%*
Tracked service	**296**	296	188	296	126	87	195	274	12	6	3	*	*	*
	27%	*27%*	*33%* **acef**	*27%*	*31%*	*27%*	*27%*	*28%*	*25%*	*22%*	*20%*	*14%*	*5%*	*100%*
International delivery	**116**	116	84	116	62	54	90	95	11	5	5	-	*	*
	11%	*11%*	*15%* **ac**	*11%*	*15%* **ac**	*17%* **acf**	*12%*	*10%*	*23%* a	*17%*	*30%* a	*-%*	*3%*	*100%*
Urgent delivery - on the same day or a specific time the next day	**112**	112	77	112	46	37	74	99	8	3	2	*	*	*
	10%	*10%*	*13%* **acf**	*10%*	*11%*	*11%*	*10%*	*10%*	*16%* a	*11%*	*11%*	*6%*	*5%*	*100%*
Timed delivery (i.e. to arrive by specific time /day)	**97**	97	69	97	57	35	76	83	9	4	*	*	-	*
	9%	*9%*	*12%* **ac**	*9%*	*14%* **acf**	*11%*	*10%*	*8%*	*19%* **ad**	*14%*	*1%*	*6%*	*-%*	*100%*
Cross-Border Delivery (to ROI)	**14**	14	9	14	6	7	9	11	2	1	*	-	*	-
	1%	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*4%* a	*3%*	**%*	*-%*	*3%*	*-%*
Other (PLEASE SPECIFY)	**2**	2	-	2	-	2	-	2	-	-	-	-	-	-
	****%***	**%*	*-%*	**%*	*-%*	*1%* **bf**	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**1**	1	-	1	*	*	-	1	-	-	-	-	-	-
	****%***	**%*	*-%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**340**	340	216	340	150	101	221	313	17	6	3	*	*	*
	31%	*31%*	*38%* **acef**	*31%*	*37%* **acef**	*31%*	*30%*	*32%*	*33%*	*22%*	*20%*	*14%*	*5%*	*100%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters
Base: All where letters are sent (QV6a=1)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1468**	533	11	6	4	-	3	-	3	426	350	378	303	11
Weighted total	**1087**	387	6	3	5	-	*	-	*	387	265	265	163	7
Standard delivery	**1009**	340	6	3	5	-	*	-	*	346	257	240	157	7
	93%	*88%*	*100%*	*97%*	*100%*	*-%*	*100%*	*-%*	*100%*	*90%*	*97%* **ac**	*91%*	*96%* **ac**	*96%*
Tracked service	**296**	124	2	*	-	-	*	-	*	90	68	89	49	*
	27%	*32%*	*30%*	*6%*	*-%*	*-%*	*44%*	*-%*	*44%*	*23%*	*26%*	*34%* **ab**	*30%*	*5%*
International delivery	**116**	61	*	1	-	-	*	-	*	29	26	30	31	*
	11%	*16%*	*4%*	*31%*	*-%*	*-%*	*44%*	*-%*	*44%*	*8%*	*10%*	*11%*	*19%* **abc**	*5%*
Urgent delivery - on the same day or a specific time the next day	**112**	46	*	-	-	-	*	-	*	23	26	37	26	*
	10%	*12%*	*1%*	*-%*	*-%*	*-%*	*44%*	*-%*	*44%*	*6%*	*10%* a	*14%* a	*16%* **ab**	*1%*
Timed delivery (i.e. to arrive by specific time /day)	**97**	57	*	-	-	-	*	-	*	25	24	32	17	*
	9%	*15%*	*1%*	*-%*	*-%*	*-%*	*44%*	*-%*	*44%*	*6%*	*9%*	*12%* a	*10%*	*1%*
Cross-Border Delivery (to ROI)	**14**	6	-	*	-	-	-	-	-	5	3	4	2	-
	1%	*2%*	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*-%*
Other (PLEASE SPECIFY)	**2**	-	-	-	-	-	-	-	-	2	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**1**	*	-	-	-	-	-	-	-	*	*	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**340**	148	2	*	-	-	*	-	*	108	79	102	51	*
	31%	*38%*	*30%*	*6%*	*-%*	*-%*	*44%*	*-%*	*44%*	*28%*	*30%*	*38%* **ab**	*31%*	*5%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters
Base: All where letters are sent (QV6a=1)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**1468**	193	129	139	87	9	304	30	222	1329	139	1402	66
Weighted total	**1087**	149	92	110	50	2	246	17	137	983	104	1042	46
Standard delivery	**1009**	129	82	100	43	2	216	16	122	919	89	971	38
	93%	*87%*	*89%*	*91%*	*86%*	*80%*	*88%*	*92%*	*89%*	*94%* b	*86%*	*93%* b	*84%*
Tracked service	**296**	44	24	38	19	1	70	7	47	270	26	286	11
	27%	*29%*	*26%*	*35%*	*38%*	*57%*	*29%*	*41%*	*34%*	*28%*	*25%*	*27%*	*24%*
International delivery	**116**	18	13	18	12	1	41	1	21	100	16	108	8
	11%	*12%*	*14%*	*17%*	*25%* ab	*37%*	*17%*	*4%*	*15%*	*10%*	*16%*	*10%*	*18%*
Urgent delivery - on the same day or a specific time the next day	**112**	11	11	16	8	*	26	2	18	103	9	110	2
	10%	*8%*	*12%*	*14%* a	*16%* a	*25%*	*10%*	*12%*	*13%*	*10%*	*9%*	*11%*	*5%*
Timed delivery (i.e. to arrive by specific time /day)	**97**	17	15	15	9	*	31	3	23	83	14	90	7
	9%	*12%*	*17%*	*13%*	*18%*	*25%*	*13%*	*18%*	*16%*	*8%*	*13%*	*9%*	*15%*
Cross-Border Delivery (to ROI)	**14**	2	*	2	1	*	3	*	3	12	2	13	1
	1%	*1%*	*1%*	*2%*	*2%*	*20%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*3%*
Other (PLEASE SPECIFY)	**2**	-	-	-	-	-	-	-	-	-	2	-	2
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%* a	*-%*	*4%* a
None of these (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**1**	-	*	-	-	-	-	-	*	1	-	1	-
	****%***	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	*-%*
NET: Urgent / Tracked / Timed Mail	**340**	52	32	44	21	1	89	7	52	305	35	325	15
	31%	*35%*	*35%*	*40%*	*43%*	*57%*	*36%*	*43%*	*38%*	*31%*	*34%*	*31%*	*33%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters
Base: All where letters are sent (QV6a=1)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	***d**
Unweighted total	**1468**	58	122	206	30	406	151	477	1370	220	1
Weighted total	**1087**	37	96	155	16	286	116	340	1009	122	2
Standard delivery	**1009**	29	87	138	12	254	101	264	1009	115	-
	93%	*79%*	*91%* a	*89%* b	*76%*	*89%*	*87%*	*78%*	*100%* **ac**	*94%* a	*-%*
Tracked service	**296**	17	24	47	6	98	29	296	235	70	-
	27%	*45%* b	*25%*	*30%*	*39%*	*34%* b	*25%*	*87%* **bc**	*23%*	*57%* b	*-%*
International delivery	**116**	5	17	29	4	43	19	80	109	116	-
	11%	*13%*	*18%*	*18%*	*24%*	*15%*	*17%*	*23%* b	*11%*	*95%* **ab**	*-%*
Urgent delivery - on the same day or a specific time the next day	**112**	5	15	27	3	30	16	112	103	45	-
	10%	*14%*	*16%*	*17%*	*21%*	*10%*	*14%*	*33%* b	*10%*	*37%* b	*-%*
Timed delivery (i.e. to arrive by specific time /day)	**97**	10	10	27	2	44	13	97	83	39	-
	9%	*26%* b	*10%*	*17%*	*14%*	*15%*	*11%*	*29%* b	*8%*	*32%* b	*-%*
Cross-Border Delivery (to ROI)	**14**	1	2	3	1	4	2	6	13	14	-
	1%	*3%*	*2%*	*2%*	*7%*	*1%*	*2%*	*2%*	*1%*	*11%* **ab**	*-%*
Other (PLEASE SPECIFY)	**2**	-	-	-	-	-	-	-	-	-	2
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*
None of these (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**1**	-	-	-	-	*	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**340**	20	30	60	6	112	39	340	264	81	-
	31%	*54%* b	*31%*	*39%*	*39%*	*39%*	*33%*	*100%* **bc**	*26%*	*66%* b	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters
Base: All where letters are sent (QV6a=1)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1468**	318	764	137	-	351	381	123	6	1409	815	451	1120	941	14
Weighted total	**1087**	216	501	63	-	246	258	74	4	1044	545	317	815	646	5
Standard delivery	**1009**	174	490	60	-	208	247	70	4	973	495	279	754	622	5
	93%	*80%*	*98%*	*95%*	*-%*	*85%*	*96%*	*94%*	*100%*	*93%*	*91%*	*88%*	*92%*	*96%*	*94%*
			ac	a			a	a		**bc**				a	
Tracked service	**296**	156	142	39	-	109	79	34	2	286	181	107	261	177	1
	27%	*72%*	*28%*	*61%*	*-%*	*45%*	*31%*	*46%*	*52%*	*27%*	*33%*	*34%*	*32%*	*27%*	*25%*
		bc		b		b		b			a	a	b		
International delivery	**116**	54	81	57	-	50	53	45	1	109	80	52	99	80	2
	11%	*25%*	*16%*	*91%*	*-%*	*20%*	*20%*	*61%*	*13%*	*10%*	*15%*	*16%*	*12%*	*12%*	*38%*
		b		**ab**				**ab**			a	a			
Urgent delivery - on the same day or a specific time the next day	**112**	62	72	28	-	43	40	23	1	110	76	40	102	83	1
	10%	*29%*	*14%*	*44%*	*-%*	*17%*	*16%*	*30%*	*13%*	*11%*	*14%*	*13%*	*13%*	*13%*	*17%*
		b		**ab**				**ab**			a				
Timed delivery (i.e. to arrive by specific time /day)	**97**	54	64	23	-	44	44	17	1	90	66	48	84	60	2
	9%	*25%*	*13%*	*37%*	*-%*	*18%*	*17%*	*22%*	*13%*	*9%*	*12%*	*15%*	*10%*	*9%*	*35%*
		b		**ab**							a	a			
Cross-Border Delivery (to ROI)	**14**	4	9	8	-	3	5	4	*	13	8	4	8	11	1
	1%	*2%*	*2%*	*12%*	*-%*	*1%*	*2%*	*5%*	*11%*	*1%*	*1%*	*1%*	*1%*	*2%*	*12%*
				ab				a							
Other (PLEASE SPECIFY)	**2**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**1**	-	-	-	-	-	*	-	-	1	-	*	*	*	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	**%*	**%*	*-%*
NET: Urgent / Tracked / Timed Mail	**340**	174	165	43	-	127	96	42	2	325	207	125	295	195	2
	31%	*80%*	*33%*	*68%*	*-%*	*52%*	*37%*	*57%*	*52%*	*31%*	*38%*	*39%*	*36%*	*30%*	*46%*
		bc		b		b		b			a	a	b		

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters
Base: All where letters are sent (QV6a=1)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1468**	341	238	266	86	68	1033	894	34	13	9	10
Weighted total	**1087**	222	150	180	46	34	748	615	18	8	10	6
Standard delivery	**1009**	215	148	141	41	31	730	607	18	7	10	5
	93%	*97%* **cd**	*99%* **cde**	*78%*	*88%* c	*93%* c	*98%*	*99%*	*100%*	*96%*	*100%*	*90%*
Tracked service	**296**	69	47	92	24	15	207	153	7	3	2	3
	27%	*31%*	*31%*	*51%* **ab**	*52%* **ab**	*45%* **ab**	*28%*	*25%*	*39%*	*35%*	*19%*	*48%*
International delivery	**116**	43	39	48	33	26	90	70	1	3	-	1
	11%	*19%*	*26%*	*27%* a	*70%* **abc**	*77%* **abc**	*12%*	*11%*	*6%*	*35%*	*-%*	*9%*
Urgent delivery - on the same day or a specific time the next day	**112**	31	24	37	20	11	89	74	3	1	-	-
	10%	*14%*	*16%*	*20%* a	*43%* **abc**	*32%* **abc**	*12%*	*12%*	*15%*	*8%*	*-%*	*-%*
Timed delivery (i.e. to arrive by specific time /day)	**97**	36	25	44	13	12	80	52	2	1	-	*
	9%	*16%*	*16%*	*25%* **ab**	*28%* **ab**	*34%* **ab**	*11%*	*8%*	*10%*	*8%*	*-%*	*4%*
Cross-Border Delivery (to ROI)	**14**	5	4	3	2	2	8	11	*	*	*	-
	1%	*2%*	*2%*	*2%*	*5%*	*7%* **ac**	*1%*	*2%*	*1%*	*1%*	*%*	*-%*
Other (PLEASE SPECIFY)	**2**	-	-	-	-	-	-	-	-	-	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**1**	-	-	-	-	-	*	*	-	-	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**340**	83	53	105	30	19	235	169	7	3	2	3
	31%	*37%*	*35%*	*59%* **ab**	*65%* **ab**	*57%* **ab**	*31%*	*28%*	*40%*	*35%*	*19%*	*48%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters
Base: All where letters are sent (QV6a=1)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1468**	1423	1207	1430	1171	1437	831	1392	351	3	1226	43	205	1211
Weighted total	**1087**	1042	864	1048	834	1055	586	1019	202	5	897	34	163	885
Standard delivery	**1009**	965	803	972	764	978	534	947	186	5	832	32	152	825
	93%	*93%*	*93%*	*93%*	*92%*	*93%*	*91%*	*93%*	*92%*	*100%*	*93%*	*94%*	*93%*	*93%*
Tracked service	**296**	285	246	289	251	289	220	284	91	-	243	7	53	233
	27%	*27%*	*28%*	*28%*	*30%*	*27%*	*37%* b	*28%*	*45%* **ab**	*-%*	*27%*	*22%*	*33%*	*26%*
International delivery	**116**	112	100	113	99	116	84	111	79	-	92	4	31	78
	11%	*11%*	*12%*	*11%*	*12%*	*11%*	*14%* b	*11%*	*39%* **ab**	*-%*	*10%*	*11%*	*19%* b	*9%*
Urgent delivery - on the same day or a specific time the next day	**112**	107	96	109	90	107	96	107	48	-	102	2	17	93
	10%	*10%*	*11%*	*10%*	*11%*	*10%*	*16%* b	*10%*	*24%* **ab**	*-%*	*11%*	*7%*	*11%*	*11%*
Timed delivery (i.e. to arrive by specific time /day)	**97**	93	81	94	86	96	80	96	37	-	79	4	23	68
	9%	*9%*	*9%*	*9%*	*10%*	*9%*	*14%* b	*9%*	*18%* **ab**	*-%*	*9%*	*11%*	*14%* b	*8%*
Cross-Border Delivery (to ROI)	**14**	13	11	13	10	14	7	13	11	-	12	-	1	12
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*5%* **ab**	*-%*	*1%*	*-%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**2**	2	2	2	2	2	2	2	-	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**1**	1	*	1	1	1	-	*	-	-	1	-	-	1
	****%***	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*
NET: Urgent / Tracked / Timed Mail	**340**	327	280	332	285	330	256	325	106	-	280	9	65	261
	31%	*31%*	*32%*	*32%*	*34%*	*31%*	*44%* b	*32%*	*52%* **ab**	*-%*	*31%*	*27%*	*40%* b	*29%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters
Base: All where letters are sent (QV6a=1)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1468**	242	10	57	227	163	1026	273	144	67	1240	884	584
Weighted total	**1087**	184	5	44	165	112	776	194	103	58	916	658	429
Standard delivery	**1009**	157	5	35	147	105	712	186	88	49	863	612	397
	93%	*85%*	*100%*	*81%*	*89%*	*94%*	*92%*	*96%* b	*86%*	*84%*	*94%* ab	*93%*	*92%*
Tracked service	**296**	58	*	16	46	38	204	53	41	18	233	178	119
	27%	*32%*	*8%*	*37%*	*28%*	*34%* b	*26%*	*27%*	*40%* c	*32%*	*25%*	*27%*	*28%*
International delivery	**116**	36	*	5	35	15	79	23	21	10	81	77	39
	11%	*20%*	*8%*	*12%*	*21%*	*13%*	*10%*	*12%*	*21%* c	*18%* c	*9%*	*12%*	*9%*
Urgent delivery - on the same day or a specific time the next day	**112**	27	*	7	25	16	72	22	17	4	90	65	47
	10%	*15%*	*10%*	*16%*	*15%*	*15%* b	*9%*	*11%*	*17%* **bc**	*6%*	*10%*	*10%*	*11%*
Timed delivery (i.e. to arrive by specific time /day)	**97**	34	*	6	29	8	70	19	14	6	73	66	31
	9%	*19%*	*7%*	*14%*	*18%*	*7%*	*9%*	*10%*	*14%* c	*10%*	*8%*	*10%*	*7%*
Cross-Border Delivery (to ROI)	**14**	4	-	*	5	2	9	3	2	1	11	9	5
	1%	*2%*	*-%*	*1%*	*3%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**2**	2	-	-	2	-	2	-	2	-	-	2	-
	****%***	*1%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*	*2%* c	*-%*	*-%*	**%*	*-%*
None of these (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**1**	-	-	-	-	-	1	-	-	-	1	*	*
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	**%*
NET: Urgent / Tracked / Timed Mail	**340**	72	1	21	58	41	235	61	45	22	267	211	129
	31%	*39%*	*12%*	*48%*	*35%*	*37%*	*30%*	*31%*	*44%* c	*38%*	*29%*	*32%*	*30%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters
Base: All where letters are sent (QV6a=1)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	*c	d
Unweighted total	1468	355	53	138	74	105	49	190	125	83	176	29	77
Weighted total	1087	132	13	44	22	36	17	72	44	28	59	11	37
Standard delivery	1009	120	12	37	18	29	16	62	43	26	55	10	32
	93%	*91%* **cd**	*92%*	*83%*	*82%*	*82%*	*92%*	*86%*	*100%* **abc**	*94%*	*94%* d	*89%*	*86%*
Tracked service	296	39	3	18	8	15	6	25	11	9	12	6	8
	27%	*30%*	*21%*	*40%* **ab**	*39%* b	*43%* d	*35%*	*34%*	*25%*	*34%* b	*20%*	*57%*	*21%*
International delivery	116	16	3	10	4	9	3	10	4	3	7	1	7
	11%	*13%*	*23%* a	*23%* a	*17%*	*25%* **cd**	*19%*	*15%*	*9%*	*11%*	*11%*	*5%*	*18%*
Urgent delivery - on the same day or a specific time the next day	112	8	2	3	1	3	2	5	3	3	3	2	*
	10%	*6%*	*13%* a	*7%*	*4%*	*8%*	*10%*	*7%*	*7%*	*11%* **bd**	*4%*	*15%*	*1%*
Timed delivery (i.e. to arrive by specific time /day)	97	11	1	7	3	7	2	8	3	3	2	1	3
	9%	*8%*	*10%*	*16%* a	*12%*	*19%* d	*15%*	*11%*	*6%*	*9%*	*4%*	*13%*	*9%*
Cross-Border Delivery (to ROI)	14	1	*	1	*	1	*	1	*	*	*	*	1
	1%	*1%*	*%*	*2%*	*1%*	*2%*	*1%*	*1%*	*%*	*%*	*1%*	*%*	*2%*
Other (PLEASE SPECIFY)	2	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	340	44	4	20	10	17	6	28	12	10	14	6	10
	31%	*33%*	*35%*	*45%* a	*45%*	*49%* d	*36%*	*39%* d	*27%*	*35%*	*24%*	*58%*	*27%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 32 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent (QV6a=1)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	*c	d	e	f	g	h	i	j	k	l
Unweighted total	**1468**	242	69	20	378	88	73	121	87	105	123	75	87
Weighted total	**1087**	191	76	29	141	63	57	83	81	123	87	86	71
Standard delivery	**1009**	174	71	28	130	62	52	73	80	116	82	77	63
	93%	*91%*	*93%*	*98%*	*92%*	*98%*	*91%*	*88%*	*99%*	*95%*	*94%*	*90%*	*89%*
						agkl			**adfgkl**				
Tracked service	**296**	40	23	11	40	17	19	22	27	30	21	25	23
	27%	*21%*	*30%*	*39%*	*28%*	*26%*	*33%*	*26%*	*33%*	*24%*	*24%*	*30%*	*32%*
							a		a				a
International delivery	**116**	12	11	4	18	8	7	12	19	11	4	8	3
	11%	*6%*	*15%*	*14%*	*12%*	*12%*	*12%*	*14%*	*24%*	*9%*	*5%*	*10%*	*5%*
			ajl		**ajl**			**ajl**	**adfijkl**				
Urgent delivery - on the same day or a specific time the next day	**112**	11	7	2	8	9	8	12	16	14	8	10	7
	10%	*6%*	*10%*	*8%*	*5%*	*15%*	*14%*	*14%*	*20%*	*12%*	*9%*	*12%*	*10%*
						ad	**ad**	**ad**	**adj**	d		d	
Timed delivery (i.e. to arrive by specific time /day)	**97**	12	5	2	11	5	6	8	15	14	8	8	3
	9%	*6%*	*6%*	*6%*	*8%*	*9%*	*11%*	*10%*	*19%*	*11%*	*9%*	*9%*	*4%*
									abdjl				
Cross-Border Delivery (to ROI)	**14**	3	2	1	1	1	*	2	1	1	1	*	-
	1%	*2%*	*2%*	*3%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*%*	*-%*
Other (PLEASE SPECIFY)	**2**	2	-	-	-	-	-	-	-	-	-	-	-
	%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**1**	*	-	-	-	-	-	-	-	-	-	-	*
	%	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*
NET: Urgent / Tracked / Timed Mail	**340**	47	24	11	44	19	21	30	32	37	21	27	27
	31%	*25%*	*32%*	*39%*	*31%*	*30%*	*36%*	*36%*	*39%*	*30%*	*24%*	*32%*	*38%*
								aj	**aj**				**aj**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters
Base: All where letters are sent (QV6a=1)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**1468**	331	539	313	285
Weighted total	**1087**	296	262	287	243
Standard delivery	**1009**	273	244	270	222
	93%	*93%*	*93%*	*94%*	*91%*
Tracked service	**296**	74	75	78	69
	27%	*25%*	*29%*	*27%*	*28%*
International delivery	**116**	27	32	42	16
	11%	*9%*	*12%*	*15%*	*6%*
			d	**ad**	
Urgent delivery - on the same day or a specific time the next day	**112**	21	25	42	25
	10%	*7%*	*9%*	*15%*	*10%*
				ab	
Timed delivery (i.e. to arrive by specific time /day)	**97**	18	23	38	18
	9%	*6%*	*9%*	*13%*	*8%*
				abd	
Cross-Border Delivery (to ROI)	**14**	6	2	4	2
	1%	*2%*	*1%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**2**	2	-	-	-
	****%***	*1%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**1**	*	-	-	*
	****%***	**%*	*-%*	*-%*	**%*
NET: Urgent / Tracked / Timed Mail	**340**	82	84	99	75
	31%	*28%*	*32%*	*34%*	*31%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 33

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent (QV6a=2)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**998**	570	251	114	63	428	180	190	62	43	87
Weighted total	**703**	655	28	13	7	48	198	183	44	20	25
Standard delivery	**602**	559	24	12	7	43	161	166	40	16	21
	86%	*85%*	*88%*	*92%*	*94%*	*90%* a	*82%*	*91%* **ad**	*89%*	*78%*	*86%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**252**	234	9	5	3	17	77	61	13	9	8
	36%	*36%*	*31%*	*40%*	*44%* b	*36%*	*39%*	*34%*	*30%*	*47%*	*34%*
Urgent delivery - on the same day or a specific time the next day	**87**	80	3	2	3	8	25	28	9	2	4
	12%	*12%*	*10%*	*18%* b	*35%* **abce**	*16%* b	*13%*	*15%*	*20%*	*11%*	*17%*
International delivery	**87**	79	3	2	2	8	22	24	8	4	4
	12%	*12%*	*11%*	*17%*	*32%* **abce**	*16%*	*11%*	*13%*	*18%*	*19%*	*14%*
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**69**	62	3	2	2	7	18	19	7	2	2
	10%	*9%*	*11%*	*16%* a	*29%* **abce**	*15%* a	*9%*	*10%*	*15%*	*10%*	*7%*
Cross-Border Delivery	**10**	8	1	1	*	2	1	3	-	1	*
	1%	*1%*	*4%* a	*5%* a	*3%*	*4%* a	*1%*	*2%*	*-%*	*4%*	*2%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**1**	1	-	*	-	*	1	*	-	-	-
	****%***	**%*	*-%*	*1%*	*-%*	**%*	*1%*	**%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**277**	259	9	5	3	18	81	72	16	10	9
	39%	*40%*	*33%*	*42%*	*45%*	*37%*	*41%*	*39%*	*37%*	*48%*	*38%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 33 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent (QV6a=2)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	998	75	35	120	26	52	114	65	65	72	624	136	119	119
Weighted total	703	85	46	105	20	51	110	58	55	69	598	38	36	31
Standard delivery	602	70	43	91	20	38	95	54	43	53	506	34	33	29
	86%	*83%*	*94%* ehi	*86%*	*100%*	*74%*	*87%*	*93%* ehi	*78%*	*77%*	*85%* e	*89%* ehi	*90%* ehi	*93%* aehij
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	252	24	16	45	5	22	42	14	22	26	216	13	12	11
	36%	*28%*	*36%*	*42%* ag	*24%*	*43%* g	*39%* g	*23%*	*40%* g	*38%*	*36%* g	*35%*	*32%*	*34%*
Urgent delivery - on the same day or a specific time the next day	87	10	9	21	3	6	14	3	5	7	78	2	3	5
	12%	*11%*	*19%* gkl	*20%* gkl	*15%*	*12%*	*13%* k	*6%*	*9%*	*10%*	*13%* k	*5%*	*7%*	*15%* kl
International delivery	87	5	11	19	2	4	11	3	13	1	71	6	3	7
	12%	*6%*	*25%* aefgijl	*18%* agil	*10%*	*8%*	*10%* i	*6%*	*24%* aefgijl	*2%*	*12%* i	*16%* agil	*8%*	*22%* aefgijl
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	69	6	4	21	2	3	7	3	8	6	60	2	3	4
	10%	*7%*	*8%*	*20%* aefgijk l	*10%*	*7%*	*6%*	*4%*	*14%* k	*9%*	*10%*	*5%*	*9%*	*12%* k
Cross-Border Delivery	10	-	-	-	-	-	-	-	-	-	-	-	-	10
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*31%* abcefghi jkl
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	1	-	-	-	-	-	1	-	-	-	1	*	-	*
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*1%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	277	29	16	49	6	24	45	14	27	30	240	13	12	11
	39%	*35%*	*36%*	*47%* gl	*29%*	*47%* g	*41%* g	*23%*	*49%* gl	*44%* g	*40%* g	*35%*	*33%*	*36%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 33 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent (QV6a=2)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted total	998	16	107	19	103	200	25	113	414	671	327	861	137
Weighted total	703	7	62	6	75	158	8	99	285	516	187	634	70
Standard delivery	602	7	55	6	61	129	7	91	244	442	159	538	64
	86%	*96%*	*89%*	*100%*	*82%*	*81%*	*88%*	*91%* de	*86%*	*86%*	*85%*	*85%*	*92%* a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	252	2	19	2	26	62	4	46	90	192	60	236	16
	36%	*25%*	*31%*	*32%*	*35%*	*39%*	*50%*	*46%* bh	*32%*	*37%*	*32%*	*37%* b	*22%*
Urgent delivery - on the same day or a specific time the next day	87	*	6	1	8	21	1	18	32	71	17	81	7
	12%	*1%*	*10%*	*18%*	*10%*	*13%*	*7%*	*18%*	*11%*	*14%* b	*9%*	*13%*	*10%*
International delivery	87	*	10	2	3	32	1	15	26	67	20	76	11
	12%	*1%*	*16%* dh	*24%*	*4%*	*20%* dh	*7%*	*15%* d	*9%*	*13%*	*11%*	*12%*	*16%*
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	69	*	8	1	3	14	*	17	26	55	13	65	3
	10%	*1%*	*12%* d	*18%*	*4%*	*9%*	*4%*	*17%* deh	*9%*	*11%*	*7%*	*10%* b	*5%*
Cross-Border Delivery	10	*	1	-	1	3	-	1	4	7	3	8	2
	1%	*1%*	*2%*	*-%*	*1%*	*2%*	*-%*	*1%*	*1%*	*1%*	*2%*	*1%*	*3%*
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	1	-	-	-	-	-	-	1	*	*	1	1	-
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	**%*	*1%* a	**%*	*-%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	277	2	19	2	28	69	4	54	99	208	69	259	18
	39%	*25%*	*31%*	*32%*	*38%*	*43%* bh	*50%*	*54%* bdh	*35%*	*40%*	*37%*	*41%* b	*27%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters
Base: All where large letters are sent (QV6a=2)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	***b**	a	b	c
Unweighted total	**998**	981	17	460	219	315
Weighted total	**703**	684	19	322	149	228
Standard delivery	**602**	585	17	273	134	191
	86%	*85%*	*89%*	*85%*	*90%*	*84%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**252**	248	3	113	50	87
	36%	*36%*	*16%*	*35%*	*33%*	*38%*
Urgent delivery - on the same day or a specific time the next day	**87**	87	*	35	19	33
	12%	*13%*	**%*	*11%*	*13%*	*14%*
International delivery	**87**	87	*	27	17	43
	12%	*13%*	**%*	*9%*	*11%*	*19%* **ab**
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**69**	68	1	22	17	30
	10%	*10%*	*6%*	*7%*	*11%* a	*13%* a
Cross-Border Delivery	**10**	10	*	4	2	4
	1%	*1%*	**%*	*1%*	*1%*	*2%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**1**	1	-	1	-	-
	****%***	**%*	*-%*	**%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**277**	274	3	121	55	98
	39%	*40%*	*16%*	*38%*	*37%*	*43%*

Columns Tested: a,b - a,b,c

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters
Base: All where large letters are sent (QV6a=2)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**998**	674	272	40	5	3	3	-	1	946	52	145	529	324
Weighted total	**703**	518	162	18	2	2	1	-	*	680	23	137	381	185
Standard delivery	**602**	445	140	12	2	2	1	-	*	584	17	114	330	157
	86%	*86%*	*86%*	*68%*	*100%*	*100%*	*100%*	*-%*	*100%*	*86%*	*75%*	*84%*	*87%*	*85%*
		cj	**cj**							**cj**				
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**252**	191	51	8	-	2	*	-	*	242	10	44	146	61
	36%	*37%*	*31%*	*43%*	*-%*	*89%*	*18%*	*-%*	*100%*	*36%*	*43%*	*32%*	*38%*	*33%*
Urgent delivery - on the same day or a specific time the next day	**87**	59	22	4	-	2	*	-	*	81	6	13	46	28
	12%	*11%*	*14%*	*20%*	*-%*	*89%*	*18%*	*-%*	*100%*	*12%*	*26%*	*9%*	*12%*	*15%*
											abi			
International delivery	**87**	51	29	5	*	2	-	-	*	79	8	8	43	37
	12%	*10%*	*18%*	*30%*	*4%*	*89%*	*-%*	*-%*	*100%*	*12%*	*33%*	*6%*	*11%*	*20%*
			ai	**ai**							**abi**			**ab**
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**69**	47	16	3	-	2	-	-	*	64	5	10	38	21
	10%	*9%*	*10%*	*16%*	*-%*	*89%*	*-%*	*-%*	*100%*	*9%*	*22%*	*7%*	*10%*	*12%*
											abi			
Cross-Border Delivery	**10**	6	3	1	*	-	-	-	-	9	1	1	6	3
	1%	*1%*	*2%*	*3%*	*4%*	*-%*	*-%*	*-%*	*-%*	*1%*	*3%*	*%*	*1%*	*2%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**1**	1	-	-	-	-	-	-	-	1	-	1	*	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*1%*	*%*	*-%*
												b		
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**277**	208	57	10	-	2	*	-	*	265	12	51	157	69
	39%	*40%*	*35%*	*54%*	*-%*	*89%*	*18%*	*-%*	*100%*	*39%*	*52%*	*37%*	*41%*	*37%*
				b							b			

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters
Base: All where large letters are sent (QV6a=2)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**998**	860	998	998	494	389	754	852	84	28	23	6	4	1
Weighted total	**703**	572	703	703	342	249	509	627	41	19	11	2	4	*
Standard delivery	**602**	501	602	602	284	219	436	532	36	17	11	2	4	*
	86%	*87%* d	*86%*	*86%*	*83%*	*88%* d	*86%*	*85%*	*89%*	*91%*	*100%*	*100%*	*100%*	*100%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**252**	197	252	252	136	68	181	233	14	3	1	*	*	*
	36%	*34%* e	*36%* e	*36%* e	*40%* **ae**	*27%*	*36%* e	*37%*	*35%*	*16%*	*6%*	*3%*	*3%*	*100%*
Urgent delivery - on the same day or a specific time the next day	**87**	72	87	87	46	24	60	75	9	3	*	*	*	*
	12%	*12%*	*12%*	*12%*	*13%*	*10%*	*12%*	*12%*	*22%* a	*14%*	*2%*	*3%*	*3%*	*100%*
International delivery	**87**	60	87	87	54	34	66	71	10	3	2	1	*	*
	12%	*11%*	*12%*	*12%*	*16%* a	*14%*	*13%*	*11%*	*24%* a	*15%*	*19%*	*69%*	*3%*	*100%*
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**69**	55	69	69	41	21	49	62	6	1	*	*	-	*
	10%	*10%*	*10%*	*10%*	*12%*	*8%*	*10%*	*10%*	*14%*	*5%*	*2%*	*3%*	*-%*	*100%*
Cross-Border Delivery	**10**	9	10	10	5	5	7	8	1	1	*	-	*	-
	1%	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*3%*	*3%*	*1%*	*-%*	*3%*	*-%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**1**	1	1	1	-	1	1	1	-	-	-	-	-	-
	****%***	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**277**	216	277	277	148	75	197	256	17	3	1	*	*	*
	39%	*38%* e	*39%* e	*39%* e	*43%* **ae**	*30%*	*39%* e	*41%*	*41%*	*16%*	*6%*	*3%*	*3%*	*100%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters
Base: All where large letters are sent (QV6a=2)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**998**	471	8	9	3	-	3	-	3	210	225	280	273	10
Weighted total	**703**	327	5	7	4	-	*	-	*	187	161	197	150	9
Standard delivery	**602**	272	3	5	4	-	*	-	*	145	139	167	143	8
	86%	*83%*	*67%*	*70%*	*100%*	*-%*	*100%*	*-%*	*100%*	*78%*	*87%* a	*85%* a	*95%* **abc**	*89%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**252**	132	2	2	-	-	*	-	*	68	63	71	49	1
	36%	*40%*	*34%*	*31%*	*-%*	*-%*	*44%*	*-%*	*44%*	*36%*	*39%*	*36%*	*33%*	*16%*
Urgent delivery - on the same day or a specific time the next day	**87**	46	*	-	-	-	*	-	*	18	23	25	22	-
	12%	*14%*	*1%*	*-%*	*-%*	*-%*	*44%*	*-%*	*44%*	*9%*	*14%*	*13%*	*15%*	*-%*
International delivery	**87**	53	*	1	-	-	*	-	*	19	17	28	22	2
	12%	*16%*	*6%*	*16%*	*-%*	*-%*	*44%*	*-%*	*44%*	*10%*	*10%*	*14%*	*15%*	*25%*
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**69**	41	-	-	-	-	*	-	*	20	13	22	14	-
	10%	*13%*	*-%*	*-%*	*-%*	*-%*	*44%*	*-%*	*44%*	*11%*	*8%*	*11%*	*9%*	*-%*
Cross-Border Delivery	**10**	5	-	*	-	-	-	-	-	2	2	3	3	-
	1%	*2%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*2%*	*2%*	*-%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**1**	-	-	-	-	-	-	-	-	1	-	-	*	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**277**	144	2	2	-	-	*	-	*	79	65	79	53	1
	39%	*44%*	*34%*	*31%*	*-%*	*-%*	*44%*	*-%*	*44%*	*42%*	*40%*	*40%*	*36%*	*16%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters
Base: All where large letters are sent (QV6a=2)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**998**	160	105	128	92	9	273	24	196	879	119	942	56
Weighted total	**703**	112	75	96	57	2	216	12	113	623	80	667	36
Standard delivery	**602**	91	62	82	48	2	176	10	96	535	66	570	32
	86%	*81%*	*82%*	*85%*	*83%*	*85%*	*82%*	*89%*	*85%*	*86%*	*83%*	*85%*	*89%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**252**	41	27	42	25	1	84	6	44	223	29	242	10
	36%	*37%*	*36%*	*43%*	*44%*	*53%*	*39%*	*51%*	*39%*	*36%*	*36%*	*36%*	*27%*
Urgent delivery - on the same day or a specific time the next day	**87**	9	15	14	7	1	22	2	22	75	12	83	4
	12%	*8%*	*21%* a	*15%*	*13%*	*27%*	*10%*	*16%*	*20%* a	*12%*	*15%*	*13%*	*11%*
International delivery	**87**	12	10	16	15	1	38	1	15	71	16	76	11
	12%	*11%*	*14%*	*17%*	*26%* **ab**	*41%*	*17%*	*11%*	*14%*	*11%*	*20%* a	*11%*	*31%* a
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**69**	8	11	16	5	*	19	2	20	56	13	62	6
	10%	*8%*	*15%*	*17%* a	*8%*	*21%*	*9%*	*17%*	*18%* a	*9%*	*16%* a	*9%*	*17%*
Cross-Border Delivery	**10**	1	*	2	2	*	2	*	3	8	1	9	1
	1%	*1%*	*1%*	*2%*	*3%*	*20%*	*1%*	*2%*	*3%*	*1%*	*2%*	*1%*	*2%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**1**	-	-	-	-	-	-	-	-	1	-	1	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**277**	45	33	43	26	1	92	6	48	245	32	264	13
	39%	*40%*	*44%*	*45%*	*45%*	*53%*	*43%*	*51%*	*43%*	*39%*	*40%*	*40%*	*36%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters
Base: All where large letters are sent (QV6a=2)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**998**	58	95	171	27	371	123	330	793	169	-
Weighted total	**703**	41	70	128	15	253	89	216	519	87	-
Standard delivery	**602**	31	60	106	12	211	73	165	490	83	-
	86%	*75%*	*85%*	*83%*	*77%*	*83%*	*82%*	*77%*	*94%* a	*96%* a	-%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**252**	20	27	55	10	103	33	157	157	52	-
	36%	*49%*	*39%*	*43%*	*64%*	*41%*	*37%*	*73%* **bc**	*30%*	*60%* b	-%
Urgent delivery - on the same day or a specific time the next day	**87**	6	16	26	6	29	17	69	67	31	-
	12%	*15%*	*22%*	*20%*	*39%*	*11%*	*19%* a	*32%* b	*13%*	*36%* b	-%
International delivery	**87**	6	13	18	6	37	17	42	57	57	-
	12%	*14%*	*18%*	*14%*	*37%*	*15%*	*19%*	*19%* b	*11%*	*65%* **ab**	-%
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**69**	6	8	13	5	28	13	49	52	24	-
	10%	*15%*	*11%*	*10%*	*32%*	*11%*	*14%*	*23%* b	*10%*	*27%* b	-%
Cross-Border Delivery	**10**	1	1	2	1	5	1	4	8	8	-
	1%	*3%*	*1%*	*2%*	*4%*	*2%*	*1%*	*2%*	*2%*	*9%* **ab**	-%
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	**1**	-	-	-	-	-	-	1	1	-	-
	%	-%	-%	-%	-%	-%	-%	*%*	*%*	-%	-%
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	**277**	20	29	58	10	110	38	174	174	54	-
	39%	*50%*	*41%*	*46%*	*64%*	*43%*	*43%*	*80%* **bc**	*33%*	*62%* b	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters
Base: All where large letters are sent (QV6a=2)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**998**	384	877	164	-	312	338	121	5	821	943	411	793	624	12
Weighted total	**703**	277	602	90	-	208	218	70	3	549	668	280	544	397	3
Standard delivery	**602**	180	602	81	-	161	207	62	3	481	571	231	469	364	3
	86%	*65%*	*100%* **ac**	*90%* a	*-%*	*77%*	*95%* **ac**	*89%* a	*100%*	*88%* c	*86%*	*83%*	*86%*	*92%* a	*90%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**252**	252	164	53	-	111	79	38	1	190	241	121	208	129	1
	36%	*91%* **bc**	*27%*	*59%* b	*-%*	*54%* b	*36%*	*54%* b	*22%*	*35%*	*36%*	*43%* **ab**	*38%* b	*33%*	*32%*
Urgent delivery - on the same day or a specific time the next day	**87**	87	78	35	-	41	37	25	1	70	84	38	78	58	*
	12%	*31%* b	*13%*	*39%* b	*-%*	*20%*	*17%*	*35%* **ab**	*22%*	*13%*	*13%*	*14%*	*14%*	*15%*	*11%*
International delivery	**87**	57	78	87	-	44	42	44	*	56	76	46	65	52	2
	12%	*21%* b	*13%*	*96%* **ab**	*-%*	*21%*	*20%*	*62%* **ab**	*4%*	*10%*	*11%*	*16%* **ab**	*12%*	*13%*	*63%*
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**69**	69	58	32	-	36	31	22	1	53	63	33	57	41	1
	10%	*25%* b	*10%*	*35%* **ab**	*-%*	*17%*	*14%*	*31%* **ab**	*22%*	*10%*	*9%*	*12%*	*11%*	*10%*	*47%*
Cross-Border Delivery	**10**	5	10	10	-	3	5	4	*	8	9	5	8	8	*
	1%	*2%*	*2%*	*11%* **ab**	*-%*	*2%*	*2%*	*6%* **ab**	*18%*	*1%*	*1%*	*2%*	*1%*	*2%*	*5%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**1**	-	-	-	-	-	-	-	-	1	1	-	1	1	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	**%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**277**	277	180	59	-	121	87	41	1	208	263	128	226	141	2
	39%	*100%* **bc**	*30%*	*65%* b	*-%*	*58%* b	*40%*	*59%* b	*22%*	*38%*	*39%*	*46%* **ab**	*42%* b	*36%*	*66%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters
Base: All where large letters are sent (QV6a=2)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**998**	304	209	243	85	72	720	588	31	15	8	10
Weighted total	**703**	185	125	160	47	36	489	374	19	8	9	8
Standard delivery	**602**	171	123	120	43	35	463	357	17	7	8	5
	86%	*92%* c	*98%* **acd**	*75%*	*91%* c	*97%* c	*95%*	*95%*	*90%*	*85%*	*88%*	*62%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**252**	73	40	91	28	19	162	110	9	4	1	3
	36%	*39%*	*32%*	*57%* **ab**	*60%* **ab**	*52%* **ab**	*33%*	*29%*	*47%*	*48%*	*12%*	*42%*
Urgent delivery - on the same day or a specific time the next day	**87**	34	21	39	20	12	72	51	2	2	-	-
	12%	*18%*	*17%*	*25%* b	*43%* **abc**	*34%* **ab**	*15%*	*14%*	*10%*	*28%*	*-%*	*-%*
International delivery	**87**	35	34	39	28	26	62	47	2	3	-	2
	12%	*19%*	*27%* a	*25%*	*59%* **abc**	*72%* **abc**	*13%*	*13%*	*9%*	*34%*	*-%*	*28%*
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**69**	29	20	35	15	11	55	36	2	3	-	-
	10%	*16%*	*16%*	*22%*	*31%* **ab**	*29%* **ab**	*11%*	*10%*	*10%*	*36%*	*-%*	*-%*
Cross-Border Delivery	**10**	5	4	3	3	3	7	8	*	*	-	-
	1%	*3%*	*3%*	*2%*	*5%*	*8%* **ac**	*1%*	*2%*	*1%*	*1%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**1**	-	-	-	-	-	*	1	*	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*1%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**277**	81	43	96	29	19	175	124	9	4	1	3
	39%	*44%* b	*35%*	*60%* **ab**	*61%* **ab**	*53%* b	*36%*	*33%*	*47%*	*48%*	*12%*	*42%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters
Base: All where large letters are sent (QV6a=2)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**998**	963	902	975	848	980	623	948	286	1	828	29	169	785
Weighted total	**703**	674	623	683	581	687	426	655	166	2	580	21	132	540
Standard delivery	**602**	574	533	581	493	587	362	565	144	2	492	20	117	458
	86%	*85%*	*86%*	*85%*	*85%*	*86%*	*85%*	*86%*	*87%*	*100%*	*85%*	*95%*	*89%*	*85%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**252**	241	228	247	218	248	184	238	79	-	207	4	51	192
	36%	*36%*	*37%*	*36%*	*37%*	*36%*	*43%* b	*36%*	*47%* b	*-%*	*36%*	*21%*	*39%*	*35%*
Urgent delivery - on the same day or a specific time the next day	**87**	80	78	84	73	85	76	82	46	-	72	1	19	65
	12%	*12%*	*13%*	*12%*	*13%*	*12%*	*18%* b	*13%*	*28%* **ab**	*-%*	*12%*	*6%*	*14%*	*12%*
International delivery	**87**	83	79	84	75	87	61	81	62	-	64	1	28	49
	12%	*12%*	*13%*	*12%*	*13%*	*13%*	*14%*	*12%*	*38%* **ab**	*-%*	*11%*	*7%*	*21%* b	*9%*
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**69**	62	62	66	61	69	57	68	35	-	54	1	18	45
	10%	*9%*	*10%*	*10%*	*10%*	*10%*	*13%*	*10%*	*21%* **ab**	*-%*	*9%*	*6%*	*13%* b	*8%*
Cross-Border Delivery	**10**	9	9	9	8	9	6	9	6	-	8	*	2	7
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*4%* **ab**	*-%*	*1%*	*2%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	**1**	1	1	1	1	1	1	*	*	-	1	-	-	1
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*-%*	*-%*	*%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	**277**	266	250	272	238	271	206	261	91	-	228	4	56	208
	39%	*39%*	*40%*	*40%*	*41%*	*40%*	*48%* b	*40%*	*55%* b	*-%*	*39%*	*21%*	*43%*	*39%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters
Base: All where large letters are sent (QV6a=2)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	***b**	a	b	a	b	c	a	b	c	a	b
Unweighted total	**998**	202	10	52	186	153	654	187	129	53	804	587	411
Weighted total	**703**	150	5	37	133	100	471	128	95	46	556	412	291
Standard delivery	**602**	123	4	26	117	83	399	116	77	34	485	358	243
	86%	*82%*	*94%*	*70%*	*88%* a	*83%*	*85%*	*91%* **ab**	*81%*	*73%*	*87%* **ab**	*87%*	*84%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**252**	66	*	15	56	35	177	40	41	18	188	145	106
	36%	*44%*	*10%*	*41%*	*42%*	*35%*	*38%*	*31%*	*43%* c	*40%*	*34%*	*35%*	*36%*
Urgent delivery - on the same day or a specific time the next day	**87**	30	*	6	29	13	57	17	15	3	68	50	37
	12%	*20%*	*5%*	*15%*	*22%*	*13%*	*12%*	*13%*	*16%*	*7%*	*12%*	*12%*	*13%*
International delivery	**87**	28	2	5	28	15	55	17	21	5	56	47	40
	12%	*19%*	*43%*	*12%*	*21%*	*15%*	*12%*	*13%*	*22%* c	*12%*	*10%*	*12%*	*14%*
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**69**	21	-	2	22	9	48	12	11	2	54	48	21
	10%	*14%*	*-%*	*5%*	*16%* a	*9%*	*10%*	*9%*	*12%*	*3%*	*10%*	*12%* b	*7%*
Cross-Border Delivery	**10**	2	-	-	4	2	6	2	1	1	7	7	3
	1%	*2%*	*-%*	*-%*	*3%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**1**	-	-	-	-	-	-	1	-	-	1	*	1
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%* b	*-%*	*-%*	**%*	**%*	**%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**277**	71	*	19	59	39	195	43	44	19	210	165	112
	39%	*47%*	*10%*	*50%*	*44%*	*39%*	*41%*	*34%*	*46%*	*40%*	*38%*	*40%*	*38%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters
Base: All where large letters are sent (QV6a=2)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	*c	d
Unweighted total	**998**	259	47	125	63	96	39	147	84	64	119	19	59
Weighted total	**703**	85	12	37	17	30	9	49	24	20	34	6	27
Standard delivery	**602**	73	12	29	14	23	8	40	23	19	31	5	21
	86%	*85%*	*98%* **acd**	*78%*	*82%*	*77%*	*86%*	*82%*	*95%* **ac**	*91%*	*92%* d	*78%*	*79%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**252**	33	6	17	5	14	3	20	6	7	11	5	10
	36%	*39%*	*47%* d	*44%* d	*27%*	*45%* d	*37%*	*40%* d	*25%*	*36%*	*32%*	*84%*	*37%*
Urgent delivery - on the same day or a specific time the next day	**87**	6	4	2	1	2	*	3	3	2	3	*	1
	12%	*7%*	*32%* **acd**	*5%*	*5%*	*6%*	*3%*	*7%*	*11%*	*9%*	*10%*	*4%*	*5%*
International delivery	**87**	12	6	5	2	4	2	5	4	5	5	*	3
	12%	*14%*	*48%* **acd**	*13%*	*12%*	*12%*	*17%*	*10%*	*15%*	*24%*	*14%*	*8%*	*11%*
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**69**	9	4	4	2	4	*	5	1	2	3	*	4
	10%	*10%*	*31%* **acd**	*11%*	*10%*	*13%*	*4%*	*11%*	*6%*	*8%*	*10%*	*7%*	*16%*
Cross-Border Delivery	**10**	1	*	1	*	1	*	1	*	*	*	*	*
	1%	*1%*	**%*	*2%*	*1%*	*2%*	*1%*	*1%*	**%*	**%*	*1%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**1**	1	-	-	-	-	-	-	-	-	-	-	-
	****%***	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**277**	38	8	18	6	15	3	21	7	8	13	5	12
	39%	*44%*	*64%* **ad**	*48%*	*37%*	*50%* d	*37%*	*43%* d	*29%*	*38%*	*38%*	*86%*	*46%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 33 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent (QV6a=2)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	***c**	d	e	f	g	h	i	j	k	l
Unweighted total	**998**	169	50	9	269	46	53	79	68	63	79	50	63
Weighted total	**703**	125	54	14	90	32	42	56	61	79	48	53	48
Standard delivery	**602**	108	45	13	78	25	36	48	59	70	37	47	38
	86%	*86%*	*82%*	*88%*	*86%*	*77%*	*85%*	*86%*	*96%*	*88%*	*78%*	*88%*	*79%*
									abdefgjl				
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**252**	33	21	7	34	15	17	21	25	30	13	16	18
	36%	*26%*	*38%*	*51%*	*38%*	*47%*	*41%*	*38%*	*41%*	*38%*	*27%*	*31%*	*38%*
					a	**aj**	a		a				
Urgent delivery - on the same day or a specific time the next day	**87**	11	9	2	7	6	6	7	17	7	3	6	7
	12%	*8%*	*16%*	*15%*	*8%*	*18%*	*15%*	*13%*	*28%*	*9%*	*5%*	*11%*	*14%*
			j			**dj**			**adgijk**				
International delivery	**87**	8	8	2	13	3	4	8	22	8	7	5	1
	12%	*6%*	*14%*	*15%*	*14%*	*10%*	*10%*	*14%*	*36%*	*10%*	*14%*	*8%*	*1%*
			l		**al**		l	**alabdefgijkl**		l	**al**		
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**69**	9	5	2	10	5	3	5	12	7	6	3	3
	10%	*7%*	*10%*	*12%*	*11%*	*14%*	*8%*	*8%*	*20%*	*8%*	*12%*	*5%*	*6%*
									adgkl				
Cross-Border Delivery	**10**	3	1	-	1	*	*	1	1	1	1	*	-
	1%	*2%*	*1%*	*-%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*3%*	**%*	*-%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**1**	*	-	-	1	*	-	-	-	-	-	-	-
	****%***	**%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**277**	41	22	7	39	15	17	25	27	32	15	16	20
	39%	*33%*	*41%*	*51%*	*43%*	*48%*	*41%*	*44%*	*44%*	*40%*	*32%*	*31%*	*42%*
					a								

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters
Base: All where large letters are sent (QV6a=2)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**998**	228	368	210	192
Weighted total	**703**	194	164	197	149
Standard delivery	**602**	165	138	177	122
	86%	*85%*	*84%*	*90%* **bd**	*82%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**252**	61	66	76	48
	36%	*32%*	*40%* a	*39%*	*32%*
Urgent delivery - on the same day or a specific time the next day	**87**	22	19	32	15
	12%	*11%*	*11%*	*16%*	*10%*
International delivery	**87**	17	20	38	12
	12%	*9%*	*12%*	*19%* **abd**	*8%*
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**69**	16	18	23	11
	10%	*8%*	*11%*	*12%*	*8%*
Cross-Border Delivery	**10**	3	1	4	2
	1%	*2%*	*1%*	*2%*	*1%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-
	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	**1**	*	1	-	-
	***%**	*%	*1%*	-%	-%
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-
	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	**277**	70	71	83	52
	39%	*36%*	*43%*	*42%*	*35%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 34 Page 786

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent (QV6a=3)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**769**	489	158	79	43	280	155	149	47	31	62
Weighted total	**609**	576	20	8	5	33	183	155	39	17	19
Standard delivery	**371**	348	13	6	5	23	121	102	20	8	11
	61%	*60%*	*65%*	*72%* a	*91%* **abce**	*71%* a	*66%* d	*65%* d	*52%*	*46%*	*59%*
Tracked service	**342**	323	11	5	3	19	101	89	22	11	9
	56%	*56%*	*59%*	*59%*	*51%*	*57%*	*55%*	*57%*	*57%*	*64%*	*48%*
International delivery	**118**	111	5	2	2	8	37	28	12	3	4
	19%	*19%*	*24%*	*22%*	*29%*	*24%*	*20%*	*18%*	*31%*	*20%*	*22%*
Urgent delivery - on the same day or a specific time the next day	**111**	103	5	2	1	8	25	25	15	3	5
	18%	*18%*	*23%*	*25%*	*29%*	*25%* a	*14%*	*16%*	*37%* **ab**	*17%*	*27%* a
Timed delivery (i.e. to arrive by specific time /day)	**98**	91	4	2	1	7	22	26	9	6	4
	16%	*16%*	*20%*	*23%*	*24%*	*21%*	*12%*	*17%*	*23%*	*37%* **ab**	*23%*
Cross-Border Delivery (to ROI)	**6**	5	1	*	*	1	1	2	*	*	*
	1%	*1%*	*4%* a	*4%* a	*2%*	*3%* a	*1%*	*1%*	**%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**4**	4	*	-	-	*	3	*	-	*	*
	1%	*1%*	*2%*	*-%*	*-%*	*1%*	*2%*	**%*	*-%*	*1%*	*1%*
None of these (DO NOT READ OUT)	**3**	3	*	*	-	*	1	-	2	*	*
	1%	*1%*	*1%*	*3%* a	*-%*	*1%*	*1%*	*-%*	*5%* **ab**	*1%*	*1%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**394**	372	14	5	3	22	111	100	30	13	13
	65%	*65%*	*70%*	*66%*	*63%*	*68%*	*61%*	*65%*	*76%*	*75%*	*69%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets
Base: All where parcels/ packets are sent (QV6a=3)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	769	62	30	102	13	45	96	56	56	53	513	102	79	75
Weighted total	609	73	41	102	10	45	103	57	55	49	534	29	25	20
Standard delivery	371	46	25	64	8	15	66	33	31	33	321	18	17	14
	61%	*63%* e	*61%* e	*63%* e	*80%*	*34%*	*64%* e	*58%* e	*57%* e	*67%* e	*60%* e	*62%* e	*68%* e	*72%* e
Tracked service	342	38	22	51	3	36	60	36	29	26	300	17	15	11
	56%	*52%*	*53%*	*50%*	*33%*	*79%* **abcfhijklm**	*59%*	*62%*	*52%*	*52%*	*56%*	*58%*	*58%*	*53%*
International delivery	118	8	13	31	1	6	17	8	15	5	104	5	4	5
	19%	*12%*	*31%* **aiaefgijk**	*31%* l	*9%*	*12%*	*17%*	*13%*	*28%* **ai**	*11%*	*19%*	*16%*	*17%*	*26%* **ai**
Urgent delivery - on the same day or a specific time the next day	111	9	4	18	*	6	19	14	17	6	93	6	7	5
	18%	*13%*	*10%*	*17%*	*1%*	*13%*	*18%*	*25%*	*30%* **abeij**	*13%*	*17%*	*22%*	*27%* **aij**	*25%*
Timed delivery (i.e. to arrive by specific time /day)	98	5	6	14	-	5	17	16	10	7	80	6	8	4
	16%	*7%*	*15%*	*14%*	*-%*	*11%*	*17%*	*28%* **acej**	*17%*	*13%*	*15%*	*22%* a	*30%* **acefij**	*18%*
Cross-Border Delivery (to ROI)	6	-	-	-	-	-	-	-	-	-	-	-	-	6
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*30%* **abcefghi jkl**
Other (PLEASE SPECIFY)	4	*	-	2	-	-	2	-	-	-	4	-	*	*
	1%	**%*	*-%*	*2%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	*2%*
None of these (DO NOT READ OUT)	3	1	2	-	-	*	-	-	*	-	3	-	-	-
	1%	*1%*	*5%* **cfjk**	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*1%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	394	44	26	54	3	38	67	43	41	29	346	19	17	13
	65%	*60%*	*63%*	*54%*	*33%*	*83%* **acfijkm**	*65%*	*76%* c	*75%* c	*59%*	*65%* c	*64%*	*68%* c	*62%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets
Base: All where parcels/ packets are sent (QV6a=3)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	d	e	***f**	g	h	a	b	a	b
Unweighted total	**769**	10	120	17	50	259	22	36	253	538	231	675	94
Weighted total	**609**	4	85	8	39	234	12	37	188	464	145	561	48
Standard delivery	**371**	4	54	4	17	132	9	22	127	287	84	334	37
	61%	*100%*	*63%* d	*50%*	*43%*	*56%*	*75%*	*60%*	*68%* **de**	*62%*	*58%*	*60%*	*76%* a
Tracked service	**342**	1	50	6	22	147	5	17	95	252	90	316	26
	56%	*23%*	*58%*	*82%*	*57%*	*63%* h	*39%*	*47%*	*50%*	*54%*	*62%* a	*56%*	*54%*
International delivery	**118**	*	23	2	2	51	1	5	36	91	27	112	7
	19%	*2%*	*27%* d	*23%*	*4%*	*22%* d	*5%*	*13%*	*19%* d	*20%*	*19%*	*20%*	*14%*
Urgent delivery - on the same day or a specific time the next day	**111**	1	16	3	4	52	*	3	32	81	30	99	12
	18%	*16%*	*19%*	*40%*	*10%*	*22%* g	*2%*	*8%*	*17%*	*18%*	*21%*	*18%*	*25%*
Timed delivery (i.e. to arrive by specific time /day)	**98**	-	17	4	2	37	3	6	28	70	27	86	12
	16%	*-%*	*20%* d	*51%*	*5%*	*16%*	*25%*	*15%*	*15%*	*15%*	*19%*	*15%*	*25%* a
Cross-Border Delivery (to ROI)	**6**	*	1	-	1	2	*	1	1	4	2	6	*
	1%	*9%*	*1%*	*-%*	*2%*	*1%*	**%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**4**	-	2	-	-	1	-	-	2	3	2	4	-
	1%	*-%*	*2%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*-%*
None of these (DO NOT READ OUT)	**3**	-	-	*	*	3	-	-	-	2	1	3	-
	1%	*-%*	*-%*	*3%*	*1%*	*1%*	*-%*	*-%*	*-%*	*1%*	*1%*	*1%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**394**	1	59	6	25	168	6	21	107	296	98	362	32
	65%	*31%*	*70%* h	*82%*	*65%*	*72%* h	*47%*	*56%*	*57%*	*64%*	*68%*	*65%*	*66%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets
Base: All where parcels/ packets are sent (QV6a=3)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**769**	746	23	323	135	303
Weighted total	**609**	586	23	267	95	237
Standard delivery	**371**	359	12	141	69	156
	61%	*61%*	*51%*	*53%*	*72%* a	*66%* a
Tracked service	**342**	326	17	158	54	127
	56%	*56%*	*71%*	*59%*	*56%*	*54%*
International delivery	**118**	118	*	29	22	66
	19%	*20%*	*2%*	*11%*	*23%* a	*28%* a
Urgent delivery - on the same day or a specific time the next day	**111**	109	2	39	18	50
	18%	*19%*	*9%*	*15%*	*19%*	*21%* a
Timed delivery (i.e. to arrive by specific time /day)	**98**	95	3	42	14	41
	16%	*16%*	*11%*	*16%*	*15%*	*17%*
Cross-Border Delivery (to ROI)	**6**	6	*	*	1	4
	1%	*1%*	*2%*	**%*	*1%*	*2%* a
Other (PLEASE SPECIFY)	**4**	3	2	4	-	*
	1%	**%*	*7%*	*1%*	-%	**%*
None of these (DO NOT READ OUT)	**3**	3	-	*	1	2
	1%	*1%*	-%	**%*	*1%*	*1%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	**394**	376	18	180	58	150
	65%	*64%*	*76%*	*67%*	*61%*	*63%*

Columns Tested: a,b - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 34 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent (QV6a=3)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	769	460	247	49	6	4	2	-	1	707	62	85	375	309
Weighted total	609	406	176	21	3	3	*	-	*	582	27	85	321	203
Standard delivery	371	244	109	13	3	2	*	-	*	352	19	59	185	127
	61%	*60%*	*62%*	*63%*	*96%*	*85%*	*100%*	*-%*	*100%*	*61%*	*69%*	*70%* b	*58%*	*63%*
Tracked service	342	228	97	13	1	2	*	-	*	326	17	34	194	114
	56%	*56%*	*55%*	*63%*	*27%*	*95%*	*50%*	*-%*	*100%*	*56%*	*62%*	*40%*	*60%* a	*56%* a
International delivery	118	57	50	9	1	2	-	-	*	107	12	2	55	62
	19%	*14%*	*28%* **ai**	*43%* **abi**	*21%*	*89%*	*-%*	*-%*	*100%*	*18%*	*44%* **abi**	*2%*	*17%* a	*30%* **ab**
Urgent delivery - on the same day or a specific time the next day	111	67	38	5	1	*	-	-	*	105	6	4	63	44
	18%	*16%*	*22%*	*26%*	*23%*	*10%*	*-%*	*-%*	*100%*	*18%*	*24%*	*4%*	*20%* a	*22%* a
Timed delivery (i.e. to arrive by specific time /day)	98	61	30	4	*	2	-	-	*	91	6	4	57	37
	16%	*15%*	*17%*	*19%*	*2%*	*89%*	*-%*	*-%*	*100%*	*16%*	*24%*	*5%*	*18%* a	*18%* a
Cross-Border Delivery (to ROI)	6	3	2	1	*	-	-	-	-	5	1	*	3	3
	1%	*1%*	*1%*	*3%*	*4%*	*-%*	*-%*	*-%*	*-%*	*1%*	*3%*	*%*	*1%*	*1%*
Other (PLEASE SPECIFY)	4	2	2	-	-	-	-	-	-	4	-	-	2	2
	1%	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*1%*
None of these (DO NOT READ OUT)	3	3	*	-	-	-	-	-	-	3	-	1	2	*
	1%	*1%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	*%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	394	256	118	16	1	3	*	-	*	375	20	38	218	138
	65%	*63%*	*67%*	*77%*	*27%*	*100%*	*50%*	*-%*	*100%*	*64%*	*74%*	*45%*	*68%* a	*68%* a

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets
Base: All where parcels/ packets are sent (QV6a=3)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**769**	557	494	620	769	277	591	521	57	18	15	5	3	1
Weighted total	**609**	403	342	461	609	184	453	412	25	10	9	2	4	*
Standard delivery	**371**	258	218	296	371	118	276	255	17	9	9	2	4	*
	61%	*64%*	*64%*	*64%*	*61%*	*64%*	*61%*	*62%*	*69%*	*93%*	*98%*	*96%*	*100%*	*100%*
Tracked service	**342**	215	182	248	342	91	246	228	15	2	2	*	*	*
	56%	*53%*	*53%*	*54%*	*56%*	*50%*	*54%*	*55%*	*60%*	*16%*	*25%*	*13%*	*3%*	*100%*
International delivery	**118**	73	69	87	118	45	88	70	7	2	6	-	2	*
	19%	*18%*	*20%*	*19%*	*19%*	*25%* a	*19%*	*17%*	*29%* a	*21%*	*64%*	*-%*	*54%*	*100%*
Urgent delivery - on the same day or a specific time the next day	**111**	72	61	83	111	37	85	72	7	3	*	1	*	*
	18%	*18%*	*18%*	*18%*	*18%*	*20%*	*19%*	*17%*	*26%*	*34%*	*1%*	*78%*	*3%*	*100%*
Timed delivery (i.e. to arrive by specific time /day)	**98**	60	48	67	98	33	81	61	5	1	-	*	-	*
	16%	*15%*	*14%*	*14%*	*16%*	*18%*	*18%*	*15%*	*20%*	*9%*	*-%*	*6%*	*-%*	*100%*
Cross-Border Delivery (to ROI)	**6**	5	5	5	6	3	5	4	1	*	*	-	*	-
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*%*	*1%*	*-%*	*3%*	*-%*
Other (PLEASE SPECIFY)	**4**	4	3	4	4	*	4	4	-	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**3**	3	3	3	3	3	3	3	-	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**394**	246	208	282	394	108	287	256	17	4	2	1	*	*
	65%	*61%*	*61%*	*61%*	*65%*	*59%*	*63%*	*62%*	*68%*	*43%*	*27%*	*81%*	*3%*	*100%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 34 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent (QV6a=3)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**769**	733	17	11	4	1	3	-	4	125	146	173	171	5
Weighted total	**609**	586	10	7	5	*	*	-	1	119	112	134	92	4
Standard delivery	**371**	355	8	4	4	-	*	-	*	76	75	75	67	2
	61%	*61%*	*79%*	*55%*	*69%*	*-%*	*100%*	*-%*	*78%*	*64%*	*67%* c	*56%*	*73%* c	*51%*
Tracked service	**342**	331	7	2	2	-	*	-	*	58	60	86	43	1
	56%	*56%*	*69%*	*34%*	*31%*	*-%*	*87%*	*-%*	*68%*	*49%*	*54%*	*64%* **ad**	*47%*	*21%*
International delivery	**118**	112	5	1	-	*	*	-	*	18	17	28	22	2
	19%	*19%*	*47%*	*16%*	*-%*	*100%*	*30%*	*-%*	*45%*	*15%*	*15%*	*21%*	*24%*	*58%*
Urgent delivery - on the same day or a specific time the next day	**111**	109	2	*	-	-	*	-	*	17	19	33	15	-
	18%	*19%*	*24%*	*2%*	*-%*	*-%*	*30%*	*-%*	*24%*	*14%*	*17%*	*25%* **ad**	*16%*	*-%*
Timed delivery (i.e. to arrive by specific time /day)	**98**	93	3	1	-	*	*	-	*	12	19	23	12	-
	16%	*16%*	*30%*	*16%*	*-%*	*100%*	*30%*	*-%*	*45%*	*10%*	*17%*	*17%*	*13%*	*-%*
Cross-Border Delivery (to ROI)	**6**	6	-	*	-	-	-	-	-	*	1	2	2	-
	1%	*1%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*1%*	*2%*	*-%*
Other (PLEASE SPECIFY)	**4**	4	-	-	-	-	-	-	-	*	2	2	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*2%*	*2%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**3**	3	-	-	-	-	-	-	-	-	-	2	*	1
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*28%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**394**	382	7	3	2	*	*	-	*	67	69	94	51	1
	65%	*65%*	*69%*	*48%*	*31%*	*100%*	*87%*	*-%*	*90%*	*56%*	*61%*	*70%* **ad**	*55%*	*21%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets
Base: All where parcels/ packets are sent (QV6a=3)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**769**	256	177	197	126	12	465	38	263	589	180	579	41
Weighted total	**609**	208	139	169	85	5	411	24	171	454	155	440	21
Standard delivery	**371**	129	86	92	60	2	250	16	103	300	71	284	12
	61%	*62%*	*62%*	*55%*	*71%* c	*42%*	*61%*	*66%*	*60%*	*66%* b	*46%*	*65%*	*55%*
Tracked service	**342**	106	76	107	48	5	232	17	92	240	102	236	12
	56%	*51%*	*54%*	*63%* a	*57%*	*98%*	*57%*	*68%*	*54%*	*53%*	*66%* a	*54%*	*57%*
International delivery	**118**	24	15	43	35	2	88	3	27	80	38	82	6
	19%	*11%*	*11%*	*25%* **ab**	*40%* **abc**	*38%*	*22%*	*13%*	*16%*	*18%*	*25%* a	*19%*	*26%*
Urgent delivery - on the same day or a specific time the next day	**111**	25	23	42	20	1	74	5	33	73	38	77	6
	18%	*12%*	*17%*	*25%* a	*24%* a	*12%*	*18%*	*19%*	*19%*	*16%*	*25%* a	*18%*	*27%*
Timed delivery (i.e. to arrive by specific time /day)	**98**	27	13	42	15	2	59	6	32	65	32	62	5
	16%	*13%*	*9%*	*25%* **ab**	*17%* b	*40%*	*14%*	*25%*	*19%*	*14%*	*21%* a	*14%*	*22%*
Cross-Border Delivery (to ROI)	**6**	1	1	2	2	*	3	*	2	5	1	5	*
	1%	**%*	*1%*	*1%*	*2%*	*8%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**4**	2	*	2	*	-	4	-	1	3	2	4	-
	1%	*1%*	**%*	*1%*	**%*	*-%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*-%*
None of these (DO NOT READ OUT)	**3**	1	2	-	-	-	2	-	2	3	-	3	-
	1%	*1%*	*2%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	*1%*	*-%*	*1%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**394**	119	81	131	59	5	270	18	106	275	120	268	14
	65%	*57%*	*58%*	*77%* **ab**	*69%* a	*98%*	*66%*	*74%*	*62%*	*61%*	*77%* a	*61%*	*64%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets
Base: All where parcels/ packets are sent (QV6a=3)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**769**	77	164	178	18	531	238	233	498	128	-
Weighted total	**609**	62	137	145	7	402	207	150	355	63	-
Standard delivery	**371**	38	67	81	3	273	98	96	247	54	-
	61%	*62%*	*49%*	*56%*	*46%*	*68%* b	*47%*	*64%*	*70%*	*84%* **ab**	-%
Tracked service	**342**	38	83	85	6	212	130	115	180	45	-
	56%	*61%*	*61%*	*59%*	*82%*	*53%*	*63%* a	*77%* b	*51%*	*71%* b	-%
International delivery	**118**	13	39	34	3	68	51	42	69	45	-
	19%	*22%*	*29%*	*24%*	*43%*	*17%*	*25%* a	*28%* b	*19%*	*71%* **ab**	-%
Urgent delivery - on the same day or a specific time the next day	**111**	11	35	31	5	61	51	49	68	27	-
	18%	*17%*	*25%*	*21%*	*72%*	*15%*	*24%* a	*32%* b	*19%*	*42%* b	-%
Timed delivery (i.e. to arrive by specific time /day)	**98**	11	33	26	2	55	42	42	57	17	-
	16%	*18%*	*24%*	*18%*	*31%*	*14%*	*20%* a	*28%* b	*16%*	*27%* b	-%
Cross-Border Delivery (to ROI)	**6**	1	1	1	1	5	1	2	5	4	-
	1%	*1%*	*1%*	*1%*	*8%*	*1%*	**%*	*2%*	*1%*	*7%* **ab**	-%
Other (PLEASE SPECIFY)	**4**	*	4	4	-	1	4	2	4	1	-
	1%	*1%*	*3%*	*3%*	*-%*	**%*	*2%* a	*2%*	*1%*	*1%*	-%
None of these (DO NOT READ OUT)	**3**	-	-	-	-	3	-	-	3	-	-
	1%	-%	-%	-%	-%	*1%*	-%	-%	*1%*	-%	-%
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	**394**	44	103	100	7	238	157	127	208	50	-
	65%	*72%*	*75%*	*69%*	*99%*	*59%*	*76%* a	*85%* b	*59%*	*79%* b	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets
Base: All where parcels/ packets are sent (QV6a=3)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	769	220	424	110	-	507	502	180	6	526	462	594	472	376	10
Weighted total	609	148	284	56	-	394	371	121	4	387	327	448	341	257	2
Standard delivery	371	87	207	44	-	166	371	92	1	252	210	300	217	200	2
	61%	*59%*	*73%* a	*79%* a	*-%*	*42%*	*100%* **ac**	*76%* a	*13%*	*65%*	*64%*	*67%*	*64%*	*78%* a	*86%*
Tracked service	342	113	138	40	-	342	143	87	4	203	172	247	199	112	2
	56%	*76%* b	*48%*	*71%* b	*-%*	*87%* **bc**	*38%*	*72%* b	*97%*	*53%*	*53%*	*55%*	*59%* b	*44%*	*98%*
International delivery	118	41	61	44	-	94	90	118	1	69	64	86	75	55	2
	19%	*28%*	*22%*	*79%* **ab**	*-%*	*24%*	*24%*	*98%* **ab**	*13%*	*18%*	*19%*	*19%*	*22%*	*22%*	*72%*
Urgent delivery - on the same day or a specific time the next day	111	41	52	28	-	111	83	51	2	68	57	74	63	47	1
	18%	*27%* b	*18%*	*51%* **ab**	*-%*	*28%* b	*22%*	*42%* **ab**	*50%*	*18%*	*18%*	*17%*	*19%*	*18%*	*40%*
Timed delivery (i.e. to arrive by specific time /day)	98	32	45	20	-	98	61	40	1	56	43	67	53	38	1
	16%	*22%*	*16%*	*35%* **ab**	*-%*	*25%* b	*16%*	*33%* **ab**	*16%*	*15%*	*13%*	*15%*	*15%*	*15%*	*40%*
Cross-Border Delivery (to ROI)	6	3	5	4	-	4	6	6	*	5	5	6	4	4	*
	1%	*2%*	*2%*	*8%* **ab**	*-%*	*1%*	*2%*	*5%* **ab**	*11%*	*1%*	*1%*	*1%*	*1%*	*1%*	*6%*
Other (PLEASE SPECIFY)	4	1	3	1	-	4	1	1	4	4	3	1	4	2	-
	1%	**%*	*1%*	*1%*	*-%*	*1%*	**%*	**%*	*100%*	*1%* c	*1%*	**%*	*1%*	*1%*	*-%*
None of these (DO NOT READ OUT)	3	-	3	-	-	-	-	-	-	3	3	*	2	1	-
	1%	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%* c	*1%* c	**%*	*1%*	**%*	*-%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	394	121	161	45	-	394	166	95	4	232	198	277	221	134	2
	65%	*82%* b	*57%*	*80%* b	*-%*	*100%* **bc**	*45%*	*78%* b	*100%*	*60%*	*61%*	*62%*	*65%* b	*52%*	*98%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets
Base: All where parcels/ packets are sent (QV6a=3)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	769	423	297	367	117	92	485	381	20	13	16	13
Weighted total	609	291	204	274	75	52	345	265	15	9	17	10
Standard delivery	371	235	185	130	57	41	249	221	9	4	10	7
	61%	*81%* c	*90%* **acde**	*48%*	*76%* c	*80%* c	*72%*	*83%* a	*61%*	*45%*	*61%*	*69%*
Tracked service	342	161	89	225	56	34	191	110	8	5	10	6
	56%	*55%* b	*43%*	*82%* **abe**	*75%* **ab**	*66%* b	*55%* b	*42%*	*53%*	*57%*	*56%*	*53%*
International delivery	118	67	52	70	66	46	78	56	*	4	6	4
	19%	*23%*	*25%*	*26%*	*89%* **abc**	*89%* **abc**	*23%*	*21%*	*1%*	*44%*	*34%*	*43%*
Urgent delivery - on the same day or a specific time the next day	111	66	43	73	33	17	65	52	2	2	3	*
	18%	*23%*	*21%*	*27%*	*44%* **abc**	*34%* **ab**	*19%*	*19%*	*11%*	*20%*	*18%*	*3%*
Timed delivery (i.e. to arrive by specific time /day)	98	52	36	63	22	15	64	43	1	2	3	*
	16%	*18%*	*18%*	*23%*	*30%* **ab**	*29%* **ab**	*18%*	*16%*	*8%*	*27%*	*18%*	*3%*
Cross-Border Delivery (to ROI)	6	5	4	3	3	3	5	5	*	*	-	-
	1%	*2%*	*2%*	*1%*	*4%*	*6%* **ac**	*2%*	*2%*	*1%*	*1%*	*-%*	*-%*
Other (PLEASE SPECIFY)	4	3	1	1	1	1	4	2	2	-	-	-
	1%	*1%*	**%*	**%*	*1%*	*1%*	*1%*	*1%*	*11%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	3	2	1	-	-	-	2	1	-	-	-	-
	1%	*1%*	*1%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	394	178	101	245	60	38	217	135	9	5	11	6
	65%	*61%* b	*49%*	*90%* **abde**	*81%* **ab**	*73%* **ab**	*63%* b	*51%*	*57%*	*57%*	*63%*	*53%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets
Base: All where parcels/ packets are sent (QV6a=3)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**769**	731	658	740	697	751	504	724	257	1	597	24	141	547
Weighted total	**609**	574	500	582	533	589	381	561	168	*	448	21	128	404
Standard delivery	**371**	349	315	356	325	361	219	348	116	*	294	13	85	251
	61%	*61%*	*63%*	*61%*	*61%*	*61%*	*58%*	*62%*	*69%* ab	*100%*	*66%*	*61%*	*67%*	*62%*
Tracked service	**342**	317	274	321	306	330	249	310	112	*	234	12	75	214
	56%	*55%*	*55%*	*55%*	*57%*	*56%*	*65%* b	*55%*	*66%* b	*100%*	*52%*	*57%*	*59%*	*53%*
International delivery	**118**	110	102	114	106	118	82	113	72	*	81	6	33	68
	19%	*19%*	*20%*	*20%*	*20%*	*20%*	*21%*	*20%*	*43%* ab	*100%*	*18%*	*28%*	*26%* b	*17%*
Urgent delivery - on the same day or a specific time the next day	**111**	104	96	110	104	111	89	104	52	-	81	2	22	69
	18%	*18%*	*19%*	*19%*	*19%*	*19%*	*23%* b	*19%*	*31%* ab	*-%*	*18%*	*10%*	*17%*	*17%*
Timed delivery (i.e. to arrive by specific time /day)	**98**	85	83	91	92	96	82	95	44	*	76	1	24	60
	16%	*15%*	*17%*	*16%*	*17%*	*16%*	*22%* b	*17%*	*26%* b	*100%*	*17%*	*6%*	*19%*	*15%*
Cross-Border Delivery (to ROI)	**6**	5	5	5	5	6	4	5	4	-	5	-	1	5
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*-%*	*1%*	*-%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**4**	4	3	4	3	4	4	4	1	-	4	-	2	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*-%*	*1%*	*-%*	*2%*	*1%*
None of these (DO NOT READ OUT)	**3**	3	*	3	2	3	2	3	-	-	3	*	*	3
	1%	*1%*	**%*	*1%*	**%*	*1%*	**%*	*1%*	*-%*	*-%*	*1%*	*1%*	**%*	*1%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**394**	366	320	372	352	381	282	357	126	*	271	13	88	246
	65%	*64%*	*64%*	*64%*	*66%*	*65%*	*74%* b	*64%*	*75%* b	*100%*	*61%*	*62%*	*69%*	*61%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets
Base: All where parcels/ packets are sent (QV6a=3)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**769**	269	10	70	240	140	517	107	173	58	529	429	340
Weighted total	**609**	234	3	59	202	103	426	75	149	53	402	329	280
Standard delivery	**371**	121	3	26	109	58	262	47	77	31	258	193	178
	61%	*52%*	*95%*	*44%*	*54%*	*56%*	*62%*	*63%*	*52%*	*59%*	*64%* a	*59%*	*64%*
Tracked service	**342**	149	1	37	125	62	236	41	95	28	217	180	162
	56%	*64%*	*28%*	*64%*	*62%*	*60%*	*55%*	*54%*	*64%* c	*53%*	*54%*	*55%*	*58%*
International delivery	**118**	57	*	9	55	27	76	15	37	15	65	56	63
	19%	*24%*	*9%*	*15%*	*27%* a	*26%* b	*18%*	*21%*	*25%* c	*29%* c	*16%*	*17%*	*22%*
Urgent delivery - on the same day or a specific time the next day	**111**	52	2	10	52	22	76	13	37	6	68	62	49
	18%	*22%*	*74%*	*17%*	*26%*	*21%*	*18%*	*17%*	*25%* **bc**	*11%*	*17%*	*19%*	*18%*
Timed delivery (i.e. to arrive by specific time /day)	**98**	46	*	10	42	16	68	13	29	6	63	56	42
	16%	*20%*	*14%*	*18%*	*21%*	*16%*	*16%*	*17%*	*19%*	*11%*	*16%*	*17%*	*15%*
Cross-Border Delivery (to ROI)	**6**	2	-	-	2	2	3	1	1	*	5	4	2
	1%	*1%*	*-%*	*-%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**4**	4	-	2	3	*	2	2	2	*	2	4	*
	1%	*2%*	*-%*	*3%*	*1%*	**%*	**%*	*2%*	*2%*	**%*	**%*	*1%* b	**%*
None of these (DO NOT READ OUT)	**3**	-	-	-	-	*	3	-	-	-	3	3	-
	1%	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**394**	172	3	48	146	75	268	47	116	36	240	217	177
	65%	*74%*	*98%*	*82%*	*72%*	*72%* b	*63%*	*63%*	*78%* c	*69%*	*60%*	*66%*	*63%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 34 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent (QV6a=3)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	a	b	c	d	a	b	*c	d
Unweighted total	**769**	164	22	177	91	126	57	111	66	49	86	16	38
Weighted total	**609**	59	3	69	34	49	21	44	24	17	35	5	19
Standard delivery	**371**	45	3	49	24	38	17	32	21	13	23	3	14
	61%	*75%*	*90%*	*71%*	*70%*	*77%*	*84%*	*72%*	*88%* c	*78%*	*67%*	*63%*	*75%*
Tracked service	**342**	34	1	41	16	29	10	27	11	9	19	4	12
	56%	*57%*	*37%*	*59%*	*47%*	*59%*	*47%*	*61%* d	*46%*	*55%*	*54%*	*96%*	*64%*
International delivery	**118**	9	1	14	7	9	3	7	4	2	5	1	5
	19%	*15%*	*22%*	*20%*	*21%*	*18%*	*15%*	*15%*	*16%*	*14%*	*14%*	*12%*	*26%*
Urgent delivery - on the same day or a specific time the next day	**111**	9	*	8	5	7	4	8	6	1	5	1	2
	18%	*16%*	*12%*	*12%*	*15%*	*15%*	*18%*	*18%*	*25%*	*9%*	*13%*	*14%*	*12%*
Timed delivery (i.e. to arrive by specific time /day)	**98**	7	1	10	5	6	1	6	3	2	4	*	5
	16%	*12%*	*32%*	*14%*	*16%*	*12%*	*6%*	*14%*	*11%*	*12%*	*13%*	*6%*	*24%*
Cross-Border Delivery (to ROI)	**6**	1	*	1	*	1	*	1	*	*	*	*	*
	1%	*1%*	*1%*	*1%*	**%*	*1%*	**%*	*2%*	**%*	**%*	*1%*	*1%*	*2%*
Other (PLEASE SPECIFY)	**4**	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	**3**	1	-	1	-	-	1	-	1	-	1	-	-
	1%	*2%*	-%	*2%*	-%	-%	*5%* ac	-%	*4%* ac	-%	*3%*	-%	-%
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	**394**	39	2	48	21	35	11	33	13	10	22	4	14
	65%	*66%*	*66%*	*69%*	*63%*	*71%* bd	*53%*	*74%* bd	*55%*	*57%*	*64%*	*96%*	*75%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 34 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent (QV6a=3)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	***c**	d	e	f	g	h	i	j	k	l
Unweighted total	**769**	118	32	12	199	37	49	57	55	64	72	39	35
Weighted total	**609**	89	38	17	81	27	34	43	58	83	56	51	32
Standard delivery	**371**	42	19	6	57	17	21	36	46	46	32	31	17
	61%	*48%*	*50%*	*36%*	*70%*	*64%*	*62%*	*83%*	*80%*	*56%*	*56%*	*61%*	*54%*
					abij			**abefijkl**	**abijl**				
Tracked service	**342**	53	24	10	48	13	20	18	33	56	28	23	18
	56%	*60%*	*62%*	*56%*	*59%*	*48%*	*59%*	*41%*	*57%*	*68%*	*50%*	*45%*	*55%*
		g			g					**gjk**			
International delivery	**118**	4	8	7	16	6	11	13	24	18	5	4	3
	19%	*5%*	*20%*	*42%*	*20%*	*23%*	*31%*	*29%*	*41%*	*21%*	*10%*	*8%*	*8%*
			a		**aj**	a	**ajkl**	**ajkl**	**adijkl**	a			
Urgent delivery - on the same day or a specific time the next day	**111**	7	5	6	10	6	7	10	19	14	9	6	12
	18%	*7%*	*13%*	*34%*	*12%*	*24%*	*20%*	*24%*	*33%*	*17%*	*16%*	*11%*	*39%*
						a	a	**ad**	**abdijk**				**abdijk**
Timed delivery (i.e. to arrive by specific time /day)	**98**	6	7	*	13	8	5	2	20	13	12	9	4
	16%	*6%*	*17%*	*3%*	*16%*	*30%*	*13%*	*4%*	*34%*	*16%*	*21%*	*17%*	*14%*
			ag		**ag**	**ag**			**adfgil**	**ag**	**ag**	**ag**	
Cross-Border Delivery (to ROI)	**6**	2	*	-	1	1	-	*	*	1	*	*	-
	1%	*2%*	*1%*	*-%*	*1%*	*3%*	*-%*	**%*	**%*	*2%*	**%*	**%*	*-%*
Other (PLEASE SPECIFY)	**4**	3	-	2	-	-	-	-	-	-	-	-	-
	1%	*3%*	*-%*	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
		d											
None of these (DO NOT READ OUT)	**3**	*	-	-	1	-	-	-	2	-	-	-	-
	1%	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**394**	56	26	14	56	16	21	22	36	61	36	27	24
	65%	*63%*	*68%*	*80%*	*69%*	*58%*	*63%*	*51%*	*62%*	*74%*	*64%*	*54%*	*73%*
					g					**gk**			g

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets
Base: All where parcels/ packets are sent (QV6a=3)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**769**	162	285	176	146
Weighted total	**609**	144	142	184	139
Standard delivery	**371**	67	96	128	80
	61%	*47%*	*67%*	*70%*	*57%*
			ad	**ad**	
Tracked service	**342**	86	81	106	69
	56%	*60%*	*57%*	*58%*	*49%*
International delivery	**118**	20	33	54	12
	19%	*14%*	*23%*	*29%*	*9%*
			ad	**ad**	
Urgent delivery - on the same day or a specific time the next day	**111**	17	23	43	27
	18%	*12%*	*16%*	*24%*	*20%*
				a	
Timed delivery (i.e. to arrive by specific time /day)	**98**	13	26	34	25
	16%	*9%*	*18%*	*19%*	*18%*
			a	a	a
Cross-Border Delivery (to ROI)	**6**	2	2	2	*
	1%	*2%*	*1%*	*1%*	**%*
Other (PLEASE SPECIFY)	**4**	4	-	-	-
	1%	*3%*	*-%*	*-%*	*-%*
		bcd			
None of these (DO NOT READ OUT)	**3**	*	1	2	-
	1%	**%*	*1%*	*1%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**394**	95	93	119	87
	65%	*66%*	*65%*	*65%*	*62%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1644**	1062	358	144	80	582	358	316	99	65	124
Weighted total	**1260**	1194	40	17	9	66	391	304	75	36	38
Letters	**1044**	984	37	15	8	60	304	260	69	33	36
	83%	*82%*	*91%* a	*90%* a	*93%* a	*91%* a	*78%*	*86%* a	*92%* a	*91%* a	*94%* **ab**
Large Letters	**668**	622	26	12	7	45	192	177	41	20	24
	53%	*52%*	*64%* a	*72%* a	*81%* **abe**	*69%* a	*49%*	*58%* a	*54%*	*56%*	*63%* a
Parcels and packets	**448**	422	15	6	5	26	138	117	21	11	10
	36%	*35%*	*37%*	*38%*	*53%* **abce**	*39%*	*35%*	*38%* e	*28%*	*32%*	*26%*
None of these (DO NOT READ OUT)	**9**	9	*	*	-	*	2	2	*	-	2
	1%	*1%*	**%*	*1%*	*-%*	**%*	**%*	*1%*	**%*	*-%*	*4%* **abc**
Don't Know (DO NOT READ OUT)	**2**	2	*	*	-	*	2	*	-	-	*
	****%***	**%*	**%*	*2%* a	*-%*	**%*	**%*	**%*	*-%*	*-%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 35 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1644**	131	55	182	37	105	191	119	98	109	1027	222	206	189
Weighted total	**1260**	146	72	186	32	105	193	128	100	108	1070	67	66	57
Letters	**1044**	121	59	151	30	94	164	103	71	91	883	56	56	49
	83%	*83%* h	*81%*	*81%*	*93%* h	*89%* h	*85%* h	*80%*	*71%*	*85%* h	*83%* h	*84%* h	*84%* h	*87%* h
Large Letters	**668**	82	46	100	20	47	100	53	54	66	567	36	35	30
	53%	*56%* g	*63%* **eg**	*54%* g	*61%* g	*45%*	*52%*	*42%*	*54%*	*61%* **eg**	*53%* g	*54%* g	*54%* g	*52%*
Parcels and packets	**448**	51	31	71	9	33	67	47	43	35	386	26	21	15
	36%	*35%*	*42%* m	*38%* m	*28%*	*31%*	*35%*	*37%*	*43%* **lm**	*33%*	*36%* m	*38%* m	*31%*	*27%*
None of these (DO NOT READ OUT)	**9**	1	-	4	-	*	2	2	-	-	8	1	*	-
	1%	*1%*	*-%*	*2%*	*-%*	**%*	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	**%*	*-%*
Don't Know (DO NOT READ OUT)	**2**	-	-	*	-	-	-	2	*	-	2	-	-	-
	****%***	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*1%* j	**%*	*-%*	**%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 35 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1644**	37	158	35	171	396	51	135	659	1133	511	1417	227
Weighted total	**1260**	22	99	26	133	341	34	122	481	958	302	1133	127
Letters	**1044**	17	82	24	121	259	31	111	400	796	249	929	115
	83%	*78%*	*82%*	*92%* e	*91%* **abeh**	*76%*	*91%* e	*91%* **abeh**	*83%* e	*83%*	*82%*	*82%*	*91%* a
Large Letters	**668**	7	54	6	73	151	8	96	271	493	174	604	64
	53%	*33%*	*55%* **acef**	*23%*	*55%* **acef**	*44%* **cf**	*24%*	*79%* **abcdefh**	*56%* **acef**	*51%*	*58%* a	*53%*	*50%*
Parcels and packets	**448**	3	62	7	29	160	7	32	147	341	107	411	36
	36%	*14%*	*62%* **acdefgh**	*27%*	*22%*	*47%* **acdfgh**	*20%*	*26%*	*31%* **ad**	*36%*	*35%*	*36%* b	*29%*
None of these (DO NOT READ OUT)	**9**	-	*	-	-	6	-	2	2	7	2	9	*
	1%	*-%*	**%*	*-%*	*-%*	*2%* h	*-%*	*1%*	**%*	*1%*	*1%*	*1%*	**%*
Don't Know (DO NOT READ OUT)	**2**	2	-	*	-	-	-	-	*	*	2	2	-
	****%***	*8%* **bdefgh**	*-%*	*1%* h	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*1%* a	**%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1644**	1585	59	906	295	438
Weighted total	**1260**	1203	57	715	216	323
Letters	**1044**	1001	43	611	182	248
	83%	*83%*	*76%*	*85%* c	*84%* c	*77%*
Large Letters	**668**	649	19	303	143	218
	53%	*54%* b	*34%*	*42%*	*66%* a	*68%* a
Parcels and packets	**448**	434	13	184	74	185
	36%	*36%*	*24%*	*26%*	*34%* a	*57%* **ab**
None of these (DO NOT READ OUT)	**9**	9	-	7	*	2
	1%	*1%*	*-%*	*1%*	**%*	*1%*
Don't Know (DO NOT READ OUT)	**2**	*	2	-	*	2
	****%***	**%*	*3%* a	*-%*	**%*	*1%* a

Columns Tested: a,b - a,b,c

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**1644**	1242	341	48	6	3	3	-	1	1583	61	434	808	402
Weighted total	**1260**	1024	209	21	2	2	1	-	*	1233	27	422	602	236
Letters	**1044**	858	169	12	2	2	1	-	*	1027	18	361	497	187
	83%	*84%*	*81%*	*58%*	*100%*	*95%*	*100%*	*-%*	*100%*	*83%*	*66%*	*85%*	*83%*	*79%*
		cj	**cj**							**cj**		c		
Large Letters	**668**	493	153	17	2	2	1	-	*	646	22	131	362	175
	53%	*48%*	*73%*	*79%*	*98%*	*95%*	*100%*	*-%*	*100%*	*52%*	*83%*	*31%*	*60%*	*74%*
			ai	**ai**						a	**ai**		a	**ab**
Parcels and packets	**448**	301	129	16	*	2	*	-	*	429	18	71	229	147
	36%	*29%*	*61%*	*73%*	*12%*	*95%*	*41%*	*-%*	*100%*	*35%*	*69%*	*17%*	*38%*	*62%*
			ai	**ai**						a	**ai**		a	**ab**
None of these (DO NOT READ OUT)	**9**	4	4	1	-	*	-	-	-	8	2	-	4	5
	1%	**%*	*2%*	*7%*	*-%*	*5%*	*-%*	*-%*	*-%*	*1%*	*6%*	*-%*	*1%*	*2%*
			ai	**abi**							**abi**			**ab**
Don't Know (DO NOT READ OUT)	**2**	2	*	-	-	-	-	-	-	2	-	2	*	*
	****%***	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	**%*	**%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1644**	1416	954	1544	688	507	1129	1359	104	38	29	9	4	1
Weighted total	**1260**	1048	672	1171	532	334	810	1073	52	23	17	3	4	*
Letters	**1044**	1044	549	1044	387	307	691	952	48	23	17	2	4	*
	83%	*100%*	*82%*	*89%*	*73%*	*92%*	*85%*	*89%*	*92%*	*100%*	*99%*	*62%*	*100%*	*100%*
		bcdef	d	**bdf**		**bdf**	**bd**			a				
Large Letters	**668**	545	668	668	327	238	481	596	40	15	11	2	4	*
	53%	*52%*	*99%*	*57%*	*62%*	*71%*	*59%*	*56%*	*78%*	*66%*	*63%*	*55%*	*100%*	*100%*
			acdef	a	**ac**	**acdf**	a		a					
Parcels and packets	**448**	317	280	368	448	144	325	329	21	7	7	2	4	*
	36%	*30%*	*42%*	*31%*	*84%*	*43%*	*40%*	*31%*	*40%*	*28%*	*43%*	*55%*	*97%*	*100%*
			ac		**abcef**	**ac**	**ac**		a					
None of these (DO NOT READ OUT)	**9**	*	*	*	9	2	9	*	-	-	-	-	-	-
	1%	*%*	*%*	*%*	*2%*	*1%*	*1%*	*%*	-%	-%	-%	-%	-%	-%
					abc	**abc**	**abc**							
Don't Know (DO NOT READ OUT)	**2**	2	*	2	*	*	2	2	-	-	-	-	-	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	***b**	***c**	***d**	***e**	***f**	***g**	***h**	a	b	c	d	***e**
Unweighted total	**1644**	655	14	11	4	1	3	-	4	469	370	386	306	13
Weighted total	**1260**	510	9	7	5	*	*	-	1	432	281	273	173	11
Letters	**1044**	371	6	3	5	-	*	-	*	369	252	255	161	7
	83%	*73%*	*66%*	*49%*	*100%*	*-%*	*100%*	*-%*	*78%*	*85%*	*89%*	*93%* a	*93%* a	*67%*
Large Letters	**668**	312	5	7	4	-	*	-	*	177	148	187	147	8
	53%	*61%*	*55%*	*98%*	*66%*	*-%*	*100%*	*-%*	*78%*	*41%*	*53%* a	*68%* **ab**	*85%* **abc**	*74%*
Parcels and packets	**448**	433	6	6	2	-	*	-	*	92	93	107	74	3
	36%	*85%*	*64%*	*96%*	*35%*	*-%*	*100%*	*-%*	*78%*	*21%*	*33%* a	*39%* a	*43%* **ab**	*25%*
None of these (DO NOT READ OUT)	**9**	8	1	-	-	*	-	-	*	-	*	-	-	-
	1%	*2%*	*12%*	*-%*	*-%*	*100%*	*-%*	*-%*	*22%*	*-%*	**%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**2**	*	-	-	-	-	-	-	-	2	-	-	*	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted total	**1644**	237	153	175	112	10	401	33	251	1533	111	1530	14
Weighted total	**1260**	191	119	145	73	3	344	23	162	1176	84	1165	6
Letters	**1044**	147	87	104	47	2	231	17	137	981	63	1039	6
	83%	*77%* d	*73%*	*72%*	*64%*	*65%*	*67%*	*72%*	*85%* a	*83%* b	*75%*	*89%*	*92%*
Large Letters	**668**	110	69	90	56	2	206	11	109	618	49	663	5
	53%	*58%*	*58%*	*62%*	*77%* **abc**	*63%*	*60%*	*48%*	*67%* b	*53%*	*59%*	*57%*	*81%*
Parcels and packets	**448**	164	96	120	65	1	284	20	141	415	33	367	1
	36%	*86%*	*81%*	*83%*	*89%*	*38%*	*82%*	*87%*	*87%*	*35%*	*39%*	*32%*	*22%*
None of these (DO NOT READ OUT)	**9**	4	*	4	1	1	6	-	4	3	7	-	*
	1%	*2%*	**%*	*2%*	*1%*	*35%*	*2%*	*-%*	*2%*	**%*	*8%* a	*-%*	*1%*
Don't Know (DO NOT READ OUT)	**2**	*	-	-	-	-	-	-	*	2	-	2	*
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**1644**	77	152	224	28	531	157	459	1325	207	-
Weighted total	**1260**	62	123	177	16	402	130	325	977	114	-
Letters	**1044**	37	94	154	14	286	100	325	973	114	-
	83%	*60%*	*77%* a	*87%*	*87%*	*71%*	*77%*	*100%*	*100%*	*100%*	-%
Large Letters	**668**	40	69	124	12	252	75	207	495	82	-
	53%	*65%*	*56%*	*70%*	*76%*	*63%*	*58%*	*63%* b	*51%*	*72%* **ab**	-%
Parcels and packets	**448**	60	55	85	6	386	61	125	279	52	-
	36%	*97%* b	*45%*	*48%*	*41%*	*96%* b	*47%*	*38%* b	*29%*	*46%* b	-%
None of these (DO NOT READ OUT)	**9**	-	8	-	*	1	8	-	*	-	-
	1%	-%	*7%* a	-%	*%	*%	*6%* a	-%	*%	-%	-%
Don't Know (DO NOT READ OUT)	**2**	-	-	-	*	*	-	*	2	-	-
	%	-%	-%	-%	*%	*%	-%	*%	*%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 35 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**1644**	366	839	148	-	442	464	158	6	1409	943	594	1220	999	15
Weighted total	**1260**	265	575	79	-	334	336	103	4	1044	668	448	907	692	5
Letters	**1044**	208	481	58	-	232	252	70	4	1044	545	316	815	646	5
	83%	*79%*	*84%* **ac**	*73%*	*-%*	*69%*	*75%*	*68%*	*100%*	*100%* **bc**	*82%* c	*71%*	*90%*	*93%* a	*98%*
Large Letters	**668**	263	571	79	-	198	210	65	3	545	668	278	541	394	3
	53%	*99%*	*99%*	*100%*	*-%*	*59%*	*63%*	*63%*	*61%*	*52%*	*100%* **ac**	*62%* a	*60%*	*57%*	*59%*
Parcels and packets	**448**	128	231	47	-	277	300	88	1	316	278	448	290	203	2
	36%	*48%* b	*40%*	*59%* **ab**	*-%*	*83%*	*89%* a	*86%*	*16%*	*30%*	*42%* a	*100%* **ab**	*32%*	*29%*	*46%*
None of these (DO NOT READ OUT)	**9**	*	*	*	-	7	1	3	-	-	-	-	-	-	-
	1%	**%*	**%*	**%*	*-%*	*2%* b	**%*	*3%* b	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**2**	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1644**	399	280	339	109	86	1159	982	42	18	16	14
Weighted total	**1260**	273	191	243	69	50	860	688	26	12	17	11
Letters	**1044**	218	145	173	46	33	746	613	18	8	10	6
	83%	*80%* **cde**	*76%* d	*71%*	*66%*	*66%*	*87%*	*89%*	*69%*	*65%*	*58%*	*54%*
Large Letters	**668**	181	121	156	47	36	485	373	19	8	9	7
	53%	*66%*	*63%*	*64%*	*68%*	*71%*	*56%*	*54%*	*72%*	*68%*	*52%*	*68%*
Parcels and packets	**448**	253	173	224	62	43	304	214	11	7	9	10
	36%	*93%* e	*91%*	*92%*	*90%*	*85%*	*35%* b	*31%*	*44%*	*60%*	*51%*	*95%*
None of these (DO NOT READ OUT)	**9**	-	-	-	2	2	1	1	-	-	3	-
	1%	*-%*	*-%*	*-%*	*3%* **abc**	*4%* **abc**	**%*	**%*	*-%*	*-%*	*17%*	*-%*
Don't Know (DO NOT READ OUT)	**2**	-	-	-	-	-	*	2	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1644**	1575	1338	1589	1316	1606	931	1552	405	3	1421	53	248	1396
Weighted total	**1260**	1194	993	1204	979	1220	687	1174	259	3	1078	41	207	1053
Letters	**1044**	1001	832	1007	799	1012	556	978	196	3	893	34	163	882
	83%	*84%*	*84%*	*84%*	*82%*	*83%*	*81%* c	*83%* c	*76%*	*95%*	*83%*	*83%*	*79%*	*84%*
Large Letters	**668**	640	592	648	552	651	401	619	157	2	575	21	131	536
	53%	*54%*	*60%* **ace**	*54%*	*56%*	*53%*	*58%* b	*53%*	*61%* b	*59%*	*53%*	*51%*	*64%* b	*51%*
Parcels and packets	**448**	423	373	428	398	433	277	415	127	-	376	18	104	344
	36%	*35%*	*38%*	*36%*	*41%* **ace**	*35%*	*40%* b	*35%*	*49%* **ab**	*-%*	*35%*	*44%*	*50%* b	*33%*
None of these (DO NOT READ OUT)	**9**	9	6	9	8	9	8	9	5	*	7	-	2	8
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*5%*	*1%*	*-%*	*1%*	*1%*
Don't Know (DO NOT READ OUT)	**2**	2	2	2	2	2	*	2	-	-	2	*	*	2
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	**%*	*1%*	**%*	**%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	***b**	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1644**	244	10	55	231	191	1146	298	180	75	1374	958	686
Weighted total	**1260**	200	3	45	180	137	896	217	143	65	1041	715	544
Letters	**1044**	149	3	32	135	102	753	185	92	50	895	626	419
	83%	*74%*	*96%*	*73%*	*75%*	*74%*	*84%* a	*85%* a	*64%*	*76%*	*86%* **ab**	*87%* b	*77%*
Large Letters	**668**	120	3	26	109	91	449	124	86	42	536	387	281
	53%	*60%*	*92%*	*59%*	*61%*	*67%* **bc**	*50%*	*57%* b	*60%* c	*65%* c	*51%*	*54%*	*52%*
Parcels and packets	**448**	105	1	22	94	72	316	55	88	30	326	244	204
	36%	*53%*	*35%*	*48%*	*52%*	*53%* **bc**	*35%* c	*25%*	*61%* **bc**	*46%* c	*31%*	*34%*	*37%*
None of these (DO NOT READ OUT)	**9**	6	*	*	8	2	5	3	5	*	4	6	3
	1%	*3%*	*4%*	**%*	*5%*	*1%*	*1%*	*1%*	*3%* c	*1%*	**%*	*1%*	*1%*
Don't Know (DO NOT READ OUT)	**2**	*	-	-	*	*	2	-	*	-	2	*	2
	****%***	**%*	*-%*	*-%*	**%*	**%*	**%*	*-%*	**%*	*-%*	**%*	**%*	**%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**1644**	368	51	165	78	120	52	200	127	89	187	30	95
Weighted total	**1260**	143	12	65	28	48	19	80	46	34	67	11	51
Letters	**1044**	125	10	41	20	34	15	70	41	26	54	11	37
	83%	*87%*	*89%*	*63%*	*73%*	*70%*	*80%*	*87%*	*88%*	*78%*	*81%*	*94%*	*73%*
		cd	**cd**					a	a			**ad**	
Large Letters	**668**	79	7	35	14	28	9	46	23	17	32	5	26
	53%	*55%*	*65%*	*54%*	*51%*	*59%*	*45%*	*58%*	*49%*	*49%*	*48%*	*40%*	*50%*
Parcels and packets	**448**	49	2	62	26	46	18	40	19	15	24	4	18
	36%	*34%*	*19%*	*95%*	*94%*	*96%*	*92%*	*50%*	*41%*	*44%*	*36%*	*35%*	*35%*
		b		**ab**	**ab**	**cd**	**cd**						
None of these (DO NOT READ OUT)	**9**	*	*	*	1	-	-	-	-	-	1	-	*
	1%	*%	*%	*%	*4%*	-%	-%	-%	-%	-%	*2%*	-%	*%
					ac								
Don't Know (DO NOT READ OUT)	**2**	-	*	-	-	-	-	-	-	-	*	-	-
	%	-%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 35 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	***c**	d	e	f	g	h	i	j	k	l
Unweighted total	**1644**	256	73	24	417	99	95	131	101	117	143	90	98
Weighted total	**1260**	211	81	34	172	70	71	94	94	140	106	105	82
Letters	**1044**	184	71	28	135	62	56	79	78	118	83	83	67
	83%	*87%* **dfj**	*88%*	*82%*	*78%*	*89%* **dj**	*78%*	*84%*	*83%*	*85%*	*78%*	*79%*	*81%*
Large Letters	**668**	120	48	14	82	32	40	53	58	76	46	51	46
	53%	*57%* **dj**	*60%* j	*42%*	*48%*	*46%*	*56%*	*57%* j	*62%* **dej**	*55%*	*43%*	*49%*	*56%*
Parcels and packets	**448**	66	27	8	65	23	26	35	43	58	40	36	20
	36%	*31%*	*33%*	*25%*	*38%* l	*33%*	*37%*	*37%* l	*46%* **al**	*41%* l	*38%* l	*34%*	*25%*
None of these (DO NOT READ OUT)	**9**	-	2	-	1	-	1	-	*	2	2	2	-
	1%	*-%*	*2%* a	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*1%*	*2%* a	*2%* a	*-%*
Don't Know (DO NOT READ OUT)	**2**	*	-	-	*	-	-	-	-	-	-	-	2
	****%***	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%* **ad**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**1644**	353	611	349	331
Weighted total	**1260**	326	313	327	293
Letters	**1044**	283	253	275	233
	83%	*87%*	*81%*	*84%*	*80%*
		bd			
Large Letters	**668**	183	154	188	143
	53%	*56%*	*49%*	*57%*	*49%*
		b		**bd**	
Parcels and packets	**448**	101	115	136	96
	36%	*31%*	*37%*	*41%*	*33%*
				ad	
None of these (DO NOT READ OUT)	**9**	2	2	2	4
	1%	*1%*	*1%*	*1%*	*1%*
Don't Know (DO NOT READ OUT)	**2**	*	*	-	2
	***%**	*%*	*%*	-%	*1%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 36

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1538**	979	343	136	80	559	330	297	96	61	120
Weighted total	**1167**	1104	39	15	9	63	360	286	74	35	36
Standard Stamped Mail 1st Class	**715**	684	20	7	4	31	245	177	37	21	21
	61%	*62%*	*52%*	*44%*	*43%*	*49%*	*68%*	*62%*	*49%*	*61%*	*58%*
		bcde					**ce**	c			
Standard Stamped Mail 2nd Class	**540**	512	17	8	4	28	179	128	37	18	13
	46%	*46%*	*44%*	*49%*	*39%*	*45%*	*50%*	*45%*	*49%*	*51%*	*35%*
							e		e	e	
1st Class large letter stamps	**391**	373	10	5	3	18	129	109	25	12	11
	33%	*34%*	*25%*	*34%*	*32%*	*28%*	*36%*	*38%*	*34%*	*33%*	*32%*
		be		b							
2nd Class large letter stamps	**252**	237	8	4	3	15	93	65	14	7	8
	22%	*21%*	*20%*	*29%*	*28%*	*23%*	*26%*	*23%*	*19%*	*20%*	*21%*
				b							
Franked / metered mail 2nd Class	**118**	99	9	6	4	19	17	30	11	4	10
	10%	*9%*	*23%*	*38%*	*45%*	*30%*	*5%*	*10%*	*15%*	*12%*	*27%*
			a	**ab**	**abe**	**ab**		a	a	a	**abcd**
Franked / metered mail 1st Class	**117**	96	11	6	4	21	11	30	11	4	8
	10%	*9%*	*29%*	*39%*	*44%*	*34%*	*3%*	*11%*	*15%*	*13%*	*22%*
			a	**ab**	**ab**	a		a	a	a	**ab**
PPI - PPI 2nd Class	**23**	21	1	1	*	3	8	6	2	*	*
	2%	*2%*	*2%*	*8%*	*4%*	*4%*	*2%*	*2%*	*2%*	*%*	*%*
				ab		a					
PPI - PPI 1st Class	**21**	19	1	1	*	3	6	6	2	*	*
	2%	*2%*	*4%*	*6%*	*3%*	*4%*	*2%*	*2%*	*3%*	*%*	*%*
			a	a		a					
Bulk Mail	**5**	4	*	*	*	1	-	1	1	1	*
	%	*%*	*1%*	*1%*	*2%*	*1%*	*-%*	*%*	*1%*	*1%*	*%*
									a	a	
None of these (DO NOT READ OUT)	**13**	12	*	-	*	*	5	3	-	*	-
	1%	*1%*	*%*	*-%*	*2%*	*1%*	*1%*	*1%*	*-%*	*%*	*-%*
Don't Know (DO NOT READ OUT)	**13**	13	*	-	-	*	5	3	-	-	-
	1%	*1%*	*1%*	*-%*	*-%*	*%*	*1%*	*1%*	*-%*	*-%*	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?
Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1538**	122	54	167	36	99	182	109	88	101	958	207	192	181
Weighted total	**1167**	137	70	170	31	100	182	114	86	101	992	61	60	53
Standard Stamped Mail 1st Class	**715**	75	37	116	22	73	100	72	44	70	609	38	38	30
	61%	*54%*	*53%*	*68%* **abfhm**	*69%*	*73%* **abfhjm**	*55%*	*63%*	*51%*	*69%* **abfhm**	*61%*	*62%*	*63%*	*55%*
Standard Stamped Mail 2nd Class	**540**	69	23	66	12	46	90	58	45	44	453	29	27	31
	46%	*50%* b	*33%*	*39%*	*37%*	*46%*	*49%* b	*51%* **bc**	*52%* **bc**	*43%*	*46%*	*48%*	*44%*	*57%* **bcdijl**
1st Class large letter stamps	**391**	38	24	57	13	32	69	34	28	34	328	23	22	18
	33%	*28%*	*34%*	*33%*	*42%*	*32%*	*38%*	*30%*	*33%*	*34%*	*33%*	*37%*	*37%*	*33%*
2nd Class large letter stamps	**252**	30	19	31	6	17	39	24	21	21	208	19	11	14
	22%	*22%*	*27%*	*19%*	*18%*	*17%*	*21%*	*21%*	*25%*	*21%*	*21%*	*31%* **cefjl**	*19%*	*26%*
Franked / metered mail 2nd Class	**118**	14	9	17	7	5	16	6	7	9	90	10	8	9
	10%	*10%*	*13%*	*10%*	*23%* **acefghij**	*5%*	*9%*	*5%*	*8%*	*9%*	*9%*	*17%* **efgj**	*14%* **egj**	*16%* **efgj**
Franked / metered mail 1st Class	**117**	16	9	17	5	5	20	5	7	8	93	11	6	7
	10%	*12%* g	*13%* g	*10%*	*17%* **eg**	*5%*	*11%* g	*4%*	*9%*	*7%*	*9%*	*17%* **egijl**	*10%*	*12%* g
PPI - PPI 2nd Class	**23**	8	-	3	1	-	3	1	*	4	20	1	2	*
	2%	*6%* **ehjm**	*-%*	*2%*	*3%*	*-%*	*2%*	*1%*	**%*	*4%* **em**	*2%*	*2%*	*3%*	*1%*
PPI - PPI 1st Class	**21**	3	2	2	-	-	3	1	2	4	18	2	1	*
	2%	*2%*	*3%*	*1%*	*-%*	*-%*	*2%*	*1%*	*2%*	*4%* **em**	*2%*	*3%* m	*1%*	**%*
Bulk Mail	**5**	-	-	*	-	-	1	2	*	-	3	1	1	1
	****%***	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*1%*	**%*	*-%*	**%*	*1%*	*1%*	*1%*
None of these (DO NOT READ OUT)	**13**	2	1	3	-	2	*	1	3	-	12	1	*	-
	1%	*1%*	*2%*	*2%*	*-%*	*2%*	**%*	*1%*	*4%* **flm**	*-%*	*1%*	*1%*	**%*	*-%*
Don't Know (DO NOT READ OUT)	**13**	3	-	4	-	-	-	2	-	3	11	1	1	-
	1%	*2%* **fm**	*-%*	*2%* **fm**	*-%*	*-%*	*-%*	*1%*	*-%*	*3%* **fm**	*1%*	*1%*	*2%*	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 36 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1538**	35	143	33	170	345	50	133	627	1052	486	1321	217
Weighted total	**1167**	19	88	24	132	297	32	119	454	881	286	1046	122
Standard Stamped Mail 1st Class	**715**	11	59	16	95	180	20	75	257	531	184	642	73
	61%	*60%*	*67%* h	*68%*	*72%* **eh**	*61%*	*63%*	*63%*	*57%*	*60%*	*64%*	*61%*	*60%*
Standard Stamped Mail 2nd Class	**540**	11	36	10	43	136	20	41	242	406	134	488	52
	46%	*57%* **dg**	*41%*	*43%*	*32%*	*46%* **dg**	*61%* **bdeg**	*34%*	*53%* **bdeg**	*46%*	*47%*	*47%*	*42%*
1st Class large letter stamps	**391**	4	25	4	48	92	8	57	152	287	104	355	36
	33%	*22%*	*29%*	*15%*	*36%* c	*31%*	*26%*	*48%* **abcdefh**	*33%* c	*33%*	*36%*	*34%*	*29%*
2nd Class large letter stamps	**252**	3	19	1	17	61	4	27	119	183	68	232	20
	22%	*15%*	*21%* **cd**	*4%*	*13%*	*21%* **cd**	*13%*	*23%* **cd**	*26%* **cdef**	*21%*	*24%*	*22%* b	*16%*
Franked / metered mail 2nd Class	**118**	1	10	2	9	20	1	26	49	90	27	97	20
	10%	*7%*	*11%*	*8%*	*7%*	*7%*	*2%*	*22%* **abdefh**	*11%* **ef**	*10%*	*10%*	*9%*	*17%* a
Franked / metered mail 1st Class	**117**	1	8	2	14	16	2	28	44	90	27	99	17
	10%	*7%*	*9%*	*9%*	*11%* e	*5%*	*7%*	*24%* **abdefh**	*10%* e	*10%*	*9%*	*9%*	*14%* a
PPI - PPI 2nd Class	**23**	-	1	-	*	7	-	3	12	14	9	22	1
	2%	*-%*	*1%*	*-%*	**%*	*2%* d	*-%*	*2%*	*3%* d	*2%*	*3%* a	*2%*	*1%*
PPI - PPI 1st Class	**21**	-	*	-	1	10	-	3	7	11	10	20	1
	2%	*-%*	**%*	*-%*	*1%*	*3%* **bh**	*-%*	*2%*	*2%*	*1%*	*4%* a	*2%*	*1%*
Bulk Mail	**5**	-	*	-	-	1	1	*	3	3	2	5	*
	****%***	*-%*	**%*	*-%*	*-%*	**%*	*2%*	**%*	*1%*	**%*	*1%*	**%*	**%*
None of these (DO NOT READ OUT)	**13**	-	-	1	*	7	-	1	4	11	1	13	-
	1%	*-%*	*-%*	*4%* **bdh**	**%*	*2%* h	*-%*	*1%*	*1%*	*1%*	**%*	*1%*	*-%*
Don't Know (DO NOT READ OUT)	**13**	2	3	-	2	2	-	-	4	10	2	11	2
	1%	*9%* **defgh**	*3%* **egh**	*-%*	*2%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?
Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1538**	1487	51	862	281	391
Weighted total	**1167**	1119	49	675	204	285
Standard Stamped Mail 1st Class	**715**	678	37	435	121	158
	61%	*61%*	*75%* a	*64%* c	*60%*	*56%*
Standard Stamped Mail 2nd Class	**540**	522	18	326	85	129
	46%	*47%*	*38%*	*48%*	*42%*	*45%*
1st Class large letter stamps	**391**	374	17	196	83	111
	33%	*33%*	*34%*	*29%*	*41%* a	*39%* a
2nd Class large letter stamps	**252**	248	4	133	46	73
	22%	*22%* b	*8%*	*20%*	*23%*	*26%* a
Franked / metered mail 2nd Class	**118**	117	*	49	35	32
	10%	*10%* b	*1%*	*7%*	*17%* **ac**	*11%* a
Franked / metered mail 1st Class	**117**	115	2	41	35	39
	10%	*10%*	*4%*	*6%*	*17%* a	*14%* a
PPI - PPI 2nd Class	**23**	23	-	5	2	16
	2%	*2%*	*-%*	*1%*	*1%*	*6%* **ab**
PPI - PPI 1st Class	**21**	21	-	10	3	8
	2%	*2%*	*-%*	*2%*	*1%*	*3%*
Bulk Mail	**5**	5	-	2	*	3
	%	*%*	*-%*	*%*	*%*	*1%* a
None of these (DO NOT READ OUT)	**13**	13	-	*	1	11
	1%	*1%*	*-%*	*%*	*1%*	*4%* **ab**
Don't Know (DO NOT READ OUT)	**13**	11	2	5	5	2
	1%	*1%*	*4%*	*1%*	*2%* a	*1%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b,c

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?
Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**1538**	1170	314	42	6	2	3	-	1	1484	54	413	757	368
Weighted total	**1167**	953	191	19	2	2	1	-	*	1143	24	400	553	215
Standard Stamped Mail 1st Class	**715**	629	80	3	2	2	-	-	-	708	7	280	348	86
	61%	*66%*	*42%*	*14%*	*82%*	*100%*	*-%*	*-%*	*-%*	*62%*	*28%*	*70%*	*63%*	*40%*
		bcij	**cj**							**bcj**		**bc**	c	
Standard Stamped Mail 2nd Class	**540**	462	71	3	2	2	*	-	-	533	7	196	266	78
	46%	*48%*	*37%*	*16%*	*86%*	*100%*	*41%*	*-%*	*-%*	*47%*	*31%*	*49%*	*48%*	*36%*
		bcj	c							**bcj**		c	c	
1st Class large letter stamps	**391**	322	64	1	2	2	-	-	-	386	5	97	225	69
	33%	*34%*	*33%*	*6%*	*79%*	*100%*	*-%*	*-%*	*-%*	*34%*	*21%*	*24%*	*41%*	*32%*
		c	c							c	c		**ac**	a
2nd Class large letter stamps	**252**	202	44	2	2	2	*	-	-	246	6	65	137	50
	22%	*21%*	*23%*	*9%*	*82%*	*100%*	*41%*	*-%*	*-%*	*22%*	*25%*	*16%*	*25%*	*23%*
			c							c	c		a	a
Franked / metered mail 2nd Class	**118**	71	40	6	*	-	*	-	-	111	6	7	64	46
	10%	*7%*	*21%*	*31%*	*14%*	*-%*	*59%*	*-%*	*-%*	*10%*	*27%*	*2%*	*12%*	*22%*
			ai	**ai**						a	**ai**		a	**ab**
Franked / metered mail 1st Class	**117**	69	44	4	*	-	*	-	-	112	4	9	59	48
	10%	*7%*	*23%*	*20%*	*12%*	*-%*	*59%*	*-%*	*-%*	*10%*	*18%*	*2%*	*11%*	*22%*
			ai	**ai**						a	**ai**		a	**ab**
PPI - PPI 2nd Class	**23**	10	8	5	-	-	*	-	*	18	5	*	10	13
	2%	*1%*	*4%*	*27%*	*-%*	*-%*	*18%*	*-%*	*100%*	*2%*	*22%*	**%*	*2%*	*6%*
			ai	**abi**							**abi**		a	**ab**
PPI - PPI 1st Class	**21**	10	8	3	-	-	*	-	*	18	3	5	5	11
	2%	*1%*	*4%*	*15%*	*-%*	*-%*	*18%*	*-%*	*100%*	*2%*	*13%*	*1%*	*1%*	*5%*
			ai	**abi**							**abi**			**ab**
Bulk Mail	**5**	4	1	*	-	-	-	-	-	5	*	-	4	1
	****%***	**%*	**%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*2%*	*-%*	*1%*	**%*
None of these (DO NOT READ OUT)	**13**	3	6	4	-	-	-	-	-	9	4	*	3	10
	1%	**%*	*3%*	*20%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*16%*	**%*	**%*	*5%*
			ai	**abi**							**abi**			**ab**
Don't Know (DO NOT READ OUT)	**13**	10	2	*	-	-	-	-	-	13	*	5	5	3
	1%	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?
Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1538**	1410	950	1538	584	488	1059	1354	104	38	28	9	4	1
Weighted total	**1167**	1044	672	1167	442	326	755	1069	52	23	17	3	4	*
Standard Stamped Mail 1st Class	**715**	671	377	715	252	191	461	675	24	8	5	*	2	-
	61%	*64%*	*56%*	*61%*	*57%*	*59%*	*61%*	*63%*	*47%*	*35%*	*32%*	*7%*	*50%*	*-%*
		bde		b			b	**bc**						
Standard Stamped Mail 2nd Class	**540**	517	281	540	191	143	354	491	22	12	12	*	2	-
	46%	*49%*	*42%*	*46%*	*43%*	*44%*	*47%*	*46%*	*43%*	*51%*	*73%*	*18%*	*52%*	*-%*
		bde		b			b							
1st Class large letter stamps	**391**	339	341	391	169	122	268	362	17	7	3	*	2	-
	33%	*32%*	*51%*	*33%*	*38%*	*38%*	*36%*	*34%*	*32%*	*30%*	*21%*	*4%*	*50%*	*-%*
			acdef		**ac**	a								
2nd Class large letter stamps	**252**	226	215	252	112	80	170	227	12	4	7	*	-	-
	22%	*22%*	*32%*	*22%*	*25%*	*25%*	*23%*	*21%*	*24%*	*19%*	*45%*	*14%*	*-%*	*-%*
			acdef											
Franked / metered mail 2nd Class	**118**	114	87	118	55	50	97	92	13	6	4	*	2	-
	10%	*11%*	*13%*	*10%*	*12%*	*15%*	*13%*	*9%*	*26%*	*28%*	*23%*	*5%*	*48%*	*-%*
			c			**ac**	c		a	a				
Franked / metered mail 1st Class	**117**	109	95	117	59	47	94	99	12	5	2	*	*	-
	10%	*10%*	*14%*	*10%*	*13%*	*14%*	*12%*	*9%*	*23%*	*20%*	*10%*	*3%*	*3%*	*-%*
			ac		c	**ac**	c		a	a				
PPI - PPI 2nd Class	**23**	18	19	23	11	11	16	16	3	2	*	2	*	*
	2%	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	*1%*	*6%*	*7%*	*2%*	*79%*	*3%*	*100%*
						a			a	a				
PPI - PPI 1st Class	**21**	14	18	21	10	5	13	16	*	2	2	1	*	*
	2%	*1%*	*3%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*7%*	*12%*	*41%*	*3%*	*100%*
			a							**ab**				
Bulk Mail	**5**	5	3	5	2	4	4	5	*	*	-	-	-	-
	****%***	**%*	**%*	**%*	*1%*	*1%*	*1%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**13**	6	12	13	11	2	10	13	-	*	-	-	-	-
	1%	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*
			ae		**ace**									
Don't Know (DO NOT READ OUT)	**13**	7	12	13	3	2	3	13	-	-	-	-	-	-
	1%	*1%*	*2%*	*1%*	*1%*	**%*	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
			aef											
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?
Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1538**	558	10	9	4	-	3	-	3	467	369	385	304	13
Weighted total	**1167**	422	7	7	5	-	*	-	*	429	281	273	173	11
Standard Stamped Mail 1st Class	**715**	248	2	*	2	-	-	-	-	292	180	166	69	7
	61%	*59%*	*29%*	*2%*	*35%*	*-%*	*-%*	*-%*	*-%*	*68%* **cd**	*64%* d	*61%* d	*40%*	*65%*
Standard Stamped Mail 2nd Class	**540**	183	2	3	4	-	*	-	*	200	130	130	72	8
	46%	*43%*	*28%*	*42%*	*69%*	*-%*	*56%*	*-%*	*56%*	*47%*	*46%*	*48%*	*41%*	*69%*
1st Class large letter stamps	**391**	166	*	*	2	-	-	-	-	120	98	108	59	6
	33%	*39%*	*1%*	*8%*	*35%*	*-%*	*-%*	*-%*	*-%*	*28%*	*35%* a	*40%* a	*34%*	*52%*
2nd Class large letter stamps	**252**	104	2	2	4	-	*	-	*	73	62	67	48	1
	22%	*25%*	*27%*	*28%*	*69%*	*-%*	*56%*	*-%*	*56%*	*17%*	*22%*	*25%* a	*28%* a	*10%*
Franked / metered mail 2nd Class	**118**	52	2	*	-	-	*	-	*	16	27	26	48	*
	10%	*12%*	*29%*	*2%*	*-%*	*-%*	*13%*	*-%*	*13%*	*4%*	*10%* a	*10%* a	*28%* **abc**	*4%*
Franked / metered mail 1st Class	**117**	57	2	*	-	-	*	-	*	13	15	26	62	1
	10%	*13%*	*27%*	*5%*	*-%*	*-%*	*13%*	*-%*	*13%*	*3%*	*5%*	*9%* **ab**	*36%* **abc**	*7%*
PPI - PPI 2nd Class	**23**	8	1	1	2	-	*	-	*	4	2	8	10	-
	2%	*2%*	*13%*	*16%*	*31%*	*-%*	*30%*	*-%*	*30%*	*1%*	*1%*	*3%* **ab**	*6%* **abc**	*-%*
PPI - PPI 1st Class	**21**	9	1	*	-	-	*	-	*	5	4	7	5	-
	2%	*2%*	*13%*	*2%*	*-%*	*-%*	*30%*	*-%*	*30%*	*1%*	*2%*	*3%*	*3%*	*-%*
Bulk Mail	**5**	2	-	*	-	-	-	-	-	1	*	3	*	*
	****%***	*1%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*1%*	**%*	*3%*
None of these (DO NOT READ OUT)	**13**	9	-	2	-	-	-	-	-	*	1	9	2	-
	1%	*2%*	*-%*	*28%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*3%* **ab**	*1%* a	*-%*
Don't Know (DO NOT READ OUT)	**13**	3	*	-	-	-	-	-	-	8	2	2	1	-
	1%	*1%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*1%*	**%*	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 36 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1538**	207	130	142	96	9	325	29	229	1446	92	1528	10
Weighted total	**1167**	162	99	115	64	2	278	19	143	1098	70	1162	6
Standard Stamped Mail 1st Class	**715**	104	56	62	29	1	165	12	75	674	41	715	*
	61%	*64%* cd	*57%*	*54%*	*45%*	*65%*	*59%*	*61%*	*53%*	*61%*	*59%*	*62%*	*4%*
Standard Stamped Mail 2nd Class	**540**	69	44	52	25	1	120	11	61	503	37	537	3
	46%	*43%*	*45%*	*45%*	*39%*	*51%*	*43%*	*55%*	*43%*	*46%*	*54%*	*46%*	*51%*
1st Class large letter stamps	**391**	73	38	40	16	1	104	5	60	367	23	391	*
	33%	*45%* d	*38%* d	*35%*	*25%*	*65%*	*37%*	*26%*	*42%*	*33%*	*34%*	*34%*	*5%*
2nd Class large letter stamps	**252**	38	28	27	18	1	67	7	38	232	20	251	1
	22%	*24%*	*28%*	*24%*	*28%*	*49%*	*24%*	*36%*	*27%*	*21%*	*29%*	*22%*	*18%*
Franked / metered mail 2nd Class	**118**	18	12	16	7	*	24	3	26	110	8	117	1
	10%	*11%*	*13%*	*14%*	*12%*	*15%*	*9%*	*17%*	*18%* a	*10%*	*11%*	*10%*	*14%*
Franked / metered mail 1st Class	**117**	16	10	20	14	*	33	*	24	106	11	114	3
	10%	*10%*	*10%*	*17%* a	*21%* **ab**	*12%*	*12%*	*2%*	*17%*	*10%*	*15%*	*10%*	*48%*
PPI - PPI 2nd Class	**23**	*	2	1	8	-	7	*	4	21	2	23	*
	2%	*%*	*2%*	*1%*	*12%* **abc**	*-%*	*3%*	*1%*	*2%*	*2%*	*3%*	*2%*	*2%*
PPI - PPI 1st Class	**21**	*	2	2	5	-	6	*	4	21	*	21	*
	2%	*%*	*2%*	*2%*	*9%* **abc**	*-%*	*2%*	*2%*	*3%*	*2%*	*%*	*2%*	*2%*
Bulk Mail	**5**	1	*	1	*	*	1	*	1	5	1	5	-
	%	*1%*	*%*	*1%*	*%*	*15%*	*%*	*1%*	*1%*	*%*	*1%*	*%*	*-%*
None of these (DO NOT READ OUT)	**13**	*	2	5	4	-	10	-	1	13	-	13	-
	1%	*%*	*2%*	*4%* a	*6%* a	*-%*	*3%*	*-%*	*1%*	*1%*	*-%*	*1%*	*-%*
Don't Know (DO NOT READ OUT)	**13**	1	*	2	*	-	3	-	*	13	-	13	-
	1%	*1%*	*%*	*2%*	*%*	*-%*	*1%*	*-%*	*%*	*1%*	*-%*	*1%*	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 36 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	1538	64	127	223	24	451	133	457	1319	206	-
Weighted total	1167	48	102	175	15	331	111	325	973	114	-
Standard Stamped Mail 1st Class	715	21	57	100	5	191	61	240	618	78	-
	61%	*44%*	*56%*	*57%*	*36%*	*58%*	*55%*	*74%* b	*64%*	*69%*	-%
Standard Stamped Mail 2nd Class	540	19	56	87	5	132	60	155	498	61	-
	46%	*39%*	*55%* a	*50%*	*36%*	*40%*	*54%* a	*48%*	*51%*	*54%*	-%
1st Class large letter stamps	391	11	35	58	7	133	36	144	310	60	-
	33%	*23%*	*34%*	*33%*	*46%*	*40%*	*32%*	*44%* b	*32%*	*53%* **ab**	-%
2nd Class large letter stamps	252	11	36	55	3	74	38	92	209	43	-
	22%	*23%*	*35%*	*31%*	*22%*	*22%*	*35%* a	*28%* b	*21%*	*38%* **ab**	-%
Franked / metered mail 2nd Class	118	7	11	19	3	44	11	36	112	18	-
	10%	*14%*	*10%*	*11%*	*18%*	*13%*	*10%*	*11%*	*11%*	*16%*	-%
Franked / metered mail 1st Class	117	9	10	24	4	48	11	43	105	16	-
	10%	*18%*	*9%*	*14%*	*27%*	*14%*	*10%*	*13%*	*11%*	*14%*	-%
PPI - PPI 2nd Class	23	2	2	4	1	8	3	9	18	8	-
	2%	*5%*	*2%*	*2%*	*8%*	*3%*	*3%*	*3%*	*2%*	*7%* **ab**	-%
PPI - PPI 1st Class	21	4	1	4	1	7	3	6	14	6	-
	2%	*9%* b	*1%*	*2%*	*8%*	*2%*	*3%*	*2%*	*1%*	*5%* **ab**	-%
Bulk Mail	5	*	1	1	*	2	1	2	5	2	-
	**%*	*1%*	*1%*	**%*	*3%*	*1%*	*1%*	*1%*	**%*	*2%* b	-%
None of these (DO NOT READ OUT)	13	6	1	7	-	9	2	4	4	1	-
	1%	*12%* b	*1%*	*4%*	*-%*	*3%*	*2%*	*1%*	**%*	*1%*	-%
Don't Know (DO NOT READ OUT)	13	-	-	-	-	3	-	3	4	*	-
	1%	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	**%*	**%*	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?
Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**1538**	364	835	146	-	362	405	130	6	1409	943	502	1220	999	15
Weighted total	**1167**	264	574	79	-	267	286	84	4	1044	668	367	907	692	5
Standard Stamped Mail 1st Class	**715**	159	323	44	-	167	147	54	4	671	376	211	715	336	4
	61%	*60%*	*56%*	*55%*	*-%*	*62%* b	*52%*	*64%* b	*89%*	*64%* **bc**	*56%*	*57%*	*79%* b	*49%*	*69%*
Standard Stamped Mail 2nd Class	**540**	102	257	34	-	95	152	38	2	517	280	146	356	540	1
	46%	*38%*	*45%* a	*43%*	*-%*	*36%*	*53%* a	*46%* a	*39%*	*49%* **bc**	*42%*	*40%*	*39%*	*78%* a	*20%*
1st Class large letter stamps	**391**	138	298	41	-	104	105	32	4	338	341	143	391	211	2
	33%	*52%*	*52%*	*52%*	*-%*	*39%*	*37%*	*38%*	*89%*	*32%*	*51%* **ac**	*39%* a	*43%* b	*30%*	*40%*
2nd Class large letter stamps	**252**	82	195	32	-	59	85	26	2	226	215	87	181	252	1
	22%	*31%*	*34%*	*40%* a	*-%*	*22%*	*30%* a	*31%* a	*39%*	*22%*	*32%* **ac**	*24%*	*20%*	*36%* a	*21%*
Franked / metered mail 2nd Class	**118**	25	83	15	-	32	42	15	*	114	84	48	82	118	2
	10%	*10%*	*14%* a	*20%* a	*-%*	*12%*	*15%*	*17%*	*8%*	*11%*	*13%*	*13%*	*9%*	*17%* a	*38%*
Franked / metered mail 1st Class	**117**	35	89	15	-	40	43	16	*	109	93	54	117	81	2
	10%	*13%*	*16%*	*19%*	*-%*	*15%*	*15%*	*19%*	*11%*	*10%*	*14%* a	*15%* a	*13%*	*12%*	*39%*
PPI - PPI 2nd Class	**23**	6	17	8	-	5	9	2	-	18	19	10	15	23	*
	2%	*2%*	*3%*	*10%* **ab**	*-%*	*2%*	*3%*	*2%*	*-%*	*2%*	*3%*	*3%*	*2%*	*3%* a	*3%*
PPI - PPI 1st Class	**21**	8	15	8	-	5	10	5	-	14	18	10	21	16	*
	2%	*3%*	*3%*	*10%* **ab**	*-%*	*2%*	*3%*	*6%* a	*-%*	*1%*	*3%* a	*3%* a	*2%*	*2%*	*3%*
Bulk Mail	**5**	2	3	2	-	2	2	2	-	5	3	2	5	2	5
	****%***	*1%*	**%*	*2%* b	*-%*	*1%*	*1%*	*2%*	*-%*	**%*	**%*	*1%*	*1%*	**%*	*100%*
None of these (DO NOT READ OUT)	**13**	10	5	3	-	9	2	1	-	6	11	11	-	-	-
	1%	*4%* b	*1%*	*4%* b	*-%*	*3%* b	*1%*	*2%*	*-%*	*1%*	*2%* a	*3%* a	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**13**	7	3	2	-	2	2	*	-	7	12	3	-	-	-
	1%	*3%* b	*1%*	*3%* b	*-%*	*1%*	*1%*	**%*	*-%*	*1%*	*2%* a	*1%*	*-%*	*-%*	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 36 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1538**	359	248	287	93	74	1109	951	39	17	11	12
Weighted total	**1167**	242	163	202	56	39	820	661	23	10	12	10
Standard Stamped Mail 1st Class	**715**	157	76	134	33	23	640	317	6	7	5	5
	61%	*65%* b	*46%*	*67%* b	*60%* b	*59%*	*78%* b	*48%*	*27%*	*72%*	*42%*	*49%*
Standard Stamped Mail 2nd Class	**540**	91	105	79	25	18	321	499	11	4	3	4
	46%	*38%*	*64%* **acde**	*39%*	*45%*	*47%*	*39%*	*75%* a	*49%*	*40%*	*23%*	*47%*
1st Class large letter stamps	**391**	109	59	92	27	20	349	196	6	4	*	3
	33%	*45%* b	*36%*	*46%* b	*48%* b	*50%* b	*43%* b	*30%*	*27%*	*43%*	*2%*	*27%*
2nd Class large letter stamps	**252**	48	66	52	20	12	165	219	9	2	1	3
	22%	*20%*	*41%* **ac**	*26%*	*35%* a	*31%* a	*20%*	*33%* a	*41%*	*25%*	*7%*	*27%*
Franked / metered mail 2nd Class	**118**	39	34	20	8	12	77	106	4	2	1	*
	10%	*16%* c	*21%* c	*10%*	*14%*	*30%* **acd**	*9%*	*16%* a	*19%*	*21%*	*8%*	*5%*
Franked / metered mail 1st Class	**117**	45	28	22	8	11	107	72	4	2	1	*
	10%	*19%* c	*17%* c	*11%*	*15%*	*27%* c	*13%*	*11%*	*15%*	*21%*	*8%*	*5%*
PPI - PPI 2nd Class	**23**	5	7	4	3	1	13	21	2	*	4	*
	2%	*2%*	*4%*	*2%*	*5%*	*4%*	*2%*	*3%* a	*7%*	*1%*	*31%*	*3%*
PPI - PPI 1st Class	**21**	7	5	8	7	*	17	14	1	*	2	*
	2%	*3%*	*3%*	*4%*	*12%* **abce**	*1%*	*2%*	*2%*	*2%*	*1%*	*17%*	*3%*
Bulk Mail	**5**	2	1	2	1	*	5	1	*	*	-	-
	****%***	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	**%*	*5%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**13**	3	*	9	*	*	4	2	4	-	-	2
	1%	*1%*	**%*	*5%* **ab**	*1%*	**%*	**%*	**%*	*15%*	*-%*	*-%*	*19%*
Don't Know (DO NOT READ OUT)	**13**	-	*	2	-	-	4	2	-	-	-	-
	1%	*-%*	**%*	*1%*	*-%*	*-%*	*1%*	**%*	*-%*	*-%*	*-%*	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?
Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	**d**	a	b	a	b
Unweighted total	**1538**	1480	1258	1493	1222	1505	867	1454	371	2	1332	47	226	1312
Weighted total	**1167**	1113	928	1122	900	1133	632	1090	228	3	1001	35	186	981
Standard Stamped Mail 1st Class	**715**	681	554	685	544	697	394	664	146	2	621	23	100	615
	61%	*61%*	*60%*	*61%*	*60%*	*62%*	*62%*	*61%*	*64%*	*62%*	*62%*	*65%*	*54%*	*63%* a
Standard Stamped Mail 2nd Class	**540**	523	440	524	419	528	295	506	102	3	478	19	68	472
	46%	*47%*	*47%*	*47%*	*47%*	*47%*	*47%*	*46%*	*45%*	*100%*	*48%*	*54%*	*36%*	*48%* a
1st Class large letter stamps	**391**	374	331	379	310	385	236	359	100	2	335	14	74	317
	33%	*34%*	*36%*	*34%*	*34%*	*34%*	*37%* b	*33%*	*44%* **ab**	*62%*	*33%*	*42%*	*40%* b	*32%*
2nd Class large letter stamps	**252**	237	215	237	212	246	156	231	59	-	220	9	47	205
	22%	*21%*	*23%*	*21%*	*24%*	*22%*	*25%*	*21%*	*26%*	*-%*	*22%*	*26%*	*25%*	*21%*
Franked / metered mail 2nd Class	**118**	115	107	117	92	114	67	115	32	-	99	*	22	96
	10%	*10%*	*12%*	*10%*	*10%*	*10%*	*11%*	*11%*	*14%*	*-%*	*10%* b	*1%*	*12%*	*10%*
Franked / metered mail 1st Class	**117**	112	106	114	93	113	72	112	35	-	99	*	19	97
	10%	*10%*	*11%*	*10%*	*10%*	*10%*	*11%*	*10%*	*15%* b	*-%*	*10%*	*1%*	*10%*	*10%*
PPI - PPI 2nd Class	**23**	23	19	23	20	23	14	21	10	-	17	3	12	11
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*4%* **ab**	*-%*	*2%*	*8%* a	*7%* b	*1%*
PPI - PPI 1st Class	**21**	19	19	20	19	21	14	20	10	-	17	*	6	15
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*4%* **ab**	*-%*	*2%*	*1%*	*3%*	*2%*
Bulk Mail	**5**	5	4	5	3	5	3	5	3	-	5	-	2	4
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*1%*	*-%*	*1%*	*-%*	*1%*	**%*
None of these (DO NOT READ OUT)	**13**	13	12	13	12	13	11	11	7	-	11	-	3	10
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*3%* b	*-%*	*1%*	*-%*	*2%*	*1%*
Don't Know (DO NOT READ OUT)	**13**	11	9	11	11	11	8	9	1	-	12	*	1	12
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*-%*	*1%*	*1%*	**%*	*1%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?
Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1538**	209	9	47	200	172	1078	281	150	65	1311	906	632
Weighted total	**1167**	170	3	36	154	119	835	206	119	58	983	674	493
Standard Stamped Mail 1st Class	**715**	92	2	18	87	66	535	108	66	32	610	414	301
	61%	*54%*	*74%*	*50%*	*57%*	*55%*	*64%* **ac**	*52%*	*55%*	*56%*	*62%*	*61%*	*61%*
Standard Stamped Mail 2nd Class	**540**	80	1	15	77	43	401	94	52	26	458	302	238
	46%	*47%*	*19%*	*43%*	*50%*	*36%*	*48%* a	*46%*	*44%*	*44%*	*47%*	*45%*	*48%*
1st Class large letter stamps	**391**	55	2	13	52	47	276	66	41	24	323	228	163
	33%	*32%*	*74%*	*36%*	*34%*	*40%*	*33%*	*32%*	*34%*	*41%*	*33%*	*34%*	*33%*
2nd Class large letter stamps	**252**	51	1	8	49	29	172	51	33	11	208	136	116
	22%	*30%*	*19%*	*23%*	*32%*	*24%*	*21%*	*25%*	*28%*	*19%*	*21%*	*20%*	*24%*
Franked / metered mail 2nd Class	**118**	19	*	4	18	11	69	37	13	3	101	79	39
	10%	*11%*	*9%*	*10%*	*12%*	*9%*	*8%*	*18%* **ab**	*11%*	*6%*	*10%*	*12%* b	*8%*
Franked / metered mail 1st Class	**117**	26	1	6	22	19	65	32	13	6	98	79	37
	10%	*15%*	*22%*	*17%*	*14%*	*16%* b	*8%*	*16%* b	*11%*	*10%*	*10%*	*12%* b	*8%*
PPI - PPI 2nd Class	**23**	5	-	3	2	7	10	4	7	4	12	10	14
	2%	*3%*	*-%*	*7%* b	*1%*	*6%* **bc**	*1%*	*2%*	*6%* c	*7%* c	*1%*	*1%*	*3%*
PPI - PPI 1st Class	**21**	5	*	2	3	4	12	4	2	4	15	10	11
	2%	*3%*	*4%*	*5%*	*2%*	*4%*	*1%*	*2%*	*2%*	*7%* c	*2%*	*2%*	*2%*
Bulk Mail	**5**	1	-	-	1	1	3	1	*	-	5	4	1
	****%***	*1%*	*-%*	*-%*	*1%*	*1%*	**%*	*1%*	**%*	*-%*	*1%*	*1%*	**%*
None of these (DO NOT READ OUT)	**13**	7	-	2	5	4	7	2	7	-	5	5	7
	1%	*4%*	*-%*	*5%*	*3%*	*3%* b	*1%*	*1%*	*6%* **bc**	*-%*	*1%*	*1%*	*2%*
Don't Know (DO NOT READ OUT)	**13**	-	-	-	-	2	9	2	*	3	9	5	8
	1%	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*1%*	**%*	*6%* **ac**	*1%*	*1%*	*2%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 36 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	*c	d
Unweighted total	**1538**	366	49	139	70	108	48	199	127	85	172	29	87
Weighted total	**1167**	142	11	48	22	40	17	79	46	31	58	11	46
Standard Stamped Mail 1st Class	**715**	87	6	27	10	26	6	58	21	18	36	6	30
	61%	*61%* d	*53%*	*56%*	*45%*	*67%* **bd**	*34%*	*73%* **bd**	*46%*	*60%*	*61%*	*57%*	*64%*
Standard Stamped Mail 2nd Class	**540**	72	3	20	7	16	9	34	32	15	32	6	20
	46%	*50%* **bcd**	*30%*	*41%*	*31%*	*41%*	*54%*	*43%*	*68%* **ac**	*48%*	*54%*	*54%*	*43%*
1st Class large letter stamps	**391**	51	6	19	5	18	3	35	10	12	19	4	18
	33%	*36%* d	*48%* d	*38%* d	*23%*	*45%* **bd**	*18%*	*45%* **bd**	*22%*	*38%*	*33%*	*32%*	*38%*
2nd Class large letter stamps	**252**	36	1	8	3	4	3	16	14	10	14	4	8
	22%	*25%* **bcd**	*8%*	*16%*	*12%*	*11%*	*19%*	*20%*	*31%* **ac**	*32%* d	*24%*	*34%*	*17%*
Franked / metered mail 2nd Class	**118**	17	3	7	5	6	2	7	8	2	8	1	4
	10%	*12%*	*26%* a	*15%*	*22%* a	*14%*	*14%*	*9%*	*17%* c	*7%*	*14%*	*14%*	*9%*
Franked / metered mail 1st Class	**117**	20	3	12	7	10	3	13	7	2	10	*	5
	10%	*14%*	*27%* a	*24%* a	*33%* a	*24%*	*20%*	*16%*	*15%*	*8%*	*17%* a	*3%*	*11%*
PPI - PPI 2nd Class	**23**	6	*	3	2	1	3	2	4	3	2	*	*
	2%	*4%*	**%*	*7%*	*9%* b	*3%*	*18%* **acd**	*3%*	*8%* c	*10%* d	*4%*	*1%*	*1%*
PPI - PPI 1st Class	**21**	5	*	3	2	2	2	3	2	1	3	*	1
	2%	*4%*	*2%*	*6%*	*11%* a	*4%*	*13%* **ac**	*4%*	*5%*	*4%*	*5%*	**%*	*3%*
Bulk Mail	**5**	2	*	2	*	1	*	1	*	-	*	*	1
	****%***	*1%*	*1%*	*3%*	*2%*	*4%* d	*1%*	*2%*	**%*	*-%*	**%*	*1%*	*3%* b
None of these (DO NOT READ OUT)	**13**	3	-	2	2	1	1	2	-	-	-	1	2
	1%	*2%*	*-%*	*4%*	*10%* **ab**	*3%*	*6%* d	*3%*	*-%*	*-%*	*-%*	*10%*	*5%* **ab**
Don't Know (DO NOT READ OUT)	**13**	*	-	-	-	-	-	-	*	-	*	-	-
	1%	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 36 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	*c	d	e	f	g	h	i	j	k	l
Unweighted total	**1538**	243	70	21	387	96	84	128	95	108	130	83	93
Weighted total	**1167**	198	77	32	153	68	64	93	88	130	92	96	77
Standard Stamped Mail 1st Class	**715**	124	45	22	94	38	42	66	51	78	41	64	51
	61%	*63%*	*58%*	*69%*	*61%*	*57%*	*65%*	*71%*	*58%*	*60%*	*44%*	*67%*	*66%*
		j			j		j	**ehj**	j	j		j	j
Standard Stamped Mail 2nd Class	**540**	84	29	20	75	40	26	41	40	51	50	45	38
	46%	*42%*	*38%*	*64%*	*49%*	*59%*	*41%*	*45%*	*46%*	*39%*	*54%*	*47%*	*49%*
						abfgi					**abi**		
1st Class large letter stamps	**391**	69	26	7	55	25	20	35	34	48	22	30	19
	33%	*35%*	*34%*	*22%*	*36%*	*37%*	*32%*	*37%*	*38%*	*37%*	*24%*	*31%*	*24%*
		j			**jl**	j		**jl**	**jl**	j			
2nd Class large letter stamps	**252**	40	12	7	37	19	14	22	31	19	21	19	11
	22%	*20%*	*16%*	*22%*	*24%*	*28%*	*23%*	*24%*	*35%*	*15%*	*22%*	*20%*	*14%*
					il	**il**			**abdijkl**				
Franked / metered mail 2nd Class	**118**	20	9	2	18	5	7	9	13	15	12	6	3
	10%	*10%*	*11%*	*5%*	*12%*	*7%*	*11%*	*10%*	*15%*	*11%*	*13%*	*6%*	*3%*
		l			l		l		l	l	l		
Franked / metered mail 1st Class	**117**	21	6	3	20	6	4	13	11	15	8	5	5
	10%	*11%*	*8%*	*11%*	*13%*	*9%*	*7%*	*14%*	*12%*	*11%*	*8%*	*5%*	*6%*
					k			k					
PPI - PPI 2nd Class	**23**	2	5	-	6	1	1	*	4	2	*	3	*
	2%	*1%*	*6%*	*-%*	*4%*	*2%*	*1%*	**%*	*5%*	*1%*	**%*	*3%*	**%*
			agjl		**agj**				**agjl**				
PPI - PPI 1st Class	**21**	3	2	2	5	-	1	*	4	2	*	1	*
	2%	*1%*	*3%*	*7%*	*3%*	*-%*	*2%*	**%*	*5%*	*1%*	**%*	*1%*	**%*
					gj				**aegjl**				
Bulk Mail	**5**	*	1	-	2	-	-	*	2	-	*	*	-
	****%***	**%*	*1%*	*-%*	*1%*	*-%*	*-%*	**%*	*3%*	*-%*	**%*	**%*	*-%*
									a				
None of these (DO NOT READ OUT)	**13**	*	2	-	3	1	*	-	2	*	4	-	-
	1%	**%*	*2%*	*-%*	*2%*	*2%*	**%*	*-%*	*2%*	**%*	*4%*	*-%*	*-%*
			a		a	a			a		**agl**		
Don't Know (DO NOT READ OUT)	**13**	4	2	2	*	-	2	-	-	*	2	1	-
	1%	*2%*	*3%*	*5%*	**%*	*-%*	*3%*	*-%*	*-%*	**%*	*2%*	*1%*	*-%*
		d	d				**dg**				d		
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?
Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**1538**	334	567	331	306
Weighted total	**1167**	307	285	311	265
Standard Stamped Mail 1st Class	**715**	191	174	195	155
	61%	*62%*	*61%*	*63%*	*59%*
Standard Stamped Mail 2nd Class	**540**	133	142	133	132
	46%	*43%*	*50%* c	*43%*	*50%*
1st Class large letter stamps	**391**	103	101	117	71
	33%	*33%*	*35%* d	*38%* d	*27%*
2nd Class large letter stamps	**252**	59	70	72	50
	22%	*19%*	*25%* d	*23%*	*19%*
Franked / metered mail 2nd Class	**118**	31	30	37	20
	10%	*10%*	*10%*	*12%*	*8%*
Franked / metered mail 1st Class	**117**	31	30	38	17
	10%	*10%*	*11%* d	*12%* d	*6%*
PPI - PPI 2nd Class	**23**	7	7	6	3
	2%	*2%*	*3%*	*2%*	*1%*
PPI - PPI 1st Class	**21**	7	7	6	1
	2%	*2%* d	*2%* d	*2%*	**%*
Bulk Mail	**5**	1	2	2	*
	****%***	**%*	*1%*	*1%*	**%*
None of these (DO NOT READ OUT)	**13**	2	5	2	4
	1%	*1%*	*2%*	*1%*	*1%*
Don't Know (DO NOT READ OUT)	**13**	8	2	*	3
	1%	*2%* **bc**	*1%*	**%*	*1%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**873**	606	181	54	32	267	225	185	48	36	60
Weighted total	**715**	684	20	7	4	31	245	177	37	21	21
0-24%	**119**	112	4	2	1	6	46	31	5	4	2
	17%	*16%*	*18%*	*30%* a	*20%*	*21%*	*19%*	*17%*	*13%*	*17%*	*10%*
25-49%	**92**	88	3	1	*	4	26	31	*	5	5
	13%	*13%*	*14%*	*19%*	*11%*	*15%*	*11%* c	*18%* **ac**	*1%*	*22%* c	*23%* **ac**
50-74%	**148**	142	5	1	1	7	51	41	17	3	4
	21%	*21%*	*25%*	*12%*	*23%*	*22%*	*21%*	*23%*	*46%* **abde**	*13%*	*18%*
75-100%	**250**	242	6	1	1	8	87	63	9	9	8
	35%	*35%* **cde**	*31%*	*20%*	*18%*	*27%*	*35%*	*36%*	*25%*	*43%*	*36%*
Don't know	**105**	100	2	1	1	5	36	11	6	1	3
	15%	*15%*	*12%*	*18%*	*28%* **ab**	*15%*	*15%* b	*6%*	*16%* b	*6%*	*13%*
Answered	**610**	584	18	5	3	26	210	165	31	20	18
Mean	**58.61**	58.93 **ce**	54.57 c	42.95	47.41	51.38	58.43	56.82	55.95	59.53	59.69

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**873**	68	29	99	23	71	93	61	42	63	549	113	116	95
Weighted total	**715**	74	37	116	22	73	100	72	44	70	609	38	38	30
0-24%	**119**	14	6	12	3	12	18	13	8	12	99	8	7	6
	17%	*19%*	*17%*	*11%*	*12%*	*16%*	*18%*	*18%*	*19%*	*16%*	*16%*	*20%*	*18%*	*19%*
25-49%	**92**	14	3	11	5	2	13	4	8	10	72	8	6	6
	13%	*19%*	*9%*	*10%*	*23%*	*3%*	*13%*	*5%*	*18%*	*15%*	*12%*	*22%*	*16%*	*20%*
		eg					e		**eg**	e	e	**cegj**	**eg**	**cegj**
50-74%	**148**	15	6	25	5	14	20	25	7	10	128	6	7	8
	21%	*20%*	*17%*	*21%*	*21%*	*20%*	*20%*	*35%*	*17%*	*15%*	*21%*	*15%*	*19%*	*26%*
								fhijkl						
75-100%	**250**	25	14	43	7	37	35	19	12	27	218	13	13	7
	35%	*33%*	*38%*	*37%*	*32%*	*50%*	*35%*	*26%*	*27%*	*39%*	*36%*	*34%*	*33%*	*22%*
				m		**aghjklm**				m	m			
Don't know	**105**	7	7	25	3	8	13	11	8	11	92	3	5	4
	15%	*9%*	*18%*	*22%*	*12%*	*11%*	*13%*	*16%*	*18%*	*15%*	*15%*	*9%*	*14%*	*13%*
				ak										
Answered	**610**	68	31	91	19	65	87	61	36	59	517	35	33	26
Mean	**58.61**	55.16	62.33	63.10	56.50	68.12	58.60	54.75	50.38	59.38	59.35	54.42	57.41	50.95
				m		**aghklm**					m			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	d	e	f	g	h	a	b	a	b
Unweighted total	**873**	19	81	22	106	191	31	73	349	590	283	737	136
Weighted total	**715**	11	59	16	95	180	20	75	257	531	184	642	73
0-24%	**119**	4	14	1	10	37	2	7	43	87	32	110	9
	17%	*39%*	*24%* **dg**	*6%*	*10%*	*21%* **dg**	*9%*	*10%*	*17%*	*16%*	*17%*	*17%*	*13%*
25-49%	**92**	1	5	*	12	20	3	11	39	60	32	87	5
	13%	*5%*	*9%*	*1%*	*13%*	*11%*	*17%*	*15%*	*15%*	*11%*	*18%* a	*14%* b	*6%*
50-74%	**148**	2	10	6	23	35	2	19	51	105	43	140	9
	21%	*21%*	*17%*	*36%*	*24%* f	*20%*	*8%*	*25%* f	*20%*	*20%*	*23%*	*22%* b	*12%*
75-100%	**250**	3	18	9	42	70	12	22	76	191	60	219	31
	35%	*25%*	*30%*	*54%*	*44%* **gh**	*39%* h	*57%* **bgh**	*29%*	*30%*	*36%*	*32%*	*34%*	*43%* a
Don't know	**105**	1	12	1	8	18	2	16	48	88	17	86	19
	15%	*11%*	*20%* **de**	*4%*	*8%*	*10%*	*9%*	*21%* **de**	*19%* **de**	*17%* b	*9%*	*13%*	*26%* a
Answered	**610**	10	47	16	87	162	18	59	209	443	167	556	54
Mean	**58.61**	45.61	54.96	73.66	65.81 **bh**	58.40	68.66	58.64	55.19	59.53	56.16	57.68	68.20 a

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**873**	838	35	531	147	194
Weighted total	**715**	678	37	434	121	158
0-24%	**119**	114	5	60	25	34
	17%	*17%*	*14%*	*14%*	*21%* a	*21%* a
25-49%	**92**	89	3	53	14	25
	13%	*13%*	*8%*	*12%*	*12%*	*16%*
50-74%	**148**	142	6	88	30	31
	21%	*21%*	*18%*	*20%*	*25%*	*19%*
75-100%	**250**	231	20	179	33	38
	35%	*34%*	*53%* a	*41%* **bc**	*28%*	*24%*
Don't know	**105**	102	3	56	18	30
	15%	*15%*	*8%*	*13%*	*15%*	*19%* a
Answered	**610**	576	34	379	103	128
Mean	**58.61**	58.05	68.13	63.27 **bc**	53.06	49.30

Columns Tested: a,b - a,b,c

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	**873**	747	115	7	2	2	-	-	-	862	11	289	458	126
Weighted total	**715**	628	80	3	2	2	-	-	-	708	7	280	348	86
0-24%	**119**	95	20	2	*	2	-	-	-	115	4	21	74	24
	17%	*15%*	*25%*	*83%*	*3%*	*89%*	*-%*	*-%*	*-%*	*16%*	*62%*	*8%*	*21%*	*28%*
			ai										a	a
25-49%	**92**	77	13	-	2	-	-	-	-	90	2	22	55	15
	13%	*12%*	*16%*	*-%*	*97%*	*-%*	*-%*	*-%*	*-%*	*13%*	*28%*	*8%*	*16%*	*17%*
													a	a
50-74%	**148**	131	17	*	-	-	-	-	-	148	*	60	71	18
	21%	*21%*	*22%*	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*	*21%*	*6%*	*21%*	*20%*	*20%*
75-100%	**250**	233	17	*	-	*	-	-	-	250	*	133	99	18
	35%	*37%*	*22%*	*2%*	*-%*	*11%*	*-%*	*-%*	*-%*	*35%*	*4%*	*48%*	*29%*	*20%*
		b								b		**bc**		
Don't know	**105**	93	13	-	-	-	-	-	-	105	-	44	49	13
	15%	*15%*	*16%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*15%*	*-%*	*16%*	*14%*	*14%*
Answered	**610**	536	67	3	2	2	-	-	-	603	7	237	299	74
Mean	**58.61**	60.47	47.34	13.46	29.71	26.17	-	-	-	59.01	22.24	71.31	51.90	45.09
		b								b		**bc**		

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**873**	828	493	873	294	245	583	808	42	12	7	3	1	-
Weighted total	**715**	671	377	715	252	191	461	675	24	8	5	*	2	-
0-24%	**119**	104	78	119	54	34	81	107	6	4	2	*	-	-
	17%	*16%*	*21%* a	*17%*	*22%* a	*18%*	*17%*	*16%*	*25%*	*47%*	*42%*	*72%*	-%	-%
25-49%	**92**	89	70	92	37	30	70	86	4	*	1	-	-	-
	13%	*13%*	*19%* **ac**	*13%*	*15%*	*16%*	*15%*	*13%*	*18%*	*3%*	*20%*	-%	-%	-%
50-74%	**148**	143	89	148	53	45	101	145	3	-	*	-	-	-
	21%	*21%*	*24%*	*21%*	*21%*	*23%*	*22%*	*22%*	*12%*	-%	*3%*	-%	-%	-%
75-100%	**250**	234	78	250	60	47	151	238	7	4	2	-	-	-
	35%	*35%* **bde**	*21%*	*35%* **bde**	*24%*	*25%*	*33%* **bde**	*35%*	*28%*	*47%*	*34%*	-%	-%	-%
Don't know	**105**	100	62	105	48	36	58	99	4	*	-	*	2	-
	15%	*15%*	*16%*	*15%*	*19%* f	*19%* f	*13%*	*15%*	*16%*	*2%*	-%	*28%*	*100%*	-%
Answered	**610**	570	315	610	204	155	403	576	20	8	5	*	-	-
Mean	**58.61**	59.00 **bde**	47.18	58.61 **bde**	49.51	52.00	56.09 **bd**	59.14	51.34	53.71	37.85	5.00	-	-

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**873**	288	3	1	2	-	-	-	-	317	235	218	96	7
Weighted total	**715**	248	2	*	2	-	-	-	-	292	180	166	69	7
0-24%	**119**	54	-	*	-	-	-	-	-	43	31	32	9	4
	17%	*22%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*15%*	*17%*	*19%*	*14%*	*50%*
25-49%	**92**	35	-	-	2	-	-	-	-	31	15	26	18	2
	13%	*14%*	*-%*	*-%*	*98%*	*-%*	*-%*	*-%*	*-%*	*11%*	*8%*	*15%* b	*26%* **abc**	*30%*
50-74%	**148**	53	-	-	*	-	-	-	-	55	43	37	13	*
	21%	*21%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*19%*	*24%*	*22%*	*19%*	*7%*
75-100%	**250**	58	2	-	-	-	-	-	-	115	65	55	15	*
	35%	*23%*	*95%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*39%* d	*36%* d	*33%* d	*21%*	*1%*
Don't know	**105**	48	*	-	-	-	-	-	-	48	26	17	14	1
	15%	*19%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*16%* c	*14%*	*10%*	*20%* c	*13%*
Answered	**610**	200	2	*	2	-	-	-	-	244	154	150	55	6
Mean	**58.61**	49.33	89.76	7.00	30.48	-	-	-	-	63.03 **cd**	59.65 d	55.29	48.76	26.74

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	***b**	c	a	b	a	***b**
Unweighted total	**873**	122	74	59	34	5	173	16	105	825	48	871	2
Weighted total	**715**	104	56	61	29	1	165	12	75	674	41	715	*
0-24%	**119**	18	8	13	15	*	40	2	13	112	7	119	-
	17%	*17%*	*14%*	*22%*	*51%* **abc**	*19%*	*24%*	*14%*	*17%*	*17%*	*17%*	*17%*	*-%*
25-49%	**92**	12	9	13	2	*	28	2	8	85	7	92	-
	13%	*12%*	*17%*	*21%*	*9%*	*8%*	*17%*	*15%*	*10%*	*13%*	*17%*	*13%*	*-%*
50-74%	**148**	17	16	17	2	*	35	2	16	140	9	148	*
	21%	*17%*	*29%* **ad**	*27%* d	*7%*	*24%*	*21%*	*17%*	*22%*	*21%*	*22%*	*21%*	*42%*
75-100%	**250**	32	13	11	3	*	35	4	20	241	10	250	-
	35%	*31%* d	*24%*	*18%*	*9%*	*39%*	*22%*	*37%*	*26%*	*36%*	*24%*	*35%*	*-%*
Don't know	**105**	24	9	7	7	*	27	2	18	97	8	105	*
	15%	*23%*	*17%*	*11%*	*24%*	*10%*	*17%*	*17%*	*24%*	*14%*	*21%*	*15%*	*58%*
Answered	**610**	80	47	54	22	1	138	10	57	577	32	610	*
Mean	**58.61**	57.07	51.16	46.78	24.44	65.91	46.95	54.69	54.86	58.88	53.75	58.61	60.00

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**873**	27	63	112	12	229	65	305	768	109	-
Weighted total	**715**	21	57	100	5	191	61	240	618	78	-
0-24%	**119**	3	13	21	2	41	13	45	91	15	-
	17%	*16%*	*23%*	*21%*	*30%*	*22%*	*21%*	*19%*	*15%*	*20%*	*-%*
25-49%	**92**	1	9	13	2	28	9	33	86	14	-
	13%	*6%*	*16%*	*13%*	*32%*	*15%*	*15%*	*14%*	*14%*	*18%*	*-%*
50-74%	**148**	8	10	22	*	41	12	52	133	16	-
	21%	*35%*	*17%*	*22%*	*4%*	*21%*	*19%*	*22%*	*22%*	*20%*	*-%*
75-100%	**250**	6	13	29	-	46	13	69	222	17	-
	35%	*28%*	*23%*	*29%*	*-%*	*24%*	*22%*	*29%*	*36%* **ac**	*22%*	*-%*
Don't know	**105**	3	12	15	2	34	14	41	87	16	-
	15%	*15%*	*21%*	*15%*	*34%*	*18%*	*22%*	*17%*	*14%*	*20%*	*-%*
Answered	**610**	18	46	85	4	157	47	198	532	62	-
Mean	**58.61**	56.61	48.27	52.46	23.69	49.72	48.84	52.77	59.75 **ac**	47.38	-

Columns Tested: a,b - a,b - a,b - a,b,c,d

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**873**	213	429	67	-	199	185	69	3	827	490	254	873	483	9
Weighted total	**715**	159	323	44	-	167	147	54	4	670	376	211	715	336	4
0-24%	**119**	35	65	13	-	40	37	16	-	104	78	52	119	78	*
	17%	*22%*	*20%*	*29%*	*-%*	*24%*	*25%*	*30%*	*-%*	*16%*	*21%* a	*25%* a	*17%*	*23%* a	*6%*
25-49%	**92**	28	66	9	-	19	27	8	-	89	70	29	92	77	1
	13%	*18%*	*21%*	*21%*	*-%*	*11%*	*18%*	*15%*	*-%*	*13%*	*19%* a	*14%*	*13%*	*23%* a	*15%*
50-74%	**148**	34	79	8	-	35	27	7	2	143	89	43	148	80	-
	21%	*21%*	*24%*	*17%*	*-%*	*21%*	*18%*	*14%*	*44%*	*21%*	*24%*	*20%*	*21%*	*24%*	*-%*
75-100%	**250**	34	64	5	-	41	33	11	-	234	77	46	250	47	2
	35%	*21%*	*20%*	*11%*	*-%*	*25%*	*22%*	*21%*	*-%*	*35%* **bc**	*21%*	*22%*	*35%* b	*14%*	*59%*
Don't know	**105**	29	49	9	-	32	24	11	2	100	61	41	105	53	1
	15%	*18%*	*15%*	*21%*	*-%*	*19%*	*16%*	*20%*	*56%*	*15%*	*16%*	*19%*	*15%*	*16%*	*20%*
Answered	**610**	130	275	34	-	135	123	43	2	570	315	170	610	282	3
Mean	**58.61**	46.72 c	46.68 c	35.08	-	49.40	46.27	42.61	70.00	59.00 **bc**	47.14	46.94	58.61 b	40.18	76.90

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**873**	199	108	166	48	32	778	454	14	9	5	7
Weighted total	**715**	157	76	134	33	23	640	317	6	7	5	5
0-24%	**119**	31	26	30	8	8	97	73	1	2	3	2
	17%	*20%*	*34%* **ac**	*22%*	*23%*	*36%* a	*15%*	*23%* a	*9%*	*27%*	*55%*	*43%*
25-49%	**92**	29	17	19	5	5	88	71	1	1	*	*
	13%	*18%*	*23%*	*14%*	*16%*	*20%*	*14%*	*22%* a	*19%*	*8%*	*1%*	*10%*
50-74%	**148**	36	15	32	10	4	136	81	1	2	-	*
	21%	*23%*	*19%*	*24%*	*31%*	*18%*	*21%*	*25%*	*17%*	*32%*	*-%*	*7%*
75-100%	**250**	36	9	28	3	3	231	49	2	*	2	2
	35%	*23%* **bd**	*12%*	*21%* d	*8%*	*15%*	*36%* b	*15%*	*26%*	*7%*	*44%*	*40%*
Don't know	**105**	25	8	26	8	3	88	43	2	2	-	-
	15%	*16%*	*11%*	*20%*	*23%*	*12%*	*14%*	*14%*	*29%*	*26%*	*-%*	*-%*
Answered	**610**	132	67	108	25	20	552	273	5	5	5	5
Mean	**58.61**	49.71 **bd**	36.11	47.14 b	38.57	37.27	59.70 b	41.52	56.49	37.21	43.53	55.56

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**873**	841	696	847	682	854	497	823	201	1	767	30	111	762
Weighted total	**715**	681	554	685	544	696	394	664	146	2	621	23	100	615
0-24%	**119**	111	98	113	95	116	66	113	24	-	103	6	20	99
	17%	*16%*	*18%*	*17%*	*17%*	*17%*	*17%*	*17%*	*17%*	*-%*	*17%*	*26%*	*20%*	*16%*
25-49%	**92**	91	78	92	70	92	54	91	24	2	83	2	15	77
	13%	*13%*	*14%*	*13%*	*13%*	*13%*	*14%*	*14%*	*17%*	*100%*	*13%*	*7%*	*15%*	*13%*
50-74%	**148**	143	118	143	115	144	87	134	35	-	131	5	22	127
	21%	*21%*	*21%*	*21%*	*21%*	*21%*	*22%*	*20%*	*24%*	*-%*	*21%*	*21%*	*22%*	*21%*
75-100%	**250**	239	186	241	191	241	129	237	40	-	219	5	24	226
	35%	*35%*	*34%*	*35%*	*35%*	*35%*	*33%*	*36%* c	*28%*	*-%*	*35%*	*23%*	*24%*	*37%* a
Don't know	**105**	96	74	96	74	104	58	90	22	-	86	5	19	86
	15%	*14%*	*13%*	*14%*	*14%*	*15%*	*15%*	*14%*	*15%*	*-%*	*14%*	*23%*	*19%*	*14%*
Answered	**610**	584	480	588	470	592	336	574	125	2	535	17	80	529
Mean	**58.61**	58.47	56.57	58.41	57.91	58.23	57.10	58.37 c	52.74	25.00	58.25	52.79	52.00	59.61 a

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	b	c	a	b
Unweighted total	**873**	104	5	24	100	86	656	126	81	32	753	515	358
Weighted total	**715**	92	2	18	87	66	535	108	66	32	610	414	300
0-24%	**119**	19	*	2	20	14	87	18	18	7	94	75	43
	17%	*21%*	*19%*	*13%*	*23%*	*21%*	*16%*	*17%*	*27%* c	*23%*	*15%*	*18%*	*14%*
25-49%	**92**	11	*	5	10	8	70	14	9	3	79	52	40
	13%	*12%*	*3%*	*25%*	*12%*	*13%*	*13%*	*13%*	*14%*	*8%*	*13%*	*13%*	*13%*
50-74%	**148**	18	2	3	19	11	116	19	10	9	129	86	62
	21%	*20%*	*74%*	*16%*	*22%*	*17%*	*22%*	*18%*	*15%*	*29%*	*21%*	*21%*	*21%*
75-100%	**250**	27	*	5	25	22	188	37	17	7	225	142	109
	35%	*30%*	*5%*	*26%*	*28%*	*33%*	*35%*	*34%*	*26%*	*20%*	*37%* a	*34%*	*36%*
Don't know	**105**	16	-	4	13	10	73	19	12	6	83	59	46
	15%	*18%*	*-%*	*20%*	*15%*	*16%*	*14%*	*18%*	*18%*	*20%*	*14%*	*14%*	*15%*
Answered	**610**	76	2	14	74	55	461	88	54	26	526	356	254
Mean	**58.61**	53.02	44.06	50.72	51.42	56.32	58.70	58.41	49.30	49.40	60.02 a	57.38	60.33

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	***b**	c	***d**	a	***b**	c	d	a	b	***c**	d
Unweighted total	**873**	206	23	62	27	54	14	129	51	41	98	18	55
Weighted total	**715**	87	6	27	10	26	6	58	21	18	36	6	30
0-24%	**119**	18	*	8	3	8	1	8	5	5	9	*	3
	17%	*21%*	*7%*	*30%*	*28%*	*31%* c	*18%*	*13%*	*24%*	*28%* d	*25%* d	*2%*	*11%*
25-49%	**92**	10	1	2	*	2	*	7	3	3	4	*	3
	13%	*12%*	*11%*	*7%*	*2%*	*7%*	*2%*	*11%*	*15%*	*14%*	*11%*	*5%*	*12%*
50-74%	**148**	25	1	10	5	10	3	18	10	4	10	2	11
	21%	*29%*	*24%*	*37%*	*50%*	*38%*	*49%*	*31%*	*48%* c	*24%*	*28%*	*25%*	*36%*
75-100%	**250**	24	3	6	2	5	*	19	*	6	9	3	10
	35%	*28%*	*57%*	*21%*	*17%*	*20%* d	*7%*	*33%* d	*1%*	*34%*	*25%*	*42%*	*34%*
Don't know	**105**	9	-	1	*	1	1	6	3	*	4	2	2
	15%	*10%*	*-%*	*5%*	*3%*	*4%*	*24%*	*11%*	*12%*	**%*	*12%* a	*26%*	*7%*
Answered	**610**	78	6	26	10	25	4	51	19	18	31	5	27
Mean	**58.61**	51.81	71.15	44.01	46.88	43.55	44.61	57.22 **ad**	36.07	50.02	49.69	75.02	57.92

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 37 (continuation)

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	***c**	d	e	f	g	h	i	j	k	l
Unweighted total	**873**	135	40	14	219	56	51	79	54	62	63	48	52
Weighted total	**715**	124	44	22	94	38	42	66	51	78	41	64	51
0-24%	**119**	20	6	-	19	4	4	18	7	19	9	6	9
	17%	*16%*	*13%*	*-%*	*20%*	*10%*	*9%*	*27%*	*14%*	*24%*	*21%*	*9%*	*18%*
								efk		**efk**			
25-49%	**92**	19	3	4	10	7	8	3	7	10	6	10	6
	13%	*15%*	*6%*	*16%*	*11%*	*19%*	*20%*	*5%*	*13%*	*13%*	*15%*	*15%*	*12%*
		g				g	g				g	g	
50-74%	**148**	31	12	4	27	5	7	7	9	16	10	10	11
	21%	*25%*	*26%*	*18%*	*29%*	*13%*	*16%*	*11%*	*17%*	*20%*	*23%*	*16%*	*22%*
		g	g		**eg**								
75-100%	**250**	45	15	11	29	18	13	27	18	22	8	26	20
	35%	*36%*	*33%*	*48%*	*31%*	*46%*	*32%*	*40%*	*35%*	*29%*	*19%*	*41%*	*39%*
		j				**dj**		j				j	j
Don't know	**105**	10	10	4	9	5	9	11	10	12	9	12	4
	15%	*8%*	*22%*	*18%*	*10%*	*13%*	*22%*	*17%*	*21%*	*15%*	*21%*	*19%*	*9%*
			ad				**ad**	a	**ad**		**ad**	a	
Answered	**610**	114	35	18	85	33	32	55	41	67	32	52	47
Mean	**58.61**	59.97	64.11	67.46	53.92	63.09	58.19	59.33	59.42	51.38	47.02	66.04	61.87
		j	j			j						**dij**	j

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**873**	189	326	195	163
Weighted total	**715**	190	174	195	155
0-24%	**119**	26	26	44	24
	17%	*13%*	*15%*	*22%*	*15%*
				ab	
25-49%	**92**	25	26	20	22
	13%	*13%*	*15%*	*10%*	*14%*
50-74%	**148**	46	39	32	31
	21%	*24%*	*22%*	*16%*	*20%*
		c			
75-100%	**250**	70	60	67	54
	35%	*37%*	*34%*	*34%*	*35%*
Don't know	**105**	23	23	33	25
	15%	*12%*	*13%*	*17%*	*16%*
Answered	**610**	167	151	162	130
Mean	**58.61**	61.65	56.87	56.08	59.87

Columns Tested: a,b,c,d

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	e	a	b	c	d	e
Unweighted total	**710**	466	157	59	28	244	173	138	43	30	50
Weighted total	**535**	507	17	7	4	28	178	128	37	18	13
0-24%	**108**	104	2	1	1	4	40	37	4	1	1
	20%	*20%*	*13%*	*13%*	*34%*	*16%*	*23%* **de**	*29%* **cde**	*10%*	*4%*	*9%*
25-49%	**76**	71	3	1	*	5	28	18	5	2	3
	14%	*14%*	*19%*	*19%*	*12%*	*18%*	*16%*	*14%*	*14%*	*10%*	*22%*
50-74%	**108**	102	4	2	*	6	31	35	9	6	3
	20%	*20%*	*24%*	*25%*	*6%*	*22%*	*17%*	*28%* a	*25%*	*36%* a	*23%*
75-100%	**182**	174	6	2	1	8	58	30	17	8	4
	34%	*34%* c	*33%*	*22%*	*17%*	*28%*	*33%*	*24%*	*45%* b	*43%* b	*29%*
Don't know	**62**	57	2	2	1	5	21	7	2	1	2
	12%	*11%*	*11%*	*21%* a	*31%*	*16%*	*12%* b	*5%*	*6%*	*7%*	*17%* b
Answered	**473**	450	15	6	2	24	157	121	35	17	11
Mean	**54.93**	55.03	56.74	50.38	36.38	53.07	53.38	46.50	64.60 **be**	67.79	51.09

Columns Tested: a,b,c,d,e - a,b,c,d,e

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**710**	55	21	65	14	48	84	52	40	48	427	98	83	102
Weighted total	**535**	65	23	66	12	45	90	58	45	44	448	29	27	31
0-24%	**108**	13	8	25	2	12	14	5	10	3	91	6	5	6
	20%	*19%*	*33%*	*37%* **afgijkl** m	*16%*	*26%* **gi**	*16%*	*9%*	*22%* i	*7%*	*20%* i	*21%* i	*18%*	*20%*
25-49%	**76**	5	*	12	6	5	7	6	7	11	59	6	6	4
	14%	*8%*	*2%*	*18%*	*50%*	*12%*	*8%*	*10%*	*15%*	*25%* **afgj**	*13%*	*20%* f	*23%* **afj**	*14%*
50-74%	**108**	18	7	15	-	9	12	17	9	8	94	4	5	5
	20%	*27%* f	*31%*	*22%*	*-%*	*21%*	*13%*	*29%* **fk**	*20%*	*17%*	*21%*	*14%*	*17%*	*16%*
75-100%	**182**	25	5	6	3	15	50	25	12	12	154	9	7	12
	34%	*38%* c	*21%*	*10%*	*27%*	*34%* c	*56%* **acehijklm**	*43%* **cl**	*26%* c	*28%* c	*34%* c	*30%* c	*26%* c	*41%* **cl**
Don't know	**62**	5	3	9	1	3	7	6	7	10	50	4	4	3
	12%	*8%*	*13%*	*13%*	*7%*	*7%*	*7%*	*9%*	*17%*	*23%* **aefjm**	*11%*	*15%*	*16%*	*9%*
Answered	**473**	61	20	58	11	42	83	53	37	34	398	25	22	28
Mean	**54.93**	56.52 c	45.88	34.49	39.73	53.54 c	68.11 **cehjkl**	66.39 **chjkl**	51.14 c	56.17 c	55.21 c	49.64 c	50.95 c	58.87 c

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted total	**710**	19	53	15	69	151	26	42	333	482	228	607	103
Weighted total	**535**	11	36	10	43	134	20	39	241	405	130	487	48
0-24%	**108**	1	6	2	11	19	*	19	50	88	21	95	14
	20%	*7%*	*16%*	*17%*	*25%*	*14%*	*1%*	*50%* bdeh	*21%*	*22%*	*16%*	*19%*	*29%* a
25-49%	**76**	3	4	2	7	14	1	7	38	55	21	74	2
	14%	*24%*	*10%*	*19%*	*16%*	*11%*	*7%*	*19%*	*16%*	*14%*	*16%*	*15%* b	*4%*
50-74%	**108**	2	10	2	11	36	6	3	38	75	33	97	10
	20%	*16%*	*28%* gh	*21%*	*27%* gh	*27%* gh	*29%*	*7%*	*16%*	*19%*	*25%*	*20%*	*22%*
75-100%	**182**	5	10	4	11	53	9	3	85	139	43	168	14
	34%	*46%*	*28%* g	*37%*	*26%* g	*40%* dg	*47%*	*9%*	*35%* g	*34%*	*33%*	*34%*	*29%*
Don't know	**62**	1	7	1	3	10	3	6	31	48	13	54	8
	12%	*7%*	*18%* e	*6%*	*7%*	*8%*	*15%*	*16%*	*13%*	*12%*	*10%*	*11%*	*17%*
Answered	**473**	10	29	10	40	123	17	32	210	356	117	434	40
Mean	**54.93**	64.58	54.56 g	54.42	46.71 g	60.93 dg	73.54	25.60	55.27 g	54.77	55.42	55.27	51.31

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**710**	688	22	428	122	160
Weighted total	**535**	517	18	323	85	127
0-24%	**108**	105	3	52	19	36
	20%	*20%*	*15%*	*16%*	*23%*	*29%* a
25-49%	**76**	71	5	45	16	16
	14%	*14%*	*28%*	*14%*	*18%*	*12%*
50-74%	**108**	104	4	70	14	24
	20%	*20%*	*22%*	*22%*	*17%*	*19%*
75-100%	**182**	176	6	123	27	32
	34%	*34%*	*33%*	*38%* c	*32%*	*25%*
Don't know	**62**	61	*	33	9	20
	12%	*12%*	*2%*	*10%*	*10%*	*16%*
Answered	**473**	455	18	290	76	107
Mean	**54.93**	54.96	54.35	58.77 **bc**	51.11	47.28

Columns Tested: a,b - a,b,c

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	**710**	593	103	8	3	2	1	-	-	696	14	211	382	117
Weighted total	**535**	457	71	3	2	2	*	-	-	528	7	196	261	78
0-24%	**108**	88	15	2	2	2	-	-	-	102	6	40	48	21
	20%	*19%*	*21%*	*60%*	*92%*	*100%*	*-%*	*-%*	*-%*	*19%*	*78%*	*20%*	*18%*	*26%*
25-49%	**76**	63	12	1	-	-	-	-	-	75	1	22	42	12
	14%	*14%*	*16%*	*25%*	*-%*	*-%*	*-%*	*-%*	*-%*	*14%*	*10%*	*11%*	*16%*	*16%*
50-74%	**108**	90	17	*	-	-	*	-	-	107	1	40	49	18
	20%	*20%*	*24%*	*12%*	*-%*	*-%*	*100%*	*-%*	*-%*	*20%*	*8%*	*21%*	*19%*	*23%*
75-100%	**182**	165	16	*	*	-	-	-	-	182	*	75	90	17
	34%	*36%* b	*23%*	*3%*	*8%*	*-%*	*-%*	*-%*	*-%*	*34%* b	*3%*	*38%* c	*35%* c	*21%*
Don't know	**62**	51	11	-	-	-	-	-	-	62	-	19	31	11
	12%	*11%*	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*12%*	*-%*	*10%*	*12%*	*14%*
Answered	**473**	406	60	3	2	2	*	-	-	466	7	177	229	67
Mean	**54.93**	56.28	50.17	18.56	15.35	20.00	50.00	-	-	55.50	19.12	58.23 c	54.79 c	46.78

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**710**	683	393	710	241	195	494	644	36	13	11	4	2	-
Weighted total	**535**	512	276	535	189	143	349	486	22	12	12	*	2	-
0-24%	**108**	102	73	108	46	28	67	98	6	2	2	-	-	-
	20%	*20%*	*26%* **acf**	*20%*	*25%*	*19%*	*19%*	*20%*	*27%*	*18%*	*19%*	*-%*	*-%*	*-%*
25-49%	**76**	73	59	76	26	24	56	69	3	-	4	-	-	-
	14%	*14%*	*21%* **acdf**	*14%*	*13%*	*16%*	*16%*	*14%*	*13%*	*-%*	*30%*	*-%*	*-%*	*-%*
50-74%	**108**	102	51	108	46	30	76	101	3	1	3	*	-	-
	20%	*20%*	*18%*	*20%*	*24%*	*21%*	*22%*	*21%*	*13%*	*5%*	*26%*	*9%*	*-%*	*-%*
75-100%	**182**	177	57	182	49	41	110	160	10	9	3	*	*	-
	34%	*35%* **bd**	*21%*	*34%* **bd**	*26%*	*29%* b	*31%* b	*33%*	*44%*	*75%*	*24%*	*20%*	*5%*	*-%*
Don't know	**62**	57	36	62	23	21	41	59	1	*	-	*	2	-
	12%	*11%*	*13%*	*12%*	*12%*	*15%*	*12%*	*12%*	*3%*	*2%*	*-%*	*71%*	*95%*	*-%*
Answered	**473**	455	240	473	167	122	308	428	22	12	12	*	*	-
Mean	**54.93**	55.34 **bd**	42.35	54.93 **bd**	48.93 b	51.16 b	53.30 b	54.47	57.31	71.88	50.42	87.03	80.00	-

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**710**	233	3	2	2	-	1	-	1	237	175	195	97	6
Weighted total	**535**	181	2	3	4	-	*	-	*	199	130	128	70	8
0-24%	**108**	45	*	-	2	-	-	-	-	37	21	29	18	2
	20%	*25%*	*2%*	*-%*	*51%*	*-%*	*-%*	*-%*	*-%*	*19%*	*16%*	*23%*	*26%*	*25%*
25-49%	**76**	24	2	-	-	-	-	-	-	28	19	17	11	-
	14%	*13%*	*93%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*14%*	*15%*	*13%*	*16%*	*-%*
50-74%	**108**	42	-	2	2	-	*	-	*	44	24	29	8	3
	20%	*23%*	*-%*	*66%*	*49%*	*-%*	*100%*	*-%*	*100%*	*22%* d	*18%*	*23%* d	*11%*	*42%*
75-100%	**182**	48	-	1	-	-	-	-	-	73	48	42	17	2
	34%	*26%*	*-%*	*34%*	*-%*	*-%*	*-%*	*-%*	*-%*	*37%* d	*37%* d	*33%*	*24%*	*21%*
Don't know	**62**	23	*	-	-	-	-	-	-	17	17	11	16	1
	12%	*13%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*13%*	*8%*	*23%* **abc**	*12%*
Answered	**473**	158	2	3	4	-	*	-	*	182	113	118	54	7
Mean	**54.93**	49.29	29.51	66.96	29.78	-	50.00	-	50.00	57.69 d	57.25 d	52.40	46.21	55.70

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	***d**	***e**	a	***b**	c	a	b	a	***b**
Unweighted total	**710**	92	55	62	27	5	141	12	88	669	41	705	5
Weighted total	**535**	67	44	52	25	1	120	11	59	498	37	532	3
0-24%	**108**	16	10	13	8	*	31	3	12	99	9	108	*
	20%	*23%*	*22%*	*25%*	*31%*	*30%*	*26%*	*30%*	*21%*	*20%*	*24%*	*20%*	*17%*
25-49%	**76**	7	7	9	3	-	16	2	8	70	6	74	2
	14%	*11%*	*16%*	*17%*	*11%*	*-%*	*14%*	*16%*	*13%*	*14%*	*16%*	*14%*	*66%*
50-74%	**108**	13	15	14	3	1	32	4	10	97	10	108	-
	20%	*20%*	*35%* a	*26%*	*12%*	*58%*	*26%*	*42%*	*17%*	*20%*	*28%*	*20%*	*-%*
75-100%	**182**	24	5	13	6	-	26	1	21	176	6	182	*
	34%	*36%* b	*12%*	*25%*	*24%*	*-%*	*22%*	*11%*	*37%* a	*35%* b	*16%*	*34%*	*2%*
Don't know	**62**	7	7	3	5	*	15	*	8	56	6	61	*
	12%	*11%*	*16%*	*6%*	*22%*	*13%*	*13%*	*1%*	*13%*	*11%*	*16%*	*11%*	*15%*
Answered	**473**	60	37	49	20	1	105	10	51	442	31	471	2
Mean	**54.93**	53.46	43.54	49.44	44.59	34.76	46.59	37.63	56.02 a	55.75 b	43.41	55.04	33.73

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**710**	24	60	97	9	178	63	219	659	89	-
Weighted total	**535**	19	56	87	5	130	60	154	493	61	-
0-24%	**108**	4	14	23	*	33	14	43	94	20	-
	20%	*22%*	*25%*	*26%*	*1%*	*25%*	*23%*	*28%* b	*19%*	*33%* b	-%
25-49%	**76**	4	6	13	-	18	7	34	69	11	-
	14%	*22%*	*10%*	*15%*	-%	*14%*	*12%*	*22%* b	*14%*	*18%*	-%
50-74%	**108**	7	16	26	4	26	20	22	101	8	-
	20%	*39%*	*28%*	*30%*	*79%*	*20%*	*34%* a	*14%*	*20%* a	*12%*	-%
75-100%	**182**	2	12	16	*	40	9	29	176	12	-
	34%	*13%*	*21%*	*18%*	*3%*	*31%* b	*15%*	*19%*	*36%* **ac**	*20%*	-%
Don't know	**62**	1	9	9	1	13	9	26	53	10	-
	12%	*4%*	*16%*	*11%*	*17%*	*10%*	*16%*	*17%* b	*11%*	*16%*	-%
Answered	**473**	18	47	78	4	116	50	128	440	51	-
Mean	**54.93**	45.80	47.49	45.25	54.90	50.49	45.32	40.78	56.40 **ac**	39.87	-

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 38 (continuation)

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**710**	147	365	54	-	137	187	49	1	683	390	196	497	710	7
Weighted total	**535**	101	252	34	-	95	150	38	2	512	275	144	351	535	1
0-24%	**108**	34	63	15	-	21	40	14	-	102	73	36	94	108	*
	20%	*33%*	*25%*	*45%* b	*-%*	*22%*	*26%*	*37%* a	*-%*	*20%*	*26%* a	*25%*	*27%* b	*20%*	*12%*
25-49%	**76**	23	57	8	-	16	20	7	-	73	59	20	71	76	*
	14%	*22%*	*22%*	*23%*	*-%*	*16%*	*13%*	*17%*	*-%*	*14%*	*21%* **ac**	*14%*	*20%* b	*14%*	*10%*
50-74%	**108**	19	46	1	-	21	35	4	-	102	51	30	76	108	-
	20%	*18%* c	*18%* c	*2%*	*-%*	*22%*	*23%* c	*10%*	*-%*	*20%*	*18%*	*21%*	*22%*	*20%*	*-%*
75-100%	**182**	11	54	5	-	25	40	5	-	177	57	41	61	182	*
	34%	*11%*	*22%* a	*15%*	*-%*	*27%*	*26%*	*13%*	*-%*	*35%* b	*21%*	*28%* b	*17%*	*34%* a	*10%*
Don't know	**62**	15	32	5	-	13	15	8	2	57	36	18	50	62	1
	12%	*15%*	*13%*	*15%*	*-%*	*13%*	*10%*	*21%* b	*100%*	*11%*	*13%*	*12%*	*14%*	*12%*	*69%*
Answered	**473**	86	221	29	-	83	135	30	-	455	239	126	302	473	*
Mean	**54.93**	34.82	43.33 **ac**	30.18	-	48.77 c	48.64 c	35.56	-	55.34 b	42.41	49.88 b	40.96	54.93 a	43.60

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	***e**	a	b	***a**	***b**	***c**	***d**
Unweighted total	**710**	133	135	118	35	25	450	658	18	3	4	4
Weighted total	**535**	91	103	79	25	18	316	497	10	4	3	4
0-24%	**108**	28	22	18	5	9	86	87	1	-	1	2
	20%	*30%*	*21%*	*23%*	*21%*	*51%*	*27%* b	*18%*	*6%*	*-%*	*29%*	*48%*
25-49%	**76**	14	16	15	7	4	66	74	2	*	2	2
	14%	*15%*	*16%*	*20%*	*26%*	*24%*	*21%* b	*15%*	*20%*	*6%*	*70%*	*41%*
50-74%	**108**	21	24	14	3	*	73	103	2	2	-	-
	20%	*23%*	*23%*	*17%*	*11%*	*1%*	*23%*	*21%*	*22%*	*48%*	*-%*	*-%*
75-100%	**182**	17	32	18	3	2	50	180	3	-	*	*
	34%	*19%*	*31%* **ad**	*23%*	*13%*	*12%*	*16%*	*36%* a	*25%*	*-%*	*2%*	*11%*
Don't know	**62**	11	9	14	7	2	41	52	3	2	-	-
	12%	*12%*	*9%*	*17%* b	*28%* **ab**	*12%*	*13%*	*11%*	*28%*	*46%*	*-%*	*-%*
Answered	**473**	80	93	65	18	16	275	444	7	2	3	4
Mean	**54.93**	42.91	52.55 a	46.32	40.54	30.28	39.96	56.93 a	63.10	47.76	31.07	26.89

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**710**	689	579	690	564	699	407	669	163	2	626	25	89	621
Weighted total	**535**	519	435	519	414	523	291	501	102	3	473	19	68	467
0-24%	**108**	103	94	103	86	107	66	99	35	-	101	1	15	93
	20%	*20%*	*22%*	*20%*	*21%*	*20%*	*23%*	*20%*	*34%* ab	*-%*	*21%*	*6%*	*22%*	*20%*
25-49%	**76**	73	66	73	63	75	46	72	18	-	67	5	11	64
	14%	*14%*	*15%*	*14%*	*15%*	*14%*	*16%*	*14%*	*17%*	*-%*	*14%*	*25%*	*17%*	*14%*
50-74%	**108**	105	87	105	83	105	52	101	14	2	101	2	17	91
	20%	*20%*	*20%*	*20%*	*20%*	*20%*	*18%*	*20%* c	*13%*	*62%*	*21%*	*11%*	*25%*	*19%*
75-100%	**182**	179	142	179	138	177	91	178	21	1	153	7	15	167
	34%	*34%*	*33%*	*34%*	*33%*	*34%*	*31%* c	*36%* c	*20%*	*38%*	*32%*	*40%*	*22%*	*36%* a
Don't know	**62**	58	46	58	44	59	37	52	15	-	51	4	10	52
	12%	*11%*	*11%*	*11%*	*11%*	*11%*	*13%*	*10%*	*14%*	*-%*	*11%*	*19%*	*14%*	*11%*
Answered	**473**	460	389	461	370	464	255	449	88	3	422	15	58	415
Mean	**54.93**	55.24	52.95	55.26	53.81	54.66	52.00 c	55.81 c	40.56	69.04	53.58	64.10	49.79	55.65

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	*b	c	a	b
Unweighted total	**710**	89	4	18	88	66	510	131	61	25	618	417	293
Weighted total	**535**	80	1	15	77	43	398	92	52	25	454	297	238
0-24%	**108**	17	*	2	21	14	80	12	16	7	83	56	52
	20%	*22%*	*18%*	*13%*	*27%*	*32%* **bc**	*20%*	*13%*	*31%* c	*28%*	*18%*	*19%*	*22%*
25-49%	**76**	12	*	3	10	11	52	13	9	1	63	48	28
	14%	*16%*	*82%*	*19%*	*13%*	*24%* b	*13%*	*14%*	*18%*	*6%*	*14%*	*16%*	*12%*
50-74%	**108**	25	-	7	23	4	90	14	9	4	95	53	55
	20%	*31%*	*-%*	*42%*	*30%*	*9%*	*23%* a	*15%*	*17%*	*15%*	*21%*	*18%*	*23%*
75-100%	**182**	15	-	2	14	10	131	41	9	8	164	110	72
	34%	*19%*	*-%*	*14%*	*18%*	*23%*	*33%*	*45%* **ab**	*18%*	*34%*	*36%* a	*37%*	*30%*
Don't know	**62**	10	-	2	8	5	45	12	8	4	49	30	31
	12%	*13%*	*-%*	*12%*	*11%*	*11%*	*11%*	*13%*	*15%*	*18%*	*11%*	*10%*	*13%*
Answered	**473**	69	1	14	69	39	353	80	44	20	405	267	207
Mean	**54.93**	47.02	29.02	48.29	45.28	40.93	55.09 a	61.72 a	39.87	56.43	56.69 a	56.37	53.08

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	***b**	c	***d**	a	***b**	c	d	a	b	***c**	d
Unweighted total	**710**	164	17	49	22	33	22	73	73	34	84	11	35
Weighted total	**535**	72	3	20	7	16	9	34	32	15	32	6	20
0-24%	**108**	15	*	5	2	5	*	9	*	4	5	2	2
	20%	*21%*	*10%*	*26%*	*23%*	*30%* d	*3%*	*26%* d	*1%*	*27%*	*17%*	*36%*	*12%*
25-49%	**76**	15	2	3	2	3	*	11	5	1	7	1	5
	14%	*20%*	*44%*	*15%*	*32%*	*16%*	*2%*	*33%* d	*17%*	*10%*	*23%*	*18%*	*25%*
50-74%	**108**	17	*	7	2	5	5	8	11	4	8	-	7
	20%	*24%*	*10%*	*37%*	*28%*	*31%*	*54%*	*25%*	*35%*	*26%*	*26%*	*-%*	*33%*
75-100%	**182**	19	1	3	1	3	2	2	12	5	10	1	4
	34%	*26%*	*35%*	*15%*	*10%*	*16%*	*24%*	*7%*	*38%* **ac**	*36%*	*31%*	*20%*	*18%*
Don't know	**62**	6	-	2	*	1	2	3	3	*	1	2	2
	12%	*9%*	*-%*	*8%*	*7%*	*7%*	*16%*	*10%*	*10%*	*1%*	*3%*	*26%*	*12%*
Answered	**473**	65	3	18	6	15	8	31	29	14	30	4	18
Mean	**54.93**	48.50	54.24	42.47	38.42	39.25	62.96	33.85	63.04 **ac**	51.47	51.81	37.71	47.42

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 38 (continuation)

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	e	f	g	h	i	j	k	l
Unweighted total	**710**	104	28	13	171	56	37	58	52	44	57	41	49
Weighted total	**535**	82	29	20	75	39	26	40	40	51	50	45	38
0-24%	**108**	13	4	7	15	5	2	17	13	7	9	8	8
	20%	*15%*	*15%*	*35%*	*20%*	*14%*	*7%*	*44%*	*33%*	*14%*	*17%*	*17%*	*22%*
								adefijkl	**aefi**				
25-49%	**76**	6	1	3	16	4	7	2	6	9	6	12	3
	14%	*7%*	*3%*	*17%*	*21%*	*11%*	*26%*	*5%*	*14%*	*18%*	*12%*	*28%*	*9%*
					ag		**agl**			**ag**		**aegjl**	
50-74%	**108**	22	5	4	19	8	2	5	4	13	13	3	10
	20%	*27%*	*19%*	*20%*	*25%*	*21%*	*8%*	*12%*	*10%*	*25%*	*25%*	*7%*	*26%*
		fghk			**fghk**					**fhk**	**fhk**		**fhk**
75-100%	**182**	33	12	2	20	14	11	9	9	19	20	15	16
	34%	*41%*	*42%*	*12%*	*26%*	*37%*	*43%*	*23%*	*23%*	*38%*	*41%*	*34%*	*41%*
		dgh					**dgh**				**dgh**		**dgh**
Don't know	**62**	8	6	3	6	7	4	6	9	2	2	7	1
	12%	*9%*	*21%*	*17%*	*8%*	*17%*	*16%*	*16%*	*21%*	*5%*	*5%*	*15%*	*2%*
						jl	l	**jl**	**adijl**			l	
Answered	**473**	74	23	17	69	32	22	33	32	48	47	38	37
Mean	**54.93**	60.67	66.67	42.89	48.82	62.03	59.60	39.12	43.10	58.13	59.99	54.02	58.69
		dgh				**dgh**	**gh**			**gh**	**dgh**		**gh**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**710**	145	264	154	147
Weighted total	**535**	131	140	131	132
0-24%	**108**	24	22	38	24
	20%	*18%*	*16%*	*29%*	*18%*
				abd	
25-49%	**76**	10	27	17	22
	14%	*8%*	*19%*	*13%*	*16%*
			a		a
50-74%	**108**	32	29	22	26
	20%	*24%*	*20%*	*16%*	*19%*
75-100%	**182**	48	45	37	51
	34%	*36%*	*32%*	*29%*	*39%*
Don't know	**62**	17	17	17	10
	12%	*13%*	*12%*	*13%*	*7%*
Answered	**473**	114	123	113	123
Mean	**54.93**	59.21	54.21	48.36	57.75
		c			c

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	e	a	b	c	***d**	e
Unweighted total	**496**	336	94	43	23	160	127	110	30	22	36
Weighted total	**389**	371	10	5	3	18	129	107	25	12	11
0-24%	**127**	118	5	3	1	9	38	32	10	7	6
	33%	*32%*	*53%* a	*49%* a	*39%*	*49%* a	*29%*	*30%*	*40%*	*60%*	*51%* **ab**
25-49%	**83**	79	2	1	1	3	27	26	3	1	2
	21%	*21%*	*21%*	*17%*	*17%*	*20%*	*21%*	*25%*	*11%*	*12%*	*20%*
50-74%	**66**	65	1	*	*	1	22	22	6	1	3
	17%	*18%* **ce**	*10%*	*6%*	*7%*	*8%*	*17%*	*21%*	*25%*	*10%*	*25%*
75-100%	**50**	49	*	*	*	1	14	17	2	2	*
	13%	*13%* **be**	*4%*	*9%*	*8%*	*6%*	*11%* e	*15%* e	*9%*	*15%*	**%*
Don't know	**63**	60	1	1	1	3	27	10	4	*	*
	16%	*16%*	*12%*	*19%*	*28%*	*17%*	*21%* **be**	*9%*	*15%*	*4%*	*3%*
Answered	**326**	311	8	4	2	15	102	98	21	11	11
Mean	**36.37**	36.93 **be**	22.49	27.36	25.83	24.38	35.74 e	39.91 e	33.09	25.17	25.00

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	e	f	g	***h**	i	j	k	l	m
Unweighted total	**496**	35	19	56	14	31	60	33	24	33	305	68	68	55
Weighted total	**389**	38	24	57	13	32	67	34	28	34	326	23	22	18
0-24%	**127**	13	8	18	5	12	19	12	8	10	103	9	8	6
	33%	*33%*	*32%*	*32%*	*42%*	*36%*	*29%*	*34%*	*28%*	*28%*	*32%*	*41%*	*34%*	*36%*
25-49%	**83**	10	*	12	5	4	20	5	3	10	70	5	5	3
	21%	*26%*	*2%*	*21%*	*38%*	*14%*	*29%*	*15%*	*11%*	*30%*	*21%*	*22%*	*20%*	*19%*
50-74%	**66**	4	8	8	-	*	15	7	6	5	52	4	4	6
	17%	*10%*	*32%*	*14%* e	*-%*	**%*	*22%* e	*20%* e	*20%*	*16%* e	*16%* e	*19%* e	*20%* e	*31%* **acej**
75-100%	**50**	6	5	10	*	7	5	2	6	3	45	1	3	1
	13%	*16%* m	*21%*	*17%* **km**	*2%*	*23%* **fkm**	*7%*	*6%*	*21%*	*10%*	*14%* m	*6%*	*14%*	*4%*
Don't know	**63**	5	3	9	2	8	8	9	6	5	56	3	3	2
	16%	*15%*	*12%*	*16%*	*18%*	*26%*	*12%*	*25%*	*20%*	*16%*	*17%*	*13%*	*12%*	*10%*
Answered	**326**	32	21	48	11	23	59	25	22	29	271	20	20	16
Mean	**36.37**	35.05	47.37	37.37	21.82	40.47	35.55	33.22	46.26	33.62	37.08	28.89	37.05	32.67

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted total	**496**	10	46	10	54	101	15	53	207	328	168	420	76
Weighted total	**389**	4	25	4	48	92	8	57	150	285	104	354	36
0-24%	**127**	2	9	1	14	31	6	14	50	97	30	111	16
	33%	*37%*	*34%*	*25%*	*29%*	*34%*	*73%*	*25%*	*33%*	*34%*	*29%*	*31%*	*44%* a
25-49%	**83**	1	5	*	11	17	2	17	29	58	25	81	2
	21%	*27%*	*20%*	*8%*	*23%*	*19%*	*19%*	*30%*	*20%*	*20%*	*24%*	*23%* b	*5%*
50-74%	**66**	*	2	2	12	22	*	7	21	43	24	64	3
	17%	*7%*	*6%*	*51%*	*24%* b	*24%* **bh**	*5%*	*13%*	*14%*	*15%*	*23%* a	*18%* b	*8%*
75-100%	**50**	1	1	-	5	11	-	8	24	38	12	43	8
	13%	*25%*	*5%*	*-%*	*10%*	*12%*	*-%*	*14%*	*16%*	*13%*	*12%*	*12%*	*21%* a
Don't know	**63**	*	9	1	6	10	*	10	26	50	13	56	8
	16%	*3%*	*35%* **deh**	*16%*	*13%*	*11%*	*3%*	*18%*	*17%*	*18%*	*13%*	*16%*	*22%*
Answered	**326**	4	16	3	41	82	8	47	124	235	91	298	28
Mean	**36.37**	39.40	24.62	37.02	36.70 b	37.23 b	10.85	38.40 b	38.04 b	35.81	37.81	36.45	35.50

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**496**	482	14	253	113	129
Weighted total	**389**	372	17	196	83	109
0-24%	**127**	119	7	68	33	25
	33%	*32%*	*43%*	*35%* c	*40%* c	*23%*
25-49%	**83**	77	5	43	21	19
	21%	*21%*	*31%*	*22%*	*25%*	*17%*
50-74%	**66**	66	1	31	14	22
	17%	*18%*	*4%*	*16%*	*16%*	*20%*
75-100%	**50**	48	2	29	8	14
	13%	*13%*	*12%*	*15%*	*10%*	*12%*
Don't know	**63**	62	2	25	8	29
	16%	*17%*	*10%*	*13%*	*9%*	*27%* **ab**
Answered	**326**	311	15	171	75	80
Mean	**36.37**	36.59	31.66	36.31	32.80	39.86

Columns Tested: a,b - a,b,c

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	***c**	***d**	***e**	***f**	***g**	***h**	i	***j**	a	b	c
Unweighted total	**496**	400	88	5	1	2	-	-	-	488	8	97	303	96
Weighted total	**389**	320	64	1	2	2	-	-	-	384	5	97	223	69
0-24%	**127**	105	19	1	-	2	-	-	-	124	3	37	69	21
	33%	*33%*	*29%*	*45%*	*-%*	*100%*	*-%*	*-%*	*-%*	*32%*	*52%*	*38%*	*31%*	*31%*
25-49%	**83**	69	14	-	-	-	-	-	-	83	-	19	49	14
	21%	*21%*	*22%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*22%*	*-%*	*20%*	*22%*	*20%*
50-74%	**66**	51	14	*	2	-	-	-	-	65	2	11	39	16
	17%	*16%*	*21%*	*11%*	*100%*	*-%*	*-%*	*-%*	*-%*	*17%*	*39%*	*12%*	*18%*	*23%* a
75-100%	**50**	46	4	-	-	-	-	-	-	50	-	13	33	4
	13%	*14%*	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*13%*	*-%*	*13%*	*15%* c	*7%*
Don't know	**63**	50	13	*	-	-	-	-	-	63	*	18	32	13
	16%	*16%*	*20%*	*43%*	*-%*	*-%*	*-%*	*-%*	*-%*	*16%*	*10%*	*18%*	*15%*	*19%*
Answered	**326**	270	51	1	2	2	-	-	-	321	5	80	191	56
Mean	**36.37**	36.71	34.24	23.38	70.00	18.32	-	-	-	36.32	39.78	33.73	37.96	34.70

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**496**	437	429	496	210	167	360	449	31	8	5	2	1	-
Weighted total	**389**	337	339	389	167	120	268	360	17	7	3	*	2	-
0-24%	**127**	120	99	127	48	40	98	111	7	6	3	*	-	-
	33%	*36%* b	*29%*	*33%*	*28%*	*33%*	*36%* b	*31%*	*42%*	*83%*	*93%*	*45%*	*-%*	*-%*
25-49%	**83**	80	74	83	34	24	62	80	3	-	*	-	-	-
	21%	*24%*	*22%*	*21%*	*20%*	*20%*	*23%*	*22%*	*17%*	*-%*	*3%*	*-%*	*-%*	*-%*
50-74%	**66**	59	62	66	34	25	43	62	4	*	*	-	-	-
	17%	*17%*	*18%*	*17%*	*20%*	*21%*	*16%*	*17%*	*26%*	*1%*	*4%*	*-%*	*-%*	*-%*
75-100%	**50**	23	48	50	15	8	26	47	2	1	-	-	-	-
	13%	*7%*	*14%* **ae**	*13%* **ae**	*9%*	*6%*	*10%*	*13%*	*10%*	*15%*	*-%*	*-%*	*-%*	*-%*
Don't know	**63**	55	56	63	37	24	38	61	1	*	-	*	2	-
	16%	*16%*	*16%*	*16%*	*22%* f	*20%*	*14%*	*17%*	*5%*	*1%*	*-%*	*55%*	*100%*	*-%*
Answered	**326**	282	283	326	130	97	230	300	16	7	3	*	-	-
Mean	**36.37**	30.93	38.67 **aef**	36.37 a	36.57 a	32.36	32.92	37.08	36.04	20.86	7.66	5.00	-	-

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**496**	207	1	1	1	-	-	-	-	121	140	152	78	5
Weighted total	**389**	165	*	*	2	-	-	-	-	118	98	108	59	6
0-24%	**127**	47	*	*	-	-	-	-	-	32	33	42	19	2
	33%	*29%*	*100%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*27%*	*34%*	*38%* a	*31%*	*29%*
25-49%	**83**	34	-	-	-	-	-	-	-	24	15	29	15	-
	21%	*21%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*20%*	*15%*	*26%* b	*26%*	*-%*
50-74%	**66**	32	-	-	2	-	-	-	-	16	17	20	11	2
	17%	*19%*	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*14%*	*17%*	*18%*	*19%*	*41%*
75-100%	**50**	15	-	-	-	-	-	-	-	20	17	11	1	2
	13%	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*17%* d	*18%* d	*10%* d	*1%*	*30%*
Don't know	**63**	37	-	-	-	-	-	-	-	26	16	8	13	-
	16%	*22%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*22%* c	*16%* c	*7%*	*23%* c	*-%*
Answered	**326**	128	*	*	2	-	-	-	-	92	82	100	46	6
Mean	**36.37**	36.20	5.00	10.00	70.00	-	-	-	-	40.27 **cd**	39.69 **cd**	31.73	30.68	52.42

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	***d**	***e**	a	***b**	c	a	b	a	***b**
Unweighted total	**496**	84	52	49	20	5	121	9	80	466	30	493	3
Weighted total	**389**	73	36	40	16	1	104	5	58	366	23	389	*
0-24%	**127**	24	8	10	5	1	26	2	19	120	7	127	*
	33%	*33%*	*22%*	*25%*	*29%*	*66%*	*25%*	*45%*	*33%*	*33%*	*30%*	*33%*	*52%*
25-49%	**83**	17	5	10	1	*	17	2	14	77	5	83	-
	21%	*23%*	*15%*	*26%*	*4%*	*24%*	*16%*	*46%*	*25%*	*21%*	*23%*	*21%*	*-%*
50-74%	**66**	7	14	10	3	-	27	*	7	62	5	66	-
	17%	*10%*	*38%* a	*25%* a	*18%*	*-%*	*26%* c	*7%*	*11%*	*17%*	*19%*	*17%*	*-%*
75-100%	**50**	9	1	2	3	-	9	-	6	50	-	50	-
	13%	*12%*	*4%*	*6%*	*17%*	*-%*	*9%*	*-%*	*10%*	*14%* b	*-%*	*13%*	*-%*
Don't know	**63**	16	8	7	5	*	24	*	12	57	6	63	*
	16%	*22%*	*21%*	*19%*	*32%*	*10%*	*24%*	*2%*	*21%*	*16%*	*27%*	*16%*	*48%*
Answered	**326**	57	28	33	11	1	79	5	46	309	17	326	*
Mean	**36.37**	34.60	37.67	36.19	47.73	12.26	39.29	19.70	33.68	36.79	28.64	36.37	20.00

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**496**	18	42	73	10	167	43	199	402	88	-
Weighted total	**389**	11	35	58	7	131	36	144	308	60	-
0-24%	**127**	6	10	23	2	39	9	49	114	26	-
	33%	*53%*	*29%*	*39%*	*34%*	*29%*	*25%*	*34%*	*37%*	*44%*	-%
25-49%	**83**	*	6	10	2	28	6	31	78	12	-
	21%	*2%*	*17%*	*18%*	*26%*	*21%*	*16%*	*22%*	*25%*	*21%*	-%
50-74%	**66**	2	8	11	2	25	8	27	49	9	-
	17%	*17%*	*24%*	*18%*	*27%*	*19%*	*24%*	*19%*	*16%*	*15%*	-%
75-100%	**50**	-	1	1	-	14	1	12	16	-	-
	13%	-%	*3%*	*2%*	-%	*11%*	*3%*	*8%* c	*5%* c	-%	-%
Don't know	**63**	3	10	14	1	25	12	25	50	12	-
	16%	*28%*	*28%*	*24%*	*13%*	*19%*	*32%*	*17%*	*16%*	*20%*	-%
Answered	**326**	8	25	44	6	106	24	119	258	48	-
Mean	**36.37**	21.56	31.41	25.66	28.62	37.42	32.85	32.09 c	29.16 c	22.66	-

Columns Tested: a,b - a,b - a,b - a,b,c,d

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**496**	180	378	64	-	137	142	49	3	436	427	185	496	307	10
Weighted total	**389**	138	297	41	-	104	103	32	4	337	339	142	389	209	2
0-24%	**127**	33	92	17	-	30	39	10	-	120	99	40	127	94	1
	33%	*24%*	*31%*	*42%* a	*-%*	*28%*	*38%*	*30%*	*-%*	*36%* b	*29%*	*28%*	*33%*	*45%* a	*39%*
25-49%	**83**	33	67	7	-	22	22	8	2	80	74	28	83	51	*
	21%	*24%*	*22%*	*17%*	*-%*	*21%*	*21%*	*25%*	*44%*	*24%*	*22%*	*20%*	*21%*	*24%*	*3%*
50-74%	**66**	23	56	9	-	17	16	7	-	59	62	28	66	20	*
	17%	*17%*	*19%*	*23%*	*-%*	*17%*	*16%*	*21%*	*-%*	*17%*	*18%*	*20%*	*17%* b	*9%*	*23%*
75-100%	**50**	22	37	-	-	11	8	*	-	23	48	15	50	11	-
	13%	*16%* c	*13%* c	*-%*	*-%*	*10%* c	*8%*	*1%*	*-%*	*7%*	*14%* a	*11%*	*13%* b	*5%*	*-%*
Don't know	**63**	27	45	8	-	24	19	8	2	55	56	31	63	34	1
	16%	*19%*	*15%*	*19%*	*-%*	*23%*	*18%*	*24%*	*56%*	*16%*	*16%*	*22%*	*16%*	*16%*	*35%*
Answered	**326**	111	252	34	-	80	84	24	2	282	283	111	326	175	1
Mean	**36.37**	41.23 c	36.79 c	25.84	-	36.07	31.89	30.95	30.00	30.92	38.67 a	37.68 a	36.37 b	24.90	25.00

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	***e**	a	b	***a**	***b**	***c**	***d**
Unweighted total	**496**	148	85	125	41	28	441	281	9	6	1	3
Weighted total	**389**	108	57	92	27	20	347	194	6	4	*	3
0-24%	**127**	34	29	24	5	6	115	85	2	*	*	*
	33%	*31%*	*51%* **acd**	*26%*	*20%*	*30%*	*33%*	*44%* a	*27%*	*7%*	*100%*	*10%*
25-49%	**83**	26	9	16	7	5	79	49	1	*	-	-
	21%	*24%*	*15%*	*17%*	*26%*	*25%*	*23%*	*25%*	*17%*	*4%*	*-%*	*-%*
50-74%	**66**	22	8	21	8	6	61	20	-	2	-	2
	17%	*20%*	*15%*	*23%*	*30%*	*31%*	*18%* b	*10%*	*-%*	*46%*	*-%*	*90%*
75-100%	**50**	6	2	9	-	-	35	12	2	-	-	-
	13%	*6%*	*3%*	*10%* d	*-%*	*-%*	*10%*	*6%*	*27%*	*-%*	*-%*	*-%*
Don't know	**63**	20	9	22	7	3	57	28	2	2	-	-
	16%	*18%*	*15%*	*24%*	*24%*	*14%*	*16%*	*14%*	*29%*	*43%*	*-%*	*-%*
Answered	**326**	88	48	70	20	17	290	166	4	2	*	3
Mean	**36.37**	33.76 b	25.77	38.46 b	33.43	32.92	34.16 b	26.29	41.66	43.31	10.00	64.00

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**496**	478	431	484	408	487	312	468	143	1	432	18	77	419
Weighted total	**389**	373	329	377	308	384	236	358	100	2	333	14	74	316
0-24%	**127**	122	110	123	102	127	74	121	36	-	114	6	18	108
	33%	*33%*	*33%*	*33%*	*33%*	*33%*	*31%*	*34%*	*36%*	*-%*	*34%*	*40%*	*25%*	*34%*
25-49%	**83**	80	72	80	65	81	48	74	16	2	75	*	16	66
	21%	*22%*	*22%*	*21%*	*21%*	*21%*	*21%*	*21%*	*16%*	*100%*	*22%*	*%*	*22%*	*21%*
50-74%	**66**	66	54	66	53	66	40	65	23	-	55	2	11	56
	17%	*18%*	*16%*	*17%*	*17%*	*17%*	*17%*	*18%*	*23%*	*-%*	*17%*	*12%*	*14%*	*18%*
75-100%	**50**	45	40	48	37	48	30	44	6	-	42	3	11	39
	13%	*12%*	*12%*	*13%*	*12%*	*12%*	*13%* c	*12%*	*6%*	*-%*	*13%*	*19%*	*15%*	*12%*
Don't know	**63**	59	54	59	50	62	43	53	18	-	47	4	17	46
	16%	*16%*	*16%*	*16%*	*16%*	*16%*	*18%*	*15%*	*18%*	*-%*	*14%*	*29%*	*23%*	*15%*
Answered	**326**	313	275	318	258	321	193	305	82	2	286	10	57	269
Mean	**36.37**	35.76	35.30	36.14	35.58	35.91	36.34	35.57	32.84	25.00	35.39	35.36	42.54	35.07

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	*b	c	a	b
Unweighted total	**496**	67	5	19	64	64	356	74	55	23	415	287	209
Weighted total	**389**	55	2	13	52	47	274	66	41	24	321	227	163
0-24%	**127**	22	*	3	22	13	96	18	14	5	106	73	54
	33%	*41%*	*20%*	*22%*	*42%*	*27%*	*35%*	*27%*	*34%*	*21%*	*33%*	*32%*	*33%*
25-49%	**83**	10	*	2	10	10	54	18	7	3	73	50	33
	21%	*17%*	*5%*	*19%*	*18%*	*21%*	*20%*	*28%*	*16%*	*11%*	*23%*	*22%*	*20%*
50-74%	**66**	7	2	4	8	9	47	8	8	5	54	39	27
	17%	*13%*	*74%*	*31%*	*16%*	*19%*	*17%*	*13%*	*18%*	*21%*	*17%*	*17%*	*17%*
75-100%	**50**	1	-	-	1	6	37	7	5	3	42	32	19
	13%	*2%*	*-%*	*-%*	*2%*	*12%*	*14%*	*11%*	*12%*	*12%*	*13%*	*14%*	*11%*
Don't know	**63**	15	-	4	11	10	40	13	8	8	46	33	30
	16%	*27%*	*-%*	*28%*	*21%*	*21%*	*14%*	*21%*	*19%*	*35%*	*14%*	*15%*	*18%*
Answered	**326**	40	2	9	41	37	235	52	33	15	276	193	133
Mean	**36.37**	21.92	42.27	35.82	23.74	39.60	36.47	33.15	36.14	42.40	36.22	37.08	35.33

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	*d	a	*b	c	*d	a	b	*c	d
Unweighted total	**496**	130	19	47	19	40	10	82	28	30	58	12	30
Weighted total	**389**	51	6	19	5	18	3	35	10	12	19	4	18
0-24%	**127**	22	5	7	2	7	2	15	6	4	10	1	8
	33%	*44%*	*82%*	*39%*	*44%*	*38%*	*52%*	*43%*	*55%*	*35%*	*51%*	*38%*	*48%*
25-49%	**83**	10	1	3	*	3	*	8	2	4	3	-	4
	21%	*20%*	*17%*	*18%*	*1%*	*19%*	*4%*	*23%*	*19%*	*37%* b	*17%*	*-%*	*22%*
50-74%	**66**	4	*	1	*	1	-	2	-	-	2	1	2
	17%	*9%*	*1%*	*4%*	*1%*	*5%*	*-%*	*5%*	*-%*	*-%*	*8%*	*22%*	*11%*
75-100%	**50**	8	-	6	2	6	-	7	-	3	2	-	2
	13%	*15%*	*-%*	*30%* a	*48%*	*32%*	*-%*	*19%*	*-%*	*28%*	*13%*	*-%*	*12%*
Don't know	**63**	6	-	1	*	1	1	3	3	*	2	1	1
	16%	*11%*	*-%*	*8%*	*6%*	*6%*	*44%*	*9%*	*25%*	**%*	*11%*	*39%*	*7%*
Answered	**326**	45	6	17	5	17	2	32	7	12	17	2	16
Mean	**36.37**	32.71	15.35	41.42	47.95	42.57	9.46	33.44	13.26	38.58	29.59	25.43	31.59

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	***b**	***c**	d	e	***f**	g	h	i	j	***k**	***l**
Unweighted total	**496**	75	23	4	136	34	27	43	35	40	36	23	20
Weighted total	**389**	68	26	7	55	25	20	35	34	48	22	30	19
0-24%	**127**	23	8	3	25	11	5	14	10	12	6	6	3
	33%	*34%*	*32%*	*50%*	*45%* i	*45%*	*26%*	*41%*	*30%*	*24%*	*27%*	*19%*	*17%*
25-49%	**83**	15	2	-	12	8	7	*	7	13	4	9	5
	21%	*23%* g	*7%*	*-%*	*21%* g	*32%* g	*36%*	*1%*	*21%* g	*26%* g	*18%* g	*31%*	*27%*
50-74%	**66**	14	11	-	4	1	2	6	8	8	4	5	2
	17%	*20%* **de**	*40%*	*-%*	*8%*	*5%*	*12%*	*17%*	*23%* **de**	*17%*	*20%* d	*19%*	*13%*
75-100%	**50**	8	5	-	9	2	1	9	-	7	3	2	4
	13%	*11%* h	*20%*	*-%*	*16%* h	*7%*	*7%*	*26%* **aeh**	*-%*	*15%* h	*11%* h	*8%*	*23%*
Don't know	**63**	8	*	3	6	3	4	6	9	9	5	7	4
	16%	*12%*	*1%*	*50%*	*11%*	*11%*	*19%*	*16%*	*26%* d	*18%*	*23%* d	*23%*	*20%*
Answered	**326**	59	26	3	49	23	17	29	25	39	17	23	15
Mean	**36.37**	36.13	46.39	15.00	32.93	24.30	31.54	42.06 e	29.80	38.81 e	36.71	36.99	51.35

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**496**	102	197	118	79
Weighted total	**389**	101	101	117	71
0-24%	**127**	35	41	36	15
	33%	*34%*	*41%* d	*31%*	*21%*
25-49%	**83**	17	27	20	18
	21%	*17%*	*27%* c	*17%*	*26%*
50-74%	**66**	24	8	22	12
	17%	*24%* b	*8%*	*19%* b	*17%* b
75-100%	**50**	13	12	16	9
	13%	*13%*	*12%*	*14%*	*13%*
Don't know	**63**	12	12	23	16
	16%	*12%*	*12%*	*20%*	*22%* b
Answered	**326**	89	88	93	55
Mean	**36.37**	38.33 b	30.47	37.42 b	40.86 b

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	e	a	b	***c**	***d**	***e**
Unweighted total	**346**	220	72	32	22	126	91	69	16	18	28
Weighted total	**246**	232	7	4	3	14	92	63	14	7	8
0-24%	**104**	97	4	2	1	7	33	31	10	4	3
	42%	*42%*	*51%*	*40%*	*53%*	*48%*	*35%*	*49%*	*69%*	*53%*	*37%*
25-49%	**47**	44	1	1	*	2	20	9	1	2	2
	19%	*19%*	*19%*	*20%*	*9%*	*17%*	*21%*	*14%*	*8%*	*22%*	*27%*
50-74%	**36**	35	1	*	*	1	15	10	2	1	1
	15%	*15%*	*11%*	*7%*	*6%*	*9%*	*16%*	*16%*	*12%*	*19%*	*8%*
75-100%	**18**	18	*	-	-	*	5	8	1	-	-
	7%	*8%* e	*5%*	*-%*	*-%*	*2%*	*5%*	*13%*	*8%*	*-%*	*-%*
Don't know	**42**	39	1	1	1	3	20	6	*	*	2
	17%	*17%*	*15%*	*33%* **ab**	*32%*	*23%*	*22%* b	*9%*	*3%*	*6%*	*28%*
Answered	**205**	194	6	3	2	11	72	58	14	6	5
Mean	**28.70**	28.70 e	23.01	21.53	14.00	21.20	29.02	31.29	21.73	22.17	18.74

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		***a**	***b**	c	***d**	***e**	f	***g**	***h**	***i**	j	k	l	m
Unweighted total	**346**	21	15	34	8	18	38	25	22	22	203	58	38	47
Weighted total	**246**	27	19	31	6	17	37	24	21	21	203	18	11	14
0-24%	**104**	12	2	14	2	9	18	10	11	6	84	9	5	6
	42%	*43%*	*12%*	*46%*	*35%*	*52%*	*48%*	*44%*	*50%*	*31%*	*41%*	*46%*	*47%*	*43%*
25-49%	**47**	3	5	2	3	5	5	1	3	7	35	6	3	3
	19%	*12%*	*26%*	*6%*	*54%*	*31%*	*15%*	*5%*	*15%*	*34%*	*17%*	*31%* **cj**	*30%* c	*18%*
50-74%	**36**	3	8	9	-	-	6	5	*	2	32	*	1	2
	15%	*11%*	*41%*	*28%* **kl**	*-%*	*-%*	*16%* k	*19%*	*2%*	*8%*	*16%* k	*2%*	*10%*	*15%* k
75-100%	**18**	2	2	1	-	-	3	2	6	-	16	1	-	2
	7%	*7%*	*10%*	*3%*	*-%*	*-%*	*7%*	*9%*	*28%*	*-%*	*8%*	*4%*	*-%*	*11%* l
Don't know	**42**	7	2	5	1	3	5	6	1	6	35	3	2	2
	17%	*27%*	*11%*	*16%*	*11%*	*17%*	*14%*	*23%*	*6%*	*27%*	*18%*	*17%*	*14%*	*12%*
Answered	**205**	20	17	26	5	14	32	19	20	15	167	15	10	12
Mean	**28.30**	26.71	43.10	27.92	17.97	17.51	27.52	32.39	36.79	23.85	29.27 l	21.62	18.83	31.17 l

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	***d**	e	***f**	***g**	h	a	b	a	b
Unweighted total	**346**	7	33	5	24	70	8	26	173	233	113	301	45
Weighted total	**246**	3	19	1	17	61	4	25	116	181	66	229	17
0-24%	**104**	*	5	*	9	25	-	11	53	81	23	93	10
	42%	*10%*	*24%*	*19%*	*52%*	*42%*	*-%*	*45%*	*46%* b	*45%*	*35%*	*41%*	*60%* a
25-49%	**47**	2	3	*	5	11	3	3	19	31	15	46	1
	19%	*68%*	*18%*	*6%*	*27%*	*18%*	*80%*	*12%*	*16%*	*17%*	*23%*	*20%* b	*6%*
50-74%	**36**	*	5	-	2	14	1	2	12	25	11	33	3
	15%	*17%*	*29%* h	*-%*	*10%*	*23%* h	*14%*	*7%*	*10%*	*14%*	*17%*	*15%*	*15%*
75-100%	**18**	-	-	-	-	4	-	4	10	11	7	18	-
	7%	*-%*	*-%*	*-%*	*-%*	*7%*	*-%*	*15%*	*9%*	*6%*	*11%*	*8%*	*-%*
Don't know	**42**	*	5	1	2	6	*	5	22	33	9	39	3
	17%	*5%*	*29%* e	*75%*	*10%*	*10%*	*6%*	*21%*	*19%*	*18%*	*14%*	*17%*	*19%*
Answered	**205**	3	13	*	15	54	4	20	94	148	57	190	14
Mean	**28.30**	34.21	29.52	15.68	19.96	28.49	35.49	32.14	28.12	26.70	32.49	29.12 b	17.30

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**346**	341	5	185	73	88
Weighted total	**246**	242	4	132	46	69
0-24%	**104**	104	-	52	25	27
	42%	*43%*	*-%*	*39%*	*55%* a	*40%*
25-49%	**47**	45	2	28	8	11
	19%	*18%*	*48%*	*21%*	*18%*	*15%*
50-74%	**36**	34	2	25	4	7
	15%	*14%*	*52%*	*19%* b	*9%*	*11%*
75-100%	**18**	18	-	10	3	6
	7%	*7%*	*-%*	*7%*	*6%*	*9%*
Don't know	**42**	42	-	18	6	18
	17%	*17%*	*-%*	*14%*	*13%*	*26%* **ab**
Answered	**205**	201	4	113	40	51
Mean	**28.30**	28.06	40.24	30.48	23.22	27.46

Columns Tested: a,b - a,b,c

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	**346**	269	65	7	2	2	1	-	-	334	12	73	196	77
Weighted total	**246**	197	43	2	2	2	*	-	-	241	6	65	133	49
0-24%	**104**	89	13	*	2	*	-	-	-	101	2	25	64	15
	42%	*45%* b	*29%*	*19%*	*100%*	*11%*	-%	-%	-%	*42%* b	*42%*	*38%*	*49%* c	*30%*
25-49%	**47**	36	8	1	-	2	-	-	-	44	2	16	20	11
	19%	*18%*	*19%*	*36%*	-%	*89%*	-%	-%	-%	*18%*	*42%*	*25%*	*15%*	*22%*
50-74%	**36**	25	10	*	-	-	*	-	-	35	*	5	20	10
	15%	*13%*	*23%* a	*15%*	-%	-%	*100%*	-%	-%	*15%*	*8%*	*8%*	*15%*	*21%* a
75-100%	**18**	14	4	-	-	-	-	-	-	18	-	9	6	4
	7%	*7%*	*9%*	-%	-%	-%	-%	-%	-%	*7%*	-%	*13%* b	*4%*	*8%*
Don't know	**42**	32	9	*	-	-	-	-	-	41	*	10	22	9
	17%	*16%*	*21%*	*30%*	-%	-%	-%	-%	-%	*17%*	*8%*	*16%*	*17%*	*19%*
Answered	**205**	165	35	1	2	2	*	-	-	199	5	54	110	40
Mean	**28.30**	27.26	34.06	31.87	10.00	27.20	50.00	-	-	28.44	23.14	33.18 b	24.34	32.58 b

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**346**	313	296	346	149	111	249	306	24	5	8	3	-	-
Weighted total	**246**	221	210	246	108	78	167	222	12	4	7	*	-	-
0-24%	**104**	102	84	104	41	38	73	91	7	4	1	*	-	-
	42%	*46%*	*40%*	*42%*	*38%*	*48%*	*44%*	*41%*	*59%*	*98%*	*17%*	*12%*	*-%*	*-%*
25-49%	**47**	43	45	47	20	13	35	39	4	-	4	-	-	-
	19%	*20%*	*21%*	*19%*	*18%*	*16%*	*21%*	*18%*	*32%*	*-%*	*48%*	*-%*	*-%*	*-%*
50-74%	**36**	31	27	36	22	9	19	34	-	-	2	-	-	-
	15%	*14%*	*13%*	*15%*	*20%* f	*12%*	*12%*	*15%*	*-%*	*-%*	*29%*	*-%*	*-%*	*-%*
75-100%	**18**	9	16	18	6	2	11	18	-	-	*	-	-	-
	7%	*4%*	*8%* e	*7%* e	*6%*	*2%*	*7%*	*8%*	*-%*	*-%*	*7%*	*-%*	*-%*	*-%*
Don't know	**42**	35	38	42	19	17	28	40	1	*	-	*	-	-
	17%	*16%*	*18%*	*17%*	*17%*	*21%*	*17%*	*18%*	*9%*	*2%*	*-%*	*88%*	*-%*	*-%*
Answered	**205**	186	172	205	89	61	139	182	11	4	7	*	-	-
Mean	**28.30**	24.66	28.68	28.30	29.06 e	22.59	26.40	29.21	14.90	7.21	38.12	10.00	-	-

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**346**	141	3	1	3	-	1	-	1	87	93	103	62	1
Weighted total	**246**	100	2	2	4	-	*	-	*	70	62	65	48	1
0-24%	**104**	39	*	-	2	-	-	-	-	28	22	32	22	-
	42%	*39%*	*5%*	*-%*	*51%*	*-%*	*-%*	*-%*	*-%*	*40%*	*35%*	*49%*	*46%*	*-%*
25-49%	**47**	18	2	-	-	-	-	-	-	17	11	13	6	-
	19%	*18%*	*95%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*24%*	*17%*	*20%*	*13%*	*-%*
50-74%	**36**	18	-	2	2	-	*	-	*	11	12	9	3	1
	15%	*18%*	*-%*	*100%*	*49%*	*-%*	*100%*	*-%*	*100%*	*16%*	*19%* d	*14%*	*6%*	*100%*
75-100%	**18**	6	-	-	-	-	-	-	-	8	3	4	3	-
	7%	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*11%*	*5%*	*6%*	*6%*	*-%*
Don't know	**42**	19	-	-	-	-	-	-	-	6	15	8	14	-
	17%	*19%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*24%* **ac**	*12%*	*29%* **ac**	*-%*
Answered	**205**	81	2	2	4	-	*	-	*	64	47	58	34	1
Mean	**28.30**	28.51	28.83	50.00	29.53	-	50.00	-	50.00	33.33 d	29.41	25.05	22.08	50.00

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	***d**	***e**	a	***b**	c	a	***b**	a	***b**
Unweighted total	**346**	54	32	39	19	5	84	8	57	321	25	342	4
Weighted total	**246**	36	26	27	18	1	67	7	34	226	20	245	1
0-24%	**104**	21	5	10	4	1	20	2	20	97	7	104	*
	42%	*59%* **bc**	*20%*	*37%*	*24%*	*62%*	*29%*	*25%*	*59%* a	*43%*	*35%*	*42%*	*10%*
25-49%	**47**	3	4	8	4	-	15	2	3	45	2	47	-
	19%	*9%*	*14%*	*31%* a	*25%*	*-%*	*23%* c	*24%*	*9%*	*20%*	*9%*	*19%*	*-%*
50-74%	**36**	8	9	3	2	*	12	3	6	30	6	36	-
	15%	*21%*	*34%* c	*11%*	*11%*	*25%*	*18%*	*49%*	*19%*	*13%*	*29%*	*15%*	*-%*
75-100%	**18**	1	2	2	2	-	6	-	-	18	*	18	*
	7%	*2%*	*6%*	*7%*	*11%*	*-%*	*9%* c	*-%*	*-%*	*8%*	*2%*	*7%*	*48%*
Don't know	**42**	3	7	4	5	*	14	*	5	37	5	41	*
	17%	*9%*	*25%* a	*14%*	*30%*	*13%*	*21%*	*2%*	*14%*	*16%*	*24%*	*17%*	*42%*
Answered	**205**	33	19	23	13	1	53	7	29	189	15	204	1
Mean	**28.30**	22.49	37.50	29.18	33.43	22.63	32.73 c	32.91	21.53	28.23	29.24	28.15	81.96

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**346**	16	40	64	6	107	42	134	297	61	-
Weighted total	**246**	11	36	55	3	69	38	92	204	43	-
0-24%	**104**	3	10	17	1	32	10	41	95	15	-
	42%	*25%*	*29%*	*32%*	*20%*	*46%* b	*26%*	*44%*	*47%*	*36%*	*-%*
25-49%	**47**	2	6	10	-	12	8	17	42	10	-
	19%	*19%*	*17%*	*19%*	*-%*	*17%*	*20%*	*19%*	*21%*	*22%*	*-%*
50-74%	**36**	4	9	13	2	11	11	8	27	7	-
	15%	*33%*	*26%*	*25%*	*52%*	*15%*	*29%*	*9%*	*13%*	*15%*	*-%*
75-100%	**18**	2	2	6	-	4	2	3	9	4	-
	7%	*21%*	*5%*	*11%*	*-%*	*6%*	*4%*	*4%*	*5%*	*10%*	*-%*
Don't know	**42**	*	8	8	1	11	8	22 b	30	7	-
	17%	*2%*	*23%*	*14%*	*28%*	*15%*	*21%*	*24%*	*15%*	*17%*	*-%*
Answered	**205**	11	27	47	2	59	30	69	173	36	-
Mean	**28.30**	45.34	32.04	35.86	40.00	26.41	34.17	21.82	24.63	28.83	-

Columns Tested: a,b - a,b - a,b - a,b,c,d

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**346**	114	277	52	-	92	116	38	1	313	293	127	265	346	8
Weighted total	**246**	82	190	32	-	59	81	26	2	221	209	83	175	246	1
0-24%	**104**	30	75	11	-	21	33	5	-	102	84	31	80	104	*
	42%	*36%*	*39%*	*36%*	*-%*	*36%*	*41%* c	*21%*	*-%*	*46%*	*40%*	*37%*	*46%*	*42%*	*18%*
25-49%	**47**	16	44	8	-	12	16	8	-	43	45	18	41	47	*
	19%	*20%*	*23%*	*26%*	*-%*	*21%*	*20%*	*33%*	*-%*	*20%*	*21%*	*21%*	*24%*	*19%*	*16%*
50-74%	**36**	9	24	2	-	10	14	3	-	31	27	13	14	36	-
	15%	*11%*	*12%*	*7%*	*-%*	*17%*	*17%*	*11%*	*-%*	*14%*	*13%*	*16%*	*8%*	*15%* a	*-%*
75-100%	**18**	8	16	4	-	4	6	4	-	9	16	6	6	18	-
	7%	*10%*	*8%*	*13%*	*-%*	*6%*	*8%*	*15%*	*-%*	*4%*	*8%*	*7%*	*3%*	*7%* a	*-%*
Don't know	**42**	18	32	6	-	12	12	5	2	35	37	15	35	42	1
	17%	*22%*	*17%*	*18%*	*-%*	*20%*	*15%*	*21%*	*100%*	*16%*	*18%*	*18%*	*20%*	*17%*	*65%*
Answered	**205**	64	158	26	-	47	69	20	-	186	172	68	140	205	*
Mean	**28.30**	30.54	29.21	29.07	-	28.28	29.20	36.42	-	24.66	28.73	29.28	22.07	28.30 a	18.76

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	*a	*b	*c	*d
Unweighted total	**346**	82	92	84	30	20	239	309	10	4	2	4
Weighted total	**246**	46	62	52	20	12	160	216	8	2	1	3
0-24%	**104**	23	22	18	4	4	72	93	3	*	*	1
	42%	*50%* bd	*35%*	*35%*	*21%*	*30%*	*45%*	*43%*	*38%*	*2%*	*38%*	*30%*
25-49%	**47**	10	16	10	7	6	39	44	2	*	-	2
	19%	*23%*	*26%*	*20%*	*34%*	*51%*	*24%*	*21%*	*22%*	*12%*	*-%*	*70%*
50-74%	**36**	3	11	10	3	-	15	30	-	2	-	-
	15%	*7%*	*17%* a	*20%* a	*14%*	*-%*	*9%*	*14%*	*-%*	*86%*	*-%*	*-%*
75-100%	**18**	2	6	4	2	2	7	17	*	-	*	-
	7%	*4%*	*10%*	*7%*	*9%*	*15%*	*4%*	*8%*	*6%*	*-%*	*62%*	*-%*
Don't know	**42**	7	8	9	4	*	28	32	3	-	-	-
	17%	*16%*	*12%*	*18%*	*22%*	*4%*	*17%*	*15%*	*35%*	*-%*	*-%*	*-%*
Answered	**205**	38	55	43	15	12	132	184	6	2	1	3
Mean	**28.30**	20.98	31.87 a	30.95 a	35.32	29.37	23.20	28.32 a	27.75	46.24	61.03	23.94

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**346**	332	301	332	296	341	223	324	95	-	302	11	56	290
Weighted total	**246**	231	210	231	206	241	153	225	59	-	215	9	47	200
0-24%	**104**	102	93	102	91	104	69	100	28	-	93	6	14	90
	42%	*44%*	*44%*	*44%*	*44%*	*43%*	*45%*	*44%*	*48%*	*-%*	*43%*	*64%*	*31%*	*45%*
25-49%	**47**	44	39	44	38	46	24	45	9	-	43	2	7	40
	19%	*19%*	*19%*	*19%*	*18%*	*19%*	*15%*	*20%*	*15%*	*-%*	*20%*	*20%*	*14%*	*20%*
50-74%	**36**	35	31	35	27	33	18	32	8	-	32	1	11	25
	15%	*15%*	*15%*	*15%*	*13%*	*14%*	*12%*	*14%*	*14%*	*-%*	*15%*	*7%*	*23%* b	*13%*
75-100%	**18**	13	11	13	15	18	11	15	2	-	13	*	6	12
	7%	*5%*	*5%*	*5%*	*7%*	*7%*	*7%*	*7%*	*4%*	*-%*	*6%*	*3%*	*12%*	*6%*
Don't know	**42**	37	34	37	35	41	32	32	11	-	34	*	9	33
	17%	*16%*	*16%*	*16%*	*17%*	*17%*	*21%* b	*14%*	*20%*	*-%*	*16%*	*5%*	*20%*	*16%*
Answered	**205**	194	176	194	172	200	121	193	47	-	181	8	37	167
Mean	**28.30**	26.27	26.21	26.27	27.60	27.94	26.46	27.36	21.86	-	27.40	18.60	36.02 b	26.58

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	*b	c	a	b
Unweighted total	**346**	57	4	13	57	46	230	69	37	11	297	192	154
Weighted total	**246**	51	1	8	49	29	166	51	33	10	204	131	115
0-24%	**104**	12	*	2	16	10	69	24	11	2	91	64	40
	42%	*23%*	*48%*	*26%*	*32%*	*36%*	*42%*	*47%*	*33%*	*21%*	*45%*	*48%* b	*35%*
25-49%	**47**	10	*	3	8	9	31	7	7	*	40	21	26
	19%	*19%*	*52%*	*32%*	*15%*	*30%* c	*19%*	*14%*	*20%*	*3%*	*20%*	*16%*	*23%*
50-74%	**36**	15	-	2	13	3	27	6	7	4	25	20	16
	15%	*30%*	*-%*	*20%*	*27%*	*11%*	*16%*	*12%*	*22%*	*37%*	*12%*	*15%*	*14%*
75-100%	**18**	6	-	-	6	2	13	2	4	2	12	10	8
	7%	*12%*	*-%*	*-%*	*12%*	*8%*	*8%*	*4%*	*12%*	*19%*	*6%*	*8%*	*7%*
Don't know	**42**	8	-	2	7	4	26	11	4	2	36	17	25
	17%	*17%*	*-%*	*22%*	*13%*	*14%*	*16%*	*22%*	*13%*	*21%*	*18%*	*13%*	*22%* a
Answered	**205**	42	1	7	43	25	140	40	29	8	168	115	90
Mean	**28.30**	40.01	24.15	27.32	37.42	30.16	29.39	23.31	33.17	51.06	26.41	27.31	29.56

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	***b**	c	***d**	***a**	***b**	c	d	***a**	b	***c**	***d**
Unweighted total	**346**	94	11	34	15	19	15	43	39	25	42	7	18
Weighted total	**246**	36	1	8	2	4	3	16	14	9	14	4	8
0-24%	**104**	18	*	4	2	4	*	11	6	5	8	1	4
	42%	*51%*	*48%*	*57%*	*74%*	*89%*	*13%*	*70% d*	*40%*	*48%*	*60%*	*28%*	*56%*
25-49%	**47**	6	*	2	*	*	1	4	3	1	3	*	2
	19%	*18%*	*46%*	*21%*	*4%*	*10%*	*36%*	*23%*	*21%*	*14%*	*22%*	*8%*	*22%*
50-74%	**36**	3	*	1	*	-	1	*	3	1	1	-	*
	15%	*8%*	*6%*	*15%*	*2%*	*-%*	*36%*	**%*	*18% c*	*12%*	*10%*	*-%*	*4%*
75-100%	**18**	5	-	-	-	-	-	-	1	2	-	1	1
	7%	*13% c*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*10% c*	*23%*	*-%*	*28%*	*17%*
Don't know	**42**	4	-	1	*	*	*	1	2	*	1	1	*
	17%	*10%*	*-%*	*7%*	*19%*	*1%*	*14%*	*7%*	*12%*	*2%*	*8%*	*36%*	*1%*
Answered	**205**	32	1	7	2	4	3	15	12	9	13	2	8
Mean	**28.30**	30.49	20.38	21.17	12.27	12.09	35.75	14.88	33.42 c	37.37	22.32	45.13	31.43

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	*e	*f	g	h	*i	*j	*k	*l
Unweighted total	**346**	47	10	4	96	22	20	31	36	18	28	17	17
Weighted total	**246**	39	12	7	37	18	14	20	31	19	21	19	11
0-24%	**104**	21	3	-	19	9	5	10	8	8	7	8	6
	42%	*54%* h	*29%*	*-%*	*52%* h	*50%*	*34%*	*48%*	*26%*	*40%*	*33%*	*44%*	*57%*
25-49%	**47**	4	*	2	6	4	5	1	9	4	6	6	*
	19%	*10%*	*4%*	*25%*	*17%*	*22%*	*32%*	*4%*	*30%* **ag**	*20%*	*29%*	*33%*	*1%*
50-74%	**36**	7	5	2	3	1	1	2	4	*	6	1	4
	15%	*17%*	*45%*	*25%*	*8%*	*6%*	*7%*	*8%*	*14%*	*1%*	*27%*	*7%*	*42%*
75-100%	**18**	-	2	-	5	-	-	4	2	4	1	-	-
	7%	*-%*	*20%*	*-%*	*12%* a	*-%*	*-%*	*20%* a	*7%*	*22%*	*4%*	*-%*	*-%*
Don't know	**42**	8	*	3	4	4	4	4	7	3	2	3	*
	17%	*20%*	*2%*	*50%*	*10%*	*21%*	*27%*	*20%*	*23%*	*17%*	*7%*	*17%*	*1%*
Answered	**205**	31	11	3	33	14	11	16	24	16	19	16	11
Mean	**28.30**	19.81	42.51	47.50	29.70	17.99	20.41	30.20	31.35	35.83	29.90	23.29	31.95

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**346**	61	138	85	62
Weighted total	**246**	57	69	70	50
0-24%	**104**	24	33	26	21
	42%	*42%*	*48%*	*36%*	*42%*
25-49%	**47**	6	15	14	12
	19%	*10%*	*22%*	*20%*	*24%*
					a
50-74%	**36**	14	5	6	11
	15%	*24%*	*7%*	*9%*	*23%*
		bc			**bc**
75-100%	**18**	2	5	10	1
	7%	*4%*	*7%*	*15%*	*1%*
				abd	
Don't know	**42**	11	11	14	5
	17%	*20%*	*17%*	*21%*	*10%*
Answered	**205**	46	58	56	45
Mean	**28.30**	27.53	25.18	32.31	28.11

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 41 Page 898

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	***a**	b	***c**	***d**	e
Unweighted total	**286**	94	98	57	37	192	9	38	21	14	40
Weighted total	**117**	96	11	6	4	21	11	30	11	4	8
0-24%	**22**	17	3	2	1	5	2	4	2	*	4
	19%	*18%*	*25%*	*30%*	*21%*	*25%*	*18%*	*12%*	*19%*	*5%*	*51%* b
25-49%	**24**	20	2	1	*	3	4	7	3	1	2
	20%	*21%*	*16%*	*16%*	*11%*	*15%*	*35%*	*23%*	*24%*	*12%*	*22%*
50-74%	**14**	11	1	*	1	2	2	3	1	1	*
	12%	*12%*	*8%*	*5%*	*23%* **bce**	*10%*	*16%*	*10%*	*12%*	*27%*	*2%*
75-100%	**47**	39	5	2	1	8	3	15	3	1	1
	40%	*40%*	*44%*	*30%*	*31%*	*38%*	*31%*	*51%* e	*32%*	*13%*	*15%*
Don't know	**11**	8	1	1	1	3	-	1	1	2	1
	9%	*9%*	*8%*	*19%* b	*14%*	*12%*	*-%*	*4%*	*12%*	*44%*	*9%*
Answered	**106**	87	10	5	3	18	11	29	10	3	7
Mean	**57.45**	58.00	56.31	50.62	56.19	54.86	48.63	64.27 e	51.72	53.59	31.53

Columns Tested: a,b,c,d,e - a,b,c,d,e

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		***a**	***b**	c	***d**	***e**	f	***g**	***h**	***i**	j	k	l	m
Unweighted total	**286**	19	7	38	8	8	34	15	20	17	166	49	37	34
Weighted total	**117**	16	9	17	5	5	20	5	7	8	93	11	6	7
0-24%	**22**	4	2	2	*	2	2	3	1	1	16	2	1	3
	19%	*23%*	*23%*	*10%*	*6%*	*36%*	*8%*	*63%*	*14%*	*7%*	*17%*	*18%*	*20%*	*43%* **cfjkl**
25-49%	**24**	3	3	3	3	*	4	*	2	2	21	1	*	1
	20%	*17%*	*32%*	*18%*	*58%*	*2%*	*22%* l	*2%*	*33%*	*27%*	*22%* l	*12%*	*5%*	*18%*
50-74%	**14**	1	-	2	2	-	*	*	*	1	7	3	3	1
	12%	*8%*	*-%*	*12%*	*32%*	*-%*	*1%*	*3%*	*6%*	*15%*	*7%*	*26%* **fj**	*44%* **cfjm**	*19%* **fj**
75-100%	**47**	7	2	8	*	3	13	1	3	3	41	3	1	1
	40%	*46%*	*23%*	*48%* **klm**	*3%*	*57%*	*62%* **klm**	*28%*	*44%*	*45%*	*45%* **klm**	*24%*	*22%*	*18%*
Don't know	**11**	1	2	2	*	*	1	*	*	*	8	2	1	*
	9%	*7%*	*22%*	*14%*	*2%*	*5%*	*7%*	*4%*	*2%*	*6%*	*8%*	*19%* **jm**	*9%*	*1%*
Answered	**106**	15	7	15	5	5	19	5	7	7	85	9	6	7
Mean	**57.45**	59.47	46.89	63.22 m	37.09	55.35	73.04 **klm**	39.11	60.10	64.88	59.84 m	53.26 m	52.22 m	36.31

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	d	e	***f**	g	h	a	b	a	b
Unweighted total	**286**	6	37	6	30	52	8	47	100	200	86	242	44
Weighted total	**117**	1	8	2	14	16	2	28	44	90	26	99	17
0-24%	**22**	*	2	2	1	5	2	4	6	16	6	17	5
	19%	*25%*	*20%*	*73%*	*8%*	*29%* **dh**	*85%*	*16%*	*14%*	*18%*	*24%*	*17%*	*30%* a
25-49%	**24**	-	1	-	*	5	*	5	12	19	5	17	7
	20%	*-%*	*15%*	*-%*	*3%*	*32%* d	*2%*	*19%* d	*26%* d	*21%*	*19%*	*17%*	*39%* a
50-74%	**14**	1	1	-	1	2	-	3	6	10	3	12	1
	12%	*50%*	*16%*	*-%*	*8%*	*15%*	*-%*	*9%*	*13%*	*11%*	*12%*	*12%*	*8%*
75-100%	**47**	*	4	*	11	3	*	12	15	37	10	45	1
	40%	*14%*	*48%* e	*14%*	*80%* **begh**	*19%*	*6%*	*44%* e	*35%*	*41%*	*37%*	*45%* b	*8%*
Don't know	**11**	*	*	*	*	1	*	4	5	9	2	8	2
	9%	*10%*	*2%*	*14%*	*2%*	*5%*	*7%*	*12%*	*12%*	*10%*	*8%*	*8%*	*14%*
Answered	**106**	1	8	2	14	15	2	25	39	82	24	91	15
Mean	**57.45**	49.13	62.63 e	17.83	87.17	40.55	11.69	59.12 e	56.19 e	57.87	56.04	61.82 b	30.76

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**286**	282	4	108	80	97
Weighted total	**117**	114	2	40	35	39
0-24%	**22**	20	2	9	8	5
	19%	*18%*	*97%*	*23%*	*22%*	*14%*
25-49%	**24**	24	-	6	9	8
	20%	*21%*	*-%*	*15%*	*27%* a	*21%*
50-74%	**14**	14	-	4	5	4
	12%	*12%*	*-%*	*10%*	*15%*	*11%*
75-100%	**47**	46	*	16	12	18
	40%	*41%*	*3%*	*40%*	*35%*	*46%*
Don't know	**11**	11	-	5	1	4
	9%	*9%*	*-%*	*12%* b	*1%*	*9%* b
Answered	**106**	104	2	35	35	36
Mean	**57.45**	58.44	9.48	56.08	53.65	62.53

Columns Tested: a,b - a,b,c

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	**286**	137	132	13	2	-	2	-	-	269	17	13	124	149
Weighted total	**117**	68	44	4	*	-	*	-	-	112	4	9	59	48
0-24%	**22**	11	9	2	-	-	*	-	-	20	2	2	9	11
	19%	*16%*	*20%*	*52%*	*-%*	*-%*	*100%*	*-%*	*-%*	*18%*	*52%*	*25%*	*15%*	*23%*
25-49%	**24**	13	10	*	*	-	-	-	-	23	*	-	13	10
	20%	*20%*	*23%*	*1%*	*58%*	*-%*	*-%*	*-%*	*-%*	*21%*	*5%*	*-%*	*23%*	*21%*
50-74%	**14**	10	3	1	*	-	-	-	-	13	1	*	9	4
	12%	*14%*	*7%*	*21%*	*42%*	*-%*	*-%*	*-%*	*-%*	*11%*	*21%*	*1%*	*16%* c	*8%*
75-100%	**47**	28	18	*	-	-	-	-	-	46	*	7	22	18
	40%	*41%*	*41%*	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*41%*	*6%*	*70%*	*37%*	*38%*
Don't know	**11**	6	4	1	-	-	-	-	-	10	1	*	5	5
	9%	*9%*	*9%*	*18%*	*-%*	*-%*	*-%*	*-%*	*-%*	*9%*	*16%*	*4%*	*9%*	*10%*
Answered	**106**	63	40	3	*	-	*	-	-	102	4	9	54	43
Mean	**57.45**	58.86	57.81	30.70	35.47	-	14.30	-	-	58.45	29.53	74.10	56.27	55.42

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**286**	272	240	286	153	135	233	221	36	17	9	2	1	-
Weighted total	**117**	109	95	117	59	47	94	98	12	5	2	*	*	-
0-24%	**22**	20	15	22	9	6	21	18	2	*	1	*	*	-
	19%	*18%*	*16%*	*19%*	*16%*	*13%*	*22%* e	*19%*	*18%*	*6%*	*72%*	*50%*	*100%*	-%
25-49%	**24**	24	21	24	9	11	18	18	3	2	*	-	-	-
	20%	*22%*	*22%*	*20%*	*16%*	*24%*	*19%*	*19%*	*25%*	*45%*	*17%*	-%	-%	-%
50-74%	**14**	13	11	14	6	8	12	10	3	1	-	-	-	-
	12%	*12%*	*11%*	*12%*	*10%*	*17%*	*13%*	*10%*	*22%* a	*31%*	-%	-%	-%	-%
75-100%	**47**	42	39	47	26	17	36	43	2	1	*	*	-	-
	40%	*38%*	*41%*	*40%*	*45%*	*37%*	*38%*	*44%* b	*20%*	*17%*	*11%*	*50%*	-%	-%
Don't know	**11**	10	10	11	8	4	8	9	2	*	-	-	-	-
	9%	*9%*	*10%*	*9%*	*13%*	*8%*	*8%*	*9%*	*15%*	*2%*	-%	-%	-%	-%
Answered	**106**	98	85	106	51	43	87	90	10	5	2	*	*	-
Mean	**57.45**	56.27	59.88	57.45	62.16	58.97	54.64	59.60	46.89	50.61	26.53	60.00	1.00	-

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	b	c	d	*e
Unweighted total	**286**	148	2	2	-	-	1	-	1	22	44	74	143	3
Weighted total	**117**	56	2	*	-	-	*	-	*	13	15	26	61	1
0-24%	**22**	9	*	*	-	-	*	-	*	1	3	7	11	-
	19%	*16%*	*12%*	*52%*	*-%*	*-%*	*100%*	*-%*	*100%*	*9%*	*17%*	*27%*	*19%*	*-%*
25-49%	**24**	8	2	*	-	-	-	-	-	4	4	7	8	-
	20%	*13%*	*88%*	*48%*	*-%*	*-%*	*-%*	*-%*	*-%*	*30%*	*29%* d	*26%* d	*14%*	*-%*
50-74%	**14**	6	-	-	-	-	-	-	-	*	3	3	8	*
	12%	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*17%*	*10%*	*13%*	*60%*
75-100%	**47**	26	-	-	-	-	-	-	-	7	3	8	29	*
	40%	*46%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*49%*	*18%*	*30%*	*48%* **bc**	*40%*
Don't know	**11**	8	-	-	-	-	-	-	-	1	3	2	5	-
	9%	*13%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*10%*	*19%* **cd**	*7%*	*7%*	*-%*
Answered	**106**	49	2	*	-	-	*	-	*	12	12	24	57	1
Mean	**57.45**	63.85	28.78	17.25	-	-	10.00	-	10.00	60.80	47.25	46.11	63.64 **bc**	60.90

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	c	d	*e	a	*b	c	a	*b	a	*b
Unweighted total	**286**	44	27	49	31	2	74	5	73	260	26	282	4
Weighted total	**117**	16	10	19	14	*	33	*	24	106	11	114	3
0-24%	**22**	3	2	1	3	*	7	-	3	20	2	21	1
	19%	*20%*	*15%*	*7%*	*26%* c	*43%*	*20%*	*-%*	*12%*	*19%*	*17%*	*19%*	*25%*
25-49%	**24**	1	2	4	2	-	6	*	3	21	3	24	-
	20%	*9%*	*19%*	*23%*	*12%*	*-%*	*18%*	*29%*	*13%*	*20%*	*26%*	*21%*	*-%*
50-74%	**14**	3	1	2	1	-	4	*	2	13	1	14	-
	12%	*16%*	*6%*	*8%*	*10%*	*-%*	*13%*	*12%*	*8%*	*12%*	*5%*	*12%*	*-%*
75-100%	**47**	5	6	8	7	-	14	*	12	42	4	45	2
	40%	*33%*	*59%*	*42%*	*52%*	*-%*	*43%*	*59%*	*50%*	*40%*	*42%*	*39%*	*70%*
Don't know	**11**	3	*	4	-	*	2	-	4	9	1	11	*
	9%	*22%* d	*1%*	*20%* d	*-%*	*57%*	*6%*	*-%*	*17%* a	*9%*	*11%*	*9%*	*5%*
Answered	**106**	12	10	15	14	*	31	*	19	96	9	103	3
Mean	**57.45**	53.29	68.04	63.40	64.64	10.00	59.21	67.66	66.79	57.31	58.91	56.92	79.14

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	***b**	a	***b**	a	b	a	b	c	***d**
Unweighted total	**286**	18	29	57	9	123	30	106	258	75	-
Weighted total	**117**	9	10	24	4	47	11	43	105	16	-
0-24%	**22**	3	1	7	1	8	1	6	20	1	-
	19%	*38%*	*15%*	*29%*	*16%*	*17%*	*11%*	*14%*	*19%* c	*8%*	*-%*
25-49%	**24**	1	5	8	*	4	5	9	24	2	-
	20%	*15%*	*48%*	*31%*	*12%*	*9%*	*43%* a	*20%*	*23%*	*15%*	*-%*
50-74%	**14**	1	*	2	-	6	*	5	12	5	-
	12%	*17%*	*1%*	*9%*	*-%*	*13%* b	**%*	*12%*	*12%*	*35%* **ab**	*-%*
75-100%	**47**	2	3	7	2	22	4	15	39	3	-
	40%	*28%*	*26%*	*29%*	*53%*	*46%*	*37%*	*36%* c	*37%* c	*18%*	*-%*
Don't know	**11**	*	1	1	1	7	1	8	10	4	-
	9%	*2%*	*10%*	*3%*	*18%*	*14%*	*9%*	*18%* b	*9%*	*24%* b	*-%*
Answered	**106**	8	9	23	3	41	10	35	95	12	-
Mean	**57.45**	46.72	45.36	45.90	73.46	64.16	54.35	59.10	55.25	55.01	-

Columns Tested: a,b - a,b - a,b - a,b,c,d

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**286**	91	224	62	-	102	118	46	3	272	238	139	286	194	8
Weighted total	**117**	35	89	15	-	40	43	16	*	109	93	53	117	81	2
0-24%	**22**	5	15	3	-	5	7	2	-	20	15	9	22	19	*
	19%	*14%*	*16%*	*18%*	*-%*	*14%*	*16%*	*16%*	*-%*	*18%*	*16%*	*16%*	*19%*	*23%*	*7%*
25-49%	**24**	6	19	2	-	9	3	4	*	24	19	7	24	24	-
	20%	*17%*	*21%*	*13%*	*-%*	*22%* b	*8%*	*26%* b	*52%*	*22%* c	*20%*	*13%*	*20%*	*29%* a	*-%*
50-74%	**14**	4	10	4	-	4	6	3	-	13	10	6	14	13	*
	12%	*11%*	*12%*	*29%* **ab**	*-%*	*11%*	*13%*	*22%*	*-%*	*12%*	*11%*	*11%*	*12%*	*16%*	*3%*
75-100%	**47**	13	36	2	-	16	22	4	*	42	39	24	47	15	*
	40%	*38%* c	*41%* c	*14%*	*-%*	*40%* c	*51%* c	*23%*	*48%*	*38%*	*42%*	*45%*	*40%* b	*18%*	*2%*
Don't know	**11**	7	9	4	-	5	5	2	-	10	10	7	11	10	2
	9%	*21%* b	*10%*	*27%* b	*-%*	*13%*	*12%*	*14%*	*-%*	*9%*	*10%*	*14%*	*9%*	*13%*	*88%*
Answered	**106**	28	80	11	-	34	38	13	*	98	83	46	106	70	*
Mean	**57.45**	62.89 c	59.45 c	47.30	-	59.72	67.23 c	48.58	59.60	56.27	60.55	63.15	57.45 b	41.28	28.29

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**286**	123	74	75	32	36	261	178	13	5	1	1
Weighted total	**117**	45	28	22	8	11	107	72	4	2	1	*
0-24%	**22**	6	7	4	2	2	20	19	*	*	-	-
	19%	*14%*	*26%* a	*17%*	*26%*	*21%*	*19%*	*26%*	*6%*	*12%*	*-%*	*-%*
25-49%	**24**	7	5	3	2	3	19	22	1	*	-	-
	20%	*16%*	*18%*	*13%*	*27%*	*26%*	*18%*	*30%* a	*41%*	*3%*	*-%*	*-%*
50-74%	**14**	6	5	5	2	4	12	11	*	*	1	*
	12%	*12%*	*18%*	*21%*	*25%*	*35%* a	*12%*	*16%*	*3%*	*3%*	*100%*	*100%*
75-100%	**47**	20	6	6	1	1	44	11	2	2	-	-
	40%	*45%* **bcde**	*21%*	*26%*	*18%*	*12%*	*42%* b	*15%*	*44%*	*82%*	*-%*	*-%*
Don't know	**11**	6	4	5	*	1	11	9	*	-	-	-
	9%	*12%*	*16%*	*22%* **de**	*3%*	*7%*	*10%*	*12%*	*7%*	*-%*	*-%*	*-%*
Answered	**106**	39	24	17	8	10	96	63	3	2	1	*
Mean	**57.45**	63.49 **bde**	45.37	54.55	41.09	41.48	58.86 b	38.63	58.93	71.36	50.00	50.00

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**286**	280	265	283	245	283	182	277	110	-	246	3	42	244
Weighted total	**117**	112	106	114	93	113	72	112	35	-	98	*	19	97
0-24%	**22**	22	17	22	15	22	17	21	6	-	21	*	3	20
	19%	*20%*	*16%*	*19%*	*17%*	*19%*	*24%*	*19%*	*17%*	*-%*	*22%*	*22%*	*13%*	*20%*
25-49%	**24**	23	23	23	18	24	13	23	6	-	18	*	4	20
	20%	*21%*	*22%*	*20%*	*20%*	*21%*	*18%*	*21%*	*17%*	*-%*	*18%*	*55%*	*21%*	*20%*
50-74%	**14**	13	13	14	11	14	8	14	8	-	11	-	3	11
	12%	*12%*	*13%*	*12%*	*12%*	*12%*	*11%*	*12%*	*22%* **ab**	*-%*	*12%*	*-%*	*15%*	*11%*
75-100%	**47**	45	43	45	39	45	26	44	11	-	40	*	6	41
	40%	*40%*	*40%*	*39%*	*42%*	*40%*	*36%*	*39%*	*31%*	*-%*	*40%*	*22%*	*29%*	*42%*
Don't know	**11**	9	10	11	9	9	8	11	5	-	8	-	4	6
	9%	*8%*	*9%*	*9%*	*10%*	*8%*	*11%*	*9%*	*13%*	*-%*	*8%*	*-%*	*22%* b	*6%*
Answered	**106**	103	96	104	84	104	64	102	30	-	90	*	15	91
Mean	**57.45**	57.09	58.87	57.04	59.97	56.96	54.93	56.84	54.88	-	57.08	40.65	55.07	57.85

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 41 (continuation)

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	*a	*b	c	a	b
Unweighted total	**286**	57	3	13	53	38	177	70	27	16	240	171	115
Weighted total	**117**	26	1	6	22	19	65	32	13	6	97	79	37
0-24%	**22**	7	-	1	7	1	13	8	2	1	19	14	8
	19%	*29%*	*-%*	*9%*	*32%*	*7%*	*20%*	*24%* a	*19%*	*13%*	*19%*	*17%*	*22%*
25-49%	**24**	6	*	3	5	4	9	11	4	2	18	18	5
	20%	*25%*	*41%*	*50%*	*22%*	*18%*	*14%*	*33%* b	*30%*	*27%*	*19%*	*23%*	*15%*
50-74%	**14**	2	-	*	2	2	8	4	2	-	12	9	5
	12%	*8%*	*-%*	*1%*	*9%*	*10%*	*12%*	*12%*	*15%*	*-%*	*12%*	*11%*	*12%*
75-100%	**47**	8	*	2	7	11	28	8	4	3	40	29	17
	40%	*33%*	*59%*	*38%*	*30%*	*57%* c	*43%* c	*24%*	*28%*	*49%*	*41%*	*37%*	*47%*
Don't know	**11**	1	-	*	1	1	7	2	1	1	9	9	1
	9%	*6%*	*-%*	*2%*	*6%*	*7%*	*11%*	*7%*	*8%*	*11%*	*9%*	*12%* b	*3%*
Answered	**106**	24	1	6	21	18	58	30	12	5	88	70	36
Mean	**57.45**	49.59	69.17	56.01	47.46	72.42 **bc**	59.06 c	45.22	47.16	66.53	58.15	56.33	59.66

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Produced by OLR
Issue date: 05/02/19

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	***b**	c	d	a	***b**	c	d	***a**	b	***c**	***d**
Unweighted total	**286**	99	21	60	32	50	19	62	38	28	51	6	13
Weighted total	**117**	20	3	12	7	10	3	13	7	2	10	*	5
0-24%	**22**	2	*	1	*	1	1	1	1	*	1	*	*
	19%	*8%*	*11%*	*8%*	*6%*	*6%*	*17%*	*5%*	*18%* c	*14%*	*9%*	*42%*	*6%*
25-49%	**24**	5	1	2	2	1	2	1	3	1	3	-	*
	20%	*25%*	*41%*	*21%*	*22%*	*9%*	*51%*	*6%*	*45%* **ac**	*30%*	*31%*	*-%*	*1%*
50-74%	**14**	4	*	2	2	2	-	2	1	1	2	*	*
	12%	*19%*	*2%*	*15%*	*22%*	*18%*	*-%*	*19%*	*20%*	*29%*	*19%*	*14%*	*8%*
75-100%	**47**	8	1	5	4	5	1	8	1	1	4	*	3
	40%	*41%*	*46%*	*47%*	*49%*	*55%* d	*31%*	*62%* d	*15%*	*22%*	*42%*	*43%*	*63%*
Don't know	**11**	1	-	1	*	1	*	1	*	*	-	-	1
	9%	*6%*	*-%*	*10%*	*1%*	*12%*	*2%*	*9%*	*1%*	*4%*	*-%*	*-%*	*22%*
Answered	**106**	18	3	10	7	9	3	12	7	2	10	*	4
Mean	**57.45**	62.29	59.93	66.93	65.33	74.60 d	50.14	78.27 d	43.52	50.53	61.23	54.59	83.53

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 41 (continuation)

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

		Month											
	Total base	Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	***b**	***c**	d	***e**	***f**	***g**	***h**	***i**	***j**	***k**	***l**
Unweighted total	**286**	45	9	2	102	11	7	26	15	14	28	8	19
Weighted total	**117**	21	6	3	20	6	4	13	11	15	8	5	5
0-24%	**22**	1	1	-	2	2	1	4	6	3	1	1	2
	19%	*5%*	*10%*	*-%*	*8%*	*37%*	*13%*	*30%*	*52%*	*20%*	*10%*	*30%*	*30%*
25-49%	**24**	6	-	2	5	-	1	2	*	4	3	-	*
	20%	*31%*	*-%*	*50%*	*25%*	*-%*	*24%*	*18%*	*4%*	*25%*	*36%*	*-%*	*3%*
50-74%	**14**	3	1	-	4	-	*	1	2	*	*	1	1
	12%	*13%*	*16%*	*-%*	*20%*	*-%*	*7%*	*9%*	*21%*	*3%*	*3%*	*14%*	*12%*
75-100%	**47**	10	2	2	8	3	1	5	2	7	1	3	3
	40%	*48%*	*37%*	*50%*	*41%*	*49%*	*31%*	*39%*	*16%*	*48%*	*17%*	*55%*	*52%*
Don't know	**11**	1	2	-	1	1	1	*	1	1	3	*	*
	9%	*3%*	*37%*	*-%*	*6%*	*15%*	*24%*	*3%*	*7%*	*4%*	*34%*	*2%*	*2%*
Answered	**106**	20	4	3	19	5	3	13	10	14	5	4	5
Mean	**57.45**	66.47	70.26	65.00	62.15	56.73	51.55	50.55	37.13	58.24	41.93	58.48	64.12

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**286**	56	120	55	55
Weighted total	**117**	30	30	38	17
0-24%	**22**	2	4	13	4
	19%	*5%*	*14%*	*33%*	*21%*
				ab	a
25-49%	**24**	8	6	6	3
	20%	*27%*	*20%*	*17%*	*17%*
50-74%	**14**	4	4	4	1
	12%	*12%*	*14%*	*10%*	*8%*
75-100%	**47**	14	12	14	6
	40%	*46%*	*41%*	*36%*	*37%*
Don't know	**11**	3	3	2	3
	9%	*9%*	*11%*	*5%*	*16%*
Answered	**106**	28	27	37	14
Mean	**57.45**	66.81	59.86	49.72	54.63
		c			

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 42 Page 914

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	***a**	b	***c**	***d**	e
Unweighted total	**261**	99	76	49	37	162	14	38	19	12	41
Weighted total	**117**	99	9	6	4	19	17	30	11	4	10
0-24%	**16**	13	1	*	*	2	4	7	*	*	-
	13%	*14%*	*16%*	*8%*	*8%*	*12%*	*21%*	*25%* e	*3%*	*6%*	*-%*
25-49%	**2**	*	1	*	*	1	-	1	*	-	*
	1%	**%*	*7%* a	*1%*	*11%* **ac**	*6%* a	*-%*	*2%*	*2%*	*-%*	*1%*
50-74%	**29**	26	1	1	1	3	4	9	1	2	2
	25%	*26%*	*17%*	*24%*	*16%*	*19%*	*26%*	*31%*	*9%*	*39%*	*16%*
75-100%	**58**	49	5	3	2	9	9	11	8	*	8
	50%	*50%*	*51%*	*45%*	*50%*	*49%*	*53%*	*38%*	*72%*	*10%*	*76%* b
Don't know	**12**	10	1	1	1	3	-	1	1	2	1
	11%	*10%*	*9%*	*22%* **ab**	*15%*	*14%*	*-%*	*4%*	*14%*	*46%*	*8%*
Answered	**105**	89	8	4	3	16	17	29	9	2	9
Mean	**70.54**	71.11	64.34	70.46	70.40	67.33	66.84	62.81	80.92	57.44	86.53 b

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	k	l	m
Unweighted total	**261**	18	7	24	9	8	26	19	18	16	145	40	34	42
Weighted total	**117**	13	9	17	7	5	16	6	7	9	90	10	8	9
0-24%	**16**	2	*	4	-	1	4	*	*	1	12	1	1	1
	13%	*15%*	*3%*	*23%*	*-%*	*18%*	*23%*	*3%*	*2%*	*13%*	*14%*	*8%*	*15%*	*14%*
25-49%	**2**	-	-	*	-	-	-	*	*	*	1	*	*	*
	1%	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*3%*	*7%*	*1%*	*1%*	*5%*	*1%*	*1%*
50-74%	**29**	3	3	5	3	*	4	*	1	3	21	3	2	3
	25%	*23%*	*33%*	*29%*	*37%*	*2%*	*23%*	*6%*	*9%*	*33%*	*24%*	*28%*	*27%*	*36%*
75-100%	**58**	7	4	6	4	4	7	5	5	3	46	4	4	4
	50%	*53%*	*43%*	*34%*	*62%*	*75%*	*45%*	*85%*	*79%*	*29%*	*51%*	*39%*	*51%*	*47%*
Don't know	**12**	1	2	2	*	*	1	*	*	2	10	2	1	*
	11%	*8%*	*22%*	*14%*	*2%*	*5%*	*9%*	*3%*	*3%*	*24%*	*11%*	*20%* m	*7%*	*2%*
Answered	**105**	12	7	14	7	5	15	6	7	7	80	8	8	9
Mean	**70.54**	71.67	79.39	63.75	73.63	82.23	65.89	85.36	79.01	63.70	71.62	65.53	69.08	66.53

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 42 (continuation)

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	***d**	e	***f**	g	h	a	b	a	b
Unweighted total	**261**	6	35	6	25	45	5	40	99	177	84	219	42
Weighted total	**117**	1	10	2	9	20	1	26	49	90	27	97	20
0-24%	**16**	-	1	*	*	2	*	9	3	13	3	15	1
	13%	*-%*	*14%*	*2%*	*3%*	*8%*	*46%*	*34%* **beh**	*7%*	*14%*	*10%*	*15%*	*5%*
25-49%	**2**	-	*	*	-	*	-	1	1	1	*	1	1
	1%	*-%*	*2%*	*3%*	*-%*	**%*	*-%*	*3%*	*1%*	*1%*	*2%*	*1%*	*3%*
50-74%	**29**	1	2	-	2	5	*	4	15	22	8	22	7
	25%	*54%*	*22%*	*-%*	*25%*	*25%*	*9%*	*16%*	*31%*	*24%*	*29%*	*23%*	*37%* a
75-100%	**58**	*	6	2	6	13	*	9	22	44	14	49	9
	50%	*35%*	*62%* g	*80%*	*67%*	*63%* g	*18%*	*34%*	*46%*	*49%*	*52%*	*51%*	*44%*
Don't know	**12**	*	*	*	*	1	*	4	7	11	2	10	2
	11%	*11%*	*1%*	*15%*	*4%*	*3%*	*27%*	*14%*	*15%* **be**	*12%*	*7%*	*10%*	*11%*
Answered	**105**	1	10	2	9	19	*	22	42	80	25	87	18
Mean	**70.54**	64.11	75.38 g	89.11	84.80	75.92 g	33.75	49.13	75.16 g	70.35	71.13	69.06	77.69

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**261**	258	3	97	71	92
Weighted total	**117**	117	*	48	35	32
0-24%	**16**	16	-	6	5	5
	13%	*13%*	*-%*	*12%*	*14%*	*15%*
25-49%	**2**	2	-	*	1	*
	1%	*1%*	*-%*	*1%*	*3%*	*1%*
50-74%	**29**	29	-	8	11	10
	25%	*25%*	*-%*	*17%*	*32%* a	*30%* a
75-100%	**58**	58	*	27	17	14
	50%	*49%*	*100%*	*56%*	*50%*	*42%*
Don't know	**12**	12	-	7	1	3
	11%	*11%*	*-%*	*14%* b	*1%*	*11%* b
Answered	**105**	104	*	42	34	29
Mean	**70.54**	70.52	77.69	76.20 c	68.01	65.37

Columns Tested: a,b - a,b,c

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	**261**	134	107	15	3	-	2	-	-	241	20	13	121	127
Weighted total	**117**	71	40	6	*	-	*	-	-	111	6	7	64	46
0-24%	**16**	12	3	*	-	-	*	-	-	15	1	3	9	4
	13%	*17%*	*8%*	*7%*	*-%*	*-%*	*30%*	*-%*	*-%*	*14%*	*8%*	*39%*	*14%*	*8%*
25-49%	**2**	1	*	*	-	-	-	-	-	1	*	-	1	1
	1%	*2%*	*1%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*4%*	*-%*	*2%*	*1%*
50-74%	**29**	19	9	1	*	-	-	-	-	29	1	*	19	10
	25%	*27%*	*24%*	*9%*	*35%*	*-%*	*-%*	*-%*	*-%*	*26%*	*10%*	*2%*	*30%*	*22%*
75-100%	**58**	31	23	4	*	-	*	-	-	54	4	4	27	27
	50%	*44%*	*57%* a	*68%*	*65%*	*-%*	*70%*	*-%*	*-%*	*48%*	*68%*	*53%*	*43%*	*58%* b
Don't know	**12**	8	4	1	-	-	-	-	-	12	1	*	7	5
	11%	*11%*	*11%*	*12%*	*-%*	*-%*	*-%*	*-%*	*-%*	*11%*	*10%*	*7%*	*11%*	*11%*
Answered	**105**	63	36	5	*	-	*	-	-	99	6	7	57	42
Mean	**70.54**	67.30	74.94	80.83	68.78	-	56.30	-	-	70.06	78.69	58.12	68.36	75.46

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**261**	252	205	261	127	128	222	187	39	19	12	2	2	-
Weighted total	**117**	114	86	117	54	50	97	92	13	6	4	*	2	-
0-24%	**16**	15	10	16	9	3	14	14	1	1	-	-	*	-
	13%	*13%* e	*12%*	*13%* e	*17%* e	*6%*	*15%* e	*15%*	*7%*	*8%*	*-%*	*-%*	*6%*	*-%*
25-49%	**2**	2	1	2	1	1	2	1	*	*	-	-	-	-
	1%	*1%*	*2%*	*1%*	*3%*	*2%*	*2%*	*1%*	*1%*	*4%*	*-%*	*-%*	*-%*	*-%*
50-74%	**29**	29	24	29	12	16	23	21	5	3	*	-	-	-
	25%	*26%*	*28%*	*25%*	*21%*	*32%*	*24%*	*23%*	*39%* a	*51%*	*7%*	*-%*	*-%*	*-%*
75-100%	**58**	56	41	58	24	25	50	45	5	2	4	*	2	-
	50%	*49%*	*47%*	*50%*	*45%*	*50%*	*51%*	*49%*	*40%*	*36%*	*93%*	*100%*	*94%*	*-%*
Don't know	**12**	12	10	12	8	6	8	11	2	*	-	-	-	-
	11%	*11%*	*11%*	*11%*	*14%*	*11%*	*8%*	*12%*	*14%*	*1%*	*-%*	*-%*	*-%*	*-%*
Answered	**105**	102	77	105	47	44	89	81	12	6	4	*	2	-
Mean	**70.54**	70.25	69.51	70.54	66.60	74.52 d	69.13	69.30	69.98	67.61	91.39	93.63	94.20	-

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	b	c	d	*e
Unweighted total	**261**	121	4	1	-	-	1	-	1	23	49	69	119	1
Weighted total	**117**	52	2	*	-	-	*	-	*	16	27	26	48	*
0-24%	**16**	9	-	-	-	-	-	-	-	4	1	1	9	-
	13%	*18%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*27%*	*4%*	*6%*	*19%* bc	*-%*
25-49%	**2**	1	-	-	-	-	-	-	-	*	*	1	*	-
	1%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*4%*	**%*	*-%*
50-74%	**29**	10	2	-	-	-	-	-	-	4	6	4	15	*
	25%	*19%*	*82%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*26%*	*23%*	*16%*	*31%* c	*100%*
75-100%	**58**	24	*	*	-	-	*	-	*	4	16	18	20	-
	50%	*46%*	*18%*	*100%*	*-%*	*-%*	*100%*	*-%*	*100%*	*26%*	*61%* d	*68%* d	*41%*	*-%*
Don't know	**12**	8	-	-	-	-	-	-	-	3	3	2	5	-
	11%	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*20%*	*11%*	*7%*	*10%*	*-%*
Answered	**105**	45	2	*	-	-	*	-	*	13	24	25	43	*
Mean	**70.54**	66.25	72.72	75.00	-	-	90.00	-	90.00	58.39	83.29 d	78.18 d	62.85	50.00

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	***b**	c	***d**	***e**	a	***b**	c	a	***b**	a	***b**
Unweighted total	**261**	34	22	42	26	3	61	5	60	239	22	258	3
Weighted total	**117**	18	12	16	7	*	24	3	26	110	8	116	1
0-24%	**16**	4	2	3	*	-	1	*	8	15	*	16	-
	13%	*20%*	*20%*	*19%*	*2%*	*-%*	*4%*	*3%*	*32%* a	*14%*	*6%*	*13%*	*-%*
25-49%	**2**	*	*	*	*	-	*	-	1	2	*	2	-
	1%	*3%*	*4%*	*1%*	*3%*	*-%*	*2%*	*-%*	*4%*	*1%*	*1%*	*1%*	*-%*
50-74%	**29**	3	2	4	2	-	8	*	3	26	3	29	-
	25%	*17%*	*18%*	*24%*	*33%*	*-%*	*34%* c	*1%*	*13%*	*24%*	*39%*	*25%*	*-%*
75-100%	**58**	8	7	5	4	*	12	3	9	55	3	57	1
	50%	*42%*	*58%*	*31%*	*60%*	*55%*	*51%*	*95%*	*36%*	*50%*	*38%*	*49%*	*83%*
Don't know	**12**	3	*	4	*	*	2	-	4	11	1	12	*
	11%	*18%*	*1%*	*24%*	*1%*	*45%*	*8%*	*-%*	*15%*	*10%*	*16%*	*11%*	*17%*
Answered	**105**	15	12	12	7	*	22	3	22	98	6	104	1
Mean	**70.54**	65.47	69.84	60.03	73.97	90.00	73.43 c	95.36	55.59	70.43	72.27	70.48	80.00

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	***b**	a	***b**	a	***b**	a	b	c	***d**
Unweighted total	**261**	14	24	42	8	102	25	84	245	65	-
Weighted total	**117**	7	11	19	3	44	11	36	111	18	-
0-24%	**16**	*	*	1	*	9	*	5	15	1	-
	13%	*4%*	*3%*	*5%*	*9%*	*21%*	*3%*	*13%*	*14%*	*7%*	*-%*
25-49%	**2**	-	*	*	-	1	*	1	2	1	-
	1%	*-%*	*1%*	*1%*	*-%*	*3%*	*1%*	*4%*	*1%*	*7%* b	*-%*
50-74%	**29**	3	4	9	*	7	4	8	28	7	-
	25%	*39%*	*41%*	*47%*	*19%*	*17%*	*40%*	*22%*	*25%*	*38%* **ab**	*-%*
75-100%	**58**	4	5	8	1	19	5	12	55	3	-
	50%	*55%*	*46%*	*44%*	*43%*	*44%*	*48%*	*35%* c	*49%* **ac**	*17%*	*-%*
Don't know	**12**	*	1	1	1	7	1	9	12	5	-
	11%	*3%*	*10%*	*4%*	*28%*	*15%*	*8%*	*26%* b	*10%*	*31%* b	*-%*
Answered	**105**	6	10	18	2	37	10	27	100	12	-
Mean	**70.54**	71.50	79.87	72.86	70.67	63.01	79.94	60.35	70.28 **ac**	58.23	-

Columns Tested: a,b - a,b - a,b - a,b,c,d

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**261**	65	196	52	-	78	104	40	2	252	203	114	194	261	7
Weighted total	**117**	25	82	15	-	32	41	15	*	114	84	48	82	117	2
0-24%	**16**	3	10	1	-	5	9	1	*	15	10	7	15	16	*
	13%	*11%*	*12%*	*6%*	*-%*	*17%*	*23%* c	*7%*	*28%*	*13%*	*12%*	*16%*	*18%*	*13%*	*10%*
25-49%	**2**	1	1	1	-	1	1	*	-	2	1	1	2	2	-
	1%	*2%*	*2%*	*7%*	*-%*	*4%*	*3%*	*2%*	*-%*	*1%*	*2%*	*3%*	*2%*	*1%*	*-%*
50-74%	**29**	6	22	5	-	9	7	6	-	29	22	10	28	29	-
	25%	*26%*	*27%*	*35%*	*-%*	*28%*	*17%*	*38%* b	*-%*	*26%*	*26%*	*20%*	*35%* b	*25%*	*-%*
75-100%	**58**	8	40	4	-	12	18	5	*	56	41	21	25	58	-
	50%	*31%*	*48%* **ac**	*26%*	*-%*	*36%*	*44%*	*38%*	*72%*	*49%*	*48%*	*45%*	*31%*	*50%* a	*-%*
Don't know	**12**	7	9	4	-	5	5	2	-	12	10	8	12	12	2
	11%	*29%* b	*11%*	*26%* b	*-%*	*16%*	*12%*	*15%*	*-%*	*11%*	*12%*	*16%*	*15%*	*11%*	*90%*
Answered	**105**	18	73	11	-	27	36	12	*	102	74	40	70	105	*
Mean	**70.54**	59.51	69.47 a	62.11	-	61.57	62.92	65.30	55.28	70.25	69.63	67.31	58.05	70.54 a	3.46

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	***d**	e	a	b	***a**	***b**	***c**	***d**
Unweighted total	**261**	90	89	66	28	35	180	240	15	5	1	1
Weighted total	**117**	39	34	20	8	12	77	106	4	2	1	*
0-24%	**16**	8	4	3	1	1	15	13	1	2	-	-
	13%	*21%* **be**	*10%*	*16%*	*12%*	*6%*	*20%* b	*12%*	*12%*	*82%*	*-%*	*-%*
25-49%	**2**	1	1	1	1	1	2	2	-	-	-	-
	1%	*4%*	*4%*	*4%*	*13%*	*9%*	*2%*	*2%*	*-%*	*-%*	*-%*	*-%*
50-74%	**29**	9	7	6	2	4	25	26	1	*	1	*
	25%	*24%*	*20%*	*30%*	*20%*	*32%*	*33%*	*25%*	*32%*	*3%*	*100%*	*100%*
75-100%	**58**	14	18	5	4	5	24	55	2	*	-	-
	50%	*37%*	*52%* **ac**	*24%*	*53%*	*46%* c	*32%*	*52%* a	*50%*	*16%*	*-%*	*-%*
Don't know	**12**	6	5	5	*	1	10	11	*	-	-	-
	11%	*14%*	*13%*	*26%* **be**	*3%*	*7%*	*13%*	*10%*	*5%*	*-%*	*-%*	*-%*
Answered	**105**	33	30	15	8	11	67	95	4	2	1	*
Mean	**70.54**	59.77	70.57 **ac**	53.10	61.73	64.52	58.26	71.99 a	75.82	22.89	50.00	50.00

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**261**	257	238	259	215	257	154	253	86	-	221	3	41	220
Weighted total	**117**	115	107	117	91	114	66	115	32	-	99	*	22	96
0-24%	**16**	16	15	16	14	16	10	15	5	-	13	-	1	15
	13%	*14%*	*14%*	*13%*	*15%*	*14%*	*15%*	*13%*	*15%*	*-%*	*13%*	*-%*	*4%*	*15%*
25-49%	**2**	2	2	2	2	2	1	2	1	-	2	-	*	2
	1%	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*5%*	*-%*	*2%*	*-%*	**%*	*2%*
50-74%	**29**	29	29	29	22	29	14	29	10	-	25	-	6	24
	25%	*25%*	*27%*	*25%*	*25%*	*26%*	*22%*	*25%*	*31%*	*-%*	*25%*	*-%*	*27%*	*25%*
75-100%	**58**	58	51	58	42	56	32	57	11	-	49	*	10	48
	50%	*50%*	*48%*	*50%*	*46%*	*49%*	*49%* c	*49%* c	*34%*	*-%*	*50%*	*100%*	*48%*	*50%*
Don't know	**12**	11	10	12	11	11	8	12	5	-	10	-	4	8
	11%	*9%*	*9%*	*11%*	*12%*	*9%*	*12%*	*11%*	*15%*	*-%*	*10%*	*-%*	*20%* b	*9%*
Answered	**105**	104	97	104	80	103	58	103	27	-	89	*	17	87
Mean	**70.54**	70.54	69.10	70.57	68.14	70.01	66.63	70.55 c	58.87	-	71.34	79.52	79.98 b	68.67

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	***b**	***a**	b	***a**	b	c	***a**	***b**	c	a	b
Unweighted total	**261**	42	1	9	41	27	159	75	22	13	224	165	96
Weighted total	**117**	19	*	4	18	11	69	37	13	3	101	79	39
0-24%	**16**	1	-	*	1	2	12	2	1	*	14	10	6
	13%	*6%*	*-%*	*3%*	*6%*	*19%*	*17%* c	*4%*	*9%*	*6%*	*14%*	*13%*	*14%*
25-49%	**2**	*	-	*	*	*	1	*	-	-	2	1	1
	1%	**%*	*-%*	*1%*	**%*	*1%*	*2%*	*1%*	*-%*	*-%*	*2%*	*1%*	*1%*
50-74%	**29**	8	-	3	7	5	15	9	4	2	24	20	10
	25%	*42%*	*-%*	*74%*	*37%*	*48%*	*22%*	*24%*	*28%*	*46%*	*24%*	*25%*	*25%*
75-100%	**58**	9	*	1	9	2	31	25	7	1	50	38	20
	50%	*45%*	*100%*	*19%*	*49%*	*20%*	*46%*	*66%* b	*55%*	*30%*	*50%*	*49%*	*52%*
Don't know	**12**	1	-	*	1	1	9	2	1	1	11	9	3
	11%	*7%*	*-%*	*3%*	*7%*	*12%*	*13%*	*5%*	*9%*	*18%*	*11%*	*12%*	*8%*
Answered	**105**	18	*	4	16	10	60	35	12	3	90	69	36
Mean	**70.54**	73.04	75.00	70.20	73.20	55.56	68.31	78.57 b	72.09	69.65	70.36	69.58	72.40

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	*d	a	*b	c	d	*a	b	*c	*d
Unweighted total	**261**	77	17	42	25	31	20	33	46	23	39	6	9
Weighted total	**117**	17	3	7	5	6	2	7	8	2	8	1	4
0-24%	**16**	3	1	1	1	1	*	3	*	*	1	*	1
	13%	*18%*	*41%*	*17%*	*22%*	*22%* d	*4%*	*40%* d	*3%*	*22%*	*18%*	*7%*	*23%*
25-49%	**2**	*	-	*	*	*	-	*	-	-	*	-	*
	1%	*2%*	*-%*	*5%*	*5%*	*6%*	*-%*	*5%*	*-%*	*-%*	*3%*	*-%*	*3%*
50-74%	**29**	6	1	4	3	2	2	2	4	1	3	-	*
	25%	*39%*	*40%*	*49%*	*59%*	*39%*	*66%*	*33%*	*58%* c	*45%*	*38%*	*-%*	*12%*
75-100%	**58**	6	1	1	1	1	1	*	3	1	3	1	1
	50%	*33%* c	*19%*	*14%*	*13%*	*12%*	*28%*	*7%*	*37%* **ac**	*28%*	*41%*	*93%*	*34%*
Don't know	**12**	1	-	1	*	1	*	1	*	*	-	-	1
	11%	*8%*	*-%*	*15%*	*1%*	*20%* d	*2%*	*16%* d	*1%*	*5%*	*-%*	*-%*	*29%*
Answered	**105**	15	3	6	5	4	2	6	8	2	8	1	3
Mean	**70.54**	59.38	43.65	52.01	50.59	44.34	70.22	34.09	70.18 c	56.26	59.49	89.34	59.04

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	**261**	45	11	1	81	9	9	22	17	16	27	10	13
Weighted total	**117**	20	8	2	18	5	7	9	13	15	12	6	3
0-24%	**16**	1	2	-	3	2	2	1	*	3	*	3	-
	13%	*4%*	*23%*	*-%*	*16%* a	*33%*	*23%*	*6%*	*1%*	*22%*	*2%*	*42%*	*-%*
25-49%	**2**	*	-	-	*	-	-	*	*	-	*	-	-
	1%	*1%*	*-%*	*-%*	*2%*	*-%*	*-%*	*5%*	*4%*	*-%*	*1%*	*-%*	*-%*
50-74%	**29**	10	1	2	7	-	1	3	2	2	*	1	1
	25%	*47%*	*12%*	*100%*	*38%*	*-%*	*15%*	*30%*	*16%*	*15%*	*3%*	*10%*	*55%*
75-100%	**58**	9	2	-	7	2	3	5	9	9	9	3	1
	50%	*44%*	*19%*	*-%*	*37%*	*47%*	*48%*	*55%*	*72%*	*59%*	*73%*	*46%*	*41%*
Don't know	**12**	1	4	-	1	1	1	*	1	1	3	*	*
	11%	*3%*	*47%*	*-%*	*7%*	*19%*	*15%*	*4%*	*7%*	*4%*	*22%*	*1%*	*4%*
Answered	**105**	19	5	2	17	4	6	9	12	14	9	6	3
Mean	**70.54**	75.86 d	44.94	70.00	61.90	58.81	70.96	75.36	81.36	66.26	88.35	56.85	72.44

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**261**	57	99	55	50
Weighted total	**117**	30	30	37	20
0-24%	**16**	3	6	4	3
	13%	*9%*	*21%*	*11%*	*13%*
25-49%	**2**	*	*	1	*
	1%	*1%*	*1%*	*3%*	**%*
50-74%	**29**	12	8	7	2
	25%	*40%*	*26%*	*19%*	*12%*
		cd	d		
75-100%	**58**	10	12	23	12
	50%	*34%*	*41%*	*63%*	*61%*
				ab	**ab**
Don't know	**12**	5	3	2	3
	11%	*15%*	*11%*	*5%*	*13%*
Answered	**105**	26	27	35	18
Mean	**70.54**	70.03	63.58	73.70	75.55
					b

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 43 Page 930

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	**37**	17	14	4	2	20	5	10	3	1	1
Weighted total	**21**	19	1	1	*	2	6	6	2	*	*
0-24%	**8**	7	1	*	*	1	1	2	2	*	*
	37%	*37%*	*51%*	*9%*	*54%*	*41%*	*21%*	*33%*	*91%*	*100%*	*100%*
25-49%	**2**	2	*	-	-	*	-	1	-	-	-
	10%	*10%*	*18%*	*-%*	*-%*	*11%*	*-%*	*10%*	*-%*	*-%*	*-%*
50-74%	**4**	3	-	-	*	*	-	3	-	-	-
	17%	*18%*	*-%*	*-%*	*46%*	*6%*	*-%*	*52%*	*-%*	*-%*	*-%*
75-100%	**4**	4	*	-	-	*	2	*	*	-	-
	20%	*20%*	*27%*	*-%*	*-%*	*17%*	*32%*	*4%*	*9%*	*-%*	*-%*
Don't know	**3**	3	*	1	-	1	3	-	-	-	-
	16%	*15%*	*4%*	*91%*	*-%*	*25%*	*47%*	*-%*	*-%*	*-%*	*-%*
Answered	**18**	16	1	*	*	2	3	6	2	*	*
Mean	**43.13**	44.07	36.12	20.00	30.45	34.64	67.74	41.75	13.24	1.00	5.00

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	**37**	3	3	4	-	-	3	3	2	6	24	7	3	3
Weighted total	**21**	3	2	2	-	-	3	1	2	4	18	2	1	*
0-24%	**8**	*	*	2	-	-	2	1	-	1	6	1	*	*
	37%	*5%*	*7%*	*95%*	*-%*	*-%*	*59%*	*96%*	*-%*	*21%*	*34%*	*69%*	*6%*	*100%*
25-49%	**2**	-	*	-	-	-	1	-	-	-	1	*	1	-
	10%	*-%*	*7%*	*-%*	*-%*	*-%*	*37%*	*-%*	*-%*	*-%*	*7%*	*5%*	*94%*	*-%*
50-74%	**4**	2	-	-	-	-	*	-	-	1	3	*	-	-
	17%	*61%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*	*-%*	*25%*	*17%*	*24%*	*-%*	*-%*
75-100%	**4**	-	2	-	-	-	-	-	2	*	4	*	-	-
	20%	*-%*	*85%*	*-%*	*-%*	*-%*	*-%*	*-%*	*92%*	*8%*	*23%*	*2%*	*-%*	*-%*
Don't know	**3**	1	-	*	-	-	-	*	*	2	3	-	-	-
	16%	*34%*	*-%*	*5%*	*-%*	*-%*	*-%*	*4%*	*8%*	*46%*	*19%*	*-%*	*-%*	*-%*
Answered	**18**	2	2	2	-	-	3	1	2	2	14	2	1	*
Mean	**43.13**	64.88	87.58	9.64	-	-	14.93	18.92	100.00	38.69	47.60	20.69	32.16	2.86

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	a	*b
Unweighted total	37	-	2	-	3	14	-	2	16	23	14	34	3
Weighted total	21	-	*	-	1	10	-	3	7	11	10	20	1
0-24%	8	-	*	-	1	4	-	-	3	4	4	8	*
	37%	-%	*74%*	-%	*85%*	*39%*	-%	-%	*43%*	*34%*	*40%*	*38%*	*6%*
25-49%	2	-	-	-	-	1	-	1	*	2	*	2	-
	10%	-%	-%	-%	-%	*6%*	-%	*36%*	*7%*	*15%*	*5%*	*10%*	-%
50-74%	4	-	-	-	*	-	-	2	2	1	3	3	*
	17%	-%	-%	-%	*15%*	-%	-%	*64%*	*23%*	*10%*	*25%*	*15%*	*69%*
75-100%	4	-	*	-	-	4	-	-	*	2	2	4	-
	20%	-%	*26%*	-%	-%	*38%*	-%	-%	*3%*	*20%*	*19%*	*21%*	-%
Don't know	3	-	-	-	-	2	-	-	2	2	1	3	*
	16%	-%	-%	-%	-%	*17%*	-%	-%	*24%*	*21%*	*11%*	*16%*	*24%*
Answered	18	-	*	-	1	8	-	3	5	9	9	17	1
Mean	43.13	-	33.72	-	11.13	53.16	-	53.78	26.91	40.56	45.60	42.99	47.44

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	*c
Unweighted total	**37**	37	-	11	6	20
Weighted total	**21**	21	-	10	3	8
0-24%	**8**	8	-	4	2	2
	37%	*37%*	*-%*	*37%*	*73%*	*26%*
25-49%	**2**	2	-	1	-	1
	10%	*10%*	*-%*	*11%*	*-%*	*13%*
50-74%	**4**	4	-	2	*	1
	17%	*17%*	*-%*	*19%*	*19%*	*14%*
75-100%	**4**	4	-	2	*	2
	20%	*20%*	*-%*	*21%*	*4%*	*23%*
Don't know	**3**	3	-	1	*	2
	16%	*16%*	*-%*	*12%*	*4%*	*24%*
Answered	**18**	18	-	9	3	6
Mean	**43.13**	43.13	-	45.63	21.74	48.09

Columns Tested: a,b - a,b,c

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	**37**	11	17	7	-	-	1	-	1	28	9	4	7	26
Weighted total	**21**	10	8	3	-	-	*	-	*	18	3	5	5	11
0-24%	**8**	3	3	1	-	-	-	-	*	6	1	1	2	5
	37%	*32%*	*40%*	*42%*	*-%*	*-%*	*-%*	*-%*	*100%*	*36%*	*43%*	*24%*	*40%*	*41%*
25-49%	**2**	1	*	*	-	-	*	-	-	2	1	-	1	1
	10%	*11%*	*5%*	*18%*	*-%*	*-%*	*100%*	*-%*	*-%*	*8%*	*20%*	*-%*	*20%*	*9%*
50-74%	**4**	2	*	1	-	-	-	-	-	3	1	*	2	1
	17%	*24%*	*2%*	*39%*	*-%*	*-%*	*-%*	*-%*	*-%*	*14%*	*36%*	*11%*	*36%*	*11%*
75-100%	**4**	2	2	*	-	-	-	-	-	4	*	2	-	2
	20%	*19%*	*27%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*23%*	*2%*	*42%*	*-%*	*20%*
Don't know	**3**	1	2	-	-	-	-	-	-	3	-	1	*	2
	16%	*13%*	*26%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*19%*	*-%*	*24%*	*3%*	*19%*
Answered	**18**	8	6	3	-	-	*	-	*	15	3	3	5	9
Mean	**43.13**	47.54	44.17	28.57	-	-	49.00	-	10.00	46.12	28.47	68.14	33.48	39.04

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	b	c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**37**	28	33	37	22	18	29	25	4	1	2	3	1	1
Weighted total	**21**	14	18	21	10	5	13	15	*	2	2	1	*	*
0-24%	**8**	6	6	8	4	1	5	6	*	-	2	*	-	*
	37%	*43%*	*33%*	*37%*	*37%*	*19%*	*38%*	*38%*	*12%*	*-%*	*88%*	*4%*	*-%*	*100%*
25-49%	**2**	2	2	2	1	*	1	2	-	-	-	-	*	-
	10%	*15%*	*12%*	*10%*	*8%*	*8%*	*4%*	*13%*	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*
50-74%	**4**	3	3	4	3	3	3	3	-	-	-	1	-	-
	17%	*24%*	*14%*	*17%*	*31%*	*56%*	*24%*	*16%*	*-%*	*-%*	*-%*	*91%*	*-%*	*-%*
75-100%	**4**	*	4	4	2	*	2	4	*	-	*	-	-	-
	20%	*2%*	*23%*	*20%*	*20%*	*7%*	*16%*	*24%*	*34%*	*-%*	*12%*	*-%*	*-%*	*-%*
Don't know	**3**	2	3	3	*	1	2	1	*	2	-	*	-	-
	16%	*15%*	*19%*	*16%*	*4%*	*10%*	*18%*	*9%*	*55%*	*100%*	*-%*	*5%*	*-%*	*-%*
Answered	**18**	12	15	18	10	5	11	14	*	-	2	1	*	*
Mean	**43.13**	29.83	46.10	43.13	47.15	51.19	41.73	45.64	79.59	-	19.79	48.14	49.00	10.00

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	***f**	***g**	***h**	***a**	***b**	***c**	***d**	***e**
Unweighted total	**37**	19	1	1	-	-	1	-	1	5	7	10	15	-
Weighted total	**21**	9	1	*	-	-	*	-	*	5	4	7	5	-
0-24%	**8**	3	1	*	-	-	*	-	*	3	*	3	2	-
	37%	*28%*	*100%*	*100%*	*-%*	*-%*	*100%*	*-%*	*100%*	*57%*	*4%*	*43%*	*38%*	*-%*
25-49%	**2**	1	-	-	-	-	-	-	-	-	*	1	1	-
	10%	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*20%*	*13%*	*-%*
50-74%	**4**	3	-	-	-	-	-	-	-	1	-	*	2	-
	17%	*35%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*21%*	*-%*	*7%*	*43%*	*-%*
75-100%	**4**	2	-	-	-	-	-	-	-	-	2	2	*	-
	20%	*23%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*50%*	*27%*	*1%*	*-%*
Don't know	**3**	*	-	-	-	-	-	-	-	1	2	*	*	-
	16%	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*21%*	*43%*	*2%*	*6%*	*-%*
Answered	**18**	8	1	*	-	-	*	-	*	4	3	7	4	-
Mean	**43.13**	52.87	5.00	5.00	-	-	10.00	-	10.00	23.46	88.37	39.84	39.31	-

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	a	*b	a	*b
Unweighted total	**37**	2	3	5	12	-	15	3	4	34	3	36	1
Weighted total	**21**	*	2	2	5	-	6	*	4	21	*	21	*
0-24%	**8**	*	-	2	1	-	2	*	2	8	*	8	*
	37%	*15%*	*-%*	*100%*	*26%*	*-%*	*31%*	*66%*	*43%*	*36%*	*66%*	*37%*	*100%*
25-49%	**2**	-	-	-	1	-	1	-	-	2	-	2	-
	10%	*-%*	*-%*	*-%*	*14%*	*-%*	*14%*	*-%*	*-%*	*10%*	*-%*	*10%*	*-%*
50-74%	**4**	-	2	-	1	-	1	-	2	4	-	4	-
	17%	*-%*	*92%*	*-%*	*22%*	*-%*	*19%*	*-%*	*51%*	*17%*	*-%*	*17%*	*-%*
75-100%	**4**	-	-	-	2	-	2	*	-	4	*	4	-
	20%	*-%*	*-%*	*-%*	*38%*	*-%*	*34%*	*34%*	*-%*	*20%*	*34%*	*20%*	*-%*
Don't know	**3**	*	*	-	-	-	*	-	*	3	-	3	-
	16%	*85%*	*8%*	*-%*	*-%*	*-%*	*3%*	*-%*	*7%*	*16%*	*-%*	*16%*	*-%*
Answered	**18**	*	2	2	5	-	6	*	4	17	*	18	*
Mean	**43.13**	20.00	70.00	8.85	55.26	-	51.04	38.73	42.17	43.21	38.73	43.37	10.00

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	37	7	3	9	2	17	5	18	25	11	-
Weighted total	21	4	1	4	1	7	3	6	13	6	-
0-24%	8	3	*	3	*	2	2	1	6	2	-
	37%	*69%*	*14%*	*75%*	*11%*	*29%*	*52%*	*11%*	*45%*	*36%*	*-%*
25-49%	2	*	*	1	-	*	*	2	2	1	-
	10%	*7%*	*69%*	*23%*	*-%*	*4%*	*14%*	*37%*	*12%*	*14%*	*-%*
50-74%	4	1	-	-	1	2	1	*	3	2	-
	17%	*25%*	*-%*	*-%*	*89%*	*31%*	*31%*	*9%*	*26%*	*43%*	*-%*
75-100%	4	-	*	*	-	2	*	*	*	-	-
	20%	*-%*	*16%*	*3%*	*-%*	*29%*	*3%*	*6%*	*3%*	*-%*	*-%*
Don't know	3	-	-	-	-	*	-	2	2	*	-
	16%	*-%*	*-%*	*-%*	*-%*	*6%*	*-%*	*37%*	*14%*	*7%*	*-%*
Answered	18	4	1	4	1	6	3	4	11	5	-
Mean	43.13	20.66	37.86	16.92	45.70	58.10	27.91	34.46	30.17	37.43	-

Columns Tested: a,b - a,b - a,b - a,b,c,d

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	*a	*b	*c	*d	*a	b	*c	a	*b	*c
Unweighted total	**37**	19	30	14	-	17	18	13	-	28	33	21	37	29	2
Weighted total	**21**	8	14	8	-	5	9	5	-	14	18	10	21	16	*
0-24%	**8**	*	6	3	-	1	3	2	-	6	6	4	8	7	*
	37%	*6%*	*41%*	*33%*	*-%*	*13%*	*36%*	*46%*	*-%*	*43%*	*33%*	*37%*	*37%*	*45%*	*100%*
25-49%	**2**	1	2	1	-	1	1	1	-	2	2	1	2	2	-
	10%	*14%*	*15%*	*10%*	*-%*	*15%*	*8%*	*15%*	*-%*	*15%*	*12%*	*8%*	*10%*	*10%*	*-%*
50-74%	**4**	1	3	*	-	1	3	-	-	3	3	3	4	4	-
	17%	*8%*	*17%*	*6%*	*-%*	*23%*	*33%*	*-%*	*-%*	*24%*	*14%*	*31%*	*17%*	*23%*	*-%*
75-100%	**4**	2	2	4	-	2	2	2	-	*	4	2	4	-	-
	20%	*28%*	*16%*	*47%*	*-%*	*40%*	*22%*	*37%*	*-%*	*2%*	*23%*	*19%*	*20%*	*-%*	*-%*
Don't know	**3**	3	2	*	-	*	*	*	-	2	3	*	3	3	-
	16%	*43%*	*11%*	*5%*	*-%*	*8%*	*1%*	*2%*	*-%*	*15%*	*19%*	*4%*	*16%*	*22%*	*-%*
Answered	**18**	4	13	8	-	5	9	5	-	12	15	9	18	12	*
Mean	**43.13**	66.14	38.68	58.14	-	62.69	48.23	46.98	-	29.83	46.10	46.50	43.13	26.77	3.76

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*a	*b	*c	*d
Unweighted total	**37**	15	11	17	12	4	32	26	2	1	2	1
Weighted total	**21**	7	5	8	7	*	17	14	1	*	2	*
0-24%	**8**	2	3	3	2	*	6	5	*	*	1	-
	37%	*21%*	*61%*	*38%*	*32%*	*28%*	*35%*	*38%*	*9%*	*100%*	*47%*	*-%*
25-49%	**2**	*	*	1	1	-	2	2	-	-	-	*
	10%	*4%*	*6%*	*9%*	*11%*	*-%*	*11%*	*12%*	*-%*	*-%*	*-%*	*100%*
50-74%	**4**	3	1	2	2	-	4	4	*	-	1	-
	17%	*43%*	*26%*	*24%*	*27%*	*-%*	*21%*	*26%*	*91%*	*-%*	*53%*	*-%*
75-100%	**4**	2	*	2	2	*	2	*	-	-	-	-
	20%	*29%*	*3%*	*24%*	*28%*	*11%*	*13%*	*1%*	*-%*	*-%*	*-%*	*-%*
Don't know	**3**	*	*	*	*	*	3	3	-	-	-	-
	16%	*2%*	*4%*	*5%*	*2%*	*62%*	*20%*	*23%*	*-%*	*-%*	*-%*	*-%*
Answered	**18**	7	4	8	7	*	14	11	1	*	2	*
Mean	**43.13**	60.27	24.72	49.06	54.53	28.83	40.10	31.44	45.82	5.00	29.00	40.00

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	*a	b	*c	*d	a	*b	*a	*b
Unweighted total	**37**	34	32	35	31	37	25	35	17	-	30	2	13	24
Weighted total	**21**	19	19	19	19	21	13	19	10	-	17	*	6	15
0-24%	**8**	6	6	6	6	8	6	6	2	-	8	*	2	6
	37%	*32%*	*31%*	*31%*	*31%*	*37%*	*41%*	*31%*	*22%*	*-%*	*46%*	*29%*	*35%*	*38%*
25-49%	**2**	2	2	2	2	2	2	2	*	-	2	-	1	1
	10%	*11%*	*10%*	*11%*	*10%*	*10%*	*15%*	*11%*	*5%*	*-%*	*13%*	*-%*	*15%*	*8%*
50-74%	**4**	4	4	4	4	4	3	4	2	-	2	*	1	3
	17%	*19%*	*19%*	*19%*	*19%*	*17%*	*19%*	*19%*	*23%*	*-%*	*14%*	*71%*	*18%*	*17%*
75-100%	**4**	4	4	4	4	4	*	4	2	-	4	-	-	4
	20%	*21%*	*22%*	*22%*	*22%*	*20%*	*2%*	*22%*	*19%*	*-%*	*25%*	*-%*	*-%*	*27%*
Don't know	**3**	3	3	3	3	3	3	3	3	-	*	-	2	2
	16%	*18%*	*17%*	*18%*	*17%*	*16%*	*23%*	*18%*	*31%*	*-%*	*2%*	*-%*	*31%*	*10%*
Answered	**18**	16	16	16	16	18	10	16	7	-	16	*	4	14
Mean	**43.13**	45.55	46.59	45.95	46.71	43.13	27.65	45.95	53.13	-	42.72	48.57	24.91	48.46

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	**37**	10	1	4	7	13	18	6	5	4	28	20	17
Weighted total	**21**	5	*	2	3	4	12	4	2	4	15	10	11
0-24%	**8**	3	-	1	2	1	4	3	1	*	7	5	3
	37%	*61%*	*-%*	*57%*	*61%*	*16%*	*36%*	*59%*	*50%*	*1%*	*44%*	*46%*	*28%*
25-49%	**2**	1	-	1	*	*	*	1	-	*	2	2	1
	10%	*18%*	*-%*	*36%*	*8%*	*9%*	*4%*	*27%*	*-%*	*3%*	*13%*	*15%*	*6%*
50-74%	**4**	1	-	-	1	1	2	1	1	2	1	4	-
	17%	*21%*	*-%*	*-%*	*30%*	*25%*	*15%*	*14%*	*45%*	*50%*	*4%*	*34%*	*-%*
75-100%	**4**	-	*	*	-	*	4	-	*	-	4	*	4
	20%	*-%*	*100%*	*7%*	*-%*	*7%*	*32%*	*-%*	*5%*	*-%*	*27%*	**%*	*39%*
Don't know	**3**	-	-	-	-	2	1	-	-	2	2	*	3
	16%	*-%*	*-%*	*-%*	*-%*	*44%*	*12%*	*-%*	*-%*	*46%*	*11%*	*4%*	*28%*
Answered	**18**	5	*	2	3	2	11	4	2	2	13	10	8
Mean	**43.13**	21.83	100.00	21.96	24.38	41.49	54.42	17.07	30.44	67.48	41.63	29.74	60.58

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	**37**	15	2	9	5	7	5	9	7	2	6	1	6
Weighted total	**21**	5	*	3	2	2	2	3	2	1	3	*	1
0-24%	**8**	3	*	2	1	*	1	1	1	1	*	*	1
	37%	*53%*	*100%*	*55%*	*53%*	*26%*	*53%*	*18%*	*53%*	*100%*	*12%*	*100%*	*93%*
25-49%	**2**	1	-	-	-	-	-	1	-	-	1	-	-
	10%	*23%*	*-%*	*-%*	*-%*	*-%*	*-%*	*41%*	*-%*	*-%*	*45%*	*-%*	*-%*
50-74%	**4**	1	-	1	1	1	1	1	1	-	1	-	-
	17%	*20%*	*-%*	*38%*	*45%*	*63%*	*47%*	*36%*	*45%*	*-%*	*39%*	*-%*	*-%*
75-100%	**4**	*	-	*	*	*	-	*	-	-	*	-	*
	20%	*3%*	*-%*	*4%*	*2%*	*7%*	*-%*	*5%*	*-%*	*-%*	*4%*	*-%*	*3%*
Don't know	**3**	*	-	*	-	*	-	-	*	-	-	-	*
	16%	*1%*	*-%*	*2%*	*-%*	*3%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*4%*
Answered	**18**	5	*	3	2	2	2	3	2	1	3	*	1
Mean	**43.13**	25.00	4.11	27.21	26.87	42.17	26.50	34.46	26.07	5.00	35.40	1.00	20.91

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 43 (continuation)

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Month										
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Unweighted total	37	4	2	2	15	2	1	6	1	1	2	1
Weighted total	21	3	2	2	5	1	*	4	2	*	1	*
0-24%	8	2	-	2	3	-	-	*	-	-	1	-
	37%	*91%*	*-%*	*78%*	*53%*	*-%*	*-%*	*5%*	*-%*	*-%*	*100%*	*-%*
25-49%	2	-	-	*	1	*	*	-	-	-	-	-
	10%	*-%*	*-%*	*22%*	*23%*	*22%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*
50-74%	4	-	*	-	1	-	-	2	-	-	-	-
	17%	*-%*	*22%*	*-%*	*20%*	*-%*	*-%*	*46%*	*-%*	*-%*	*-%*	*-%*
75-100%	4	*	-	-	*	-	-	2	2	-	-	-
	20%	*9%*	*-%*	*-%*	*3%*	*-%*	*-%*	*43%*	*100%*	*-%*	*-%*	*-%*
Don't know	3	-	2	-	*	1	-	*	-	*	-	*
	16%	*-%*	*78%*	*-%*	*1%*	*78%*	*-%*	*6%*	*-%*	*100%*	*-%*	*100%*
Answered	18	3	*	2	5	*	*	4	2	-	1	-
Mean	43.13	12.37	50.00	14.48	25.00	40.00	49.00	79.39	100.00	-	9.07	-

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	**37**	8	17	8	4
Weighted total	**21**	7	7	6	1
0-24%	**8**	4	3	*	1
	37%	*58%*	*42%*	*4%*	*71%*
25-49%	**2**	*	2	*	-
	10%	*7%*	*23%*	*2%*	-%
50-74%	**4**	*	1	2	-
	17%	*7%*	*16%*	*32%*	-%
75-100%	**4**	*	*	4	-
	20%	*3%*	*2%*	*59%*	-%
Don't know	**3**	2	1	*	*
	16%	*25%*	*17%*	*4%*	*29%*
Answered	**18**	5	6	6	1
Mean	**43.13**	16.77	25.79	85.21	9.07

Columns Tested: a,b,c,d

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	38	19	11	6	2	19	6	8	2	1	1
Weighted total	23	21	1	1	*	2	8	6	2	*	*
0-24%	5	4	*	*	*	1	-	*	2	*	-
	20%	*18%*	*14%*	*35%*	*64%*	*31%*	*-%*	*8%*	*94%*	*100%*	*-%*
25-49%	3	3	*	-	*	*	-	2	-	-	-
	14%	*14%*	*11%*	*-%*	*36%*	*11%*	*-%*	*33%*	*-%*	*-%*	*-%*
50-74%	2	2	-	-	-	-	-	1	-	-	-
	8%	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*	*23%*	*-%*	*-%*	*-%*
75-100%	8	7	1	*	-	1	3	2	*	-	*
	33%	*33%*	*59%*	*6%*	*-%*	*27%*	*36%*	*36%*	*6%*	*-%*	*100%*
Don't know	6	5	*	1	-	1	5	-	-	-	-
	26%	*25%*	*16%*	*59%*	*-%*	*31%*	*64%*	*-%*	*-%*	*-%*	*-%*
Answered	17	16	1	*	*	2	3	6	2	*	*
Mean	56.67	57.81	72.06	19.65	14.93	45.38	99.81	57.22	10.35	1.00	75.00

Columns Tested: a,b,c,d,e - a,b,c,d,e

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	38	5	-	4	1	-	4	3	2	5	24	4	6	4
Weighted total	23	7	-	3	1	-	3	1	*	4	20	1	2	*
0-24%	5	2	-	-	-	-	2	-	*	*	4	*	1	*
	20%	*22%*	*-%*	*-%*	*-%*	*-%*	*59%*	*-%*	*59%*	*6%*	*19%*	*4%*	*35%*	*14%*
25-49%	3	2	-	-	-	-	1	-	-	-	3	*	-	-
	14%	*26%*	*-%*	*-%*	*-%*	*-%*	*41%*	*-%*	*-%*	*-%*	*15%*	*8%*	*-%*	*-%*
50-74%	2	-	-	-	-	-	-	-	-	1	1	*	*	-
	8%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*25%*	*5%*	*39%*	*19%*	*-%*
75-100%	8	2	-	1	1	-	-	1	-	1	6	1	1	*
	33%	*27%*	*-%*	*38%*	*100%*	*-%*	*-%*	*96%*	*-%*	*22%*	*31%*	*49%*	*45%*	*55%*
Don't know	6	2	-	2	-	-	-	*	*	2	6	-	-	*
	26%	*26%*	*-%*	*62%*	*-%*	*-%*	*-%*	*4%*	*41%*	*47%*	*29%*	*-%*	*-%*	*31%*
Answered	17	6	-	1	1	-	3	1	*	2	14	1	2	*
Mean	56.67	52.01	-	94.25	100.00	-	13.80	98.92	1.00	63.89	55.43	68.49	57.01	67.34

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	a	*b
Unweighted total	38	-	3	-	1	11	-	2	21	26	12	34	4
Weighted total	23	-	1	-	*	7	-	3	12	14	9	22	1
0-24%	5	-	-	-	-	3	-	-	1	2	2	5	*
	20%	-%	-%	-%	-%	*48%*	-%	-%	*9%*	*16%*	*25%*	*20%*	*6%*
25-49%	3	-	-	-	*	*	-	3	-	1	2	3	-
	14%	-%	-%	-%	*100%*	*1%*	-%	*100%*	-%	*8%*	*23%*	*14%*	-%
50-74%	2	-	-	-	-	-	-	-	2	1	*	1	*
	8%	-%	-%	-%	-%	-%	-%	-%	*16%*	*10%*	*6%*	*6%*	*61%*
75-100%	8	-	1	-	-	2	-	-	4	5	2	8	*
	33%	-%	*100%*	-%	-%	*26%*	-%	-%	*38%*	*38%*	*25%*	*34%*	*13%*
Don't know	6	-	-	-	-	2	-	-	4	4	2	6	*
	26%	-%	-%	-%	-%	*24%*	-%	-%	*37%*	*28%*	*22%*	*26%*	*21%*
Answered	17	-	1	-	*	5	-	3	7	10	7	17	1
Mean	56.67	-	99.01	-	40.00	41.49	-	28.20	72.09	64.86	44.69	56.71	55.82

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	*c
Unweighted total	38	38	-	6	4	28
Weighted total	23	23	-	5	2	16
0-24%	5	5	-	2	*	3
	20%	*20%*	*-%*	*38%*	*2%*	*16%*
25-49%	3	3	-	3	-	*
	14%	*14%*	*-%*	*57%*	*-%*	*2%*
50-74%	2	2	-	-	*	1
	8%	*8%*	*-%*	*-%*	*21%*	*9%*
75-100%	8	8	-	*	-	8
	33%	*33%*	*-%*	*2%*	*-%*	*48%*
Don't know	6	6	-	*	2	4
	26%	*26%*	*-%*	*3%*	*77%*	*26%*
Answered	17	17	-	5	1	12
Mean	56.67	56.67	-	20.81	47.44	72.55

Columns Tested: a,b - a,b,c

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	**38**	10	17	9	-	-	1	-	1	27	11	1	9	28
Weighted total	**23**	10	8	5	-	-	*	-	*	18	5	*	10	13
0-24%	**5**	2	1	2	-	-	-	-	-	3	2	-	2	3
	20%	*18%*	*10%*	*38%*	*-%*	*-%*	*-%*	*-%*	*-%*	*15%*	*36%*	*-%*	*19%*	*21%*
25-49%	**3**	3	*	-	-	-	*	-	-	3	*	-	3	*
	14%	*29%*	*2%*	*-%*	*-%*	*-%*	*100%*	*-%*	*-%*	*17%*	*2%*	*-%*	*31%*	*2%*
50-74%	**2**	*	*	1	-	-	-	-	-	1	1	*	-	1
	8%	*5%*	*4%*	*21%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*20%*	*100%*	*-%*	*10%*
75-100%	**8**	1	4	2	-	-	-	-	*	5	2	-	1	7
	33%	*11%*	*56%*	*41%*	*-%*	*-%*	*-%*	*-%*	*100%*	*30%*	*42%*	*-%*	*11%*	*50%*
Don't know	**6**	4	2	-	-	-	-	-	-	6	-	-	4	2
	26%	*37%*	*29%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*34%*	*-%*	*-%*	*39%*	*17%*
Answered	**17**	6	6	5	-	-	*	-	*	12	5	*	6	11
Mean	**56.67**	34.51	81.40	56.32	-	-	49.00	-	90.00	56.53	56.99	50.00	33.19	69.48

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	b	c	*d	*e	f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**38**	29	34	38	24	20	30	24	6	1	1	4	1	1
Weighted total	**23**	18	19	23	11	11	16	16	3	2	*	2	*	*
0-24%	**5**	4	5	5	3	1	4	2	2	-	*	*	-	-
	20%	*23%*	*24%*	*20%*	*25%*	*9%*	*26%*	*12%*	*80%*	*-%*	*100%*	*2%*	*-%*	*-%*
25-49%	**3**	3	3	3	2	2	2	3	-	-	-	-	*	-
	14%	*17%*	*17%*	*14%*	*18%*	*19%*	*14%*	*20%*	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*
50-74%	**2**	2	1	2	1	1	1	1	-	-	-	1	-	-
	8%	*10%*	*4%*	*8%*	*12%*	*13%*	*9%*	*5%*	*-%*	*-%*	*-%*	*48%*	*-%*	*-%*
75-100%	**8**	3	6	8	4	2	4	6	*	-	-	1	-	*
	33%	*17%*	*33%*	*33%*	*39%*	*21%*	*24%*	*39%*	*12%*	*-%*	*-%*	*48%*	*-%*	*100%*
Don't know	**6**	6	4	6	1	4	4	4	*	2	-	*	-	-
	26%	*33%*	*23%*	*26%*	*5%*	*39%*	*28%*	*25%*	*9%*	*100%*	*-%*	*2%*	*-%*	*-%*
Answered	**17**	12	15	17	10	7	11	12	3	-	*	2	*	*
Mean	**56.67**	43.44	53.54	56.67	56.30	54.51	47.56	61.73	25.42	-	1.00	73.49	49.00	90.00

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**38**	19	1	2	1	-	1	-	1	6	3	11	18	-
Weighted total	**23**	7	1	1	2	-	*	-	*	4	2	8	10	-
0-24%	**5**	1	-	-	2	-	-	-	-	-	*	2	2	-
	20%	*16%*	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*12%*	*26%*	*23%*	*-%*
25-49%	**3**	2	-	-	-	-	-	-	-	-	-	1	2	-
	14%	*28%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*14%*	*21%*	*-%*
50-74%	**2**	1	-	-	-	-	-	-	-	1	-	1	-	-
	8%	*19%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*30%*	*-%*	*10%*	*-%*	*-%*
75-100%	**8**	2	1	1	-	-	*	-	*	2	-	2	3	-
	33%	*30%*	*100%*	*100%*	*-%*	*-%*	*100%*	*-%*	*100%*	*70%*	*-%*	*24%*	*33%*	*-%*
Don't know	**6**	1	-	-	-	-	-	-	-	-	2	2	2	-
	26%	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*88%*	*25%*	*22%*	*-%*
Answered	**17**	7	1	1	2	-	*	-	*	4	*	6	8	-
Mean	**56.67**	52.83	95.00	97.53	20.00	-	90.00	-	90.00	84.71	1.00	44.49	54.62	-

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	a	*b	a	*b
Unweighted total	**38**	2	4	4	14	-	16	2	6	33	5	37	1
Weighted total	**23**	*	2	*	8	-	7	*	3	21	2	23	*
0-24%	**5**	*	*	*	2	-	2	-	1	3	2	5	-
	20%	*15%*	*11%*	*66%*	*28%*	*-%*	*24%*	*-%*	*31%*	*14%*	*79%*	*20%*	*-%*
25-49%	**3**	-	2	-	*	-	-	-	2	3	-	3	-
	14%	*-%*	*82%*	*-%*	*2%*	*-%*	*-%*	*-%*	*61%*	*15%*	*-%*	*14%*	*-%*
50-74%	**2**	-	-	-	1	-	1	-	-	2	-	2	-
	8%	*-%*	*-%*	*-%*	*17%*	*-%*	*18%*	*-%*	*-%*	*9%*	*-%*	*8%*	*-%*
75-100%	**8**	-	-	*	4	-	4	*	-	7	*	8	*
	33%	*-%*	*-%*	*34%*	*52%*	*-%*	*54%*	*100%*	*-%*	*34%*	*16%*	*32%*	*100%*
Don't know	**6**	*	*	-	*	-	*	-	*	6	*	6	-
	26%	*85%*	*7%*	*-%*	*1%*	*-%*	*3%*	*-%*	*8%*	*28%*	*5%*	*26%*	*-%*
Answered	**17**	*	2	*	8	-	7	*	3	15	2	17	*
Mean	**56.67**	20.00	26.60	37.13	65.76	-	70.01	83.35	21.61	59.93	31.53	56.42	90.00

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	38	5	4	9	2	20	4	18	26	14	-
Weighted total	23	2	2	4	1	8	3	9	17	8	-
0-24%	5	-	2	2	-	1	2	*	4	2	-
	20%	-%	*84%*	*45%*	-%	*14%*	*56%*	*5%*	*23%*	*23%*	-%
25-49%	3	-	-	*	-	2	-	1	3	2	-
	14%	-%	-%	*3%*	-%	*25%*	-%	*13%*	*18%*	*23%*	-%
50-74%	2	1	-	*	1	*	1	1	2	1	-
	8%	*55%*	-%	*8%*	*89%*	*4%*	*37%*	*9%*	*11%*	*10%*	-%
75-100%	8	1	*	1	*	4	*	1	3	1	-
	33%	*45%*	*11%*	*41%*	*11%*	*51%*	*7%*	*8%*	*17%*	*14%*	-%
Don't know	6	-	*	*	-	1	-	6	6	2	-
	26%	-%	*5%*	*3%*	-%	*6%*	-%	*65%*	*32%*	*29%*	-%
Answered	17	2	2	4	1	8	3	3	12	6	-
Mean	56.67	70.88	27.47	55.39	54.30	64.22	35.72	46.29	42.91	38.84	-

Columns Tested: a,b - a,b - a,b - a,b,c,d

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		***a**	b	***c**	***d**	***a**	***b**	***c**	***d**	***a**	b	***c**	***a**	b	***c**
Unweighted total	**38**	17	32	15	-	17	18	11	-	29	33	23	26	38	2
Weighted total	**23**	6	17	8	-	5	9	2	-	18	19	9	15	23	*
0-24%	**5**	1	5	2	-	2	1	*	-	4	5	1	2	5	*
	20%	*11%*	*26%*	*24%*	*-%*	*44%*	*13%*	*7%*	*-%*	*23%*	*24%*	*12%*	*13%*	*20%*	*31%*
25-49%	**3**	*	3	-	-	*	2	-	-	3	3	2	3	3	-
	14%	*4%*	*19%*	*-%*	*-%*	*3%*	*23%*	*-%*	*-%*	*17%*	*17%*	*22%*	*21%*	*14%*	*-%*
50-74%	**2**	1	1	1	-	1	1	*	-	2	1	1	2	2	-
	8%	*13%*	*5%*	*10%*	*-%*	*29%*	*16%*	*14%*	*-%*	*10%*	*4%*	*15%*	*12%*	*8%*	*-%*
75-100%	**8**	*	6	3	-	1	4	1	-	3	6	4	2	8	*
	33%	*6%*	*36%*	*36%*	*-%*	*12%*	*47%*	*68%*	*-%*	*17%*	*32%*	*46%*	*14%*	*33%*	*69%*
Don't know	**6**	4	3	2	-	1	*	*	-	6	4	1	6	6	-
	26%	*67%*	*15%*	*30%*	*-%*	*11%*	*1%*	*10%*	*-%*	*33%*	*23%*	*6%*	*40%*	*26%*	*-%*
Answered	**17**	2	15	5	-	4	9	2	-	12	15	9	9	17	*
Mean	**56.67**	43.98	53.09	59.49	-	40.09	62.14	83.68	-	43.44	52.64	63.04	43.22	56.67	52.05

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	b	*a	*b	*c	*d
Unweighted total	**38**	10	16	11	7	5	23	33	3	1	3	1
Weighted total	**23**	5	7	4	3	1	13	21	2	*	4	*
0-24%	**5**	*	1	*	*	*	2	4	*	-	2	-
	20%	*2%*	*16%*	*1%*	*3%*	*3%*	*15%*	*21%*	*3%*	*-%*	*45%*	*-%*
25-49%	**3**	2	*	2	2	-	3	3	-	-	-	-
	14%	*44%*	*2%*	*49%*	*71%*	*-%*	*25%*	*15%*	*-%*	*-%*	*-%*	*-%*
50-74%	**2**	1	1	*	*	-	2	2	*	-	1	*
	8%	*29%*	*20%*	*7%*	*11%*	*-%*	*14%*	*9%*	*31%*	*-%*	*29%*	*100%*
75-100%	**8**	1	4	1	*	1	2	6	1	*	1	-
	33%	*21%*	*57%*	*32%*	*10%*	*71%*	*15%*	*28%*	*66%*	*100%*	*26%*	*-%*
Don't know	**6**	*	*	*	*	*	4	6	-	-	-	-
	26%	*4%*	*4%*	*10%*	*4%*	*26%*	*32%*	*27%*	*-%*	*-%*	*-%*	*-%*
Answered	**17**	4	6	4	3	1	9	15	2	*	4	*
Mean	**56.67**	50.85	71.30	55.00	38.72	95.60	42.28	52.81	81.78	75.00	48.00	60.00

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	*a	b	*c	*d	*a	*b	*a	*b
Unweighted total	**38**	37	33	37	32	38	23	36	16	-	28	4	21	17
Weighted total	**23**	23	19	23	19	23	13	21	10	-	17	3	12	11
0-24%	**5**	5	5	5	4	5	2	3	2	-	3	2	2	2
	20%	*20%*	*23%*	*20%*	*22%*	*20%*	*16%*	*14%*	*19%*	*-%*	*17%*	*59%*	*20%*	*19%*
25-49%	**3**	3	3	3	3	3	3	3	2	-	3	*	*	3
	14%	*14%*	*16%*	*14%*	*16%*	*14%*	*24%*	*15%*	*19%*	*-%*	*18%*	*5%*	*1%*	*28%*
50-74%	**2**	2	2	2	2	2	1	2	*	-	1	-	1	*
	8%	*8%*	*10%*	*8%*	*10%*	*8%*	*6%*	*9%*	*5%*	*-%*	*5%*	*-%*	*11%*	*4%*
75-100%	**8**	7	6	7	6	8	3	7	1	-	6	1	6	1
	33%	*31%*	*29%*	*31%*	*31%*	*33%*	*26%*	*33%*	*15%*	*-%*	*36%*	*36%*	*53%*	*10%*
Don't know	**6**	6	4	6	4	6	4	6	4	-	4	-	2	4
	26%	*27%*	*21%*	*27%*	*21%*	*26%*	*29%*	*29%*	*42%*	*-%*	*24%*	*-%*	*15%*	*38%*
Answered	**17**	17	15	17	15	17	10	15	6	-	13	3	10	7
Mean	**56.67**	55.43	51.47	55.43	53.37	56.67	50.61	59.32	40.31	-	57.10	49.15	71.45	34.21

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	**38**	11	-	3	8	17	15	5	9	5	24	17	21
Weighted total	**23**	5	-	3	2	7	10	4	7	4	12	10	14
0-24%	**5**	2	-	2	-	2	1	2	-	*	4	4	1
	20%	*34%*	*-%*	*61%*	*-%*	*26%*	*9%*	*39%*	*-%*	*7%*	*35%*	*38%*	*7%*
25-49%	**3**	*	-	*	-	*	2	1	-	2	1	3	*
	14%	*2%*	*-%*	*4%*	*-%*	*1%*	*19%*	*28%*	*-%*	*50%*	*10%*	*32%*	*1%*
50-74%	**2**	1	-	-	1	1	-	*	1	-	1	2	-
	8%	*28%*	*-%*	*-%*	*64%*	*18%*	*-%*	*11%*	*15%*	*-%*	*6%*	*19%*	*-%*
75-100%	**8**	2	-	1	1	2	5	1	4	-	3	1	7
	33%	*34%*	*-%*	*35%*	*32%*	*27%*	*48%*	*21%*	*59%*	*-%*	*28%*	*6%*	*52%*
Don't know	**6**	*	-	-	*	2	2	-	2	2	2	1	5
	26%	*2%*	*-%*	*-%*	*5%*	*27%*	*24%*	*-%*	*26%*	*43%*	*20%*	*6%*	*41%*
Answered	**17**	5	-	3	2	5	7	4	5	2	10	9	8
Mean	**56.67**	55.12	-	47.24	65.44	56.32	69.28	35.48	88.28	27.17	46.43	30.46	86.50

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	38	13	1	9	4	6	6	5	9	3	4	2	4
Weighted total	23	6	*	3	2	1	3	2	4	3	2	*	*
0-24%	5	*	*	*	*	*	*	*	*	-	*	*	*
	20%	*3%*	*100%*	*4%*	*5%*	*11%*	*1%*	*6%*	*3%*	*-%*	*2%*	*100%*	*14%*
25-49%	3	1	-	-	-	-	-	1	-	-	1	-	-
	14%	*18%*	*-%*	*-%*	*-%*	*-%*	*-%*	*47%*	*-%*	*-%*	*43%*	*-%*	*-%*
50-74%	2	1	-	1	1	1	1	1	1	-	1	-	-
	8%	*18%*	*-%*	*32%*	*51%*	*80%*	*33%*	*47%*	*30%*	*-%*	*43%*	*-%*	*-%*
75-100%	8	3	-	2	1	*	2	-	2	3	*	-	*
	33%	*59%*	*-%*	*62%*	*44%*	*4%*	*65%*	*-%*	*66%*	*100%*	*12%*	*-%*	*68%*
Don't know	6	*	-	*	-	*	-	-	*	-	-	-	*
	26%	*1%*	*-%*	*2%*	*-%*	*4%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*17%*
Answered	17	6	*	3	2	1	3	2	4	3	2	*	*
Mean	56.67	72.67	1.00	77.73	67.72	46.48	79.83	35.63	80.54	98.41	44.36	3.19	78.73

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Month										
		Jan' 2018	Feb' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Unweighted total	**38**	4	4	13	1	2	2	6	1	1	3	1
Weighted total	**23**	2	4	6	1	1	*	4	2	*	3	*
0-24%	**5**	2	*	*	-	-	*	-	2	-	-	-
	20%	*90%*	*11%*	*3%*	-%	-%	*72%*	-%	*100%*	-%	-%	-%
25-49%	**3**	-	-	1	-	-	*	2	-	-	-	-
	14%	-%	-%	*18%*	-%	-%	*28%*	*46%*	-%	-%	-%	-%
50-74%	**2**	-	*	1	-	*	-	-	-	-	-	-
	8%	-%	*11%*	*18%*	-%	*50%*	-%	-%	-%	-%	-%	-%
75-100%	**8**	*	-	3	1	*	-	*	-	-	3	-
	33%	*6%*	-%	*59%*	*100%*	*50%*	-%	*5%*	-%	-%	*100%*	-%
Don't know	**6**	*	3	*	-	-	-	2	-	*	-	*
	26%	*4%*	*78%*	*1%*	-%	-%	-%	*49%*	-%	*100%*	-%	*100%*
Answered	**17**	2	1	6	1	1	*	2	2	-	3	-
Mean	**56.67**	9.74	25.50	72.67	95.00	79.00	20.90	35.89	20.00	-	97.50	-

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	38	8	16	9	5
Weighted total	23	7	7	6	3
0-24%	5	2	*	2	-
	20%	*37%*	*3%*	*30%*	*-%*
25-49%	3	-	1	2	-
	14%	*-%*	*14%*	*33%*	*-%*
50-74%	2	*	1	-	-
	8%	*7%*	*18%*	*-%*	*-%*
75-100%	8	*	5	*	3
	33%	*2%*	*64%*	*3%*	*90%*
Don't know	6	4	*	2	*
	26%	*53%*	*1%*	*34%*	*10%*
Answered	17	3	7	4	3
Mean	56.67	14.80	76.37	28.44	97.50

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 45 Page 962

Bulk Mail (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	14	5	5	3	1	9	-	2	1	4	2
Weighted total	4	3	*	*	*	1	-	1	1	1	*
0-24%	1	1	*	*	-	*	-	*	-	*	*
	41%	*35%*	*87%*	*59%*	-%	*62%*	-%	*50%*	-%	*44%*	*65%*
25-49%	*	-	*	-	-	*	-	-	-	-	*
	2%	-%	*13%*	-%	-%	*7%*	-%	-%	-%	-%	*35%*
50-74%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	*	*	-	-	-	-	-	-	-	*	-
	8%	*10%*	-%	-%	-%	-%	-%	-%	-%	*56%*	-%
Don't know	2	2	-	*	*	*	-	*	1	-	-
	50%	*55%*	-%	*41%*	*100%*	*31%*	-%	*50%*	*100%*	-%	-%
Answered	2	1	*	*	-	1	-	*	-	1	*
Mean	27.39	34.55	9.73	12.74	-	10.30	-	10.00	-	59.06	21.76

Columns Tested: a,b,c,d,e - a,b,c,d,e

Bulk Mail (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	14	-	-	4	-	-	1	-	1	-	6	2	2	4
Weighted total	4	-	-	*	-	-	1	-	*	-	2	1	1	1
0-24%	1	-	-	*	-	-	-	-	-	-	*	-	1	1
	41%	-%	-%	*45%*	-%	-%	-%	-%	-%	-%	*10%*	-%	*100%*	*100%*
25-49%	*	-	-	*	-	-	-	-	-	-	*	-	-	-
	2%	-%	-%	*13%*	-%	-%	-%	-%	-%	-%	*3%*	-%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	*	-	-	-	-	-	-	-	*	-	*	-	-	-
	8%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	*17%*	-%	-%	-%
Don't know	2	-	-	*	-	-	1	-	-	-	1	1	-	-
	50%	-%	-%	*42%*	-%	-%	*100%*	-%	-%	-%	*70%*	*100%*	-%	-%
Answered	2	-	-	*	-	-	-	-	*	-	1	-	1	1
Mean	27.39	-	-	11.96	-	-	-	-	100.00	-	60.50	-	8.46	18.06

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Bulk Mail (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	14	-	1	-	-	6	2	1	4	8	6	13	1
Weighted total	4	-	*	-	-	1	1	*	2	1	2	3	*
0-24%	1	-	*	-	-	*	*	*	*	*	1	1	-
	41%	-%	*100%*	-%	-%	*32%*	*74%*	*100%*	*8%*	*33%*	*44%*	*43%*	-%
25-49%	*	-	-	-	-	*	-	-	-	*	-	*	-
	2%	-%	-%	-%	-%	*7%*	-%	-%	-%	*5%*	-%	*2%*	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	*	-	-	-	-	-	-	-	*	-	*	*	-
	8%	-%	-%	-%	-%	-%	-%	-%	*19%*	-%	*12%*	*9%*	-%
Don't know	2	-	-	-	-	*	*	-	1	1	1	2	*
	50%	-%	-%	-%	-%	*61%*	*26%*	-%	*73%*	*62%*	*44%*	*47%*	*100%*
Answered	2	-	*	-	-	*	*	*	*	*	1	2	-
Mean	27.39	-	1.00	-	-	15.64	10.00	20.00	71.16	11.29	32.60	27.39	-

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Bulk Mail (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	**14**	14	-	3	3	8
Weighted total	**4**	4	-	2	*	2
0-24%	**1**	1	-	1	*	1
	41%	*41%*	*-%*	*37%*	*30%*	*45%*
25-49%	*	*	-	-	*	-
	2%	*2%*	*-%*	*-%*	*30%*	*-%*
50-74%	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
75-100%	*	*	-	-	-	*
	8%	*8%*	*-%*	*-%*	*-%*	*17%*
Don't know	**2**	2	-	1	*	1
	50%	*50%*	*-%*	*63%*	*39%*	*38%*
Answered	**2**	2	-	1	*	1
Mean	**27.39**	27.39	-	8.97	20.00	38.72

Columns Tested: a,b - a,b,c

Bulk Mail (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	**14**	8	3	3	-	-	-	-	-	11	3	-	8	6
Weighted total	**4**	3	1	*	-	-	-	-	-	3	*	-	3	1
0-24%	**1**	1	*	*	-	-	-	-	-	1	*	-	1	*
	41%	*49%*	*8%*	*35%*	-%	-%	-%	-%	-%	*41%*	*35%*	-%	*49%*	*19%*
25-49%	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	2%	*2%*	-%	-%	-%	-%	-%	-%	-%	*2%*	-%	-%	*2%*	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	*	-	-	*	-	-	-	-	-	-	*	-	-	*
	8%	-%	-%	*65%*	-%	-%	-%	-%	-%	-%	*65%*	-%	-%	*28%*
Don't know	**2**	1	1	-	-	-	-	-	-	2	-	-	1	1
	50%	*48%*	*92%*	-%	-%	-%	-%	-%	-%	*57%*	-%	-%	*48%*	*53%*
Answered	**2**	1	*	*	-	-	-	-	-	1	*	-	1	*
Mean	**27.39**	12.88	10.00	71.47	-	-	-	-	-	12.78	71.47	-	12.88	65.81

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Bulk Mail (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**14**	13	12	14	10	11	12	10	3	1	-	-	-	-
Weighted total	**4**	4	3	4	2	2	3	3	*	*	-	-	-	-
0-24%	**1**	1	1	1	*	1	*	1	*	-	-	-	-	-
	41%	*39%*	*46%*	*41%*	*15%*	*44%*	*18%*	*37%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*
25-49%	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	2%	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
50-74%	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
75-100%	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	8%	*8%*	*10%*	*8%*	*12%*	*15%*	*11%*	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**2**	2	1	2	2	1	2	2	-	*	-	-	-	-
	50%	*51%*	*42%*	*50%*	*71%*	*38%*	*68%*	*52%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*
Answered	**2**	2	2	2	1	1	1	2	*	-	-	-	-	-
Mean	**27.39**	28.97	27.84	27.39	48.90	36.98	42.11	30.14	8.42	-	-	-	-	-

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Bulk Mail (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	14	9	-	1	-	-	-	-	-	1	3	5	4	1
Weighted total	4	2	-	*	-	-	-	-	-	1	*	2	*	*
0-24%	1	*	-	*	-	-	-	-	-	-	*	1	*	-
	41%	*11%*	-%	*100%*	-%	-%	-%	-%	-%	-%	*76%*	*62%*	*74%*	-%
25-49%	*	*	-	-	-	-	-	-	-	-	*	-	-	-
	2%	*2%*	-%	-%	-%	-%	-%	-%	-%	-%	*24%*	-%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	*	*	-	-	-	-	-	-	-	-	-	-	-	*
	8%	*13%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*
Don't know	2	2	-	-	-	-	-	-	-	1	-	1	*	-
	50%	*74%*	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	*38%*	*26%*	-%
Answered	2	1	-	*	-	-	-	-	-	-	*	1	*	*
Mean	27.39	53.82	-	20.00	-	-	-	-	-	-	10.84	13.69	14.35	100.00

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Bulk Mail (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	14	1	3	4	1	1	5	1	4	11	3	14	-
Weighted total	4	1	*	1	*	*	1	*	1	3	1	4	-
0-24%	1	-	*	*	*	-	*	*	*	1	*	1	-
	41%	-%	*73%*	*13%*	*100%*	-%	*21%*	*100%*	*3%*	*43%*	*30%*	*41%*	-%
25-49%	*	-	*	-	-	-	-	-	*	*	-	*	-
	2%	-%	*27%*	-%	-%	-%	-%	-%	*4%*	*2%*	-%	*2%*	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	*	-	-	-	-	*	*	-	-	*	-	*	-
	8%	-%	-%	-%	-%	*100%*	*30%*	-%	-%	*10%*	-%	*8%*	-%
Don't know	2	1	-	1	-	-	*	-	1	1	*	2	-
	50%	*100%*	-%	*87%*	-%	-%	*49%*	-%	*92%*	*45%*	*70%*	*50%*	-%
Answered	2	-	*	*	*	*	*	*	*	2	*	2	-
Mean	27.39	-	9.58	8.67	20.00	100.00	61.08	20.00	18.22	29.54	10.50	27.39	-

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Bulk Mail (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	14	2	3	4	1	7	3	8	12	9	-
Weighted total	4	*	1	1	*	2	1	2	3	2	-
0-24%	1	-	*	*	-	*	*	*	1	1	-
	41%	-%	*30%*	*30%*	-%	*9%*	*30%*	*14%*	*42%*	*34%*	-%
25-49%	*	-	-	-	-	*	-	-	*	-	-
	2%	-%	-%	-%	-%	*3%*	-%	-%	*2%*	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	*	*	-	*	-	*	-	*	-	*	-
	8%	*63%*	-%	*44%*	-%	*17%*	-%	*13%*	-%	*12%*	-%
Don't know	2	*	*	*	*	1	*	2	2	1	-
	50%	*37%*	*70%*	*26%*	*100%*	*71%*	*70%*	*73%*	*56%*	*54%*	-%
Answered	2	*	*	*	-	*	*	1	1	1	-
Mean	27.39	100.00	10.50	63.34	-	64.67	10.50	52.69	14.23	38.29	-

Columns Tested: a,b - a,b - a,b - a,b,c,d

Bulk Mail (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	**14**	9	11	8	-	9	8	6	-	13	12	10	13	10	14
Weighted total	**4**	2	3	2	-	2	2	2	-	4	3	2	3	2	4
0-24%	**1**	*	1	*	-	*	*	*	-	1	1	*	1	*	1
	41%	*21%*	*51%*	*17%*	*-%*	*15%*	*15%*	*12%*	*-%*	*39%*	*46%*	*15%*	*44%*	*19%*	*41%*
25-49%	*	-	*	-	-	-	*	-	-	*	*	*	*	*	*
	2%	*-%*	*2%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*
50-74%	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
75-100%	*	*	-	*	-	*	-	*	-	*	*	*	-	-	*
	8%	*14%*	*-%*	*15%*	*-%*	*12%*	*-%*	*17%*	*-%*	*8%*	*10%*	*12%*	*-%*	*-%*	*8%*
Don't know	**2**	1	1	1	-	2	2	1	-	2	1	2	2	2	2
	50%	*64%*	*47%*	*68%*	*-%*	*73%*	*83%*	*71%*	*-%*	*51%*	*42%*	*71%*	*54%*	*79%*	*50%*
Answered	**2**	1	1	1	-	1	*	*	-	2	2	1	2	*	2
Mean	**27.39**	45.44	13.45	52.69	-	50.96	12.22	64.98	-	28.97	27.84	48.90	13.34	10.33	27.39

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Bulk Mail (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	**14**	7	5	9	5	3	11	9	1	3	-	-
Weighted total	**4**	2	1	2	1	*	3	1	*	*	-	-
0-24%	**1**	*	*	*	*	*	1	*	*	*	-	-
	41%	*8%*	*17%*	*13%*	*30%*	*37%*	*43%*	*36%*	*100%*	*35%*	*-%*	*-%*
25-49%	*	*	*	*	-	-	-	*	-	-	-	-
	2%	*3%*	*6%*	*2%*	*-%*	*-%*	*-%*	*5%*	*-%*	*-%*	*-%*	*-%*
50-74%	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
75-100%	*	-	-	*	*	-	-	-	-	*	-	-
	8%	*-%*	*-%*	*12%*	*44%*	*-%*	*-%*	*-%*	*-%*	*65%*	*-%*	*-%*
Don't know	**2**	2	1	2	*	*	2	1	-	-	-	-
	50%	*89%*	*76%*	*72%*	*26%*	*63%*	*57%*	*60%*	*-%*	*-%*	*-%*	*-%*
Answered	**2**	*	*	1	*	*	1	*	*	*	-	-
Mean	**27.39**	13.44	7.55	51.62	64.98	8.67	13.79	10.33	1.00	71.47	-	-

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Bulk Mail (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	**14**	14	13	14	13	14	11	14	12	-	13	-	5	9
Weighted total	**4**	4	4	4	3	4	3	4	3	-	4	-	2	2
0-24%	**1**	1	1	1	1	1	1	1	1	-	1	-	*	1
	41%	*41%*	*41%*	*41%*	*31%*	*41%*	*29%*	*41%*	*37%*	*-%*	*40%*	*-%*	*19%*	*57%*
25-49%	*	*	-	*	*	*	-	*	*	-	*	-	-	*
	2%	*2%*	*-%*	*2%*	*2%*	*2%*	*-%*	*2%*	*2%*	*-%*	*2%*	*-%*	*-%*	*3%*
50-74%	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
75-100%	*	*	*	*	*	*	*	*	*	-	*	-	-	*
	8%	*8%*	*8%*	*8%*	*9%*	*8%*	*10%*	*8%*	*11%*	*-%*	*8%*	*-%*	*-%*	*14%*
Don't know	**2**	2	2	2	2	2	2	2	1	-	2	-	1	1
	50%	*50%*	*50%*	*50%*	*58%*	*50%*	*61%*	*50%*	*50%*	*-%*	*50%*	*-%*	*81%*	*27%*
Answered	**2**	2	2	2	1	2	1	2	1	-	2	-	*	2
Mean	**27.39**	27.39	27.47	27.39	30.15	27.39	31.28	27.39	33.87	-	27.79	-	12.30	30.22

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Bulk Mail (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	14	5	-	-	5	5	8	1	2	-	12	7	7
Weighted total	4	1	-	-	1	1	1	1	*	-	3	3	1
0-24%	1	*	-	-	*	*	1	-	*	-	1	1	1
	41%	*18%*	*-%*	*-%*	*18%*	*27%*	*80%*	*-%*	*100%*	*-%*	*37%*	*29%*	*71%*
25-49%	*	-	-	-	-	-	*	-	-	-	*	-	*
	2%	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*-%*	*-%*	*2%*	*-%*	*5%*
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
75-100%	*	*	-	-	*	*	-	-	-	-	*	*	-
	8%	*25%*	*-%*	*-%*	*25%*	*28%*	*-%*	*-%*	*-%*	*-%*	*9%*	*11%*	*-%*
Don't know	2	1	-	-	1	*	*	1	-	-	2	2	*
	50%	*57%*	*-%*	*-%*	*57%*	*46%*	*16%*	*100%*	*-%*	*-%*	*53%*	*60%*	*24%*
Answered	2	*	-	-	*	1	1	-	*	-	2	1	1
Mean	27.39	63.34	-	-	63.34	56.78	13.59	-	10.50	-	29.54	35.64	16.41

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Bulk Mail (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	14	6	2	5	3	4	2	4	2	-	1	2	2
Weighted total	4	2	*	2	*	1	*	1	*	-	*	*	1
0-24%	1	*	*	*	*	*	*	*	*	-	-	*	-
	41%	*9%*	*100%*	*6%*	*26%*	*6%*	*45%*	*6%*	*45%*	-%	-%	*100%*	-%
25-49%	*	*	-	*	-	-	*	-	*	-	*	-	-
	2%	*4%*	-%	*4%*	-%	-%	*55%*	-%	*55%*	-%	*100%*	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	*	*	-	*	*	*	-	*	-	-	-	-	*
	8%	*19%*	-%	*20%*	*74%*	*20%*	-%	*20%*	-%	-%	-%	-%	*22%*
Don't know	2	1	-	1	-	1	-	1	-	-	-	-	1
	50%	*68%*	-%	*71%*	-%	*73%*	-%	*73%*	-%	-%	-%	-%	*78%*
Answered	2	*	*	*	*	*	*	*	*	-	*	*	*
Mean	27.39	64.67	8.67	70.92	76.58	77.53	14.15	77.53	14.15	-	25.00	8.67	100.00

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Bulk Mail (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	Total base	Month							Quarter			
		Jan' 2018	Feb' 2018	Apr' 2018	Jul' 2018	Aug' 2018	Oct' 2018	Nov' 2018	Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d
Unweighted total	**14**	1	2	6	1	2	1	1	3	6	3	2
Weighted total	**4**	*	1	2	*	1	*	*	1	2	1	*
0-24%	**1**	*	1	*	*	*	-	-	1	*	*	-
	41%	*100%*	*100%*	*9%*	*100%*	*17%*	-%	-%	*100%*	*9%*	*30%*	-%
25-49%	*	-	-	*	-	-	-	-	-	*	-	-
	2%	-%	-%	*4%*	-%	-%	-%	-%	-%	*4%*	-%	-%
50-74%	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	*	-	-	*	-	-	-	-	-	*	-	-
	8%	-%	-%	*19%*	-%	-%	-%	-%	-%	*19%*	-%	-%
Don't know	**2**	-	-	1	-	*	*	*	-	1	*	*
	50%	-%	-%	*68%*	-%	*83%*	*100%*	*100%*	-%	*68%*	*70%*	*100%*
Answered	**2**	*	1	*	*	*	-	-	1	*	*	-
Mean	**27.39**	5.00	15.00	64.67	1.00	20.00	-	-	13.85	64.67	10.50	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 46 Page 977

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	**31**	15	13	1	2	16	3	10	3	1	1
Weighted total	**18**	16	1	*	*	2	3	6	2	*	*
0-24%	**8**	7	1	*	*	1	1	2	2	*	*
	44%	*43%*	*53%*	*100%*	*54%*	*54%*	*39%*	*33%*	*91%*	*100%*	*100%*
25-49%	**2**	2	*	-	-	*	-	1	-	-	-
	12%	*12%*	*19%*	*-%*	*-%*	*15%*	*-%*	*10%*	*-%*	*-%*	*-%*
50-74%	**4**	3	-	-	*	*	-	3	-	-	-
	20%	*22%*	*-%*	*-%*	*46%*	*8%*	*-%*	*52%*	*-%*	*-%*	*-%*
75-100%	**4**	4	*	-	-	*	2	*	*	-	-
	24%	*24%*	*29%*	*-%*	*-%*	*23%*	*61%*	*4%*	*9%*	*-%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Answered	**18**	16	1	*	*	2	3	6	2	*	*
Mean	**43.13**	44.07	36.12	20.00	30.45	34.64	67.74	41.75	13.24	1.00	5.00

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	31	2	3	3	-	-	3	2	1	4	18	7	3	3
Weighted total	18	2	2	2	-	-	3	1	2	2	14	2	1	*
0-24%	8	*	*	2	-	-	2	1	-	1	6	1	*	*
	44%	*8%*	*7%*	*100%*	*-%*	*-%*	*59%*	*100%*	*-%*	*40%*	*42%*	*69%*	*6%*	*100%*
25-49%	2	-	*	-	-	-	1	-	-	-	1	*	1	-
	12%	*-%*	*7%*	*-%*	*-%*	*-%*	*37%*	*-%*	*-%*	*-%*	*8%*	*5%*	*94%*	*-%*
50-74%	4	2	-	-	-	-	*	-	-	1	3	*	-	-
	20%	*92%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*	*-%*	*45%*	*21%*	*24%*	*-%*	*-%*
75-100%	4	-	2	-	-	-	-	-	2	*	4	*	-	-
	24%	*-%*	*85%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*	*15%*	*28%*	*2%*	*-%*	*-%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Answered	18	2	2	2	-	-	3	1	2	2	14	2	1	*
Mean	43.13	64.88	87.58	9.64	-	-	14.93	18.92	100.00	38.69	47.60	20.69	32.16	2.86

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	31	-	2	-	3	13	-	2	11	19	12	29	2
Weighted total	18	-	*	-	1	8	-	3	5	9	9	17	1
0-24%	8	-	*	-	1	4	-	-	3	4	4	8	*
	44%	-%	*74%*	-%	*85%*	*47%*	-%	-%	*57%*	*43%*	*45%*	*45%*	*9%*
25-49%	2	-	-	-	-	1	-	1	*	2	*	2	-
	12%	-%	-%	-%	-%	*7%*	-%	*36%*	*9%*	*19%*	*5%*	*12%*	-%
50-74%	4	-	-	-	*	-	-	2	2	1	3	3	*
	20%	-%	-%	-%	*15%*	-%	-%	*64%*	*30%*	*12%*	*28%*	*18%*	*91%*
75-100%	4	-	*	-	-	4	-	-	*	2	2	4	-
	24%	-%	*26%*	-%	-%	*46%*	-%	-%	*5%*	*26%*	*22%*	*24%*	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	18	-	*	-	1	8	-	3	5	9	9	17	1
Mean	43.13	-	33.72	-	11.13	53.16	-	53.78	26.91	40.56	45.60	42.99	47.44

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	*c
Unweighted total	**31**	31	-	9	5	17
Weighted total	**18**	18	-	9	3	6
0-24%	**8**	8	-	4	2	2
	44%	*44%*	*-%*	*42%*	*76%*	*34%*
25-49%	**2**	2	-	1	-	1
	12%	*12%*	*-%*	*12%*	*-%*	*17%*
50-74%	**4**	4	-	2	*	1
	20%	*20%*	*-%*	*21%*	*20%*	*19%*
75-100%	**4**	4	-	2	*	2
	24%	*24%*	*-%*	*24%*	*5%*	*30%*
Don't know	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Answered	**18**	18	-	9	3	6
Mean	**43.13**	43.13	-	45.63	21.74	48.09

Columns Tested: a,b - a,b,c

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	**31**	9	13	7	-	-	1	-	1	22	9	3	6	22
Weighted total	**18**	8	6	3	-	-	*	-	*	15	3	3	5	9
0-24%	**8**	3	3	1	-	-	-	-	*	6	1	1	2	5
	44%	*37%*	*54%*	*42%*	*-%*	*-%*	*-%*	*-%*	*100%*	*44%*	*43%*	*31%*	*42%*	*50%*
25-49%	**2**	1	*	*	-	-	*	-	-	2	1	-	1	1
	12%	*13%*	*7%*	*18%*	*-%*	*-%*	*100%*	*-%*	*-%*	*10%*	*20%*	*-%*	*21%*	*11%*
50-74%	**4**	2	*	1	-	-	-	-	-	3	1	*	2	1
	20%	*28%*	*2%*	*39%*	*-%*	*-%*	*-%*	*-%*	*-%*	*17%*	*36%*	*14%*	*37%*	*13%*
75-100%	**4**	2	2	*	-	-	-	-	-	4	*	2	-	2
	24%	*22%*	*36%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*28%*	*2%*	*55%*	*-%*	*25%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Answered	**18**	8	6	3	-	-	*	-	*	15	3	3	5	9
Mean	**43.13**	47.54	44.17	28.57	-	-	49.00	-	10.00	46.12	28.47	68.14	33.48	39.04

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**31**	24	27	31	19	15	24	22	3	-	2	2	1	1
Weighted total	**18**	12	15	18	10	5	11	14	*	-	2	1	*	*
0-24%	**8**	6	6	8	4	1	5	6	*	-	2	*	-	*
	44%	*51%*	*41%*	*44%*	*38%*	*22%*	*47%*	*41%*	*26%*	*-%*	*88%*	*4%*	*-%*	*100%*
25-49%	**2**	2	2	2	1	*	1	2	-	-	-	-	*	-
	12%	*18%*	*14%*	*12%*	*8%*	*8%*	*5%*	*14%*	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*
50-74%	**4**	3	3	4	3	3	3	3	-	-	-	1	-	-
	20%	*29%*	*17%*	*20%*	*32%*	*63%*	*29%*	*18%*	*-%*	*-%*	*-%*	*96%*	*-%*	*-%*
75-100%	**4**	*	4	4	2	*	2	4	*	-	*	-	-	-
	24%	*3%*	*28%*	*24%*	*21%*	*8%*	*19%*	*27%*	*74%*	*-%*	*12%*	*-%*	*-%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Answered	**18**	12	15	18	10	5	11	14	*	-	2	1	*	*
Mean	**43.13**	29.83	46.10	43.13	47.15	51.19	41.73	45.64	79.59	-	19.79	48.14	49.00	10.00

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	***f**	***g**	***h**	***a**	***b**	***c**	***d**	***e**
Unweighted total	**31**	16	1	1	-	-	1	-	1	4	5	8	14	-
Weighted total	**18**	8	1	*	-	-	*	-	*	4	3	7	4	-
0-24%	**8**	3	1	*	-	-	*	-	*	3	*	3	2	-
	44%	*30%*	*100%*	*100%*	*-%*	*-%*	*100%*	*-%*	*100%*	*73%*	*6%*	*44%*	*40%*	*-%*
25-49%	**2**	1	-	-	-	-	-	-	-	-	*	1	1	-
	12%	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*20%*	*13%*	*-%*
50-74%	**4**	3	-	-	-	-	-	-	-	1	-	*	2	-
	20%	*37%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*27%*	*-%*	*7%*	*45%*	*-%*
75-100%	**4**	2	-	-	-	-	-	-	-	-	2	2	*	-
	24%	*24%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*87%*	*28%*	*1%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	**18**	8	1	*	-	-	*	-	*	4	3	7	4	-
Mean	**43.13**	52.87	5.00	5.00	-	-	10.00	-	10.00	23.46	88.37	39.84	39.31	-

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	a	*b
Unweighted total	**31**	1	1	5	12	-	13	3	3	28	3	30	1
Weighted total	**18**	*	2	2	5	-	6	*	4	17	*	18	*
0-24%	**8**	*	-	2	1	-	2	*	2	8	*	8	*
	44%	*100%*	*-%*	*100%*	*26%*	*-%*	*32%*	*66%*	*46%*	*44%*	*66%*	*44%*	*100%*
25-49%	**2**	-	-	-	1	-	1	-	-	2	-	2	-
	12%	*-%*	*-%*	*-%*	*14%*	*-%*	*14%*	*-%*	*-%*	*12%*	*-%*	*12%*	*-%*
50-74%	**4**	-	2	-	1	-	1	-	2	4	-	4	-
	20%	*-%*	*100%*	*-%*	*22%*	*-%*	*19%*	*-%*	*54%*	*21%*	*-%*	*20%*	*-%*
75-100%	**4**	-	-	-	2	-	2	*	-	4	*	4	-
	24%	*-%*	*-%*	*-%*	*38%*	*-%*	*35%*	*34%*	*-%*	*23%*	*34%*	*24%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Answered	**18**	*	2	2	5	-	6	*	4	17	*	18	*
Mean	**43.13**	20.00	70.00	8.85	55.26	-	51.04	38.73	42.17	43.21	38.73	43.37	10.00

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	***b**	***a**	***b**	***a**	***b**	***a**	***b**	***c**	***d**
Unweighted total	**31**	7	3	9	2	14	5	14	22	9	-
Weighted total	**18**	4	1	4	1	6	3	4	11	5	-
0-24%	**8**	3	*	3	*	2	2	1	6	2	-
	44%	*69%*	*14%*	*75%*	*11%*	*31%*	*52%*	*18%*	*53%*	*39%*	-%
25-49%	**2**	*	*	1	-	*	*	2	2	1	-
	12%	*7%*	*69%*	*23%*	-%	*5%*	*14%*	*59%*	*14%*	*15%*	-%
50-74%	**4**	1	-	-	1	2	1	*	3	2	-
	20%	*25%*	-%	-%	*89%*	*33%*	*31%*	*14%*	*30%*	*46%*	-%
75-100%	**4**	-	*	*	-	2	*	*	*	-	-
	24%	-%	*16%*	*3%*	-%	*32%*	*3%*	*10%*	*3%*	-%	-%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	**18**	4	1	4	1	6	3	4	11	5	-
Mean	**43.13**	20.66	37.86	16.92	45.70	58.10	27.91	34.46	30.17	37.43	-

Columns Tested: a,b - a,b - a,b - a,b,c,d

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	a	*b	*c
Unweighted total	**31**	14	25	12	-	14	17	12	-	24	27	18	31	23	2
Weighted total	**18**	4	13	8	-	5	9	5	-	12	15	9	18	12	*
0-24%	**8**	*	6	3	-	1	3	2	-	6	6	4	8	7	*
	44%	*11%*	*46%*	*34%*	-%	*15%*	*37%*	*47%*	-%	*51%*	*41%*	*39%*	*44%*	*58%*	*100%*
25-49%	**2**	1	2	1	-	1	1	1	-	2	2	1	2	2	-
	12%	*24%*	*16%*	*10%*	-%	*17%*	*8%*	*15%*	-%	*18%*	*14%*	*8%*	*12%*	*13%*	-%
50-74%	**4**	1	3	*	-	1	3	-	-	3	3	3	4	4	-
	20%	*15%*	*20%*	*6%*	-%	*25%*	*33%*	-%	-%	*29%*	*17%*	*33%*	*20%*	*29%*	-%
75-100%	**4**	2	2	4	-	2	2	2	-	*	4	2	4	-	-
	24%	*50%*	*18%*	*49%*	-%	*43%*	*22%*	*38%*	-%	*3%*	*28%*	*20%*	*24%*	-%	-%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	**18**	4	13	8	-	5	9	5	-	12	15	9	18	12	*
Mean	**43.13**	66.14	38.68	58.14	-	62.69	48.23	46.98	-	29.83	46.10	46.50	43.13	26.77	3.76

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	**31**	13	9	14	11	3	27	21	2	1	2	1
Weighted total	**18**	7	4	8	7	*	14	11	1	*	2	*
0-24%	**8**	2	3	3	2	*	6	5	*	*	1	-
	44%	*22%*	*63%*	*40%*	*32%*	*72%*	*43%*	*50%*	*9%*	*100%*	*47%*	*-%*
25-49%	**2**	*	*	1	1	-	2	2	-	-	-	*
	12%	*4%*	*7%*	*10%*	*12%*	*-%*	*14%*	*15%*	*-%*	*-%*	*-%*	*100%*
50-74%	**4**	3	1	2	2	-	4	4	*	-	1	-
	20%	*44%*	*27%*	*25%*	*28%*	*-%*	*26%*	*34%*	*91%*	*-%*	*53%*	*-%*
75-100%	**4**	2	*	2	2	*	2	*	-	-	-	-
	24%	*29%*	*3%*	*25%*	*28%*	*28%*	*17%*	*2%*	*-%*	*-%*	*-%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Answered	**18**	7	4	8	7	*	14	11	1	*	2	*
Mean	**43.13**	60.27	24.72	49.06	54.53	28.83	40.10	31.44	45.82	5.00	29.00	40.00

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	**31**	28	27	29	26	31	21	29	13	-	27	2	11	20
Weighted total	**18**	16	16	16	16	18	10	16	7	-	16	*	4	14
0-24%	**8**	6	6	6	6	8	6	6	2	-	8	*	2	6
	44%	*38%*	*38%*	*38%*	*38%*	*44%*	*54%*	*38%*	*32%*	*-%*	*47%*	*29%*	*51%*	*42%*
25-49%	**2**	2	2	2	2	2	2	2	*	-	2	-	1	1
	12%	*13%*	*12%*	*13%*	*13%*	*12%*	*19%*	*13%*	*7%*	*-%*	*13%*	*-%*	*22%*	*9%*
50-74%	**4**	4	4	4	4	4	3	4	2	-	2	*	1	3
	20%	*23%*	*23%*	*22%*	*23%*	*20%*	*24%*	*22%*	*34%*	*-%*	*15%*	*71%*	*27%*	*18%*
75-100%	**4**	4	4	4	4	4	*	4	2	-	4	-	-	4
	24%	*26%*	*27%*	*26%*	*27%*	*24%*	*3%*	*26%*	*27%*	*-%*	*26%*	*-%*	*-%*	*31%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Answered	**18**	16	16	16	16	18	10	16	7	-	16	*	4	14
Mean	**43.13**	45.55	46.59	45.95	46.71	43.13	27.65	45.95	53.13	-	42.72	48.57	24.91	48.46

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	31	10	1	4	7	11	14	6	5	3	23	18	13
Weighted total	18	5	*	2	3	2	11	4	2	2	13	10	8
0-24%	8	3	-	1	2	1	4	3	1	*	7	5	3
	44%	*61%*	*-%*	*57%*	*61%*	*28%*	*42%*	*59%*	*50%*	*2%*	*50%*	*48%*	*38%*
25-49%	2	1	-	1	*	*	*	1	-	*	2	2	1
	12%	*18%*	*-%*	*36%*	*8%*	*16%*	*5%*	*27%*	*-%*	*5%*	*15%*	*15%*	*8%*
50-74%	4	1	-	-	1	1	2	1	1	2	1	4	-
	20%	*21%*	*-%*	*-%*	*30%*	*44%*	*18%*	*14%*	*45%*	*93%*	*5%*	*36%*	*-%*
75-100%	4	-	*	*	-	*	4	-	*	-	4	*	4
	24%	*-%*	*100%*	*7%*	*-%*	*12%*	*36%*	*-%*	*5%*	*-%*	*31%*	**%*	*54%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Answered	18	5	*	2	3	2	11	4	2	2	13	10	8
Mean	43.13	21.83	100.00	21.96	24.38	41.49	54.42	17.07	30.44	67.48	41.63	29.74	60.58

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	**31**	14	2	8	5	6	5	9	6	2	6	1	5
Weighted total	**18**	5	*	3	2	2	2	3	2	1	3	*	1
0-24%	**8**	3	*	2	1	*	1	1	1	1	*	*	1
	44%	*53%*	*100%*	*57%*	*53%*	*27%*	*53%*	*18%*	*54%*	*100%*	*12%*	*100%*	*97%*
25-49%	**2**	1	-	-	-	-	-	1	-	-	1	-	-
	12%	*23%*	-%	-%	-%	-%	-%	*41%*	-%	-%	*45%*	-%	-%
50-74%	**4**	1	-	1	1	1	1	1	1	-	1	-	-
	20%	*20%*	-%	*39%*	*45%*	*66%*	*47%*	*36%*	*46%*	-%	*39%*	-%	-%
75-100%	**4**	*	-	*	*	*	-	*	-	-	*	-	*
	24%	*3%*	-%	*4%*	*2%*	*7%*	-%	*5%*	-%	-%	*4%*	-%	*3%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	**18**	5	*	3	2	2	2	3	2	1	3	*	1
Mean	**43.13**	25.00	4.11	27.21	26.87	42.17	26.50	34.46	26.07	5.00	35.40	1.00	20.91

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 46 (continuation)

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Month								
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Nov' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted total	31	4	1	2	14	1	1	5	1	2
Weighted total	18	3	*	2	5	*	*	4	2	1
0-24%	8	2	-	2	3	-	-	*	-	1
	44%	*91%*	*-%*	*78%*	*53%*	*-%*	*-%*	*6%*	*-%*	*100%*
25-49%	2	-	-	*	1	*	*	-	-	-
	12%	*-%*	*-%*	*22%*	*23%*	*100%*	*100%*	*-%*	*-%*	*-%*
50-74%	4	-	*	-	1	-	-	2	-	-
	20%	*-%*	*100%*	*-%*	*20%*	*-%*	*-%*	*49%*	*-%*	*-%*
75-100%	4	*	-	-	*	-	-	2	2	-
	24%	*9%*	*-%*	*-%*	*3%*	*-%*	*-%*	*45%*	*100%*	*-%*
Don't know	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Answered	18	3	*	2	5	*	*	4	2	1
Mean	43.13	12.37	50.00	14.48	25.00	40.00	49.00	79.39	100.00	9.07

Columns Tested: a,b,c,d,e,f,g,h,i

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		***a**	***b**	***c**	***d**
Unweighted total	**31**	7	15	7	2
Weighted total	**18**	5	6	6	1
0-24%	**8**	4	3	*	1
	44%	*77%*	*51%*	*4%*	*100%*
25-49%	**2**	*	2	*	-
	12%	*9%*	*27%*	*2%*	-%
50-74%	**4**	*	1	2	-
	20%	*9%*	*19%*	*33%*	-%
75-100%	**4**	*	*	4	-
	24%	*5%*	*3%*	*61%*	-%
Don't know	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Answered	**18**	5	6	6	1
Mean	**43.13**	16.77	25.79	85.21	9.07

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 47 Page 993

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	**30**	16	9	3	2	14	3	8	2	1	1
Weighted total	**17**	16	1	*	*	2	3	6	2	*	*
0-24%	**5**	4	*	*	*	1	-	*	2	*	-
	26%	*25%*	*17%*	*85%*	*64%*	*45%*	-%	*8%*	*94%*	*100%*	-%
25-49%	**3**	3	*	-	*	*	-	2	-	-	-
	19%	*19%*	*13%*	-%	*36%*	*15%*	-%	*33%*	-%	-%	-%
50-74%	**2**	2	-	-	-	-	-	1	-	-	-
	11%	*12%*	-%	-%	-%	-%	-%	*23%*	-%	-%	-%
75-100%	**8**	7	1	*	-	1	3	2	*	-	*
	44%	*45%*	*70%*	*15%*	-%	*40%*	*100%*	*36%*	*6%*	-%	*100%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	**17**	16	1	*	*	2	3	6	2	*	*
Mean	**56.67**	57.81	72.06	19.65	14.93	45.38	99.81	57.22	10.35	1.00	75.00

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	30	4	-	2	1	-	4	2	1	3	17	4	6	3
Weighted total	17	6	-	1	1	-	3	1	*	2	14	1	2	*
0-24%	5	2	-	-	-	-	2	-	*	*	4	*	1	*
	26%	*30%*	*-%*	*-%*	*-%*	*-%*	*59%*	*-%*	*100%*	*12%*	*28%*	*4%*	*35%*	*21%*
25-49%	3	2	-	-	-	-	1	-	-	-	3	*	-	-
	19%	*34%*	*-%*	*-%*	*-%*	*-%*	*41%*	*-%*	*-%*	*-%*	*22%*	*8%*	*-%*	*-%*
50-74%	2	-	-	-	-	-	-	-	-	1	1	*	*	-
	11%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*47%*	*7%*	*39%*	*19%*	*-%*
75-100%	8	2	-	1	1	-	-	1	-	1	6	1	1	*
	44%	*36%*	*-%*	*100%*	*100%*	*-%*	*-%*	*100%*	*-%*	*41%*	*43%*	*49%*	*45%*	*79%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Answered	17	6	-	1	1	-	3	1	*	2	14	1	2	*
Mean	56.67	52.01	-	94.25	100.00	-	13.80	98.92	1.00	63.89	55.43	68.49	57.01	67.34

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 47 (continuation)

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	30	-	3	-	1	10	-	2	14	20	10	27	3
Weighted total	17	-	1	-	*	5	-	3	7	10	7	17	1
0-24%	5	-	-	-	-	3	-	-	1	2	2	5	*
	26%	-%	-%	-%	-%	*63%*	-%	-%	*15%*	*22%*	*32%*	*27%*	*7%*
25-49%	3	-	-	-	*	*	-	3	-	1	2	3	-
	19%	-%	-%	-%	*100%*	*2%*	-%	*100%*	-%	*11%*	*29%*	*19%*	-%
50-74%	2	-	-	-	-	-	-	-	2	1	*	1	*
	11%	-%	-%	-%	-%	-%	-%	-%	*25%*	*13%*	*7%*	*8%*	*77%*
75-100%	8	-	1	-	-	2	-	-	4	5	2	8	*
	44%	-%	*100%*	-%	-%	*35%*	-%	-%	*60%*	*53%*	*32%*	*45%*	*16%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	17	-	1	-	*	5	-	3	7	10	7	17	1
Mean	56.67	-	99.01	-	40.00	41.49	-	28.20	72.09	64.86	44.69	56.71	55.82

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	*c
Unweighted total	**30**	30	-	5	2	23
Weighted total	**17**	17	-	5	1	12
0-24%	**5**	5	-	2	*	3
	26%	*26%*	*-%*	*39%*	*9%*	*22%*
25-49%	**3**	3	-	3	-	*
	19%	*19%*	*-%*	*59%*	*-%*	*2%*
50-74%	**2**	2	-	-	*	1
	11%	*11%*	*-%*	*-%*	*91%*	*12%*
75-100%	**8**	8	-	*	-	8
	44%	*44%*	*-%*	*2%*	*-%*	*65%*
Don't know	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Answered	**17**	17	-	5	1	12
Mean	**56.67**	56.67	-	20.81	47.44	72.55

Columns Tested: a,b - a,b,c

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	**30**	7	12	9	-	-	1	-	1	19	11	1	6	23
Weighted total	**17**	6	6	5	-	-	*	-	*	12	5	*	6	11
0-24%	**5**	2	1	2	-	-	-	-	-	3	2	-	2	3
	26%	*29%*	*14%*	*38%*	*-%*	*-%*	*-%*	*-%*	*-%*	*22%*	*36%*	*-%*	*31%*	*25%*
25-49%	**3**	3	*	-	-	-	*	-	-	3	*	-	3	*
	19%	*47%*	*2%*	*-%*	*-%*	*-%*	*100%*	*-%*	*-%*	*26%*	*2%*	*-%*	*51%*	*2%*
50-74%	**2**	*	*	1	-	-	-	-	-	1	1	*	-	1
	11%	*8%*	*5%*	*21%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*20%*	*100%*	*-%*	*12%*
75-100%	**8**	1	4	2	-	-	-	-	*	5	2	-	1	7
	44%	*17%*	*78%*	*41%*	*-%*	*-%*	*-%*	*-%*	*100%*	*46%*	*42%*	*-%*	*18%*	*60%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Answered	**17**	6	6	5	-	-	*	-	*	12	5	*	6	11
Mean	**56.67**	34.51	81.40	56.32	-	-	49.00	-	90.00	56.53	56.99	50.00	33.19	69.48

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**30**	22	27	30	20	15	23	19	5	-	1	3	1	1
Weighted total	**17**	12	15	17	10	7	11	12	3	-	*	2	*	*
0-24%	**5**	4	5	5	3	1	4	2	2	-	*	*	-	-
	26%	*34%*	*31%*	*26%*	*27%*	*14%*	*36%*	*16%*	*87%*	*-%*	*100%*	*2%*	*-%*	*-%*
25-49%	**3**	3	3	3	2	2	2	3	-	-	-	-	*	-
	19%	*25%*	*22%*	*19%*	*19%*	*30%*	*19%*	*26%*	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*
50-74%	**2**	2	1	2	1	1	1	1	-	-	-	1	-	-
	11%	*15%*	*5%*	*11%*	*13%*	*21%*	*12%*	*7%*	*-%*	*-%*	*-%*	*49%*	*-%*	*-%*
75-100%	**8**	3	6	8	4	2	4	6	*	-	-	1	-	*
	44%	*25%*	*42%*	*44%*	*41%*	*35%*	*33%*	*52%*	*13%*	*-%*	*-%*	*49%*	*-%*	*100%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Answered	**17**	12	15	17	10	7	11	12	3	-	*	2	*	*
Mean	**56.67**	43.44	53.54	56.67	56.30	54.51	47.56	61.73	25.42	-	1.00	73.49	49.00	90.00

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	***f**	***g**	***h**	***a**	***b**	***c**	***d**	***e**
Unweighted total	**30**	15	1	2	1	-	1	-	1	6	1	8	15	-
Weighted total	**17**	7	1	1	2	-	*	-	*	4	*	6	8	-
0-24%	**5**	1	-	-	2	-	-	-	-	-	*	2	2	-
	26%	*17%*	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*	*35%*	*30%*	*-%*
25-49%	**3**	2	-	-	-	-	-	-	-	-	-	1	2	-
	19%	*30%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*19%*	*27%*	*-%*
50-74%	**2**	1	-	-	-	-	-	-	-	1	-	1	-	-
	11%	*20%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*30%*	*-%*	*14%*	*-%*	*-%*
75-100%	**8**	2	1	1	-	-	*	-	*	2	-	2	3	-
	44%	*33%*	*100%*	*100%*	*-%*	*-%*	*100%*	*-%*	*100%*	*70%*	*-%*	*33%*	*43%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	**17**	7	1	1	2	-	*	-	*	4	*	6	8	-
Mean	**56.67**	52.83	95.00	97.53	20.00	-	90.00	-	90.00	84.71	1.00	44.49	54.62	-

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	**30**	1	2	4	13	-	13	2	5	26	4	29	1
Weighted total	**17**	*	2	*	8	-	7	*	3	15	2	17	*
0-24%	**5**	*	*	*	2	-	2	-	1	3	2	5	-
	26%	*100%*	*12%*	*66%*	*28%*	*-%*	*25%*	*-%*	*33%*	*19%*	*83%*	*27%*	*-%*
25-49%	**3**	-	2	-	*	-	-	-	2	3	-	3	-
	19%	*-%*	*88%*	*-%*	*2%*	*-%*	*-%*	*-%*	*67%*	*21%*	*-%*	*19%*	*-%*
50-74%	**2**	-	-	-	1	-	1	-	-	2	-	2	-
	11%	*-%*	*-%*	*-%*	*17%*	*-%*	*19%*	*-%*	*-%*	*12%*	*-%*	*11%*	*-%*
75-100%	**8**	-	-	*	4	-	4	*	-	7	*	8	*
	44%	*-%*	*-%*	*34%*	*53%*	*-%*	*56%*	*100%*	*-%*	*48%*	*17%*	*44%*	*100%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Answered	**17**	*	2	*	8	-	7	*	3	15	2	17	*
Mean	**56.67**	20.00	26.60	37.13	65.76	-	70.01	83.35	21.61	59.93	31.53	56.42	90.00

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	***b**	***a**	***b**	***a**	***b**	***a**	***b**	***c**	***d**
Unweighted total	**30**	5	3	8	2	16	4	12	20	10	-
Weighted total	**17**	2	2	4	1	8	3	3	12	6	-
0-24%	**5**	-	2	2	-	1	2	*	4	2	-
	26%	-%	*89%*	*47%*	-%	*15%*	*56%*	*13%*	*34%*	*33%*	-%
25-49%	**3**	-	-	*	-	2	-	1	3	2	-
	19%	-%	-%	*3%*	-%	*27%*	-%	*38%*	*26%*	*33%*	-%
50-74%	**2**	1	-	*	1	*	1	1	2	1	-
	11%	*55%*	-%	*8%*	*89%*	*4%*	*37%*	*26%*	*16%*	*14%*	-%
75-100%	**8**	1	*	1	*	4	*	1	3	1	-
	44%	*45%*	*11%*	*42%*	*11%*	*54%*	*7%*	*23%*	*24%*	*20%*	-%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	**17**	2	2	4	1	8	3	3	12	6	-
Mean	**56.67**	70.88	27.47	55.39	54.30	64.22	35.72	46.29	42.91	38.84	-

Columns Tested: a,b - a,b - a,b - a,b,c,d

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	b	*c
Unweighted total	**30**	12	26	11	-	13	17	9	-	22	26	19	19	30	2
Weighted total	**17**	2	15	5	-	4	9	2	-	12	15	9	9	17	*
0-24%	**5**	1	5	2	-	2	1	*	-	4	5	1	2	5	*
	26%	*32%*	*31%*	*34%*	-%	*50%*	*13%*	*8%*	-%	*34%*	*31%*	*13%*	*21%*	*26%*	*31%*
25-49%	**3**	*	3	-	-	*	2	-	-	3	3	2	3	3	-
	19%	*12%*	*22%*	-%	-%	*3%*	*24%*	-%	-%	*25%*	*22%*	*23%*	*35%*	*19%*	-%
50-74%	**2**	1	1	1	-	1	1	*	-	2	1	1	2	2	-
	11%	*38%*	*5%*	*14%*	-%	*33%*	*16%*	*16%*	-%	*15%*	*5%*	*15%*	*21%*	*11%*	-%
75-100%	**8**	*	6	3	-	1	4	1	-	3	6	4	2	8	*
	44%	*19%*	*42%*	*52%*	-%	*14%*	*47%*	*76%*	-%	*25%*	*41%*	*49%*	*23%*	*44%*	*69%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	**17**	2	15	5	-	4	9	2	-	12	15	9	9	17	*
Mean	**56.67**	43.98	53.09	59.49	-	40.09	62.14	83.68	-	43.44	52.64	63.04	43.22	56.67	52.05

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	30	8	13	8	6	3	18	26	3	1	3	1
Weighted total	17	4	6	4	3	1	9	15	2	*	4	*
0-24%	5	*	1	*	*	*	2	4	*	-	2	-
	26%	*2%*	*17%*	*1%*	*4%*	*4%*	*21%*	*29%*	*3%*	*-%*	*45%*	*-%*
25-49%	3	2	*	2	2	-	3	3	-	-	-	-
	19%	*45%*	*2%*	*55%*	*74%*	*-%*	*36%*	*21%*	*-%*	*-%*	*-%*	*-%*
50-74%	2	1	1	*	*	-	2	2	*	-	1	*
	11%	*30%*	*21%*	*8%*	*12%*	*-%*	*21%*	*12%*	*31%*	*-%*	*29%*	*100%*
75-100%	8	1	4	1	*	1	2	6	1	*	1	-
	44%	*22%*	*60%*	*36%*	*10%*	*96%*	*22%*	*38%*	*66%*	*100%*	*26%*	*-%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Answered	17	4	6	4	3	1	9	15	2	*	4	*
Mean	56.67	50.85	71.30	55.00	38.72	95.60	42.28	52.81	81.78	75.00	48.00	60.00

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	**30**	29	27	29	26	30	19	28	11	-	22	4	19	11
Weighted total	**17**	17	15	17	15	17	10	15	6	-	13	3	10	7
0-24%	**5**	5	5	5	4	5	2	3	2	-	3	2	2	2
	26%	*27%*	*30%*	*27%*	*28%*	*26%*	*23%*	*19%*	*33%*	*-%*	*22%*	*59%*	*23%*	*31%*
25-49%	**3**	3	3	3	3	3	3	3	2	-	3	*	*	3
	19%	*19%*	*21%*	*19%*	*21%*	*19%*	*33%*	*21%*	*33%*	*-%*	*24%*	*5%*	*1%*	*45%*
50-74%	**2**	2	2	2	2	2	1	2	*	-	1	-	1	*
	11%	*11%*	*12%*	*11%*	*12%*	*11%*	*8%*	*12%*	*9%*	*-%*	*6%*	*-%*	*13%*	*7%*
75-100%	**8**	7	6	7	6	8	3	7	1	-	6	1	6	1
	44%	*42%*	*37%*	*42%*	*39%*	*44%*	*36%*	*47%*	*25%*	*-%*	*47%*	*36%*	*63%*	*17%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Answered	**17**	17	15	17	15	17	10	15	6	-	13	3	10	7
Mean	**56.67**	55.43	51.47	55.43	53.37	56.67	50.61	59.32	40.31	-	57.10	49.15	71.45	34.21

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	**30**	10	-	3	7	14	11	5	7	4	19	14	16
Weighted total	**17**	5	-	3	2	5	7	4	5	2	10	9	8
0-24%	**5**	2	-	2	-	2	1	2	-	*	4	4	1
	26%	*35%*	*-%*	*61%*	*-%*	*36%*	*12%*	*39%*	*-%*	*13%*	*44%*	*40%*	*11%*
25-49%	**3**	*	-	*	-	*	2	1	-	2	1	3	*
	19%	*2%*	*-%*	*4%*	*-%*	*2%*	*25%*	*28%*	*-%*	*87%*	*12%*	*34%*	*1%*
50-74%	**2**	1	-	-	1	1	-	*	1	-	1	2	-
	11%	*29%*	*-%*	*-%*	*67%*	*25%*	*-%*	*11%*	*20%*	*-%*	*8%*	*20%*	*-%*
75-100%	**8**	2	-	1	1	2	5	1	4	-	3	1	7
	44%	*34%*	*-%*	*35%*	*33%*	*37%*	*63%*	*21%*	*80%*	*-%*	*35%*	*6%*	*88%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Answered	**17**	5	-	3	2	5	7	4	5	2	10	9	8
Mean	**56.67**	55.12	-	47.24	65.44	56.32	69.28	35.48	88.28	27.17	46.43	30.46	86.50

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	**30**	12	1	8	4	5	6	5	8	3	4	2	3
Weighted total	**17**	6	*	3	2	1	3	2	4	3	2	*	*
0-24%	**5**	*	*	*	*	*	*	*	*	-	*	*	*
	26%	*3%*	*100%*	*4%*	*5%*	*12%*	*1%*	*6%*	*3%*	*-%*	*2%*	*100%*	*17%*
25-49%	**3**	1	-	-	-	-	-	1	-	-	1	-	-
	19%	*18%*	*-%*	*-%*	*-%*	*-%*	*-%*	*47%*	*-%*	*-%*	*43%*	*-%*	*-%*
50-74%	**2**	1	-	1	1	1	1	1	1	-	1	-	-
	11%	*18%*	*-%*	*32%*	*51%*	*84%*	*33%*	*47%*	*30%*	*-%*	*43%*	*-%*	*-%*
75-100%	**8**	3	-	2	1	*	2	-	2	3	*	-	*
	44%	*60%*	*-%*	*63%*	*44%*	*4%*	*65%*	*-%*	*67%*	*100%*	*12%*	*-%*	*83%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Answered	**17**	6	*	3	2	1	3	2	4	3	2	*	*
Mean	**56.67**	72.67	1.00	77.73	67.72	46.48	79.83	35.63	80.54	98.41	44.36	3.19	78.73

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Month								
		Jan' 2018	Feb' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Nov' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted total	**30**	3	2	12	1	2	2	4	1	3
Weighted total	**17**	2	1	6	1	1	*	2	2	3
0-24%	**5**	2	*	*	-	-	*	-	2	-
	26%	*94%*	*50%*	*3%*	*-%*	*-%*	*72%*	*-%*	*100%*	*-%*
25-49%	**3**	-	-	1	-	-	*	2	-	-
	19%	*-%*	*-%*	*18%*	*-%*	*-%*	*28%*	*91%*	*-%*	*-%*
50-74%	**2**	-	*	1	-	*	-	-	-	-
	11%	*-%*	*50%*	*18%*	*-%*	*50%*	*-%*	*-%*	*-%*	*-%*
75-100%	**8**	*	-	3	1	*	-	*	-	3
	44%	*6%*	*-%*	*60%*	*100%*	*50%*	*-%*	*9%*	*-%*	*100%*
Don't know	**-**	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Answered	**17**	2	1	6	1	1	*	2	2	3
Mean	**56.67**	9.74	25.50	72.67	95.00	79.00	20.90	35.89	20.00	97.50

Columns Tested: a,b,c,d,e,f,g,h,i

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	30	5	15	7	3
Weighted total	17	3	7	4	3
0-24%	5	2	*	2	-
	26%	*80%*	*3%*	*45%*	-%
25-49%	3	-	1	2	-
	19%	-%	*14%*	*50%*	-%
50-74%	2	*	1	-	-
	11%	*16%*	*18%*	-%	-%
75-100%	8	*	5	*	3
	44%	*4%*	*65%*	*5%*	*100%*
Don't know	-	-	-	-	-
	-%	-%	-%	-%	-%
Answered	17	3	7	4	3
Mean	56.67	14.80	76.37	28.44	97.50

Columns Tested: a,b,c,d

Bulk Mail (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	**10**	3	5	2	-	7	-	1	-	4	2
Weighted total	**2**	1	*	*	-	1	-	*	-	1	*
0-24%	**1**	1	*	*	-	*	-	*	-	*	*
	81%	*77%*	*87%*	*100%*	-%	*90%*	-%	*100%*	-%	*44%*	*65%*
25-49%	*	-	*	-	-	*	-	-	-	-	*
	3%	-%	*13%*	-%	-%	*10%*	-%	-%	-%	-%	*35%*
50-74%	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	*	*	-	-	-	-	-	-	-	*	-
	16%	*23%*	-%	-%	-%	-%	-%	-%	-%	*56%*	-%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	**2**	1	*	*	-	1	-	*	-	1	*
Mean	**27.39**	34.55	9.73	12.74	-	10.30	-	10.00	-	59.06	21.76

Columns Tested: a,b,c,d,e - a,b,c,d,e

Bulk Mail (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	**10**	-	-	3	-	-	-	-	1	-	4	-	2	4
Weighted total	**2**	-	-	*	-	-	-	-	*	-	1	-	1	1
0-24%	**1**	-	-	*	-	-	-	-	-	-	*	-	1	1
	81%	-%	-%	*77%*	-%	-%	-%	-%	-%	-%	*34%*	-%	*100%*	*100%*
25-49%	*	-	-	*	-	-	-	-	-	-	*	-	-	-
	3%	-%	-%	*23%*	-%	-%	-%	-%	-%	-%	*10%*	-%	-%	-%
50-74%	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	*	-	-	-	-	-	-	-	*	-	*	-	-	-
	16%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	*55%*	-%	-%	-%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	**2**	-	-	*	-	-	-	-	*	-	1	-	1	1
Mean	**27.39**	-	-	11.96	-	-	-	-	100.00	-	60.50	-	8.46	18.06

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Bulk Mail (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	10	-	1	-	-	5	1	1	2	5	5	10	-
Weighted total	2	-	*	-	-	*	*	*	*	*	1	2	-
0-24%	1	-	*	-	-	*	*	*	*	*	1	1	-
	81%	-%	*100%*	-%	-%	*82%*	*100%*	*100%*	*30%*	*87%*	*79%*	*81%*	-%
25-49%	*	-	-	-	-	*	-	-	-	*	-	*	-
	3%	-%	-%	-%	-%	*18%*	-%	-%	-%	*13%*	-%	*3%*	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	*	-	-	-	-	-	-	-	*	-	*	*	-
	16%	-%	-%	-%	-%	-%	-%	-%	*70%*	-%	*21%*	*16%*	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	2	-	*	-	-	*	*	*	*	*	1	2	-
Mean	27.39	-	1.00	-	-	15.64	10.00	20.00	71.16	11.29	32.60	27.39	-

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Bulk Mail (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	**10**	10	-	2	2	6
Weighted total	**2**	2	-	1	*	1
0-24%	**1**	1	-	1	*	1
	81%	*81%*	*-%*	*100%*	*50%*	*73%*
25-49%	*	*	-	-	*	-
	3%	*3%*	*-%*	*-%*	*50%*	*-%*
50-74%	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
75-100%	*	*	-	-	-	*
	16%	*16%*	*-%*	*-%*	*-%*	*27%*
Don't know	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Answered	**2**	2	-	1	*	1
Mean	**27.39**	27.39	-	8.97	20.00	38.72

Columns Tested: a,b - a,b,c

Bulk Mail (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	**10**	6	1	3	-	-	-	-	-	7	3	-	6	4
Weighted total	**2**	1	*	*	-	-	-	-	-	1	*	-	1	*
0-24%	**1**	1	*	*	-	-	-	-	-	1	*	-	1	*
	81%	*96%*	*100%*	*35%*	-%	-%	-%	-%	-%	*96%*	*35%*	-%	*96%*	*41%*
25-49%	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	3%	*4%*	-%	-%	-%	-%	-%	-%	-%	*4%*	-%	-%	*4%*	-%
50-74%	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	*	-	-	*	-	-	-	-	-	-	*	-	-	*
	16%	-%	-%	*65%*	-%	-%	-%	-%	-%	-%	*65%*	-%	-%	*59%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	**2**	1	*	*	-	-	-	-	-	1	*	-	1	*
Mean	**27.39**	12.88	10.00	71.47	-	-	-	-	-	12.78	71.47	-	12.88	65.81

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Bulk Mail (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**10**	9	9	10	7	8	8	7	3	-	-	-	-	-
Weighted total	**2**	2	2	2	1	1	1	2	*	-	-	-	-	-
0-24%	**1**	1	1	1	*	1	*	1	*	-	-	-	-	-
	81%	*80%*	*80%*	*81%*	*50%*	*71%*	*58%*	*78%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*
25-49%	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	3%	*3%*	*3%*	*3%*	*8%*	*5%*	*7%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
50-74%	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	16%	*17%*	*17%*	*16%*	*42%*	*25%*	*35%*	*19%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	**2**	2	2	2	1	1	1	2	*	-	-	-	-	-
Mean	**27.39**	28.97	27.84	27.39	48.90	36.98	42.11	30.14	8.42	-	-	-	-	-

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Bulk Mail (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	10	6	-	1	-	-	-	-	-	-	3	3	3	1
Weighted total	2	1	-	*	-	-	-	-	-	-	*	1	*	*
0-24%	1	*	-	*	-	-	-	-	-	-	*	1	*	-
	81%	*42%*	-%	*100%*	-%	-%	-%	-%	-%	-%	*76%*	*100%*	*100%*	-%
25-49%	*	*	-	-	-	-	-	-	-	-	*	-	-	-
	3%	*9%*	-%	-%	-%	-%	-%	-%	-%	-%	*24%*	-%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	*	*	-	-	-	-	-	-	-	-	-	-	-	*
	16%	*49%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	2	1	-	*	-	-	-	-	-	-	*	1	*	*
Mean	27.39	53.82	-	20.00	-	-	-	-	-	-	10.84	13.69	14.35	100.00

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Bulk Mail (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	10	-	3	2	1	1	4	1	2	8	2	10	-
Weighted total	2	-	*	*	*	*	*	*	*	2	*	2	-
0-24%	1	-	*	*	*	-	*	*	*	1	*	1	-
	81%	-%	*73%*	*100%*	*100%*	-%	*41%*	*100%*	*45%*	*78%*	*100%*	*81%*	-%
25-49%	*	-	*	-	-	-	-	-	*	*	-	*	-
	3%	-%	*27%*	-%	-%	-%	-%	-%	*55%*	*3%*	-%	*3%*	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	*	-	-	-	-	*	*	-	-	*	-	*	-
	16%	-%	-%	-%	-%	*100%*	*59%*	-%	-%	*18%*	-%	*16%*	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	2	-	*	*	*	*	*	*	*	2	*	2	-
Mean	27.39	-	9.58	8.67	20.00	100.00	61.08	20.00	18.22	29.54	10.50	27.39	-

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Bulk Mail (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	10	1	2	3	-	5	2	5	8	6	-
Weighted total	2	*	*	*	-	*	*	1	1	1	-
0-24%	1	-	*	*	-	*	*	*	1	1	-
	81%	-%	*100%*	*41%*	-%	*30%*	*100%*	*53%*	*96%*	*74%*	-%
25-49%	*	-	-	-	-	*	-	-	*	-	-
	3%	-%	-%	-%	-%	*11%*	-%	-%	*4%*	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	*	*	-	*	-	*	-	*	-	*	-
	16%	*100%*	-%	*59%*	-%	*59%*	-%	*47%*	-%	*26%*	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	2	*	*	*	-	*	*	1	1	1	-
Mean	27.39	100.00	10.50	63.34	-	64.67	10.50	52.69	14.23	38.29	-

Columns Tested: a,b - a,b - a,b - a,b,c,d

Bulk Mail (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	**10**	6	8	5	-	6	5	4	-	9	9	7	9	6	10
Weighted total	**2**	1	1	1	-	1	*	*	-	2	2	1	2	*	2
0-24%	**1**	*	1	*	-	*	*	*	-	1	1	*	1	*	1
	81%	*60%*	*96%*	*53%*	-%	*54%*	*85%*	*41%*	-%	*80%*	*80%*	*50%*	*96%*	*89%*	*81%*
25-49%	*	-	*	-	-	-	*	-	-	*	*	*	*	*	*
	3%	-%	*4%*	-%	-%	-%	*15%*	-%	-%	*3%*	*3%*	*8%*	*4%*	*11%*	*3%*
50-74%	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	*	*	-	*	-	*	-	*	-	*	*	*	-	-	*
	16%	*40%*	-%	*47%*	-%	*46%*	-%	*59%*	-%	*17%*	*17%*	*42%*	-%	-%	*16%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	**2**	1	1	1	-	1	*	*	-	2	2	1	2	*	2
Mean	**27.39**	45.44	13.45	52.69	-	50.96	12.22	64.98	-	28.97	27.84	48.90	13.34	10.33	27.39

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Bulk Mail (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	**10**	4	3	6	4	2	7	6	1	3	-	-
Weighted total	**2**	*	*	1	*	*	1	*	*	*	-	-
0-24%	**1**	*	*	*	*	*	1	*	*	*	-	-
	81%	*73%*	*73%*	*47%*	*41%*	*100%*	*100%*	*89%*	*100%*	*35%*	-%	-%
25-49%	*	*	*	*	-	-	-	*	-	-	-	-
	3%	*27%*	*27%*	*8%*	-%	-%	-%	*11%*	-%	-%	-%	-%
50-74%	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	*	-	-	*	*	-	-	-	-	*	-	-
	16%	-%	-%	*45%*	*59%*	-%	-%	-%	-%	*65%*	-%	-%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	**2**	*	*	1	*	*	1	*	*	*	-	-
Mean	**27.39**	13.44	7.55	51.62	64.98	8.67	13.79	10.33	1.00	71.47	-	-

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Bulk Mail (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	**10**	10	9	10	9	10	7	10	9	-	9	-	3	7
Weighted total	**2**	2	2	2	1	2	1	2	1	-	2	-	*	2
0-24%	**1**	1	1	1	1	1	1	1	1	-	1	-	*	1
	81%	*81%*	*83%*	*81%*	*74%*	*81%*	*75%*	*81%*	*74%*	-%	*80%*	-%	*100%*	*77%*
25-49%	*	*	-	*	*	*	-	*	*	-	*	-	-	*
	3%	*3%*	-%	*3%*	*4%*	*3%*	-%	*3%*	*4%*	-%	*3%*	-%	-%	*4%*
50-74%	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	*	*	*	*	*	*	*	*	*	-	*	-	-	*
	16%	*16%*	*17%*	*16%*	*22%*	*16%*	*25%*	*16%*	*22%*	-%	*17%*	-%	-%	*19%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	**2**	2	2	2	1	2	1	2	1	-	2	-	*	2
Mean	**27.39**	27.39	27.47	27.39	30.15	27.39	31.28	27.39	33.87	-	27.79	-	12.30	30.22

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Bulk Mail (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	10	3	-	-	3	4	6	-	2	-	8	5	5
Weighted total	2	*	-	-	*	1	1	-	*	-	2	1	1
0-24%	1	*	-	-	*	*	1	-	*	-	1	1	1
	81%	*41%*	-%	-%	*41%*	*49%*	*95%*	-%	*100%*	-%	*78%*	*72%*	*93%*
25-49%	*	-	-	-	-	-	*	-	-	-	*	-	*
	3%	-%	-%	-%	-%	-%	*5%*	-%	-%	-%	*3%*	-%	*7%*
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	*	*	-	-	*	*	-	-	-	-	*	*	-
	16%	*59%*	-%	-%	*59%*	*51%*	-%	-%	-%	-%	*18%*	*28%*	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	2	*	-	-	*	1	1	-	*	-	2	1	1
Mean	27.39	63.34	-	-	63.34	56.78	13.59	-	10.50	-	29.54	35.64	16.41

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Bulk Mail (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	10	5	2	4	3	3	2	3	2	-	1	2	1
Weighted total	2	*	*	*	*	*	*	*	*	-	*	*	*
0-24%	1	*	*	*	*	*	*	*	*	-	-	*	-
	81%	*30%*	*100%*	*21%*	*26%*	*24%*	*45%*	*24%*	*45%*	-%	-%	*100%*	-%
25-49%	*	*	-	*	-	-	*	-	*	-	*	-	-
	3%	*11%*	-%	*13%*	-%	-%	*55%*	-%	*55%*	-%	*100%*	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	*	*	-	*	*	*	-	*	-	-	-	-	*
	16%	*59%*	-%	*67%*	*74%*	*76%*	-%	*76%*	-%	-%	-%	-%	*100%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	2	*	*	*	*	*	*	*	*	-	*	*	*
Mean	27.39	64.67	8.67	70.92	76.58	77.53	14.15	77.53	14.15	-	25.00	8.67	100.00

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Bulk Mail (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10) with an opinion

	Total base	Month					Quarter		
		Jan' 2018	Feb' 2018	Apr' 2018	Jul' 2018	Aug' 2018	Q1 2018	Q2 2018	Q3 2018
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	***a**	***b**	***c**
Unweighted total	**10**	1	2	5	1	1	3	5	2
Weighted total	**2**	*	1	*	*	*	1	*	*
0-24%	**1**	*	1	*	*	*	1	*	*
	81%	*100%*	*100%*	*30%*	*100%*	*100%*	*100%*	*30%*	*100%*
25-49%	*	-	-	*	-	-	-	*	-
	3%	-%	-%	*11%*	-%	-%	-%	*11%*	-%
50-74%	**-**	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	*	-	-	*	-	-	-	*	-
	16%	-%	-%	*59%*	-%	-%	-%	*59%*	-%
Don't know	**-**	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	**2**	*	1	*	*	*	1	*	*
Mean	**27.39**	5.00	15.00	64.67	1.00	20.00	13.85	64.67	10.50

Columns Tested: a,b,c,d,e - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 49 Page 1024

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1513**	957	341	136	79	556	322	291	96	60	120
Weighted total	**1142**	1079	39	15	9	63	349	279	74	35	36
This is a negative to me	**18**	17	1	-	-	1	4	2	2	*	*
	2%	*2%*	*2%*	*-%*	*-%*	*1%*	*1%*	*1%*	*2%*	**%*	**%*
This is not important to me - don't mind if not offered	**123**	117	3	1	1	6	41	32	9	4	4
	11%	*11%*	*8%*	*9%*	*11%*	*9%*	*12%*	*11%*	*12%*	*10%*	*10%*
This is mandatory to me - a must have	**263**	245	11	5	3	18	66	61	21	13	7
	23%	*23%*	*27%*	*31%* a	*29%*	*29%* a	*19%*	*22%*	*29%* a	*36%* **abe**	*20%*
This is a 'nice to have' , but I can live without it being offered	**340**	323	10	4	2	17	92	88	24	13	19
	30%	*30%*	*27%*	*28%*	*22%*	*26%*	*26%*	*32%*	*32%*	*38%*	*53%* **abc**
This is a 'great to have' - makes a difference and can sway my decision	**398**	376	14	5	3	22	146	96	19	5	6
	35%	*35%*	*36%*	*31%*	*37%*	*35%*	*42%* **cde**	*34%* **de**	*26%*	*15%*	*17%*
NET Important	**661**	621	24	10	6	40	212	157	41	18	13
	58%	*58%*	*63%*	*63%*	*67%*	*64%* a	*61%* e	*56%* e	*55%* e	*51%*	*37%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1513**	119	53	162	36	97	181	107	86	99	940	203	189	181
Weighted total	**1142**	132	69	163	31	98	182	112	83	98	969	60	59	53
This is a negative to me	**18**	-	2	2	-	1	2	5	4	*	17	-	1	*
	2%	*-%*	*3%* k	*1%*	*-%*	*1%*	*1%*	*5%* **aijkm**	*5%* **ak**	**%*	*2%*	*-%*	*2%*	*1%*
This is not important to me - don't mind if not offered	**123**	25	*	11	5	14	22	9	7	12	106	6	4	6
	11%	*19%* **bcghjkl**	*1%*	*7%*	*16%* b	*14%* **bc**	*12%* b	*8%* b	*9%* b	*12%* b	*11%* b	*10%* b	*8%*	*12%* b
This is mandatory to me - a must have	**263**	34	12	28	4	25	40	24	23	34	223	11	16	12
	23%	*26%*	*17%*	*17%*	*12%*	*25%*	*22%*	*22%*	*28%* c	*35%* **bcdfgjkm**	*23%*	*18%*	*28%* **ck**	*22%*
This is a 'nice to have' , but I can live without it being offered	**340**	38	27	62	7	25	48	34	21	26	288	24	14	14
	30%	*28%*	*39%* l	*38%* **efjlm**	*23%*	*25%*	*26%*	*30%*	*26%*	*27%*	*30%*	*40%* **adefhijl** m	*23%*	*25%*
This is a 'great to have' - makes a difference and can sway my decision	**398**	35	28	60	15	33	70	39	27	26	334	19	24	21
	35%	*26%*	*41%*	*37%*	*49%* **aik**	*34%*	*39%* **ai**	*35%*	*33%*	*26%*	*35%*	*32%*	*40%* **ai**	*40%* **ai**
NET Important	**661**	69	40	88	19	58	110	63	50	60	558	30	40	33
	58%	*52%*	*58%*	*54%*	*62%*	*59%*	*60%* k	*56%*	*61%*	*61%*	*58%* k	*50%*	*68%* **acjk**	*62%* k

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1513**	34	141	32	167	336	50	132	619	1032	481	1297	216
Weighted total	**1142**	17	85	23	130	288	32	118	447	859	282	1022	120
This is a negative to me	**18**	-	*	2	2	3	-	-	12	8	10	17	1
	2%	*-%*	**%*	*8%* **bdefg**	*1%*	*1%*	*-%*	*-%*	*3%*	*1%*	*4%* a	*2%*	*1%*
This is not important to me - don't mind if not offered	**123**	1	10	3	17	30	4	16	42	86	37	107	16
	11%	*5%*	*11%*	*14%*	*13%*	*10%*	*13%*	*13%*	*9%*	*10%*	*13%*	*10%*	*14%*
This is mandatory to me - a must have	**263**	3	19	2	23	74	5	23	114	191	71	234	28
	23%	*15%*	*22%*	*10%*	*18%*	*26%* d	*14%*	*19%*	*26%* d	*22%*	*25%*	*23%*	*24%*
This is a 'nice to have' , but I can live without it being offered	**340**	5	30	5	50	85	8	43	114	266	74	312	27
	30%	*29%*	*35%* h	*20%*	*39%* **ceh**	*29%*	*24%*	*37%* h	*26%*	*31%*	*26%*	*31%* b	*23%*
This is a 'great to have' - makes a difference and can sway my decision	**398**	9	27	11	37	97	16	36	164	309	90	351	47
	35%	*51%* **bdeg**	*32%*	*47%* d	*29%*	*34%*	*49%* **bdeg**	*31%*	*37%*	*36%*	*32%*	*34%*	*39%*
NET Important	**661**	12	46	13	60	171	20	59	279	500	161	586	75
	58%	*67%* d	*53%*	*58%*	*46%*	*59%* d	*63%* d	*50%*	*62%* **bdg**	*58%*	*57%*	*57%*	*63%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1513**	1463	50	856	275	380
Weighted total	**1142**	1095	47	669	198	272
This is a negative to me	**18**	14	4	9	2	8
	2%	*1%*	*8%* a	*1%*	*1%*	*3%*
This is not important to me - don't mind if not offered	**123**	117	6	94	8	20
	11%	*11%*	*12%*	*14%* **bc**	*4%*	*7%*
This is mandatory to me - a must have	**263**	261	2	138	53	71
	23%	*24%* b	*4%*	*21%*	*27%* a	*26%* a
This is a 'nice to have' , but I can live without it being offered	**340**	324	16	203	72	64
	30%	*30%*	*34%*	*30%* c	*37%* c	*23%*
This is a 'great to have' - makes a difference and can sway my decision	**398**	379	20	225	62	109
	35%	*35%*	*42%*	*34%*	*31%*	*40%* **ab**
NET Important	**661**	639	22	363	115	180
	58%	*58%*	*46%*	*54%*	*58%*	*66%* **ab**

Columns Tested: a,b - a,b,c

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	1513	1156	307	38	6	2	3	-	1	1463	50	406	750	357
Weighted total	1142	940	182	15	2	2	1	-	*	1122	20	394	546	202
This is a negative to me	18	15	3	-	-	-	-	-	-	18	-	8	7	3
	2%	*2%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*2%*	*1%*	*2%*
This is not important to me - don't mind if not offered	123	105	18	-	-	-	-	-	-	123	-	60	45	18
	11%	*11%*	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*11%*	*-%*	*15%*	*8%*	*9%*
		cj	cj							cj		bc		
This is mandatory to me - a must have	263	199	56	7	-	-	*	-	-	256	7	72	127	63
	23%	*21%*	*31%*	*45%*	*-%*	*-%*	*41%*	*-%*	*-%*	*23%*	*35%*	*18%*	*23%*	*31%*
			ai	ai							ai		a	ab
This is a 'nice to have' , but I can live without it being offered	340	286	46	4	2	2	*	-	-	332	8	111	175	54
	30%	*30%*	*25%*	*26%*	*86%*	*89%*	*59%*	*-%*	*-%*	*30%*	*41%*	*28%*	*32%*	*27%*
											b			
This is a 'great to have' - makes a difference and can sway my decision	398	335	59	4	*	*	-	-	*	393	5	143	192	64
	35%	*36%*	*32%*	*29%*	*14%*	*11%*	*-%*	*-%*	*100%*	*35%*	*25%*	*36%*	*35%*	*31%*
NET Important	661	534	115	11	*	*	*	-	*	649	12	215	319	127
	58%	*57%*	*63%*	*74%*	*14%*	*11%*	*41%*	*-%*	*100%*	*58%*	*59%*	*55%*	*58%*	*63%*
			a	ai										a

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1513**	1394	929	1513	571	480	1045	1330	104	37	28	9	4	1
Weighted total	**1142**	1032	648	1142	427	322	742	1044	52	23	17	3	4	*
This is a negative to me	**18**	13	8	18	5	6	13	16	-	-	2	-	-	-
	2%	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*-%*	*-%*	*11%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**123**	117	57	123	30	20	73	121	2	-	*	-	-	-
	11%	*11%* **bde**	*9%*	*11%* **de**	*7%*	*6%*	*10%* e	*12%* **bc**	*4%*	*-%*	*1%*	*-%*	*-%*	*-%*
This is mandatory to me - a must have	**263**	233	172	263	111	79	189	236	13	5	6	*	2	-
	23%	*23%*	*27%* **ac**	*23%*	*26%*	*24%*	*26%*	*23%*	*25%*	*23%*	*38%*	*18%*	*45%*	*-%*
This is a 'nice to have' , but I can live without it being offered	**340**	310	197	340	138	114	210	314	17	4	3	*	2	-
	30%	*30%*	*30%*	*30%*	*32%*	*35%* **acf**	*28%*	*30%*	*32%*	*18%*	*16%*	*2%*	*52%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	**398**	360	214	398	143	104	257	357	20	14	6	2	*	*
	35%	*35%*	*33%*	*35%*	*33%*	*32%*	*35%*	*34%*	*38%*	*59%* **ab**	*34%*	*81%*	*3%*	*100%*
NET Important	**661**	592	385	661	254	182	446	593	33	19	12	3	2	*
	58%	*57%*	*60%*	*58%*	*59%*	*57%*	*60%*	*57%*	*63%*	*82%* **ab**	*72%*	*98%*	*48%*	*100%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1513**	547	9	8	4	-	3	-	3	460	365	376	299	13
Weighted total	**1142**	410	7	5	5	-	*	-	*	421	278	262	170	11
This is a negative to me	**18**	5	-	-	-	-	-	-	-	9	5	2	2	-
	2%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*2%*	*1%*	*1%*	*-%*
This is not important to me - don't mind if not offered	**123**	30	-	-	-	-	-	-	-	52	25	27	18	1
	11%	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*12%*	*9%*	*10%*	*10%*	*10%*
This is mandatory to me - a must have	**263**	99	5	4	2	-	*	-	*	87	67	63	42	5
	23%	*24%*	*79%*	*80%*	*31%*	*-%*	*70%*	*-%*	*70%*	*21%*	*24%*	*24%*	*25%*	*42%*
This is a 'nice to have' , but I can live without it being offered	**340**	135	1	*	2	-	-	-	-	122	81	86	49	1
	30%	*33%*	*18%*	*3%*	*35%*	*-%*	*-%*	*-%*	*-%*	*29%*	*29%*	*33%*	*29%*	*5%*
This is a 'great to have' - makes a difference and can sway my decision	**398**	140	*	1	2	-	*	-	*	150	100	84	59	5
	35%	*34%*	*3%*	*16%*	*34%*	*-%*	*30%*	*-%*	*30%*	*36%*	*36%*	*32%*	*35%*	*43%*
NET Important	**661**	240	6	5	4	-	*	-	*	237	166	147	101	9
	58%	*58%*	*82%*	*97%*	*65%*	*-%*	*100%*	*-%*	*100%*	*56%*	*60%*	*56%*	*60%*	*85%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1513**	205	128	137	92	9	315	29	226	1421	92	1503	10
Weighted total	**1142**	161	97	108	60	2	266	19	141	1072	70	1136	6
This is a negative to me	**18**	2	2	1	-	-	3	-	2	18	*	18	-
	2%	*1%*	*2%*	*1%*	*-%*	*-%*	*1%*	*-%*	*2%*	*2%*	**%*	*2%*	*-%*
This is not important to me - don't mind if not offered	**123**	10	7	10	2	*	19	*	11	120	3	123	-
	11%	*7%*	*7%*	*10%*	*3%*	*25%*	*7%*	*1%*	*8%*	*11%* b	*4%*	*11%*	*-%*
This is mandatory to me - a must have	**263**	41	30	23	17	*	66	4	40	233	29	259	3
	23%	*25%*	*31%*	*21%*	*29%*	*19%*	*25%*	*23%*	*28%*	*22%*	*42%* a	*23%*	*58%*
This is a 'nice to have', but I can live without it being offered	**340**	62	22	36	17	1	81	7	50	321	19	338	2
	30%	*39%* b	*23%*	*33%*	*29%*	*53%*	*30%*	*38%*	*36%*	*30%*	*27%*	*30%*	*36%*
This is a 'great to have' - makes a difference and can sway my decision	**398**	45	36	39	23	*	97	7	37	380	18	398	*
	35%	*28%*	*37%*	*36%*	*39%*	*3%*	*36%* c	*39%*	*27%*	*35%*	*26%*	*35%*	*6%*
NET Important	**661**	86	66	61	41	*	163	12	78	613	48	657	4
	58%	*53%*	*68%* a	*57%*	*68%* a	*22%*	*61%*	*61%*	*55%*	*57%*	*69%* a	*58%*	*64%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1513**	59	126	217	24	440	131	449	1308	203	-
Weighted total	**1142**	42	101	168	15	319	109	318	966	113	-
This is a negative to me	**18**	1	*	1	-	5	*	5	13	1	-
	2%	*3%*	**%*	*1%*	*-%*	*2%*	**%*	*2%*	*1%*	*1%*	*-%*
This is not important to me - don't mind if not offered	**123**	*	8	11	2	22	8	33	108	15	-
	11%	*1%*	*8%*	*6%*	*11%*	*7%*	*7%*	*10%*	*11%*	*14%*	*-%*
This is mandatory to me - a must have	**263**	9	31	47	2	80	30	72	217	15	-
	23%	*21%*	*31%*	*28%*	*12%*	*25%*	*28%*	*23%* c	*22%* c	*13%*	*-%*
This is a 'nice to have' , but I can live without it being offered	**340**	14	33	53	4	103	36	107	283	40	-
	30%	*32%*	*32%*	*31%*	*29%*	*32%*	*33%*	*34%*	*29%*	*36%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	**398**	18	29	56	7	108	35	101	345	42	-
	35%	*43%*	*29%*	*33%*	*47%*	*34%*	*32%*	*32%*	*36%*	*37%*	*-%*
NET Important	**661**	27	60	104	9	189	65	173	561	56	-
	58%	*64%*	*60%*	*62%*	*59%*	*59%*	*60%*	*54%*	*58%* c	*50%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	1513	349	825	142	-	352	399	127	6	1393	923	489	1220	999	15
Weighted total	1142	247	566	74	-	256	282	82	4	1031	644	353	907	692	5
This is a negative to me	18	4	8	1	-	5	3	1	-	13	8	5	18	10	1
	2%	*2%*	*1%*	*1%*	*-%*	*2%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*2%*	*1%*	*20%*
This is not important to me - don't mind if not offered	123	23	50	6	-	20	15	7	-	117	57	25	103	72	-
	11%	*9%*	*9%*	*9%*	*-%*	*8%*	*5%*	*9%*	*-%*	*11%* c	*9%*	*7%*	*11%*	*10%*	*-%*
This is mandatory to me - a must have	263	64	144	9	-	66	72	19	*	232	171	86	191	180	2
	23%	*26%* c	*25%* c	*12%*	*-%*	*26%*	*25%*	*24%*	*5%*	*23%*	*27%* a	*25%*	*21%*	*26%* a	*38%*
This is a 'nice to have', but I can live without it being offered	340	80	172	25	-	91	83	28	2	310	195	113	287	180	1
	30%	*32%*	*30%*	*34%*	*-%*	*36%*	*30%*	*34%*	*56%*	*30%*	*30%*	*32%*	*32%* b	*26%*	*28%*
This is a 'great to have' - makes a difference and can sway my decision	398	75	193	32	-	74	108	27	2	360	213	124	309	250	1
	35%	*31%*	*34%*	*44%* ab	*-%*	*29%*	*38%* a	*33%*	*39%*	*35%*	*33%*	*35%*	*34%*	*36%*	*14%*
NET Important	661	140	336	41	-	140	180	46	2	592	384	210	500	431	3
	58%	*57%*	*59%*	*56%*	*-%*	*55%*	*64%* a	*56%*	*44%*	*57%*	*60%*	*60%*	*55%*	*62%* a	*52%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1513**	356	245	277	91	73	1099	942	36	17	11	11
Weighted total	**1142**	239	162	190	55	39	813	657	20	10	12	8
This is a negative to me	**18**	5	3	4	-	-	15	10	1	-	-	-
	2%	*2%*	*2%*	*2%*	*-%*	*-%*	*2%*	*2%*	*5%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**123**	15	6	20	7	*	90	64	-	*	-	*
	11%	*6%*	*4%*	*10%* **be**	*13%* **abe**	*1%*	*11%*	*10%*	*-%*	*2%*	*-%*	*6%*
This is mandatory to me - a must have	**263**	44	43	49	10	6	164	169	7	4	7	2
	23%	*18%*	*26%* a	*26%* a	*18%*	*16%*	*20%*	*26%* a	*35%*	*38%*	*61%*	*31%*
This is a 'nice to have', but I can live without it being offered	**340**	92	56	67	24	23	261	169	7	4	3	*
	30%	*39%*	*34%*	*35%*	*44%*	*59%* **abcd**	*32%* b	*26%*	*35%*	*44%*	*22%*	*3%*
This is a 'great to have' - makes a difference and can sway my decision	**398**	83	55	51	14	9	283	245	5	2	2	5
	35%	*35%* c	*34%*	*27%*	*25%*	*23%*	*35%*	*37%*	*25%*	*16%*	*17%*	*59%*
NET Important	**661**	127	98	100	24	15	447	414	12	5	9	7
	58%	*53%* e	*60%* **de**	*52%*	*43%*	*40%*	*55%*	*63%* a	*60%*	*54%*	*78%*	*90%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1513**	1456	1238	1469	1200	1481	849	1432	363	2	1312	46	221	1292
Weighted total	**1142**	1089	907	1098	877	1109	613	1070	221	3	979	34	182	960
This is a negative to me	**18**	18	13	18	14	18	7	18	3	-	14	1	3	15
	2%	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*-%*	*1%*	*4%*	*2%*	*2%*
This is not important to me - don't mind if not offered	**123**	115	93	117	78	119	66	112	15	1	101	4	12	111
	11%	*11%*	*10%*	*11%*	*9%*	*11%*	*11%* c	*10%* c	*7%*	*38%*	*10%*	*12%*	*6%*	*12%* a
This is mandatory to me - a must have	**263**	253	224	253	207	256	152	240	43	-	231	12	47	216
	23%	*23%*	*25%*	*23%*	*24%*	*23%*	*25%* c	*22%*	*19%*	*-%*	*24%*	*35%*	*26%*	*22%*
This is a 'nice to have' , but I can live without it being offered	**340**	323	270	326	270	337	184	322	74	-	283	6	56	284
	30%	*30%*	*30%*	*30%*	*31%*	*30%*	*30%*	*30%*	*34%*	*-%*	*29%*	*18%*	*31%*	*30%*
This is a 'great to have' - makes a difference and can sway my decision	**398**	381	307	384	308	379	204	378	85	2	349	10	65	334
	35%	*35%*	*34%*	*35%*	*35%*	*34%*	*33%*	*35%*	*39%*	*62%*	*36%*	*31%*	*36%*	*35%*
NET Important	**661**	633	531	637	515	634	356	617	128	2	581	23	112	549
	58%	*58%*	*58%*	*58%*	*59%*	*57%*	*58%*	*58%*	*58%*	*62%*	*59%*	*66%*	*61%*	*57%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1513**	204	9	46	195	167	1062	277	142	63	1296	895	618
Weighted total	**1142**	163	3	34	149	113	819	202	111	54	968	664	478
This is a negative to me	**18**	1	-	-	1	-	15	3	1	-	17	11	7
	2%	*1%*	*-%*	*-%*	*1%*	*-%*	*2%*	*2%*	*1%*	*-%*	*2%*	*2%*	*1%*
This is not important to me - don't mind if not offered	**123**	12	*	3	10	9	89	25	4	4	114	75	48
	11%	*8%*	*7%*	*7%*	*7%*	*8%*	*11%*	*12%*	*4%*	*8%*	*12%* a	*11%*	*10%*
This is mandatory to me - a must have	**263**	44	1	14	35	33	173	55	34	14	213	168	94
	23%	*27%*	*21%*	*41%* b	*23%*	*29%* b	*21%*	*27%* b	*30%* c	*26%*	*22%*	*25%* b	*20%*
This is a 'nice to have', but I can live without it being offered	**340**	47	2	12	45	31	254	51	30	12	295	189	150
	30%	*29%*	*65%*	*36%*	*30%*	*28%*	*31%*	*25%*	*27%*	*22%*	*30%*	*29%*	*31%*
This is a 'great to have' - makes a difference and can sway my decision	**398**	59	*	5	58	41	288	68	42	24	329	221	178
	35%	*36%*	*7%*	*16%*	*39%* a	*36%*	*35%*	*34%*	*37%*	*44%*	*34%*	*33%*	*37%*
NET Important	**661**	102	1	20	93	74	461	122	75	38	542	389	272
	58%	*63%*	*27%*	*57%*	*62%*	*65%* b	*56%*	*60%*	*68%* c	*70%* c	*56%*	*59%*	*57%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	*c	d
Unweighted total	**1513**	362	49	137	68	107	47	197	126	85	171	28	85
Weighted total	**1142**	139	11	46	20	38	16	77	46	31	58	10	44
This is a negative to me	**18**	3	-	2	-	2	-	2	*	1	2	-	1
	2%	*2%*	*-%*	*5%*	*-%*	*6%* d	*-%*	*3%*	*1%*	*3%*	*3%*	*-%*	*3%*
This is not important to me - don't mind if not offered	**123**	11	2	3	*	2	1	5	5	1	3	-	11
	11%	*8%* d	*13%* d	*7%*	*1%*	*4%*	*8%*	*6%*	*10%*	*2%*	*5%*	*-%*	*24%* **ab**
This is mandatory to me - a must have	**263**	37	2	12	4	9	4	14	13	14	14	3	3
	23%	*26%*	*15%*	*26%*	*22%*	*24%*	*25%*	*18%*	*28%*	*46%* **bd**	*25%* d	*31%*	*7%*
This is a 'nice to have' , but I can live without it being offered	**340**	46	6	12	7	10	5	29	11	6	20	5	17
	30%	*33%*	*53%* **acd**	*26%*	*34%*	*25%*	*29%*	*37%* **ad**	*24%*	*19%*	*35%* a	*52%*	*38%* a
This is a 'great to have' - makes a difference and can sway my decision	**398**	42	2	17	9	16	6	28	17	9	19	2	12
	35%	*30%*	*18%*	*36%* b	*43%* **ab**	*41%*	*38%*	*36%*	*37%*	*29%*	*33%*	*18%*	*28%*
NET Important	**661**	79	4	29	13	25	10	42	30	23	34	5	15
	58%	*57%* b	*34%*	*63%* b	*65%* b	*65%*	*63%*	*54%*	*65%*	*75%* **bd**	*58%* d	*48%*	*35%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	***c**	d	e	f	g	h	i	j	k	l
Unweighted total	**1513**	239	67	20	383	94	81	128	94	106	126	82	93
Weighted total	**1142**	194	73	30	149	66	62	93	87	129	86	95	77
This is a negative to me	**18**	2	2	-	4	-	2	1	-	*	*	2	6
	2%	*1%*	*2%*	*-%*	*2%*	*-%*	*3%*	*1%*	*-%*	**%*	**%*	*2%*	*7%* **adeghij**
This is not important to me - don't mind if not offered	**123**	25	9	3	14	8	8	13	7	9	10	10	5
	11%	*13%*	*13%*	*9%*	*10%*	*12%*	*14%*	*14%*	*8%*	*7%*	*12%*	*10%*	*7%*
This is mandatory to me - a must have	**263**	41	27	2	38	16	24	18	26	25	12	11	22
	23%	*21%*	*37%* **adgijk**	*7%*	*25%* **jk**	*24%* **jk**	*39%* **adegijk**	*20%*	*30%* **jk**	*19%*	*14%*	*12%*	*29%* **jk**
This is a 'nice to have', but I can live without it being offered	**340**	52	12	12	50	21	13	31	24	49	28	30	19
	30%	*27%*	*16%*	*41%*	*33%* **bf**	*32%* b	*20%*	*33%* **bf**	*27%*	*38%* **abfl**	*33%* b	*31%* b	*25%*
This is a 'great to have' - makes a difference and can sway my decision	**398**	74	23	13	43	21	15	30	30	45	36	43	25
	35%	*38%* **df**	*32%*	*43%*	*29%*	*32%*	*24%*	*32%*	*35%*	*35%*	*42%* **df**	*45%* **df**	*33%*
NET Important	**661**	115	50	15	81	37	39	48	56	70	48	54	48
	58%	*59%*	*69%* **dg**	*50%*	*54%*	*56%*	*63%*	*52%*	*64%*	*54%*	*55%*	*57%*	*61%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**1513**	326	558	328	301
Weighted total	**1142**	297	277	308	259
This is a negative to me	**18**	4	6	1	8
	2%	*1%*	*2%*	**%*	*3%*
			c		c
This is not important to me - don't mind if not offered	**123**	38	31	29	25
	11%	*13%*	*11%*	*9%*	*10%*
This is mandatory to me - a must have	**263**	71	78	69	45
	23%	*24%*	*28%*	*22%*	*17%*
		d	d		
This is a 'nice to have', but I can live without it being offered	**340**	76	84	104	77
	30%	*25%*	*30%*	*34%*	*30%*
				a	
This is a 'great to have' - makes a difference and can sway my decision	**398**	110	79	105	104
	35%	*37%*	*29%*	*34%*	*40%*
		b			b
NET Important	**661**	180	157	174	149
	58%	*61%*	*57%*	*57%*	*58%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1513**	957	341	136	79	556	322	291	96	60	120
Weighted total	**1142**	1079	39	15	9	63	349	279	74	35	36
This is a negative to me	**20**	20	*	*	*	1	2	11	1	2	*
	2%	*2%*	*1%*	*2%*	*1%*	*1%*	**%*	*4%* a	*1%*	*5%* **ae**	**%*
This is not important to me - don't mind if not offered	**218**	209	6	3	1	10	76	48	11	7	8
	19%	*19%* e	*15%*	*19%*	*10%*	*15%*	*22%*	*17%*	*14%*	*19%*	*23%*
This is mandatory to me - a must have	**296**	281	10	3	2	15	73	77	25	11	12
	26%	*26%*	*26%*	*20%*	*24%*	*24%*	*21%*	*27%*	*33%* a	*31%*	*34%* a
This is a 'nice to have' , but I can live without it being offered	**284**	266	10	5	3	18	84	66	24	10	11
	25%	*25%*	*26%*	*34%* a	*32%*	*29%*	*24%*	*24%*	*32%*	*29%*	*30%*
This is a 'great to have' - makes a difference and can sway my decision	**323**	304	13	4	3	19	115	78	14	6	4
	28%	*28%*	*33%*	*25%*	*32%*	*31%*	*33%* **cde**	*28%* **de**	*19%*	*16%*	*12%*
NET Important	**619**	585	23	7	5	35	188	155	39	16	17
	54%	*54%* c	*59%* c	*45%*	*57%*	*55%* c	*54%*	*55%*	*52%*	*47%*	*46%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1513**	119	53	162	36	97	181	107	86	99	940	203	189	181
Weighted total	**1142**	132	69	163	31	98	182	112	83	98	969	60	59	53
This is a negative to me	**20**	*	3	*	2	2	6	3	2	-	17	1	1	1
	2%	**%*	*4%*	**%*	*6%*	*2%*	*3%*	*2%*	*2%*	*-%*	*2%*	*2%*	*2%*	*2%*
			aci		**aci**		c							
This is not important to me - don't mind if not offered	**218**	32	11	22	3	24	30	27	10	26	185	13	12	9
	19%	*24%*	*16%*	*14%*	*9%*	*24%*	*17%*	*25%*	*12%*	*26%*	*19%*	*21%*	*20%*	*16%*
		cdh				**ch**		**cdh**		**cdhm**				
This is mandatory to me - a must have	**296**	45	15	41	8	19	47	29	27	23	254	13	16	13
	26%	*34%*	*22%*	*25%*	*25%*	*19%*	*26%*	*26%*	*32%*	*23%*	*26%*	*22%*	*27%*	*25%*
		ek							e					
This is a 'nice to have' , but I can live without it being offered	**284**	29	21	43	9	27	46	26	15	22	239	16	14	14
	25%	*22%*	*31%*	*26%*	*29%*	*28%*	*25%*	*24%*	*19%*	*22%*	*25%*	*26%*	*24%*	*26%*
This is a 'great to have' - makes a difference and can sway my decision	**323**	26	19	57	10	27	53	26	29	28	275	17	15	16
	28%	*19%*	*27%*	*35%*	*32%*	*27%*	*29%*	*24%*	*35%*	*28%*	*28%*	*28%*	*26%*	*31%*
				ag					a		a			a
NET Important	**619**	71	34	98	18	46	100	55	55	51	528	30	31	30
	54%	*54%*	*49%*	*60%*	*57%*	*46%*	*55%*	*49%*	*67%*	*51%*	*54%*	*51%*	*53%*	*56%*
				e					**begijkl**					

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 50 (continuation)

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1513**	34	141	32	167	336	50	132	619	1032	481	1297	216
Weighted total	**1142**	17	85	23	130	288	32	118	447	859	282	1022	120
This is a negative to me	**20**	*	1	-	6	8	-	-	5	11	10	17	3
	2%	*3%*	*2%*	*-%*	*4%* **gh**	*3%* h	*-%*	*-%*	*1%*	*1%*	*3%* a	*2%*	*3%*
This is not important to me - don't mind if not offered	**218**	3	15	5	38	57	6	14	79	163	56	193	26
	19%	*16%*	*18%*	*21%*	*30%* **begh**	*20%*	*20%*	*12%*	*18%*	*19%*	*20%*	*19%*	*21%*
This is mandatory to me - a must have	**296**	5	27	5	20	84	3	47	105	206	90	270	26
	26%	*29%* f	*31%* **df**	*22%*	*16%*	*29%* **dfh**	*10%*	*40%* **defh**	*23%* **df**	*24%*	*32%* a	*26%*	*22%*
This is a 'nice to have' , but I can live without it being offered	**284**	2	19	7	27	68	12	32	114	225	58	252	31
	25%	*14%*	*23%*	*28%*	*21%*	*24%*	*38%* **abde**	*27%*	*26%*	*26%* b	*21%*	*25%*	*26%*
This is a 'great to have' - makes a difference and can sway my decision	**323**	7	23	7	38	70	10	25	144	255	68	290	34
	28%	*39%* g	*27%*	*29%*	*29%*	*24%*	*32%*	*21%*	*32%* **eg**	*30%* b	*24%*	*28%*	*28%*
NET Important	**619**	12	49	12	58	154	14	72	248	461	159	560	60
	54%	*67%* **df**	*58%* d	*51%*	*45%*	*54%*	*42%*	*61%* **df**	*56%* d	*54%*	*56%*	*55%*	*50%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1513**	1463	50	856	275	380
Weighted total	**1142**	1095	47	669	198	272
This is a negative to me	**20**	19	2	15	1	5
	2%	*2%*	*4%*	*2%*	*1%*	*2%*
This is not important to me - don't mind if not offered	**218**	214	4	156	37	26
	19%	*20%* b	*8%*	*23%* c	*19%* c	*9%*
This is mandatory to me - a must have	**296**	290	6	139	57	99
	26%	*27%* b	*12%*	*21%*	*29%* a	*36%* **ab**
This is a 'nice to have' , but I can live without it being offered	**284**	266	18	182	50	51
	25%	*24%*	*39%* a	*27%* c	*25%* c	*19%*
This is a 'great to have' - makes a difference and can sway my decision	**323**	306	18	177	53	92
	28%	*28%*	*37%*	*26%*	*27%*	*34%* **ab**
NET Important	**619**	596	23	316	110	191
	54%	*54%*	*50%*	*47%*	*55%* a	*70%* **ab**

Columns Tested: a,b - a,b,c

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**1513**	1156	307	38	6	2	3	-	1	1463	50	406	750	357
Weighted total	**1142**	940	182	15	2	2	1	-	*	1122	20	394	546	202
This is a negative to me	**20**	17	3	*	-	-	*	-	-	20	*	9	8	4
	2%	*2%*	*2%*	*1%*	*-%*	*-%*	*41%*	*-%*	*-%*	*2%*	*2%*	*2%*	*1%*	*2%*
This is not important to me - don't mind if not offered	**218**	200	18	*	*	-	-	-	-	218	*	105	95	18
	19%	*21%*	*10%*	*1%*	*7%*	*-%*	*-%*	*-%*	*-%*	*19%*	*1%*	*27%*	*17%*	*9%*
		bcj	j							**bcj**		**bc**	c	
This is mandatory to me - a must have	**296**	216	70	8	-	2	*	-	-	286	10	64	153	80
	26%	*23%*	*39%*	*51%*	*-%*	*89%*	*41%*	*-%*	*-%*	*26%*	*48%*	*16%*	*28%*	*40%*
			ai	**ai**							**ai**		a	**ab**
This is a 'nice to have' , but I can live without it being offered	**284**	240	39	3	2	-	*	-	-	279	5	104	136	44
	25%	*26%*	*22%*	*17%*	*86%*	*-%*	*18%*	*-%*	*-%*	*25%*	*23%*	*26%*	*25%*	*22%*
This is a 'great to have' - makes a difference and can sway my decision	**323**	267	52	4	*	*	-	-	*	318	5	112	155	57
	28%	*28%*	*28%*	*30%*	*7%*	*11%*	*-%*	*-%*	*100%*	*28%*	*25%*	*28%*	*28%*	*28%*
NET Important	**619**	483	122	12	*	2	*	-	*	605	15	176	307	137
	54%	*51%*	*67%*	*81%*	*7%*	*100%*	*41%*	*-%*	*100%*	*54%*	*74%*	*45%*	*56%*	*68%*
			ai	**ai**							**ai**		a	**ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	1513	1394	929	1513	571	480	1045	1330	104	37	28	9	4	1
Weighted total	1142	1032	648	1142	427	322	742	1044	52	23	17	3	4	*
This is a negative to me	20	16	10	20	2	6	13	17	*	2	-	1	-	-
	2%	*2%*	*2%*	*2%*	**%*	*2%*	*2%*	*2%*	**%*	*8%*	*-%*	*38%*	*-%*	*-%*
		d		d		d	d			**ab**				
This is not important to me - don't mind if not offered	218	199	98	218	40	58	126	208	6	2	2	*	-	-
	19%	*19%*	*15%*	*19%*	*9%*	*18%*	*17%*	*20%*	*11%*	*9%*	*14%*	*3%*	*-%*	*-%*
		bd	d	**bd**		d	d	b						
This is mandatory to me - a must have	296	263	204	296	155	101	217	271	14	5	4	*	2	-
	26%	*26%*	*32%*	*26%*	*36%*	*31%*	*29%*	*26%*	*28%*	*23%*	*21%*	*16%*	*45%*	*-%*
			ac		**acf**	**ac**	a							
This is a 'nice to have' , but I can live without it being offered	284	258	155	284	107	73	175	255	13	6	7	*	2	-
	25%	*25%*	*24%*	*25%*	*25%*	*23%*	*24%*	*24%*	*25%*	*26%*	*45%*	*3%*	*55%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	323	294	181	323	124	84	212	292	19	8	3	1	-	*
	28%	*29%*	*28%*	*28%*	*29%*	*26%*	*29%*	*28%*	*36%*	*35%*	*20%*	*40%*	*-%*	*100%*
NET Important	619	558	385	619	279	186	429	563	33	13	7	2	2	*
	54%	*54%*	*59%*	*54%*	*65%*	*58%*	*58%*	*54%*	*64%*	*58%*	*42%*	*55%*	*45%*	*100%*
			ac		**abcef**				a					

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1513**	547	9	8	4	-	3	-	3	460	365	376	299	13
Weighted total	**1142**	410	7	5	5	-	*	-	*	421	278	262	170	11
This is a negative to me	**20**	2	*	-	-	-	-	-	-	8	4	5	2	2
	2%	**%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*2%*	*1%*	*15%*
This is not important to me - don't mind if not offered	**218**	40	*	*	-	-	-	-	-	88	59	41	26	5
	19%	*10%*	*1%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*21%*	*21%*	*16%*	*15%*	*45%*
This is mandatory to me - a must have	**296**	145	5	3	2	-	*	-	*	81	73	74	67	1
	26%	*35%*	*66%*	*58%*	*31%*	*-%*	*56%*	*-%*	*56%*	*19%*	*26%* a	*28%* a	*40%* **abc**	*11%*
This is a 'nice to have' , but I can live without it being offered	**284**	102	2	1	2	-	*	-	*	114	57	75	37	1
	25%	*25%*	*27%*	*26%*	*35%*	*-%*	*13%*	*-%*	*13%*	*27%* b	*20%*	*29%* b	*22%*	*8%*
This is a 'great to have' - makes a difference and can sway my decision	**323**	121	*	1	2	-	*	-	*	131	85	67	37	2
	28%	*30%*	*3%*	*13%*	*35%*	*-%*	*30%*	*-%*	*30%*	*31%* d	*31%* d	*26%*	*22%*	*21%*
NET Important	**619**	267	5	3	4	-	*	-	*	211	159	141	105	4
	54%	*65%*	*68%*	*71%*	*65%*	*-%*	*87%*	*-%*	*87%*	*50%*	*57%* a	*54%*	*62%* **ac**	*32%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1513**	205	128	137	92	9	315	29	226	1421	92	1503	10
Weighted total	**1142**	161	97	108	60	2	266	19	141	1072	70	1136	6
This is a negative to me	**20**	-	1	1	*	-	1	-	1	20	*	20	-
	2%	*-%*	*1%*	*1%*	**%*	*-%*	**%*	*-%*	**%*	*2%*	**%*	*2%*	*-%*
This is not important to me - don't mind if not offered	**218**	17	10	7	5	*	28	3	9	215	3	216	2
	19%	*11%*	*11%*	*7%*	*9%*	*12%*	*11%*	*14%*	*6%*	*20%* b	*4%*	*19%*	*33%*
This is mandatory to me - a must have	**296**	58	35	35	26	1	98	4	52	263	33	294	2
	26%	*36%*	*36%*	*32%*	*43%*	*65%*	*37%*	*21%*	*37%*	*25%*	*47%* a	*26%*	*43%*
This is a 'nice to have' , but I can live without it being offered	**284**	47	19	29	12	-	64	8	36	269	14	282	1
	25%	*29%*	*20%*	*27%*	*19%*	*-%*	*24%*	*39%*	*25%*	*25%*	*21%*	*25%*	*21%*
This is a 'great to have' - makes a difference and can sway my decision	**323**	38	32	37	17	*	74	5	43	304	19	323	*
	28%	*24%*	*33%*	*34%* a	*28%*	*23%*	*28%*	*26%*	*31%*	*28%*	*28%*	*28%*	*2%*
NET Important	**619**	97	66	71	43	2	172	9	96	567	52	617	3
	54%	*60%*	*69%*	*66%*	*71%*	*88%*	*65%*	*47%*	*68%*	*53%*	*75%* a	*54%*	*45%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	1513	59	126	217	24	440	131	449	1308	203	-
Weighted total	1142	42	101	168	15	319	109	318	966	113	-
This is a negative to me	20	-	*	*	-	2	*	2	16	1	-
	2%	*-%*	**%*	**%*	*-%*	*1%*	**%*	*1%*	*2%*	**%*	*-%*
This is not important to me - don't mind if not offered	218	*	*	6	2	40	*	37	198	17	-
	19%	**%*	**%*	*4%*	*13%*	*12%* b	**%*	*12%*	*20%* a	*15%*	*-%*
This is mandatory to me - a must have	296	19	40	69	4	113	42	107	239	27	-
	26%	*46%*	*40%*	*41%*	*29%*	*35%*	*39%*	*34%* bc	*25%*	*24%*	*-%*
This is a 'nice to have' , but I can live without it being offered	284	9	34	50	4	72	35	66	243	35	-
	25%	*22%*	*33%*	*30%*	*24%*	*22%*	*32%* a	*21%*	*25%*	*31%* a	*-%*
This is a 'great to have' - makes a difference and can sway my decision	323	13	27	43	5	93	31	106	270	33	-
	28%	*32%*	*26%*	*26%*	*35%*	*29%*	*28%*	*33%* b	*28%*	*29%*	*-%*
NET Important	619	33	67	112	10	206	73	213	508	61	-
	54%	*77%*	*66%*	*66%*	*64%*	*65%*	*67%*	*67%* bc	*53%*	*54%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 50 (continuation)

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	1513	349	825	142	-	352	399	127	6	1393	923	489	1220	999	15
Weighted total	1142	247	566	74	-	256	282	82	4	1031	644	353	907	692	5
This is a negative to me	20	1	9	1	-	*	2	*	-	16	10	2	15	13	-
	2%	*%	2%	2%	-%	*%	1%	*%	-%	2%	2%	*%	2%	2%	-%
This is not important to me - don't mind if not offered	218	22	93	9	-	19	31	10	-	199	97	36	153	157	-
	19%	9%	16% a	12%	-%	7%	11%	12%	-%	19% bc	15% c	10%	17%	23% a	-%
This is mandatory to me - a must have	296	96	174	21	-	109	88	31	*	263	204	125	255	151	3
	26%	39% bc	31%	29%	-%	42% b	31%	38%	2%	26%	32% a	35% a	28% b	22%	65%
This is a 'nice to have' , but I can live without it being offered	284	54	139	20	-	63	68	16	4	258	153	82	221	178	1
	25%	22%	25%	27%	-%	25%	24%	19%	87%	25%	24%	23%	24%	26%	24%
This is a 'great to have' - makes a difference and can sway my decision	323	74	152	23	-	65	94	25	*	294	180	107	263	194	1
	28%	30%	27%	31%	-%	25%	33% a	30%	11%	29%	28%	30%	29%	28%	11%
NET Important	619	170	325	44	-	174	182	56	1	557	384	232	518	344	4
	54%	69% b	57%	60%	-%	68%	65%	68%	13%	54%	60% a	66% ab	57% b	50%	76%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 50 (continuation)

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1513**	356	245	277	91	73	1099	942	36	17	11	11
Weighted total	**1142**	239	162	190	55	39	813	657	20	10	12	8
This is a negative to me	**20**	*	2	*	*	*	14	13	1	-	-	-
	2%	**%*	*1%*	**%*	**%*	**%*	*2%*	*2%*	*6%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**218**	24	18	16	4	5	139	150 a	2	*	-	*
	19%	*10%*	*11%*	*9%*	*8%*	*12%*	*17%*	*23%*	*12%*	*1%*	*-%*	*3%*
This is mandatory to me - a must have	**296**	89	47	83	23	11	224	136	6	3	9	1
	26%	*37%* b	*29%*	*44%* **be**	*41%* b	*28%*	*28%* b	*21%*	*31%*	*27%*	*79%*	*14%*
This is a 'nice to have', but I can live without it being offered	**284**	54	44	43	17	13	210	173	5	4	1	2
	25%	*23%*	*27%*	*22%*	*31%*	*34%* **ac**	*26%*	*26%*	*28%*	*42%*	*12%*	*30%*
This is a 'great to have' - makes a difference and can sway my decision	**323**	72	52	48	11	10	226	184	5	3	1	4
	28%	*30%*	*32%* d	*25%*	*20%*	*26%*	*28%*	*28%*	*24%*	*30%*	*9%*	*54%*
NET Important	**619**	161	98	132	34	21	450	320	11	6	10	5
	54%	*67%* e	*60%*	*69%* **be**	*61%*	*54%*	*55%* b	*49%*	*55%*	*58%*	*88%*	*67%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1513**	1456	1238	1469	1200	1481	849	1432	363	2	1312	46	221	1292
Weighted total	**1142**	1089	907	1098	877	1109	613	1070	221	3	979	34	182	960
This is a negative to me	**20**	20	17	20	17	19	10	20	5	1	18	-	1	19
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*38%*	*2%*	*-%*	*1%*	*2%*
This is not important to me - don't mind if not offered	**218**	209	151	209	138	211	89	209	27	-	183	5	21	197
	19%	*19%* d	*17%*	*19%* d	*16%*	*19%* d	*15%*	*20%* **ac**	*12%*	*-%*	*19%*	*16%*	*12%*	*21%* a
This is mandatory to me - a must have	**296**	276	245	281	246	288	187	274	71	-	250	13	62	234
	26%	*25%*	*27%*	*26%*	*28%*	*26%*	*30%* b	*26%*	*32%* b	*-%*	*25%*	*37%*	*34%* b	*24%*
This is a 'nice to have' , but I can live without it being offered	**284**	267	231	268	225	281	160	260	56	-	237	10	49	235
	25%	*25%*	*25%*	*24%*	*26%*	*25%*	*26%*	*24%*	*25%*	*-%*	*24%*	*28%*	*27%*	*24%*
This is a 'great to have' - makes a difference and can sway my decision	**323**	316	263	319	251	310	167	306	63	2	291	7	49	275
	28%	*29%*	*29%*	*29%*	*29%*	*28%*	*27%*	*29%*	*29%*	*62%*	*30%*	*19%*	*27%*	*29%*
NET Important	**619**	592	508	600	497	598	354	580	134	2	541	19	111	508
	54%	*54%*	*56%*	*55%*	*57%*	*54%*	*58%*	*54%*	*61%* b	*62%*	*55%*	*56%*	*61%* b	*53%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1513**	204	9	46	195	167	1062	277	142	63	1296	895	618
Weighted total	**1142**	163	3	34	149	113	819	202	111	54	968	664	478
This is a negative to me	**20**	-	-	*	-	-	15	6	*	2	19	11	9
	2%	*-%*	*-%*	*1%*	*-%*	*-%*	*2%*	*3%* a	**%*	*3%*	*2%*	*2%*	*2%*
This is not important to me - don't mind if not offered	**218**	8	-	2	7	12	162	41	7	3	207	117	101
	19%	*5%*	*-%*	*5%*	*4%*	*10%*	*20%* a	*20%* a	*6%*	*5%*	*21%* **ab**	*18%*	*21%*
This is mandatory to me - a must have	**296**	63	2	18	55	39	208	47	34	15	248	176	121
	26%	*38%*	*67%*	*52%*	*37%*	*34%* **bc**	*25%*	*23%*	*30%*	*27%*	*26%*	*26%*	*25%*
This is a 'nice to have' , but I can live without it being offered	**284**	47	1	10	44	28	208	47	31	18	233	166	117
	25%	*29%*	*19%*	*28%*	*30%*	*25%*	*25%*	*23%*	*28%*	*33%*	*24%*	*25%*	*25%*
This is a 'great to have' - makes a difference and can sway my decision	**323**	45	*	5	44	35	226	61	40	18	262	194	129
	28%	*27%*	*14%*	*14%*	*29%* a	*31%*	*28%*	*30%*	*36%* c	*33%*	*27%*	*29%*	*27%*
NET Important	**619**	107	2	23	98	74	434	108	73	32	510	370	250
	54%	*66%*	*81%*	*66%*	*66%*	*65%* **bc**	*53%*	*53%*	*66%* c	*59%*	*53%*	*56%*	*52%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	*c	d
Unweighted total	**1513**	362	49	137	68	107	47	197	126	85	171	28	85
Weighted total	**1142**	139	11	46	20	38	16	77	46	31	58	10	44
This is a negative to me	**20**	1	*	*	*	-	*	*	*	1	-	-	*
	2%	*1%*	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	*3%* b	*-%*	*-%*	**%*
This is not important to me - don't mind if not offered	**218**	30	3	4	2	3	2	11	13	6	12	2	13
	19%	*21%* **cd**	*28%* **cd**	*10%*	*11%*	*9%*	*15%*	*15%*	*29%* **ac**	*21%*	*21%*	*23%*	*30%*
This is mandatory to me - a must have	**296**	36	1	15	7	12	6	19	11	7	16	3	8
	26%	*26%* b	*13%*	*33%* b	*34%* b	*32%*	*35%*	*24%*	*24%*	*21%*	*27%*	*30%*	*17%*
This is a 'nice to have' , but I can live without it being offered	**284**	38	6	11	3	9	4	21	11	8	14	3	14
	25%	*28%* d	*50%* **acd**	*25%* d	*13%*	*23%*	*27%*	*27%*	*25%*	*27%*	*25%*	*31%*	*33%*
This is a 'great to have' - makes a difference and can sway my decision	**323**	34	1	15	9	14	4	26	10	8	16	2	9
	28%	*24%* b	*9%*	*32%* b	*42%* **ab**	*37%* d	*22%*	*34%* d	*22%*	*27%*	*28%*	*16%*	*20%*
NET Important	**619**	70	3	30	15	26	9	45	21	15	32	5	16
	54%	*50%* b	*22%*	*65%* **ab**	*76%* **ab**	*68%* d	*58%*	*58%* d	*46%*	*48%*	*55%* d	*46%*	*37%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	***c**	d	e	f	g	h	i	j	k	l
Unweighted total	**1513**	239	67	20	383	94	81	128	94	106	126	82	93
Weighted total	**1142**	194	73	30	149	66	62	93	87	129	86	95	77
This is a negative to me	**20**	6	-	-	1	2	1	3	1	*	*	3	3
	2%	*3%*	*-%*	*-%*	*1%*	*3%*	*2%*	*4%*	*1%*	**%*	**%*	*3%*	*3%*
		dj						**dj**					
This is not important to me - don't mind if not offered	**218**	39	10	6	35	12	10	17	15	25	17	24	7
	19%	*20%*	*14%*	*21%*	*23%*	*18%*	*17%*	*18%*	*18%*	*20%*	*20%*	*25%*	*9%*
		l			l					l	l	l	
This is mandatory to me - a must have	**296**	35	18	2	37	17	21	28	32	45	19	15	28
	26%	*18%*	*25%*	*6%*	*25%*	*26%*	*33%*	*30%*	*37%*	*35%*	*22%*	*15%*	*36%*
					a		**ak**	**ak**	**adjk**	**adjk**			**adjk**
This is a 'nice to have' , but I can live without it being offered	**284**	57	13	9	41	20	10	20	25	28	20	21	19
	25%	*29%*	*18%*	*29%*	*28%*	*29%*	*16%*	*22%*	*29%*	*22%*	*23%*	*22%*	*25%*
		f			f	f							
This is a 'great to have' - makes a difference and can sway my decision	**323**	57	32	13	35	15	19	24	14	30	30	33	21
	28%	*30%*	*43%*	*44%*	*23%*	*23%*	*32%*	*26%*	*17%*	*23%*	*34%*	*35%*	*27%*
		h	**adeghil**				h				**dh**	**dh**	
NET Important	**619**	92	50	15	72	33	40	52	46	75	49	48	49
	54%	*47%*	*68%*	*50%*	*48%*	*49%*	*65%*	*56%*	*53%*	*58%*	*57%*	*50%*	*63%*
			adek				**ade**						**ad**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**1513**	326	558	328	301
Weighted total	**1142**	297	277	308	259
This is a negative to me	**20**	6	4	5	5
	2%	*2%*	*2%*	*1%*	*2%*
This is not important to me - don't mind if not offered	**218**	55	58	58	48
	19%	*19%*	*21%*	*19%*	*18%*
This is mandatory to me - a must have	**296**	54	75	105	62
	26%	*18%*	*27%*	*34%*	*24%*
			a	**abd**	
This is a 'nice to have' , but I can live without it being offered	**284**	79	71	73	60
	25%	*27%*	*26%*	*24%*	*23%*
This is a 'great to have' - makes a difference and can sway my decision	**323**	102	69	68	83
	28%	*34%*	*25%*	*22%*	*32%*
		bc			**bc**
NET Important	**619**	157	145	173	145
	54%	*53%*	*52%*	*56%*	*56%*

Columns Tested: a,b,c,d

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1513**	957	341	136	79	556	322	291	96	60	120
Weighted total	**1142**	1079	39	15	9	63	349	279	74	35	36
This is a negative to me	**21**	20	1	*	-	1	*	10	2	3	*
	2%	*2%*	*2%*	*1%*	*-%*	*1%*	**%*	*3%* a	*2%* a	*9%* **ae**	**%*
This is not important to me - don't mind if not offered	**224**	214	6	2	2	10	75	47	15	6	4
	20%	*20%*	*15%*	*16%*	*18%*	*16%*	*22%* e	*17%*	*20%* e	*18%*	*10%*
This is mandatory to me - a must have	**272**	256	10	4	2	16	57	75	26	13	10
	24%	*24%*	*25%*	*26%*	*28%*	*26%*	*16%*	*27%* a	*34%* a	*38%* a	*27%* a
This is a 'nice to have' , but I can live without it being offered	**310**	293	11	5	2	17	97	77	22	8	16
	27%	*27%*	*28%*	*29%*	*25%*	*28%*	*28%*	*27%*	*30%*	*23%*	*46%* **abcd**
This is a 'great to have' - makes a difference and can sway my decision	**315**	297	12	4	3	19	120	72	10	4	6
	28%	*27%*	*30%*	*28%*	*30%*	*30%*	*34%* **bcde**	*26%* **cd**	*13%*	*11%*	*17%*
NET Important	**587**	552	21	8	5	35	177	146	35	17	16
	51%	*51%*	*55%*	*54%*	*57%*	*55%*	*51%*	*52%*	*47%*	*50%*	*44%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1513**	119	53	162	36	97	181	107	86	99	940	203	189	181
Weighted total	**1142**	132	69	163	31	98	182	112	83	98	969	60	59	53
This is a negative to me	**21**	2	2	-	2	2	5	4	2	*	18	*	1	1
	2%	*2%*	*3%* c	*-%*	*6%* **cik**	*2%*	*3%* c	*3%* c	*2%*	**%*	*2%*	*1%*	*2%*	*2%*
This is not important to me - don't mind if not offered	**224**	37	6	21	3	21	42	24	13	22	190	14	10	10
	20%	*28%* **bcdjl**	*9%*	*13%*	*11%*	*22%* b	*23%* **bc**	*21%* b	*16%*	*23%* **bc**	*20%* **bc**	*23%* **bc**	*16%*	*19%*
This is mandatory to me - a must have	**272**	31	20	43	4	17	42	26	28	17	229	14	16	13
	24%	*24%*	*29%*	*26%*	*13%*	*17%*	*23%*	*24%*	*34%* **deij**	*17%*	*24%*	*23%*	*27%*	*24%*
This is a 'nice to have' , but I can live without it being offered	**310**	25	23	39	14	34	46	32	26	29	266	16	15	13
	27%	*19%*	*34%* a	*24%*	*45%* **acfjklm**	*34%* a	*25%*	*28%*	*31%* a	*29%*	*27%* a	*27%*	*26%*	*24%*
This is a 'great to have' - makes a difference and can sway my decision	**315**	37	18	61	8	24	48	26	14	30	265	16	17	17
	28%	*28%*	*26%*	*37%* **efghjk**	*25%*	*25%*	*26%*	*23%*	*17%*	*31%* h	*27%* h	*27%*	*29%* h	*31%* h
NET Important	**587**	69	38	104	12	41	90	52	42	47	495	30	33	29
	51%	*52%*	*55%*	*64%* **adefgij** k	*38%*	*42%*	*49%*	*47%*	*51%*	*48%*	*51%*	*50%*	*56%* **de**	*55%* e

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1513**	34	141	32	167	336	50	132	619	1032	481	1297	216
Weighted total	**1142**	17	85	23	130	288	32	118	447	859	282	1022	120
This is a negative to me	**21**	-	1	-	6	7	-	*	7	14	7	20	1
	2%	*-%*	*1%*	*-%*	*4%* **gh**	*2%*	*-%*	**%*	*2%*	*2%*	*2%*	*2%*	*1%*
This is not important to me - don't mind if not offered	**224**	1	9	10	24	64	6	14	94	181	42	194	29
	20%	*8%*	*10%*	*45%* **abdefgh**	*19%* b	*22%* **bg**	*19%*	*12%*	*21%* **bg**	*21%* b	*15%*	*19%*	*24%*
This is mandatory to me - a must have	**272**	4	29	2	23	79	6	38	92	189	83	247	25
	24%	*22%*	*34%* **cdfh**	*11%*	*18%*	*27%* **cdh**	*17%*	*32%* **cdh**	*21%*	*22%*	*29%* a	*24%*	*21%*
This is a 'nice to have' , but I can live without it being offered	**310**	5	23	3	40	77	11	29	123	231	79	282	28
	27%	*27%*	*27%*	*15%*	*31%*	*27%*	*33%*	*25%*	*27%*	*27%*	*28%*	*28%*	*23%*
This is a 'great to have' - makes a difference and can sway my decision	**315**	7	24	7	37	60	10	37	131	244	71	278	38
	28%	*43%* e	*28%*	*29%*	*29%*	*21%*	*30%*	*31%* e	*29%* e	*28%*	*25%*	*27%*	*31%*
NET Important	**587**	11	52	9	60	139	15	74	223	433	154	525	62
	51%	*65%* **cd**	*61%* **cdeh**	*40%*	*46%*	*48%*	*48%*	*63%* **cdeh**	*50%*	*50%*	*55%*	*51%*	*52%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1513**	1463	50	856	275	380
Weighted total	**1142**	1095	47	669	198	272
This is a negative to me	**21**	21	-	15	1	5
	2%	*2%*	*-%*	*2%*	*1%*	*2%*
This is not important to me - don't mind if not offered	**224**	213	10	160	39	24
	20%	*19%*	*22%*	*24%* c	*20%* c	*9%*
This is mandatory to me - a must have	**272**	268	4	118	54	99
	24%	*24%* b	*9%*	*18%*	*27%* a	*36%* **ab**
This is a 'nice to have' , but I can live without it being offered	**310**	290	20	194	60	57
	27%	*27%*	*42%* a	*29%* c	*30%* c	*21%*
This is a 'great to have' - makes a difference and can sway my decision	**315**	303	12	183	43	88
	28%	*28%*	*27%*	*27%*	*22%*	*32%* b
NET Important	**587**	570	17	301	97	186
	51%	*52%* b	*36%*	*45%*	*49%*	*69%* **ab**

Columns Tested: a,b - a,b,c

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**1513**	1156	307	38	6	2	3	-	1	1463	50	406	750	357
Weighted total	**1142**	940	182	15	2	2	1	-	*	1122	20	394	546	202
This is a negative to me	**21**	14	7	*	-	-	-	-	-	21	*	8	6	7
	2%	*1%*	*4%* **ai**	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*2%*	*1%*	*3%* b
This is not important to me - don't mind if not offered	**224**	205	17	1	*	-	-	-	-	222	1	114	91	18
	20%	*22%* **bcj**	*9%*	*7%*	*4%*	*-%*	*-%*	*-%*	*-%*	*20%* **bcj**	*6%*	*29%* **bc**	*17%* c	*9%*
This is mandatory to me - a must have	**272**	189	72	6	2	2	*	-	-	262	10	58	132	83
	24%	*20%*	*40%* **ai**	*42%* **ai**	*79%*	*89%*	*41%*	*-%*	*-%*	*23%*	*51%* **ai**	*15%*	*24%* a	*41%* **ab**
This is a 'nice to have' , but I can live without it being offered	**310**	261	45	3	*	-	*	-	*	306	4	109	152	49
	27%	*28%*	*25%*	*21%*	*9%*	*-%*	*41%*	*-%*	*100%*	*27%*	*19%*	*28%*	*28%*	*24%*
This is a 'great to have' - makes a difference and can sway my decision	**315**	270	41	4	*	*	*	-	-	310	5	104	165	46
	28%	*29%* b	*22%*	*29%*	*7%*	*11%*	*18%*	*-%*	*-%*	*28%*	*24%*	*27%*	*30%* c	*23%*
NET Important	**587**	459	113	10	2	2	*	-	-	572	15	162	297	128
	51%	*49%*	*62%* **ai**	*71%* **ai**	*87%*	*100%*	*59%*	*-%*	*-%*	*51%*	*75%* **ai**	*41%*	*54%* a	*63%* **ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1513**	1394	929	1513	571	480	1045	1330	104	37	28	9	4	1
Weighted total	**1142**	1032	648	1142	427	322	742	1044	52	23	17	3	4	*
This is a negative to me	**21**	16	11	21	5	9	16	19	*	*	-	1	-	-
	2%	*2%*	*2%*	*2%*	*1%*	*3%* d	*2%*	*2%*	*1%*	*%*	*-%*	*38%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**224**	205	86	224	44	54	122	203	8	9	4	*	*	-
	20%	*20%* **bdf**	*13%*	*20%* **bdf**	*10%*	*17%* d	*16%* d	*19%*	*15%*	*38%* **ab**	*23%*	*3%*	*3%*	*-%*
This is mandatory to me - a must have	**272**	236	192	272	139	82	188	244	19	4	3	*	2	-
	24%	*23%*	*30%* **acf**	*24%*	*32%* **acef**	*26%*	*25%*	*23%*	*36%* **ac**	*17%*	*21%*	*16%*	*45%*	*-%*
This is a 'nice to have' , but I can live without it being offered	**310**	287	178	310	118	84	202	281	15	6	6	*	2	*
	27%	*28%*	*28%*	*27%*	*28%*	*26%*	*27%*	*27%*	*29%*	*26%*	*36%*	*2%*	*50%*	*100%*
This is a 'great to have' - makes a difference and can sway my decision	**315**	288	179	315	122	93	214	296	10	4	3	1	*	-
	28%	*28%*	*28%*	*28%*	*29%*	*29%*	*29%*	*28%*	*20%*	*18%*	*20%*	*41%*	*3%*	*-%*
NET Important	**587**	524	372	587	261	176	402	540	29	8	7	2	2	-
	51%	*51%*	*57%* **ac**	*51%*	*61%* **acef**	*54%*	*54%*	*52%*	*56%* c	*36%*	*41%*	*57%*	*48%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1513**	547	9	8	4	-	3	-	3	460	365	376	299	13
Weighted total	**1142**	410	7	5	5	-	*	-	*	421	278	262	170	11
This is a negative to me	**21**	5	-	-	-	-	-	-	-	8	6	8	*	-
	2%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%* d	*2%* d	*3%* d	**%*	*-%*
This is not important to me - don't mind if not offered	**224**	42	*	1	-	-	-	-	-	102	49	41	29	3
	20%	*10%*	*1%*	*20%*	*-%*	*-%*	*-%*	*-%*	*-%*	*24%* **bcd**	*18%*	*16%*	*17%*	*25%*
This is mandatory to me - a must have	**272**	129	4	3	4	-	*	-	*	76	67	68	56	5
	24%	*31%*	*56%*	*58%*	*66%*	*-%*	*13%*	*-%*	*13%*	*18%*	*24%* a	*26%* a	*33%* **abc**	*44%*
This is a 'nice to have', but I can live without it being offered	**310**	115	1	*	2	-	*	-	*	117	68	80	45	1
	27%	*28%*	*15%*	*7%*	*34%*	*-%*	*87%*	*-%*	*87%*	*28%*	*24%*	*30%*	*26%*	*10%*
This is a 'great to have' - makes a difference and can sway my decision	**315**	120	2	1	-	-	-	-	-	118	88	66	40	2
	28%	*29%*	*28%*	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*	*28%*	*32%* **cd**	*25%*	*24%*	*21%*
NET Important	**587**	248	6	3	4	-	*	-	*	194	155	134	97	7
	51%	*61%*	*84%*	*73%*	*66%*	*-%*	*13%*	*-%*	*13%*	*46%*	*56%* a	*51%*	*57%* a	*65%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	***b**	c	a	b	a	***b**
Unweighted total	**1513**	205	128	137	92	9	315	29	226	1421	92	1503	10
Weighted total	**1142**	161	97	108	60	2	266	19	141	1072	70	1136	6
This is a negative to me	**21**	*	1	4	-	-	4	-	1	19	2	21	-
	2%	**%*	*1%*	*4%* a	*-%*	*-%*	*1%*	*-%*	*1%*	*2%*	*2%*	*2%*	*-%*
This is not important to me - don't mind if not offered	**224**	17	15	6	7	-	31	*	12	217	6	220	4
	20%	*10%*	*15%* c	*5%*	*11%*	*-%*	*12%*	*1%*	*8%*	*20%* b	*9%*	*19%*	*67%*
This is mandatory to me - a must have	**272**	45	28	36	30	1	77	7	54	237	35	271	1
	24%	*28%*	*29%*	*33%*	*49%* **abc**	*60%*	*29%*	*38%*	*38%* a	*22%*	*51%* a	*24%*	*10%*
This is a 'nice to have' , but I can live without it being offered	**310**	56	27	26	9	*	71	9	38	301	9	309	1
	27%	*35%* **cd**	*28%* d	*24%*	*14%*	*12%*	*27%*	*47%*	*27%*	*28%* b	*13%*	*27%*	*24%*
This is a 'great to have' - makes a difference and can sway my decision	**315**	43	27	37	15	1	82	3	36	298	17	315	-
	28%	*27%*	*28%*	*34%*	*25%*	*28%*	*31%*	*14%*	*26%*	*28%*	*24%*	*28%*	*-%*
NET Important	**587**	87	55	73	45	2	159	10	91	535	52	587	1
	51%	*54%*	*56%*	*67%* a	*75%* **ab**	*88%*	*60%*	*52%*	*64%*	*50%*	*75%* a	*52%*	*10%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1513**	59	126	217	24	440	131	449	1308	203	-
Weighted total	**1142**	42	101	168	15	319	109	318	966	113	-
This is a negative to me	**21**	1	2	3	-	3	2	1	16	1	-
	2%	*3%*	*2%*	*2%*	*-%*	*1%*	*2%*	**%*	*2%* a	*1%*	*-%*
This is not important to me - don't mind if not offered	**224**	2	8	13	4	36	8	27	203	16	-
	20%	*4%*	*8%*	*8%*	*25%*	*11%*	*7%*	*8%*	*21%* **ac**	*14%* a	*-%*
This is mandatory to me - a must have	**272**	14	39	61	2	96	43	115	211	29	-
	24%	*34%*	*39%*	*36%*	*16%*	*30%*	*39%*	*36%* **bc**	*22%*	*26%*	*-%*
This is a 'nice to have' , but I can live without it being offered	**310**	14	28	49	3	87	31	82	271	34	-
	27%	*33%*	*28%*	*29%*	*20%*	*27%*	*29%*	*26%*	*28%*	*30%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	**315**	11	25	43	6	97	26	93	265	34	-
	28%	*27%*	*24%*	*25%*	*39%*	*30%*	*24%*	*29%*	*27%*	*30%*	*-%*
NET Important	**587**	26	64	104	8	193	68	209	476	63	-
	51%	*61%*	*63%*	*62%*	*55%*	*61%*	*63%*	*66%* **bc**	*49%*	*56%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	1513	349	825	142	-	352	399	127	6	1393	923	489	1220	999	15
Weighted total	1142	247	566	74	-	256	282	82	4	1031	644	353	907	692	5
This is a negative to me	21	1	11	2	-	3	3	-	-	16	11	5	15	13	-
	2%	*1%*	*2%*	*2%*	*-%*	*1%*	*1%*	*-%*	*-%*	*2%*	*2%*	*1%*	*2%*	*2%*	*-%*
This is not important to me - don't mind if not offered	224	16	80	9	-	17	33	13	2	205	86	37	140	172	*
	20%	*6%*	*14%* a	*12%* a	*-%*	*7%*	*12%* a	*16%* a	*39%*	*20%* bc	*13%*	*11%*	*15%*	*25%* a	*3%*
This is mandatory to me - a must have	272	97	158	27	-	101	84	39	1	236	192	110	242	153	4
	24%	*39%* b	*28%*	*36%* b	*-%*	*40%* b	*30%*	*48%* b	*16%*	*23%*	*30%* a	*31%* a	*27%* b	*22%*	*77%*
This is a 'nice to have' , but I can live without it being offered	310	59	161	22	-	64	80	18	*	287	176	97	238	189	1
	27%	*24%*	*28%*	*29%*	*-%*	*25%*	*28%*	*22%*	*6%*	*28%*	*27%*	*27%*	*26%*	*27%*	*10%*
This is a 'great to have' - makes a difference and can sway my decision	315	73	156	15	-	70	82	12	2	288	179	104	272	166	*
	28%	*30%* c	*28%*	*20%*	*-%*	*27%* c	*29%* c	*15%*	*39%*	*28%*	*28%*	*30%*	*30%* b	*24%*	*9%*
NET Important	587	171	314	42	-	171	166	51	2	524	370	214	514	319	5
	51%	*69%* bc	*55%*	*56%*	*-%*	*67%* b	*59%*	*63%*	*55%*	*51%*	*57%* a	*61%* a	*57%* b	*46%*	*86%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1513**	356	245	277	91	73	1099	942	36	17	11	11
Weighted total	**1142**	239	162	190	55	39	813	657	20	10	12	8
This is a negative to me	**21**	1	3	1	-	-	15	13	2	-	-	-
	2%	**%*	*2%*	*1%*	*-%*	*-%*	*2%*	*2%*	*11%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**224**	20	16	10	4	7	128	165	5	*	2	3
	20%	*8%*	*10%* c	*5%*	*7%*	*19%* **abcd**	*16%*	*25%* a	*24%*	*3%*	*16%*	*37%*
This is mandatory to me - a must have	**272**	74	48	79	27	12	204	141	5	3	6	1
	24%	*31%*	*30%*	*42%* **ab**	*49%* **abe**	*30%*	*25%*	*21%*	*27%*	*29%*	*52%*	*17%*
This is a 'nice to have' , but I can live without it being offered	**310**	68	52	54	16	15	225	181	3	4	2	-
	27%	*28%*	*32%*	*28%*	*29%*	*38%*	*28%*	*28%*	*17%*	*44%*	*15%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	**315**	77	43	46	9	5	241	158	4	2	2	4
	28%	*32%* **cde**	*27%* **de**	*24%*	*16%*	*14%*	*30%* b	*24%*	*21%*	*25%*	*17%*	*46%*
NET Important	**587**	151	92	125	35	17	445	299	9	5	8	5
	51%	*63%* e	*57%* e	*66%* **be**	*64%* e	*43%*	*55%* b	*45%*	*48%*	*54%*	*69%*	*63%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1513**	1456	1238	1469	1200	1481	849	1432	363	2	1312	46	221	1292
Weighted total	**1142**	1089	907	1098	877	1109	613	1070	221	3	979	34	182	960
This is a negative to me	**21**	19	15	19	16	17	5	19	2	-	16	1	2	19
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*-%*	*2%*	*3%*	*1%*	*2%*
This is not important to me - don't mind if not offered	**224**	208	165	208	154	220	79	211	27	1	195	6	27	196
	20%	*19%*	*18%*	*19%*	*18%*	*20%*	*13%*	*20%* ac	*12%*	*38%*	*20%*	*17%*	*15%*	*20%*
This is mandatory to me - a must have	**272**	261	237	265	223	268	169	251	73	-	234	10	52	220
	24%	*24%*	*26%*	*24%*	*25%*	*24%*	*28%* b	*23%*	*33%* b	*-%*	*24%*	*29%*	*28%*	*23%*
This is a 'nice to have' , but I can live without it being offered	**310**	295	233	296	231	302	175	288	48	-	261	9	53	258
	27%	*27%*	*26%*	*27%*	*26%*	*27%*	*29%* c	*27%*	*22%*	*-%*	*27%*	*26%*	*29%*	*27%*
This is a 'great to have' - makes a difference and can sway my decision	**315**	306	257	310	254	302	184	301	69	2	273	9	48	267
	28%	*28%*	*28%*	*28%*	*29%*	*27%*	*30%*	*28%*	*31%*	*62%*	*28%*	*26%*	*27%*	*28%*
NET Important	**587**	567	494	575	477	570	353	552	142	2	507	19	100	487
	51%	*52%*	*54%*	*52%*	*54%*	*51%*	*58%* b	*52%*	*65%* ab	*62%*	*52%*	*54%*	*55%*	*51%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1513**	204	9	46	195	167	1062	277	142	63	1296	895	618
Weighted total	**1142**	163	3	34	149	113	819	202	111	54	968	664	478
This is a negative to me	**21**	3	-	-	3	-	17	4	3	-	18	10	10
	2%	*2%*	*-%*	*-%*	*2%*	*-%*	*2%*	*2%*	*3%*	*-%*	*2%*	*2%*	*2%*
This is not important to me - don't mind if not offered	**224**	15	-	2	15	17	163	41	17	8	196	115	109
	20%	*9%*	*-%*	*5%*	*10%*	*15%*	*20%*	*20%*	*15%*	*15%*	*20%*	*17%*	*23%* a
This is mandatory to me - a must have	**272**	52	2	21	43	37	183	52	32	23	215	168	104
	24%	*32%*	*67%*	*60%* b	*29%*	*32%* b	*22%*	*26%*	*29%*	*42%* c	*22%*	*25%*	*22%*
This is a 'nice to have', but I can live without it being offered	**310**	49	1	7	45	23	227	56	24	8	277	186	124
	27%	*30%*	*23%*	*19%*	*30%*	*21%*	*28%*	*28%*	*22%*	*15%*	*29%* b	*28%*	*26%*
This is a 'great to have' - makes a difference and can sway my decision	**315**	44	*	5	43	37	229	50	35	15	262	184	131
	28%	*27%*	*10%*	*16%*	*29%*	*32%*	*28%*	*25%*	*32%*	*28%*	*27%*	*28%*	*27%*
NET Important	**587**	97	2	26	86	73	412	102	67	38	477	352	235
	51%	*59%*	*77%*	*76%* b	*58%*	*65%* **bc**	*50%*	*50%*	*61%* c	*70%* c	*49%*	*53%*	*49%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	*c	d
Unweighted total	1513	362	49	137	68	107	47	197	126	85	171	28	85
Weighted total	1142	139	11	46	20	38	16	77	46	31	58	10	44
This is a negative to me	21	3	-	*	-	*	-	*	1	1	*	1	*
	2%	2%	-%	1%	-%	1%	-%	*%	2%	3% b	*%	11%	1%
This is not important to me - don't mind if not offered	224	30	2	5	2	3	2	10	12	6	12	1	14
	20%	22% cd	21%	11%	9%	9%	15%	13%	25% ac	19%	20%	14%	31%
This is mandatory to me - a must have	272	31	3	13	6	11	3	19	6	4	16	3	7
	24%	23%	22%	27%	29%	29% d	19%	25% d	14%	14%	27% ad	29%	16%
This is a 'nice to have' , but I can live without it being offered	310	42	5	13	5	11	6	22	17	10	16	3	15
	27%	30%	40%	29%	26%	28%	35%	29%	36%	31%	28%	30%	33%
This is a 'great to have' - makes a difference and can sway my decision	315	33	2	15	7	13	5	25	10	10	15	2	9
	28%	23%	17%	32% ab	36% ab	34% d	31%	33% d	22%	32%	25%	16%	19%
NET Important	587	64	5	27	13	24	8	45	17	14	30	5	16
	51%	46%	40%	60% ab	65% ab	63% d	51%	58% d	36%	46%	52% d	46%	35%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	***c**	d	e	f	g	h	i	j	k	l
Unweighted total	**1513**	239	67	20	383	94	81	128	94	106	126	82	93
Weighted total	**1142**	194	73	30	149	66	62	93	87	129	86	95	77
This is a negative to me	**21**	6	-	-	3	1	2	*	-	2	1	5	2
	2%	*3%*	*-%*	*-%*	*2%*	*2%*	*3%*	**%*	*-%*	*1%*	*1%*	*5%*	*2%*
							g					**gh**	
This is not important to me - don't mind if not offered	**224**	29	13	8	33	13	8	14	14	35	18	23	14
	20%	*15%*	*18%*	*26%*	*22%*	*20%*	*13%*	*16%*	*16%*	*27%*	*21%*	*24%*	*19%*
					af					**afg**			
This is mandatory to me - a must have	**272**	38	16	2	33	18	16	38	32	33	17	5	24
	24%	*19%*	*22%*	*6%*	*22%*	*28%*	*25%*	*41%*	*37%*	*25%*	*20%*	*5%*	*31%*
		k	k		k	k	k	**abdefijk**	**abdjk**	k	k		**ak**
This is a 'nice to have' , but I can live without it being offered	**310**	54	19	6	45	15	13	23	24	30	31	27	23
	27%	*28%*	*25%*	*19%*	*30%*	*23%*	*21%*	*25%*	*28%*	*23%*	*35%*	*29%*	*30%*
											efi		
This is a 'great to have' - makes a difference and can sway my decision	**315**	67	25	15	35	19	23	17	17	29	20	35	14
	28%	*35%*	*34%*	*49%*	*23%*	*28%*	*38%*	*18%*	*19%*	*23%*	*23%*	*37%*	*18%*
		dghijl	**ghl**				**dghijl**					**dghijl**	
NET Important	**587**	105	41	16	68	37	39	55	49	62	37	40	38
	51%	*54%*	*56%*	*55%*	*46%*	*56%*	*63%*	*60%*	*56%*	*48%*	*43%*	*42%*	*49%*
		dj					**dijk**	**djk**	j				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**1513**	326	558	328	301
Weighted total	**1142**	297	277	308	259
This is a negative to me	**21**	6	6	2	7
	2%	*2%*	*2%*	*1%*	*3%* c
This is not important to me - don't mind if not offered	**224**	50	54	63	56
	20%	*17%*	*20%*	*21%*	*22%*
This is mandatory to me - a must have	**272**	55	67	103	46
	24%	*19%*	*24%* d	*33%* **abd**	*18%*
This is a 'nice to have', but I can live without it being offered	**310**	79	73	77	81
	27%	*26%*	*26%*	*25%*	*31%*
This is a 'great to have' - makes a difference and can sway my decision	**315**	107	77	63	69
	28%	*36%* **bcd**	*28%* c	*20%*	*26%*
NET Important	**587**	162	144	166	115
	51%	*55%* d	*52%* d	*54%* d	*44%*

Columns Tested: a,b,c,d

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1513**	957	341	136	79	556	322	291	96	60	120
Weighted total	**1142**	1079	39	15	9	63	349	279	74	35	36
This is a negative to me	**44**	42	1	1	*	2	11	14	5	-	2
	4%	*4%*	*4%*	*4%*	*2%*	*4%*	*3%*	*5%*	*7%* d	*-%*	*5%*
This is not important to me - don't mind if not offered	**152**	144	5	2	1	8	44	36	10	3	4
	13%	*13%*	*14%*	*13%*	*12%*	*13%*	*13%*	*13%*	*13%*	*9%*	*11%*
This is mandatory to me - a must have	**389**	370	11	5	3	19	108	90	31	20	13
	34%	*34%*	*29%*	*32%*	*30%*	*30%*	*31%*	*32%*	*41%*	*58%* **abce**	*36%*
This is a 'nice to have' , but I can live without it being offered	**272**	257	10	3	2	16	88	73	14	6	10
	24%	*24%*	*26%*	*20%*	*27%*	*25%*	*25%*	*26%*	*19%*	*16%*	*28%*
This is a 'great to have' - makes a difference and can sway my decision	**284**	266	10	5	3	18	98	67	14	6	7
	25%	*25%*	*27%*	*32%*	*28%*	*28%*	*28%*	*24%*	*19%*	*16%*	*19%*
NET Important	**673**	637	22	10	5	37	206	157	45	26	20
	59%	*59%*	*56%*	*63%*	*58%*	*58%*	*59%*	*56%*	*60%*	*75%* **abe**	*55%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1513	119	53	162	36	97	181	107	86	99	940	203	189	181
Weighted total	1142	132	69	163	31	98	182	112	83	98	969	60	59	53
This is a negative to me	44	1	2	9	2	5	8	6	4	-	39	2	2	1
	4%	*1%*	*3%*	*6%*	*7%*	*5%*	*4%*	*6%*	*5%*	*-%*	*4%*	*3%*	*3%*	*3%*
				ai	i	i	i	i	i		i			
This is not important to me - don't mind if not offered	152	24	12	13	3	23	22	11	11	14	133	7	6	6
	13%	*18%*	*17%*	*8%*	*10%*	*23%*	*12%*	*10%*	*13%*	*14%*	*14%*	*11%*	*10%*	*12%*
		cl				**cfgjklm**					c			
This is mandatory to me - a must have	389	53	14	64	10	27	65	38	24	36	330	19	23	17
	34%	*40%*	*21%*	*39%*	*31%*	*27%*	*35%*	*34%*	*29%*	*36%*	*34%*	*32%*	*39%*	*31%*
		b		b			b			b	b		**be**	
This is a 'nice to have' , but I can live without it being offered	272	29	21	36	10	27	42	28	13	24	231	17	10	15
	24%	*22%*	*31%*	*22%*	*32%*	*27%*	*23%*	*25%*	*16%*	*24%*	*24%*	*28%*	*17%*	*28%*
			hl		**hl**	l					l	**hl**		**hl**
This is a 'great to have' - makes a difference and can sway my decision	284	26	20	40	6	17	45	28	30	25	236	15	18	14
	25%	*19%*	*28%*	*25%*	*20%*	*17%*	*25%*	*25%*	*36%*	*25%*	*24%*	*25%*	*31%*	*27%*
									aefj				**ae**	
NET Important	673	78	34	105	16	44	110	66	54	60	567	34	41	31
	59%	*59%*	*49%*	*64%*	*51%*	*45%*	*60%*	*59%*	*66%*	*61%*	*58%*	*58%*	*70%*	*58%*
		e		e			e	e	e	e	e	e	**bdefjkm**	e

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1513**	34	141	32	167	336	50	132	619	1032	481	1297	216
Weighted total	**1142**	17	85	23	130	288	32	118	447	859	282	1022	120
This is a negative to me	**44**	-	4	*	7	9	-	4	20	32	12	38	6
	4%	*-%*	*5%*	*1%*	*6%*	*3%*	*-%*	*3%*	*4%*	*4%*	*4%*	*4%*	*5%*
This is not important to me - don't mind if not offered	**152**	2	11	4	26	24	5	9	73	122	30	128	24
	13%	*11%*	*13%*	*15%*	*20%*	*8%*	*14%*	*8%*	*16%*	*14%*	*11%*	*13%*	*20%*
					eg				**eg**				a
This is mandatory to me - a must have	**389**	6	35	4	31	105	9	51	146	278	111	360	30
	34%	*34%*	*41%*	*19%*	*24%*	*37%*	*28%*	*43%*	*33%*	*32%*	*39%*	*35%*	*25%*
			cd			**cd**		**cdh**	d		a	b	
This is a 'nice to have' , but I can live without it being offered	**272**	4	16	10	28	80	11	27	97	218	55	247	25
	24%	*25%*	*18%*	*44%*	*22%*	*28%*	*33%*	*23%*	*22%*	*25%*	*19%*	*24%*	*21%*
				bdegh		**bh**	b			b			
This is a 'great to have' - makes a difference and can sway my decision	**284**	5	19	5	38	70	8	27	111	209	75	249	35
	25%	*31%*	*23%*	*20%*	*29%*	*24%*	*25%*	*23%*	*25%*	*24%*	*27%*	*24%*	*29%*
NET Important	**673**	11	55	9	69	176	17	78	258	488	186	609	64
	59%	*64%*	*64%*	*39%*	*53%*	*61%*	*53%*	*66%*	*58%*	*57%*	*66%*	*60%*	*54%*
		c	c			c		**cd**	c		a		

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1513**	1463	50	856	275	380
Weighted total	**1142**	1095	47	669	198	272
This is a negative to me	**44**	43	1	27	4	13
	4%	*4%*	*3%*	*4%*	*2%*	*5%*
This is not important to me - don't mind if not offered	**152**	149	3	108	25	19
	13%	*14%*	*6%*	*16%* c	*13%* c	*7%*
This is mandatory to me - a must have	**389**	378	12	200	73	115
	34%	*35%*	*25%*	*30%*	*37%* a	*42%* a
This is a 'nice to have' , but I can live without it being offered	**272**	255	18	172	47	51
	24%	*23%*	*37%* a	*26%* c	*24%*	*19%*
This is a 'great to have' - makes a difference and can sway my decision	**284**	270	14	162	48	74
	25%	*25%*	*29%*	*24%*	*24%*	*27%*
NET Important	**673**	648	25	362	121	189
	59%	*59%*	*54%*	*54%*	*61%* a	*69%* **ab**

Columns Tested: a,b - a,b,c

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	1513	1156	307	38	6	2	3	-	1	1463	50	406	750	357
Weighted total	1142	940	182	15	2	2	1	-	*	1122	20	394	546	202
This is a negative to me	44	33	11	-	-	-	-	-	-	44	-	14	19	11
	4%	*4%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*4%*	*3%*	*5%*
This is not important to me - don't mind if not offered	152	136	12	2	-	2	-	-	-	148	4	70	66	17
	13%	*14%* b	*7%*	*16%* b	*-%*	*89%*	*-%*	*-%*	*-%*	*13%* b	*21%* b	*18%* **bc**	*12%*	*8%*
This is mandatory to me - a must have	389	298	82	9	*	-	1	-	-	380	9	104	194	91
	34%	*32%*	*45%* **ai**	*58%* **ai**	*2%*	*-%*	*100%*	*-%*	*-%*	*34%*	*46%* a	*26%*	*36%* a	*45%* **ab**
This is a 'nice to have' , but I can live without it being offered	272	234	35	2	2	-	-	-	-	268	4	112	122	39
	24%	*25%* b	*19%*	*14%*	*86%*	*-%*	*-%*	*-%*	*-%*	*24%*	*21%*	*28%* **bc**	*22%*	*19%*
This is a 'great to have' - makes a difference and can sway my decision	284	239	42	2	*	*	-	-	*	282	2	94	145	45
	25%	*25%* **cj**	*23%*	*11%*	*12%*	*11%*	*-%*	*-%*	*100%*	*25%* **cj**	*11%*	*24%*	*27%*	*22%*
NET Important	673	537	125	10	*	*	1	-	*	662	12	198	339	136
	59%	*57%*	*68%* **ai**	*70%*	*14%*	*11%*	*100%*	*-%*	*100%*	*59%*	*58%*	*50%*	*62%* a	*67%* a

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1513**	1394	929	1513	571	480	1045	1330	104	37	28	9	4	1
Weighted total	**1142**	1032	648	1142	427	322	742	1044	52	23	17	3	4	*
This is a negative to me	**44**	37	27	44	22	14	24	37	3	1	*	-	2	-
	4%	*4%*	*4%*	*4%*	*5%* f	*4%*	*3%*	*4%*	*7%*	*6%*	*1%*	*-%*	*50%*	*-%*
This is not important to me - don't mind if not offered	**152**	144	76	152	35	39	86	142	9	*	*	*	-	-
	13%	*14%* d	*12%* d	*13%* d	*8%*	*12%* d	*12%* d	*14%* c	*18%* c	*1%*	*3%*	*2%*	*-%*	*-%*
This is mandatory to me - a must have	**389**	342	263	389	176	120	278	358	17	8	4	*	2	-
	34%	*33%*	*41%* **ac**	*34%*	*41%* **ac**	*37%*	*37%* a	*34%*	*33%*	*33%*	*24%*	*16%*	*48%*	*-%*
This is a 'nice to have' , but I can live without it being offered	**272**	253	131	272	89	76	171	250	9	4	7	2	-	-
	24%	*25%* b	*20%*	*24%* b	*21%*	*23%*	*23%*	*24%*	*17%*	*19%*	*40%*	*77%*	*-%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	**284**	256	150	284	106	74	183	256	13	10	5	*	*	*
	25%	*25%*	*23%*	*25%*	*25%*	*23%*	*25%*	*25%*	*25%*	*42%* a	*32%*	*5%*	*3%*	*100%*
NET Important	**673**	597	413	673	282	194	461	614	30	17	9	1	2	*
	59%	*58%*	*64%* **ac**	*59%*	*66%* **ac**	*60%*	*62%* a	*59%*	*58%*	*74%*	*56%*	*21%*	*50%*	*100%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1513**	547	9	8	4	-	3	-	3	460	365	376	299	13
Weighted total	**1142**	410	7	5	5	-	*	-	*	421	278	262	170	11
This is a negative to me	**44**	21	-	-	2	-	-	-	-	20	8	11	6	-
	4%	*5%*	*-%*	*-%*	*34%*	*-%*	*-%*	*-%*	*-%*	*5%*	*3%*	*4%*	*3%*	*-%*
This is not important to me - don't mind if not offered	**152**	35	*	-	*	-	-	-	-	64	45	22	20	-
	13%	*8%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*15%* c	*16%* c	*9%*	*12%*	*-%*
This is mandatory to me - a must have	**389**	168	5	1	2	-	*	-	*	114	87	108	74	6
	34%	*41%*	*69%*	*20%*	*31%*	*-%*	*56%*	*-%*	*56%*	*27%*	*31%*	*41%* **ab**	*43%* **ab**	*52%*
This is a 'nice to have' , but I can live without it being offered	**272**	85	*	1	2	-	-	-	-	112	61	63	36	*
	24%	*21%*	*1%*	*25%*	*35%*	*-%*	*-%*	*-%*	*-%*	*27%*	*22%*	*24%*	*21%*	*3%*
This is a 'great to have' - makes a difference and can sway my decision	**284**	102	2	3	-	-	*	-	*	111	76	58	34	5
	25%	*25%*	*28%*	*55%*	*-%*	*-%*	*44%*	*-%*	*44%*	*26%*	*28%* d	*22%*	*20%*	*45%*
NET Important	**673**	270	7	4	2	-	*	-	*	225	164	166	108	11
	59%	*66%*	*98%*	*75%*	*31%*	*-%*	*100%*	*-%*	*100%*	*53%*	*59%*	*63%* a	*64%* a	*97%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1513**	205	128	137	92	9	315	29	226	1421	92	1503	10
Weighted total	**1142**	161	97	108	60	2	266	19	141	1072	70	1136	6
This is a negative to me	**44**	9	6	6	1	-	15	2	5	43	1	44	-
	4%	*6%*	*6%*	*6%*	*2%*	*-%*	*6%*	*10%*	*4%*	*4%*	*1%*	*4%*	*-%*
This is not important to me - don't mind if not offered	**152**	15	6	6	8	-	20	3	12	147	5	152	-
	13%	*9%*	*6%*	*5%*	*14%* **bc**	*-%*	*8%*	*16%*	*8%*	*14%*	*8%*	*13%*	*-%*
This is mandatory to me - a must have	**389**	63	42	41	29	1	112	6	57	354	35	387	3
	34%	*39%*	*43%*	*37%*	*48%*	*70%*	*42%*	*34%*	*41%*	*33%*	*51%* a	*34%*	*48%*
This is a 'nice to have', but I can live without it being offered	**272**	36	15	25	11	*	49	3	35	259	13	270	3
	24%	*23%*	*16%*	*23%*	*19%*	*7%*	*19%*	*14%*	*25%*	*24%*	*19%*	*24%*	*47%*
This is a 'great to have' - makes a difference and can sway my decision	**284**	37	28	30	10	*	69	5	32	269	15	284	*
	25%	*23%*	*29%* d	*28%*	*17%*	*23%*	*26%*	*27%*	*23%*	*25%*	*22%*	*25%*	*5%*
NET Important	**673**	100	70	71	39	2	181	11	89	623	50	670	3
	59%	*62%*	*72%*	*66%*	*65%*	*93%*	*68%*	*60%*	*63%*	*58%*	*72%* a	*59%*	*53%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1513**	59	126	217	24	440	131	449	1308	203	-
Weighted total	**1142**	42	101	168	15	319	109	318	966	113	-
This is a negative to me	**44**	1	4	5	*	20	2	17	35	4	-
	4%	*3%*	*3%*	*3%*	*1%*	*6%*	*2%*	*5%*	*4%*	*4%*	-%
This is not important to me - don't mind if not offered	**152**	3	7	12	-	26	8	42	132	21	-
	13%	*7%*	*7%*	*7%*	-%	*8%*	*8%*	*13%*	*14%*	*18%*	-%
This is mandatory to me - a must have	**389**	21	45	86	4	127	48	123	314	36	-
	34%	*50%*	*45%*	*51%*	*27%*	*40%*	*45%*	*39%* b	*33%*	*32%*	-%
This is a 'nice to have' , but I can live without it being offered	**272**	7	27	37	7	58	30	65	239	30	-
	24%	*16%*	*27%*	*22%*	*47%*	*18%*	*28%* a	*20%*	*25%*	*27%*	-%
This is a 'great to have' - makes a difference and can sway my decision	**284**	10	17	29	4	87	19	71	245	22	-
	25%	*25%*	*17%*	*17%*	*25%*	*27%* b	*18%*	*22%*	*25%*	*19%*	-%
NET Important	**673**	32	63	114	8	214	68	194	560	58	-
	59%	*75%*	*62%*	*68%*	*52%*	*67%*	*62%*	*61%* c	*58%*	*51%*	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1513**	349	825	142	-	352	399	127	6	1393	923	489	1220	999	15
Weighted total	**1142**	247	566	74	-	256	282	82	4	1031	644	353	907	692	5
This is a negative to me	**44**	14	22	4	-	12	17	4	*	37	27	21	40	19	3
	4%	*6%*	*4%*	*6%*	*-%*	*5%*	*6%*	*5%*	*3%*	*4%*	*4%*	*6%* a	*4%* b	*3%*	*52%*
This is not important to me - don't mind if not offered	**152**	32	68	6	-	27	24	11	-	144	76	30	114	103	-
	13%	*13%*	*12%*	*9%*	*-%*	*11%*	*9%*	*14%*	*-%*	*14%* c	*12%*	*8%*	*13%*	*15%*	*-%*
This is mandatory to me - a must have	**389**	113	222	26	-	113	102	29	2	342	263	142	317	230	2
	34%	*46%* **bc**	*39%*	*36%*	*-%*	*44%* b	*36%*	*36%*	*52%*	*33%*	*41%* a	*40%* a	*35%*	*33%*	*34%*
This is a 'nice to have', but I can live without it being offered	**272**	41	117	18	-	52	61	22	2	253	130	67	205	176	*
	24%	*17%*	*21%*	*24%*	*-%*	*20%*	*22%*	*26%*	*45%*	*25%* **bc**	*20%*	*19%*	*23%*	*25%*	*2%*
This is a 'great to have' - makes a difference and can sway my decision	**284**	46	136	19	-	53	78	16	-	256	150	93	230	164	1
	25%	*19%*	*24%* a	*26%*	*-%*	*21%*	*28%* a	*19%*	*-%*	*25%*	*23%*	*26%*	*25%*	*24%*	*12%*
NET Important	**673**	159	359	45	-	165	181	45	2	597	412	235	547	394	2
	59%	*65%*	*63%*	*61%*	*-%*	*65%*	*64%*	*55%*	*52%*	*58%*	*64%* a	*67%* a	*60%*	*57%*	*46%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1513**	356	245	277	91	73	1099	942	36	17	11	11
Weighted total	**1142**	239	162	190	55	39	813	657	20	10	12	8
This is a negative to me	**44**	11	9	14	2	2	36	21	1	2	-	-
	4%	*5%*	*6%*	*7%*	*4%*	*6%*	*4%*	*3%*	*6%*	*19%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**152**	22	17	22	11	7	103	98	*	*	-	1
	13%	*9%*	*10%*	*11%*	*21%* **abc**	*18%* a	*13%*	*15%*	*1%*	*3%*	*-%*	*10%*
This is mandatory to me - a must have	**389**	94	61	86	19	13	281	208	6	2	10	1
	34%	*39%*	*38%*	*45%*	*34%*	*34%*	*35%*	*32%*	*33%*	*20%*	*81%*	*7%*
This is a 'nice to have' , but I can live without it being offered	**272**	44	34	31	16	10	186	169	9	4	2	1
	24%	*18%*	*21%*	*16%*	*29%* **ac**	*25%*	*23%*	*26%*	*46%*	*38%*	*19%*	*8%*
This is a 'great to have' - makes a difference and can sway my decision	**284**	67	42	38	6	7	207	162	3	2	-	6
	25%	*28%* **cd**	*26%* d	*20%* d	*11%*	*17%*	*25%*	*25%*	*15%*	*20%*	*-%*	*75%*
NET Important	**673**	162	103	124	25	20	488	370	9	4	10	6
	59%	*67%* **de**	*63%* d	*65%* **de**	*45%*	*52%*	*60%*	*56%*	*47%*	*40%*	*81%*	*82%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1513**	1456	1238	1469	1200	1481	849	1432	363	2	1312	46	221	1292
Weighted total	**1142**	1089	907	1098	877	1109	613	1070	221	3	979	34	182	960
This is a negative to me	**44**	43	32	43	37	42	31	41	10	-	36	4	9	35
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*5%*	*4%*	*5%*	*-%*	*4%*	*11%* a	*5%*	*4%*
This is not important to me - don't mind if not offered	**152**	141	107	144	102	145	65	144	23	-	130	3	16	136
	13%	*13%*	*12%*	*13%*	*12%*	*13%*	*11%*	*13%* a	*10%*	*-%*	*13%*	*8%*	*9%*	*14%* a
This is mandatory to me - a must have	**389**	372	333	375	315	383	236	362	81	-	337	15	73	317
	34%	*34%*	*37%*	*34%*	*36%*	*35%*	*39%* b	*34%*	*37%*	*-%*	*34%*	*44%*	*40%* b	*33%*
This is a 'nice to have' , but I can live without it being offered	**272**	258	205	260	206	268	128	253	59	1	240	2	38	234
	24%	*24%*	*23%*	*24%*	*23%*	*24%*	*21%*	*24%*	*27%* a	*38%*	*25%* b	*7%*	*21%*	*24%*
This is a 'great to have' - makes a difference and can sway my decision	**284**	275	230	277	218	271	152	270	48	2	237	10	47	237
	25%	*25%*	*25%*	*25%*	*25%*	*24%*	*25%*	*25%*	*22%*	*62%*	*24%*	*29%*	*26%*	*25%*
NET Important	**673**	648	563	651	533	653	388	631	129	2	573	25	119	554
	59%	*59%*	*62%*	*59%*	*61%*	*59%*	*63%* b	*59%*	*58%*	*62%*	*59%*	*73%* a	*66%* b	*58%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1513**	204	9	46	195	167	1062	277	142	63	1296	895	618
Weighted total	**1142**	163	3	34	149	113	819	202	111	54	968	664	478
This is a negative to me	**44**	4	-	-	5	3	31	10	5	3	36	27	17
	4%	*3%*	*-%*	*-%*	*3%*	*3%*	*4%*	*5%*	*5%*	*5%*	*4%*	*4%*	*4%*
This is not important to me - don't mind if not offered	**152**	10	-	2	10	9	116	28	4	4	144	93	59
	13%	*6%*	*-%*	*7%*	*7%*	*8%*	*14%* a	*14%* a	*4%*	*8%*	*15%* a	*14%*	*12%*
This is mandatory to me - a must have	**389**	78	2	20	70	45	272	71	42	24	320	246	143
	34%	*48%*	*76%*	*57%*	*47%*	*40%*	*33%*	*35%*	*38%*	*43%*	*33%*	*37%* b	*30%*
This is a 'nice to have' , but I can live without it being offered	**272**	40	*	8	36	18	209	44	26	8	236	144	129
	24%	*24%*	*14%*	*24%*	*24%*	*16%*	*26%* a	*22%*	*24%*	*14%*	*24%*	*22%*	*27%* a
This is a 'great to have' - makes a difference and can sway my decision	**284**	31	*	4	28	38	192	50	33	16	233	154	130
	25%	*19%*	*10%*	*12%*	*19%*	*34%* **bc**	*23%*	*25%*	*30%*	*29%*	*24%*	*23%*	*27%*
NET Important	**673**	109	3	24	98	84	463	121	75	40	553	400	273
	59%	*67%*	*86%*	*70%*	*66%*	*74%* **bc**	*57%*	*60%*	*68%* c	*73%* c	*57%*	*60%*	*57%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 52 (continuation)

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	*c	d
Unweighted total	**1513**	362	49	137	68	107	47	197	126	85	171	28	85
Weighted total	**1142**	139	11	46	20	38	16	77	46	31	58	10	44
This is a negative to me	**44**	6	*	4	1	4	*	5	1	3	1	*	2
	4%	*4%*	**%*	*9%* b	*6%*	*11%* **bd**	**%*	*6%*	*3%*	*9%* b	*2%*	*2%*	*4%*
This is not important to me - don't mind if not offered	**152**	17	4	5	2	5	2	10	9	1	9	1	9
	13%	*12%*	*31%* **acd**	*10%*	*11%*	*12%*	*14%*	*13%*	*19%*	*3%*	*15%* a	*11%*	*20%* a
This is mandatory to me - a must have	**389**	48	3	18	6	13	7	19	14	12	18	4	12
	34%	*35%*	*28%*	*39%*	*29%*	*34%*	*44%* c	*25%*	*31%*	*40%*	*32%*	*42%*	*27%*
This is a 'nice to have' , but I can live without it being offered	**272**	41	4	10	6	9	3	26	11	7	19	3	14
	24%	*29%*	*34%*	*21%*	*30%*	*23%*	*17%*	*34%* **bd**	*23%*	*24%*	*33%*	*26%*	*31%*
This is a 'great to have' - makes a difference and can sway my decision	**284**	26	1	9	5	8	4	17	11	7	10	2	8
	25%	*19%* b	*7%*	*21%* b	*24%* b	*20%*	*25%*	*22%*	*24%*	*23%*	*18%*	*19%*	*18%*
NET Important	**673**	75	4	28	11	21	11	36	25	19	29	6	20
	59%	*54%* b	*35%*	*60%* b	*53%*	*54%*	*69%* c	*47%*	*55%*	*64%* **bd**	*49%*	*61%*	*46%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 52 (continuation)

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	***c**	d	e	f	g	h	i	j	k	l
Unweighted total	**1513**	239	67	20	383	94	81	128	94	106	126	82	93
Weighted total	**1142**	194	73	30	149	66	62	93	87	129	86	95	77
This is a negative to me	**44**	3	*	-	7	4	6	4	4	2	2	6	6
	4%	*2%*	*1%*	*-%*	*5%* a	*5%*	*10%* **abij**	*4%*	*4%*	*1%*	*2%*	*7%* a	*7%* **ai**
This is not important to me - don't mind if not offered	**152**	29	9	2	20	5	9	16	8	19	18	11	6
	13%	*15%*	*12%*	*7%*	*14%*	*8%*	*14%*	*18%* **el**	*9%*	*15%*	*20%* **ehl**	*12%*	*7%*
This is mandatory to me - a must have	**389**	61	27	5	51	24	26	34	30	48	25	26	32
	34%	*31%*	*37%*	*17%*	*34%*	*37%*	*42%* **jk**	*36%*	*35%*	*37%*	*29%*	*27%*	*42%* k
This is a 'nice to have' , but I can live without it being offered	**272**	49	15	10	43	17	8	25	25	30	15	18	17
	24%	*25%* f	*20%*	*35%*	*29%* **fj**	*26%*	*14%*	*27%* f	*29%* **fj**	*23%*	*17%*	*19%*	*22%*
This is a 'great to have' - makes a difference and can sway my decision	**284**	52	22	12	27	16	12	14	20	30	27	34	17
	25%	*27%* **dg**	*30%* **dg**	*41%*	*18%*	*25%*	*20%*	*15%*	*23%*	*23%*	*31%* **dg**	*36%* **dfgl**	*22%*
NET Important	**673**	113	49	18	79	41	38	48	50	78	52	60	49
	59%	*58%*	*67%* **dg**	*59%*	*53%*	*61%*	*62%*	*51%*	*57%*	*60%*	*60%*	*63%*	*63%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**1513**	326	558	328	301
Weighted total	**1142**	297	277	308	259
This is a negative to me	**44**	4	17	9	14
	4%	*1%*	*6%*	*3%*	*5%*
			ac		a
This is not important to me - don't mind if not offered	**152**	40	34	44	34
	13%	*13%*	*12%*	*14%*	*13%*
This is mandatory to me - a must have	**389**	93	102	111	83
	34%	*31%*	*37%*	*36%*	*32%*
This is a 'nice to have' , but I can live without it being offered	**272**	74	68	80	50
	24%	*25%*	*25%*	*26%*	*19%*
				d	
This is a 'great to have' - makes a difference and can sway my decision	**284**	87	56	64	77
	25%	*29%*	*20%*	*21%*	*30%*
		bc			**bc**
NET Important	**673**	180	158	175	161
	59%	*61%*	*57%*	*57%*	*62%*

Columns Tested: a,b,c,d

Convenient to post (within 1/2 mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1513**	957	341	136	79	556	322	291	96	60	120
Weighted total	**1142**	1079	39	15	9	63	349	279	74	35	36
This is a negative to me	**23**	22	1	*	*	1	3	6	1	*	1
	2%	*2%*	*2%*	*2%*	*3%*	*2%*	*1%*	*2%*	*1%*	**%*	*1%*
This is not important to me - don't mind if not offered	**153**	143	6	3	2	11	46	41	9	4	6
	13%	*13%*	*15%*	*22%* **ab**	*18%*	*17%* a	*13%*	*14%*	*12%*	*11%*	*16%*
This is mandatory to me - a must have	**313**	296	12	3	2	17	93	77	26	18	8
	27%	*27%*	*31%* c	*22%*	*24%*	*27%*	*27%*	*28%*	*35%* e	*50%* **abe**	*22%*
This is a 'nice to have', but I can live without it being offered	**269**	254	9	4	2	15	82	55	19	6	15
	24%	*24%*	*23%*	*25%*	*27%*	*24%*	*24%*	*20%*	*25%*	*17%*	*41%* **abcd**
This is a 'great to have' - makes a difference and can sway my decision	**383**	365	11	4	3	18	125	100	20	8	7
	34%	*34%*	*30%*	*29%*	*29%*	*29%*	*36%* **de**	*36%* **de**	*27%*	*22%*	*19%*
NET Important	**696**	661	23	8	5	36	218	177	46	25	15
	61%	*61%* c	*60%* c	*50%*	*52%*	*57%*	*62%* e	*63%* e	*62%* e	*72%* e	*41%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Convenient to post (within 1/2 mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1513**	119	53	162	36	97	181	107	86	99	940	203	189	181
Weighted total	**1142**	132	69	163	31	98	182	112	83	98	969	60	59	53
This is a negative to me	**23**	*	4	5	*	1	3	1	2	4	19	*	2	2
	2%	**%*	*5%*	*3%*	*1%*	*1%*	*2%*	*1%*	*2%*	*4%*	*2%*	*1%*	*3%*	*3%*
			ak							a				
This is not important to me - don't mind if not offered	**153**	31	3	18	4	16	28	10	3	18	131	6	6	10
	13%	*23%*	*4%*	*11%*	*14%*	*16%*	*15%*	*9%*	*4%*	*19%*	*13%*	*10%*	*10%*	*19%*
		bcghjkl			h	**bh**	**bh**			**bghl**	**bh**			**bcghjkl**
This is mandatory to me - a must have	**313**	34	21	49	8	25	48	28	28	28	268	19	16	10
	27%	*26%*	*30%*	*30%*	*26%*	*25%*	*26%*	*25%*	*34%*	*28%*	*28%*	*31%*	*27%*	*19%*
				m					m		m	m		
This is a 'nice to have' , but I can live without it being offered	**269**	32	15	36	6	31	35	36	15	19	224	18	14	14
	24%	*24%*	*21%*	*22%*	*18%*	*32%*	*19%*	*32%*	*18%*	*20%*	*23%*	*30%*	*23%*	*25%*
						fh		**fhij**				**fhj**		
This is a 'great to have' - makes a difference and can sway my decision	**383**	36	28	56	13	25	68	37	36	29	327	16	22	18
	34%	*27%*	*40%*	*34%*	*42%*	*26%*	*37%*	*33%*	*43%*	*29%*	*34%*	*27%*	*37%*	*33%*
							k		**aek**					
NET Important	**696**	70	48	105	21	50	116	65	63	57	596	35	37	28
	61%	*53%*	*70%*	*64%*	*68%*	*51%*	*64%*	*58%*	*76%*	*58%*	*61%*	*59%*	*63%*	*53%*
			aem	**aem**			**em**		**aefgijkl**		**em**		**em**	
									m					

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Convenient to post (within 1/2 mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1513**	34	141	32	167	336	50	132	619	1032	481	1297	216
Weighted total	**1142**	17	85	23	130	288	32	118	447	859	282	1022	120
This is a negative to me	**23**	1	2	-	5	6	*	-	9	15	9	21	2
	2%	*6%* g	*3%*	*-%*	*4%* g	*2%*	*2%*	*-%*	*2%*	*2%*	*3%*	*2%*	*2%*
This is not important to me - don't mind if not offered	**153**	1	13	3	23	42	4	9	57	110	44	135	18
	13%	*8%*	*15%*	*14%*	*18%* g	*15%* g	*14%*	*8%*	*13%*	*13%*	*15%*	*13%*	*15%*
This is mandatory to me - a must have	**313**	6	27	6	28	71	9	38	128	235	79	282	32
	27%	*32%*	*32%* d	*26%*	*22%*	*25%*	*27%*	*33%* d	*29%*	*27%*	*28%*	*28%*	*26%*
This is a 'nice to have' , but I can live without it being offered	**269**	5	17	5	33	75	5	28	102	207	62	232	37
	24%	*27%*	*19%*	*23%*	*25%*	*26%*	*15%*	*24%*	*23%*	*24%*	*22%*	*23%*	*31%* a
This is a 'great to have' - makes a difference and can sway my decision	**383**	5	26	9	41	94	14	42	150	294	89	352	31
	34%	*27%*	*31%*	*38%*	*31%*	*33%*	*43%*	*36%*	*34%*	*34%*	*32%*	*34%* b	*26%*
NET Important	**696**	10	54	15	69	165	23	81	279	528	168	634	63
	61%	*59%*	*63%*	*64%*	*53%*	*57%*	*70%* d	*69%* **de**	*62%* d	*61%*	*60%*	*62%* b	*52%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Convenient to post (within 1/2 mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1513**	1463	50	856	275	380
Weighted total	**1142**	1095	47	669	198	272
This is a negative to me	**23**	22	1	13	5	5
	2%	*2%*	*3%*	*2%*	*3%*	*2%*
This is not important to me - don't mind if not offered	**153**	142	12	103	18	32
	13%	*13%*	*25%* a	*15%* b	*9%*	*12%*
This is mandatory to me - a must have	**313**	308	5	159	64	89
	27%	*28%* b	*12%*	*24%*	*32%* a	*33%* a
This is a 'nice to have' , but I can live without it being offered	**269**	258	11	179	42	46
	24%	*24%*	*23%*	*27%* c	*21%*	*17%*
This is a 'great to have' - makes a difference and can sway my decision	**383**	366	18	216	68	100
	34%	*33%*	*37%*	*32%*	*34%*	*37%*
NET Important	**696**	673	23	375	132	188
	61%	*62%*	*49%*	*56%*	*67%* a	*69%* a

Columns Tested: a,b - a,b,c

Convenient to post (within 1/2 mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	1513	1156	307	38	6	2	3	-	1	1463	50	406	750	357
Weighted total	1142	940	182	15	2	2	1	-	*	1122	20	394	546	202
This is a negative to me	23	20	3	*	-	-	-	-	-	23	*	13	8	3
	2%	*2%*	*2%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*3%* b	*1%*	*1%*
This is not important to me - don't mind if not offered	153	124	25	5	*	-	*	-	*	148	5	57	67	30
	13%	*13%*	*13%*	*31%* abi	*4%*	*-%*	*41%*	*-%*	*100%*	*13%*	*25%* abi	*14%*	*12%*	*15%*
This is mandatory to me - a must have	313	233	75	4	2	-	*	-	-	307	6	81	152	81
	27%	*25%*	*41%* ai	*26%*	*79%*	*-%*	*41%*	*-%*	*-%*	*27%*	*30%*	*20%*	*28%* a	*40%* ab
This is a 'nice to have' , but I can live without it being offered	269	231	34	1	*	2	*	-	-	265	4	107	124	38
	24%	*25%* bc	*19%*	*10%*	*9%*	*89%*	*18%*	*-%*	*-%*	*24%*	*18%*	*27%* c	*23%*	*19%*
This is a 'great to have' - makes a difference and can sway my decision	383	332	46	5	*	*	-	-	-	378	5	137	195	51
	34%	*35%* b	*25%*	*32%*	*7%*	*11%*	*-%*	*-%*	*-%*	*34%* b	*26%*	*35%* c	*36%* c	*25%*
NET Important	696	565	121	9	2	*	*	-	-	685	11	218	347	132
	61%	*60%*	*66%* a	*58%*	*87%*	*11%*	*41%*	*-%*	*-%*	*61%*	*56%*	*55%*	*64%* a	*65%* a

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Convenient to post (within 1/2 mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1513**	1394	929	1513	571	480	1045	1330	104	37	28	9	4	1
Weighted total	**1142**	1032	648	1142	427	322	742	1044	52	23	17	3	4	*
This is a negative to me	**23**	20	10	23	9	4	17	22	*	*	*	-	-	-
	2%	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*%*	*3%*	-%	-%	-%
This is not important to me - don't mind if not offered	**153**	142	72	153	44	41	94	141	7	4	1	*	*	*
	13%	*14%* d	*11%*	*13%*	*10%*	*13%*	*13%*	*14%*	*14%*	*17%*	*5%*	*2%*	*3%*	*100%*
This is mandatory to me - a must have	**313**	280	208	313	141	99	210	282	13	7	11	*	-	-
	27%	*27%*	*32%* **ac**	*27%*	*33%* **acf**	*31%*	*28%*	*27%*	*26%*	*31%*	*64%*	*17%*	-%	-%
This is a 'nice to have' , but I can live without it being offered	**269**	244	153	269	88	72	167	247	15	4	1	1	*	-
	24%	*24%*	*24%*	*24%*	*20%*	*22%*	*23%*	*24%*	*30%*	*17%*	*7%*	*41%*	*3%*	-%
This is a 'great to have' - makes a difference and can sway my decision	**383**	344	204	383	146	107	254	352	15	8	3	1	3	-
	34%	*33%*	*32%*	*34%*	*34%*	*33%*	*34%*	*34%*	*29%*	*35%*	*21%*	*40%*	*95%*	-%
NET Important	**696**	624	412	696	287	206	464	634	29	15	14	2	3	-
	61%	*61%*	*64%*	*61%*	*67%* **ac**	*64%*	*63%*	*61%*	*55%*	*66%*	*85%*	*57%*	*95%*	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Convenient to post (within 1/2 mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1513**	547	9	8	4	-	3	-	3	460	365	376	299	13
Weighted total	**1142**	410	7	5	5	-	*	-	*	421	278	262	170	11
This is a negative to me	**23**	9	-	-	-	-	-	-	-	10	7	6	*	-
	2%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%* d	*2%* d	*2%* d	**%*	*-%*
This is not important to me - don't mind if not offered	**153**	39	1	2	2	-	*	-	*	58	36	36	23	-
	13%	*10%*	*17%*	*39%*	*31%*	*-%*	*44%*	*-%*	*44%*	*14%*	*13%*	*14%*	*14%*	*-%*
This is mandatory to me - a must have	**313**	132	5	2	2	-	*	-	*	95	83	80	51	4
	27%	*32%*	*79%*	*42%*	*35%*	*-%*	*56%*	*-%*	*56%*	*23%*	*30%* a	*31%* a	*30%* a	*37%*
This is a 'nice to have' , but I can live without it being offered	**269**	87	*	*	-	-	-	-	-	112	66	54	38	-
	24%	*21%*	*1%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*27%* c	*24%*	*21%*	*22%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	**383**	143	*	1	2	-	-	-	-	147	86	86	57	7
	34%	*35%*	*3%*	*14%*	*35%*	*-%*	*-%*	*-%*	*-%*	*35%*	*31%*	*33%*	*34%*	*63%*
NET Important	**696**	275	6	3	4	-	*	-	*	241	169	166	109	11
	61%	*67%*	*82%*	*56%*	*69%*	*-%*	*56%*	*-%*	*56%*	*57%*	*61%*	*63%*	*64%*	*100%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Convenient to post (within 1/2 mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1513**	205	128	137	92	9	315	29	226	1421	92	1503	10
Weighted total	**1142**	161	97	108	60	2	266	19	141	1072	70	1136	6
This is a negative to me	**23**	5	2	1	*	*	4	2	3	23	-	23	-
	2%	*3%*	*2%*	*1%*	**%*	*12%*	*1%*	*10%*	*2%*	*2%*	*-%*	*2%*	*-%*
This is not important to me - don't mind if not offered	**153**	14	10	10	10	-	31	3	10	142	11	153	*
	13%	*9%*	*10%*	*9%*	*16%*	*-%*	*12%*	*17%*	*7%*	*13%*	*16%*	*13%*	*5%*
This is mandatory to me - a must have	**313**	54	31	35	20	1	90	7	44	288	25	311	3
	27%	*34%*	*32%*	*33%*	*34%*	*27%*	*34%*	*35%*	*32%*	*27%*	*36%*	*27%*	*48%*
This is a 'nice to have' , but I can live without it being offered	**269**	34	22	17	14	1	49	3	34	251	18	266	3
	24%	*21%*	*23%*	*16%*	*23%*	*37%*	*18%*	*16%*	*24%*	*23%*	*26%*	*23%*	*45%*
This is a 'great to have' - makes a difference and can sway my decision	**383**	53	32	44	16	*	92	4	50	367	16	383	*
	34%	*33%*	*33%*	*41%* d	*27%*	*23%*	*34%*	*23%*	*35%*	*34%* b	*22%*	*34%*	*2%*
NET Important	**696**	108	63	80	36	1	182	11	94	656	40	694	3
	61%	*67%*	*65%*	*73%* d	*61%*	*51%*	*68%*	*57%*	*67%*	*61%*	*58%*	*61%*	*50%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Convenient to post (within 1/2 mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1513**	59	126	217	24	440	131	449	1308	203	-
Weighted total	**1142**	42	101	168	15	319	109	318	966	113	-
This is a negative to me	**23**	2	*	2	-	8	*	5	19	1	-
	2%	*4%*	**%*	*1%*	*-%*	*3%*	**%*	*2%*	*2%*	**%*	*-%*
This is not important to me - don't mind if not offered	**153**	5	12	21	1	32	12	41	135	14	-
	13%	*13%*	*11%*	*12%*	*7%*	*10%*	*11%*	*13%*	*14%*	*13%*	*-%*
This is mandatory to me - a must have	**313**	18	37	65	1	101	41	94	261	33	-
	27%	*43%*	*37%*	*39%*	*8%*	*32%*	*38%*	*30%*	*27%*	*29%*	*-%*
This is a 'nice to have' , but I can live without it being offered	**269**	3	26	36	5	60	28	74	224	23	-
	24%	*8%*	*25%* a	*22%*	*33%*	*19%*	*25%*	*23%*	*23%*	*21%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	**383**	13	26	44	8	118	28	103	327	42	-
	34%	*32%*	*26%*	*26%*	*52%*	*37%* b	*25%*	*32%*	*34%*	*37%*	*-%*
NET Important	**696**	32	63	109	9	219	68	197	588	75	-
	61%	*75%*	*63%*	*65%*	*59%*	*69%*	*63%*	*62%*	*61%*	*66%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Convenient to post (within 1/2 mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	1513	349	825	142	-	352	399	127	6	1393	923	489	1220	999	15
Weighted total	1142	247	566	74	-	256	282	82	4	1031	644	353	907	692	5
This is a negative to me	23	3	9	*	-	7	5	*	-	20	10	9	19	12	-
	2%	*1%*	*2%*	*%*	*-%*	*3%*	*2%*	*%*	*-%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*
This is not important to me - don't mind if not offered	153	24	64	3	-	29	23	9	2	142	72	35	112	98	-
	13%	*10%*	*11%* c	*5%*	*-%*	*11%*	*8%*	*11%*	*39%*	*14%* c	*11%*	*10%*	*12%*	*14%*	*-%*
This is mandatory to me - a must have	313	84	180	25	-	86	95	31	3	280	208	113	254	190	3
	27%	*34%*	*32%*	*34%*	*-%*	*33%*	*34%*	*38%*	*61%*	*27%*	*32%* a	*32%* a	*28%*	*27%*	*58%*
This is a 'nice to have', but I can live without it being offered	269	65	125	15	-	60	49	11	-	244	151	69	215	147	1
	24%	*26%*	*22%*	*20%*	*-%*	*24%* **bc**	*17%*	*13%*	*-%*	*24%*	*23%*	*20%*	*24%*	*21%*	*15%*
This is a 'great to have' - makes a difference and can sway my decision	383	71	188	30	-	74	110	31	-	344	203	127	307	245	1
	34%	*29%*	*33%*	*41%* a	*-%*	*29%*	*39%* a	*37%*	*-%*	*33%*	*32%*	*36%*	*34%*	*35%*	*28%*
NET Important	696	155	368	55	-	160	205	62	3	624	411	240	561	435	4
	61%	*63%*	*65%*	*75%* **ab**	*-%*	*62%*	*73%* a	*76%* a	*61%*	*61%*	*64%*	*68%* a	*62%*	*63%*	*85%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Convenient to post (within 1/2 mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1513**	356	245	277	91	73	1099	942	36	17	11	11
Weighted total	**1142**	239	162	190	55	39	813	657	20	10	12	8
This is a negative to me	**23**	5	5	4	*	*	17	10	1	-	-	2
	2%	*2%*	*3%*	*2%*	**%*	**%*	*2%*	*2%*	*3%*	*-%*	*-%*	*21%*
This is not important to me - don't mind if not offered	**153**	23	9	25	5	3	98	95	2	1	4	*
	13%	*10%*	*6%*	*13%* b	*8%*	*7%*	*12%*	*14%*	*9%*	*6%*	*33%*	*6%*
This is mandatory to me - a must have	**313**	73	61	66	21	14	230	183	8	4	6	2
	27%	*30%*	*38%*	*34%*	*38%*	*36%*	*28%*	*28%*	*39%*	*37%*	*50%*	*27%*
This is a 'nice to have' , but I can live without it being offered	**269**	39	26	41	10	6	187	139	6	*	*	1
	24%	*16%*	*16%*	*21%*	*18%*	*16%*	*23%*	*21%*	*30%*	*5%*	**%*	*15%*
This is a 'great to have' - makes a difference and can sway my decision	**383**	99	61	55	20	16	281	230	4	5	2	2
	34%	*41%* c	*37%* c	*29%*	*36%*	*41%*	*35%*	*35%*	*19%*	*53%*	*17%*	*31%*
NET Important	**696**	172	122	121	41	30	511	413	11	9	8	4
	61%	*72%* c	*75%* c	*63%*	*74%*	*77%* c	*63%*	*63%*	*58%*	*90%*	*66%*	*58%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Convenient to post (within 1/2 mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1513**	1456	1238	1469	1200	1481	849	1432	363	2	1312	46	221	1292
Weighted total	**1142**	1089	907	1098	877	1109	613	1070	221	3	979	34	182	960
This is a negative to me	**23**	21	17	21	17	23	9	21	2	-	14	-	5	19
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*-%*	*1%*	*-%*	*3%*	*2%*
This is not important to me - don't mind if not offered	**153**	150	108	150	109	143	76	143	21	1	133	6	20	133
	13%	*14%*	*12%*	*14%*	*12%*	*13%*	*12%*	*13%* c	*9%*	*38%*	*14%*	*17%*	*11%*	*14%*
This is mandatory to me - a must have	**313**	300	275	304	249	306	194	297	78	-	268	14	72	242
	27%	*28%*	*30%*	*28%*	*28%*	*28%*	*32%* b	*28%*	*36%* b	*-%*	*27%*	*42%* a	*39%* b	*25%*
This is a 'nice to have' , but I can live without it being offered	**269**	250	205	252	207	264	137	246	45	-	233	8	27	241
	24%	*23%*	*23%*	*23%*	*24%*	*24%*	*22%*	*23%*	*20%*	*-%*	*24%*	*23%*	*15%*	*25%* a
This is a 'great to have' - makes a difference and can sway my decision	**383**	368	303	371	295	373	198	363	74	2	330	6	58	325
	34%	*34%*	*33%*	*34%*	*34%*	*34%*	*32%*	*34%*	*34%*	*62%*	*34%* b	*17%*	*32%*	*34%*
NET Important	**696**	668	577	675	544	679	391	660	153	2	598	20	130	567
	61%	*61%*	*64%*	*61%*	*62%*	*61%*	*64%*	*62%*	*69%* b	*62%*	*61%*	*59%*	*71%* b	*59%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Convenient to post (within 1/2 mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1513**	204	9	46	195	167	1062	277	142	63	1296	895	618
Weighted total	**1142**	163	3	34	149	113	819	202	111	54	968	664	478
This is a negative to me	**23**	2	-	-	2	2	18	3	-	-	23	13	10
	2%	*1%*	*-%*	*-%*	*2%*	*2%*	*2%*	*2%*	*-%*	*-%*	*2%*	*2%*	*2%*
This is not important to me - don't mind if not offered	**153**	19	*	6	15	15	102	35	13	5	134	74	79
	13%	*12%*	*3%*	*18%*	*10%*	*13%*	*12%*	*17%* b	*12%*	*9%*	*14%*	*11%*	*17%* a
This is mandatory to me - a must have	**313**	56	2	14	53	43	217	50	41	17	252	191	123
	27%	*34%*	*82%*	*40%*	*35%*	*38%* bc	*26%*	*25%*	*37%* c	*31%*	*26%*	*29%*	*26%*
This is a 'nice to have', but I can live without it being offered	**269**	36	*	8	34	26	196	47	17	14	238	160	109
	24%	*22%*	*9%*	*22%*	*23%*	*23%*	*24%*	*23%*	*15%*	*26%*	*25%* a	*24%*	*23%*
This is a 'great to have' - makes a difference and can sway my decision	**383**	50	*	7	45	28	286	67	40	18	322	227	156
	34%	*31%*	*6%*	*20%*	*30%*	*25%*	*35%* a	*33%*	*36%*	*33%*	*33%*	*34%*	*33%*
NET Important	**696**	106	3	21	98	71	502	117	81	35	573	417	279
	61%	*65%*	*88%*	*60%*	*65%*	*63%*	*61%*	*58%*	*73%* c	*65%*	*59%*	*63%*	*58%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Convenient to post (within 1/2 mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	*c	d
Unweighted total	**1513**	362	49	137	68	107	47	197	126	85	171	28	85
Weighted total	**1142**	139	11	46	20	38	16	77	46	31	58	10	44
This is a negative to me	**23**	2	*	1	*	1	*	2	*	-	1	-	1
	2%	*2%*	**%*	*2%*	**%*	*3%*	**%*	*3%*	**%*	*-%*	*2%*	*-%*	*3%*
This is not important to me - don't mind if not offered	**153**	23	4	5	4	4	3	7	8	3	9	4	6
	13%	*17%*	*31%* **ac**	*10%*	*22%* c	*9%*	*15%*	*9%*	*18%* c	*8%*	*16%*	*41%*	*13%*
This is mandatory to me - a must have	**313**	34	2	14	4	11	4	21	11	10	15	1	9
	27%	*25%*	*19%*	*30%*	*18%*	*29%*	*26%*	*27%*	*24%*	*33%*	*26%*	*10%*	*21%*
This is a 'nice to have' , but I can live without it being offered	**269**	38	4	10	3	8	3	20	10	9	18	3	10
	24%	*27%*	*31%*	*21%*	*17%*	*21%*	*21%*	*26%*	*22%*	*29%*	*31%*	*31%*	*22%*
This is a 'great to have' - makes a difference and can sway my decision	**383**	41	2	17	9	15	6	27	17	9	15	2	18
	34%	*30%*	*19%*	*36%* b	*43%* **ab**	*38%*	*37%*	*35%*	*36%*	*30%*	*26%*	*18%*	*41%* b
NET Important	**696**	75	4	31	12	26	10	48	28	19	30	3	27
	61%	*54%* b	*37%*	*66%* **ab**	*61%* b	*67%*	*63%*	*62%*	*60%*	*63%*	*52%*	*28%*	*62%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Convenient to post (within 1/2 mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Month											
	Total base	Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	***c**	d	e	f	g	h	i	j	k	l
Unweighted total	**1513**	239	67	20	383	94	81	128	94	106	126	82	93
Weighted total	**1142**	194	73	30	149	66	62	93	87	129	86	95	77
This is a negative to me	**23**	7	-	*	2	2	-	2	4	3	-	*	2
	2%	*4%*	*-%*	*2%*	*2%*	*3%*	*-%*	*2%*	*5%*	*2%*	*-%*	**%*	*3%*
		j							j				
This is not important to me - don't mind if not offered	**153**	26	10	1	24	12	6	17	9	11	13	16	10
	13%	*13%*	*14%*	*3%*	*16%*	*18%*	*9%*	*18%*	*10%*	*8%*	*15%*	*16%*	*13%*
					i	i		i					
This is mandatory to me - a must have	**313**	47	21	9	38	18	33	33	36	29	18	16	15
	27%	*24%*	*29%*	*29%*	*25%*	*27%*	*54%*	*36%*	*42%*	*23%*	*21%*	*16%*	*19%*
							abdegijkl	**adijkl**	**adeijkl**				
This is a 'nice to have' , but I can live without it being offered	**269**	52	14	7	40	16	10	13	18	32	19	25	23
	24%	*27%*	*19%*	*23%*	*27%*	*24%*	*17%*	*14%*	*21%*	*25%*	*22%*	*26%*	*30%*
		g			g					g		g	**fg**
This is a 'great to have' - makes a difference and can sway my decision	**383**	62	28	13	45	19	12	28	20	55	36	39	27
	34%	*32%*	*38%*	*43%*	*30%*	*28%*	*20%*	*30%*	*23%*	*43%*	*42%*	*41%*	*35%*
		f	**fh**							**defgh**	**defgh**	**dfh**	f
NET Important	**696**	109	49	21	82	37	45	61	56	84	54	55	42
	61%	*56%*	*67%*	*72%*	*55%*	*55%*	*74%*	*66%*	*64%*	*65%*	*63%*	*57%*	*55%*
							adekl	d					

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Convenient to post (within 1/2 mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**1513**	326	558	328	301
Weighted total	**1142**	297	277	308	259
This is a negative to me	**23**	8	4	9	2
	2%	*3%*	*2%*	*3%*	*1%*
This is not important to me - don't mind if not offered	**153**	37	42	36	38
	13%	*12%*	*15%*	*12%*	*15%*
This is mandatory to me - a must have	**313**	77	89	99	49
	27%	*26%*	*32%*	*32%*	*19%*
		d	d	d	
This is a 'nice to have' , but I can live without it being offered	**269**	72	67	63	67
	24%	*24%*	*24%*	*20%*	*26%*
This is a 'great to have' - makes a difference and can sway my decision	**383**	103	76	102	102
	34%	*35%*	*27%*	*33%*	*40%*
		b			b
NET Important	**696**	180	164	201	151
	61%	*61%*	*59%*	*65%*	*58%*

Columns Tested: a,b,c,d

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1513**	957	341	136	79	556	322	291	96	60	120
Weighted total	**1142**	1079	39	15	9	63	349	279	74	35	36
This is a negative to me	**20**	19	1	*	*	1	4	6	1	*	*
	2%	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	**%*	**%*
This is not important to me - don't mind if not offered	**152**	143	6	2	1	9	47	26	14	3	6
	13%	*13%*	*15%*	*13%*	*9%*	*14%*	*13%*	*9%*	*19%* b	*9%*	*17%* b
This is mandatory to me - a must have	**275**	259	10	3	3	16	79	64	22	16	12
	24%	*24%*	*25%*	*23%*	*33%*	*26%*	*22%*	*23%*	*30%*	*45%* **ab**	*33%* **ab**
This is a 'nice to have', but I can live without it being offered	**300**	283	10	5	2	17	77	82	21	7	12
	26%	*26%*	*26%*	*34%*	*23%*	*28%*	*22%*	*29%* a	*28%*	*21%*	*33%* a
This is a 'great to have' - makes a difference and can sway my decision	**395**	375	12	4	3	20	143	102	16	9	6
	35%	*35%*	*32%*	*29%*	*34%*	*31%*	*41%* **cde**	*37%* **ce**	*22%*	*25%*	*16%*
NET Important	**670**	634	22	8	6	36	222	166	38	24	18
	59%	*59%*	*57%*	*52%*	*67%* c	*57%*	*63%* **ce**	*60%*	*51%*	*70%* **ce**	*49%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1513**	119	53	162	36	97	181	107	86	99	940	203	189	181
Weighted total	**1142**	132	69	163	31	98	182	112	83	98	969	60	59	53
This is a negative to me	**20**	4	3	1	2	2	2	1	2	-	17	*	1	1
	2%	*3%*	*4%* i	*1%*	*7%* **cfijk**	*2%*	*1%*	*1%*	*2%*	*-%*	*2%*	*1%*	*2%*	*3%*
This is not important to me - don't mind if not offered	**152**	18	9	22	2	22	23	11	4	17	127	10	6	8
	13%	*13%* h	*12%*	*13%* h	*6%*	*22%* **dfghjl**	*13%*	*10%*	*5%*	*18%* h	*13%* h	*17%* **hl**	*10%*	*16%* h
This is mandatory to me - a must have	**275**	40	22	29	4	18	45	34	21	25	238	12	16	9
	24%	*30%* **cdekm**	*31%* **cm**	*18%*	*14%*	*18%*	*25%*	*30%* **cdekm**	*25%*	*25%*	*25%* m	*20%*	*28%* **cm**	*17%*
This is a 'nice to have' , but I can live without it being offered	**300**	34	15	39	9	27	46	29	24	28	252	20	13	17
	26%	*26%*	*22%*	*24%*	*30%*	*28%*	*25%*	*26%*	*28%*	*29%*	*26%*	*33%* l	*21%*	*31%* l
This is a 'great to have' - makes a difference and can sway my decision	**395**	37	21	73	14	30	66	36	32	28	336	17	23	18
	35%	*28%*	*30%*	*44%* **aegijkm**	*44%*	*30%*	*36%*	*32%*	*39%*	*28%*	*35%*	*29%*	*40%* **ak**	*34%*
NET Important	**670**	77	43	101	18	48	111	70	53	53	574	29	40	27
	59%	*58%*	*62%*	*62%* **ekm**	*57%*	*49%*	*61%* **ek**	*63%* **ekm**	*64%* **ekm**	*54%*	*59%* **ekm**	*49%*	*67%* **eijkm**	*51%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1513**	34	141	32	167	336	50	132	619	1032	481	1297	216
Weighted total	**1142**	17	85	23	130	288	32	118	447	859	282	1022	120
This is a negative to me	**20**	-	*	-	5	4	*	1	9	14	6	18	2
	2%	*-%*	*1%*	*-%*	*4%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*
This is not important to me - don't mind if not offered	**152**	3	11	4	17	38	4	10	66	112	39	119	33
	13%	*15%*	*13%*	*19%*	*13%*	*13%*	*12%*	*8%*	*15%*	*13%*	*14%*	*12%*	*27%* a
This is mandatory to me - a must have	**275**	6	27	4	22	80	8	29	99	185	90	253	22
	24%	*35%* d	*31%* **dh**	*17%*	*17%*	*28%* d	*25%*	*25%*	*22%*	*21%*	*32%* a	*25%*	*19%*
This is a 'nice to have' , but I can live without it being offered	**300**	3	20	3	42	73	7	32	119	235	65	269	31
	26%	*18%*	*23%*	*14%*	*32%* c	*25%*	*21%*	*27%*	*27%*	*27%*	*23%*	*26%*	*26%*
This is a 'great to have' - makes a difference and can sway my decision	**395**	6	28	12	44	94	13	45	153	313	81	363	32
	35%	*33%*	*33%*	*50%* e	*34%*	*33%*	*41%*	*38%*	*34%*	*36%* b	*29%*	*36%* b	*26%*
NET Important	**670**	12	54	16	66	174	21	75	253	498	172	616	54
	59%	*68%*	*64%* d	*67%*	*51%*	*60%* d	*66%*	*63%* d	*57%*	*58%*	*61%*	*60%* b	*45%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1513**	1463	50	856	275	380
Weighted total	**1142**	1095	47	669	198	272
This is a negative to me	**20**	19	1	14	4	3
	2%	*2%*	*2%*	*2%*	*2%*	*1%*
This is not important to me - don't mind if not offered	**152**	147	4	109	17	25
	13%	*13%*	*9%*	*16%* **bc**	*9%*	*9%*
This is mandatory to me - a must have	**275**	270	5	134	52	88
	24%	*25%* b	*10%*	*20%*	*26%* a	*33%* a
This is a 'nice to have' , but I can live without it being offered	**300**	288	12	186	62	52
	26%	*26%*	*26%*	*28%* c	*31%* c	*19%*
This is a 'great to have' - makes a difference and can sway my decision	**395**	370	24	226	63	104
	35%	*34%*	*52%* a	*34%*	*32%*	*38%*
NET Important	**670**	641	29	360	115	192
	59%	*59%*	*62%*	*54%*	*58%*	*71%* **ab**

Columns Tested: a,b - a,b,c

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	1513	1156	307	38	6	2	3	-	1	1463	50	406	750	357
Weighted total	1142	940	182	15	2	2	1	-	*	1122	20	394	546	202
This is a negative to me	20	20	*	-	-	-	-	-	-	20	-	13	7	*
	2%	*2%*	*%*	-%	-%	-%	-%	-%	-%	*2%*	-%	*3%*	*1%*	*%*
		b								b		**bc**		
This is not important to me - don't mind if not offered	152	132	19	*	*	-	-	-	-	151	*	69	62	20
	13%	*14%*	*10%*	*2%*	*7%*	-%	-%	-%	-%	*13%*	*2%*	*18%*	*11%*	*10%*
		cj								**cj**		**bc**		
This is mandatory to me - a must have	275	208	57	8	*	2	1	-	-	265	10	75	133	67
	24%	*22%*	*31%*	*51%*	*7%*	*89%*	*100%*	-%	-%	*24%*	*51%*	*19%*	*24%*	*33%*
			ai	**abi**							**abi**		a	**ab**
This is a 'nice to have' , but I can live without it being offered	300	258	37	4	2	-	-	-	-	295	6	105	153	43
	26%	*27%*	*20%*	*26%*	*79%*	-%	-%	-%	-%	*26%*	*28%*	*27%*	*28%*	*21%*
		b								b			c	
This is a 'great to have' - makes a difference and can sway my decision	395	322	69	3	*	*	-	-	*	391	4	132	190	73
	35%	*34%*	*38%*	*21%*	*7%*	*11%*	-%	-%	*100%*	*35%*	*18%*	*33%*	*35%*	*36%*
		j	**cj**							j				
NET Important	670	530	126	11	*	2	1	-	*	656	14	206	324	140
	59%	*56%*	*69%*	*72%*	*14%*	*100%*	*100%*	-%	*100%*	*58%*	*69%*	*52%*	*59%*	*69%*
			ai										a	**ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	1513	1394	929	1513	571	480	1045	1330	104	37	28	9	4	1
Weighted total	1142	1032	648	1142	427	322	742	1044	52	23	17	3	4	*
This is a negative to me	20	16	8	20	3	2	10	19	-	-	*	-	-	-
	2%	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	152	140	78	152	42	30	84	148	2	*	1	*	-	-
	13%	*14%* de	*12%*	*13%* de	*10%*	*9%*	*11%*	*14%* bc	*4%*	**%*	*7%*	*3%*	*-%*	*-%*
This is mandatory to me - a must have	275	243	182	275	131	91	197	243	17	8	4	*	2	-
	24%	*24%*	*28%* ac	*24%*	*31%* ac	*28%* a	*27%*	*23%*	*33%* a	*36%*	*26%*	*16%*	*50%*	*-%*
This is a 'nice to have', but I can live without it being offered	300	278	162	300	102	85	182	284	9	3	3	*	2	-
	26%	*27%*	*25%*	*26%*	*24%*	*26%*	*25%*	*27%* b	*17%*	*13%*	*20%*	*3%*	*50%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	395	355	218	395	148	115	269	349	24	12	7	2	-	*
	35%	*34%*	*34%*	*35%*	*35%*	*36%*	*36%*	*33%*	*47%* a	*51%* a	*44%*	*77%*	*-%*	*100%*
NET Important	670	598	400	670	279	206	466	593	41	20	12	3	2	*
	59%	*58%*	*62%*	*59%*	*65%* ac	*64%* ac	*63%* ac	*57%*	*80%* a	*87%* a	*70%*	*93%*	*50%*	*100%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1513**	547	9	8	4	-	3	-	3	460	365	376	299	13
Weighted total	**1142**	410	7	5	5	-	*	-	*	421	278	262	170	11
This is a negative to me	**20**	3	-	-	-	-	-	-	-	7	6	3	4	-
	2%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*2%*	*1%*	*2%*	*-%*
This is not important to me - don't mind if not offered	**152**	42	*	*	-	-	*	-	*	60	46	30	14	1
	13%	*10%*	*1%*	*3%*	*-%*	*-%*	*13%*	*-%*	*13%*	*14%* d	*17%* **cd**	*11%*	*8%*	*10%*
This is mandatory to me - a must have	**275**	123	2	4	2	-	*	-	*	83	71	64	52	4
	24%	*30%*	*31%*	*78%*	*31%*	*-%*	*56%*	*-%*	*56%*	*20%*	*26%* a	*25%*	*31%* a	*40%*
This is a 'nice to have' , but I can live without it being offered	**300**	96	3	-	4	-	-	-	-	117	63	82	36	2
	26%	*23%*	*40%*	*-%*	*69%*	*-%*	*-%*	*-%*	*-%*	*28%* d	*23%*	*31%* **bd**	*21%*	*17%*
This is a 'great to have' - makes a difference and can sway my decision	**395**	146	2	1	-	-	*	-	*	154	91	83	64	4
	35%	*35%*	*28%*	*19%*	*-%*	*-%*	*30%*	*-%*	*30%*	*37%*	*33%*	*32%*	*37%*	*34%*
NET Important	**670**	269	4	5	2	-	*	-	*	236	162	147	116	8
	59%	*66%*	*59%*	*97%*	*31%*	*-%*	*87%*	*-%*	*87%*	*56%*	*58%*	*56%*	*68%* **abc**	*73%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1513**	205	128	137	92	9	315	29	226	1421	92	1503	10
Weighted total	**1142**	161	97	108	60	2	266	19	141	1072	70	1136	6
This is a negative to me	**20**	2	1	1	*	-	2	-	2	19	1	19	*
	2%	*1%*	*1%*	*1%*	**%*	*-%*	*1%*	*-%*	*1%*	*2%*	*1%*	*2%*	*9%*
This is not important to me - don't mind if not offered	**152**	16	17	6	3	*	22	2	18	147	5	152	-
	13%	*10%*	*17%* **cd**	*5%*	*5%*	*25%*	*8%*	*11%*	*13%*	*14%*	*7%*	*13%*	*-%*
This is mandatory to me - a must have	**275**	43	23	41	23	*	86	4	41	251	24	273	2
	24%	*27%*	*24%*	*38%* **ab**	*39%* **ab**	*19%*	*32%*	*21%*	*29%*	*23%*	*34%* a	*24%*	*41%*
This is a 'nice to have', but I can live without it being offered	**300**	48	21	23	9	1	59	7	36	282	18	298	3
	26%	*30%* d	*22%*	*22%*	*16%*	*27%*	*22%*	*36%*	*26%*	*26%*	*26%*	*26%*	*48%*
This is a 'great to have' - makes a difference and can sway my decision	**395**	52	35	37	24	1	97	6	44	373	22	395	*
	35%	*32%*	*36%*	*34%*	*41%*	*28%*	*36%*	*32%*	*31%*	*35%*	*32%*	*35%*	*2%*
NET Important	**670**	95	58	78	48	1	183	10	85	624	46	667	2
	59%	*59%*	*60%*	*72%* **ab**	*80%* **ab**	*47%*	*69%* c	*53%*	*60%*	*58%*	*66%*	*59%*	*43%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1513**	59	126	217	24	440	131	449	1308	203	-
Weighted total	**1142**	42	101	168	15	319	109	318	966	113	-
This is a negative to me	**20**	*	*	*	*	3	*	1	16	*	-
	2%	*1%*	*%*	*%*	*1%*	*1%*	*%*	*%*	*2%*	*%*	-%
This is not important to me - don't mind if not offered	**152**	4	10	15	3	32	10	36	131	16	-
	13%	*10%*	*10%*	*9%*	*22%*	*10%*	*9%*	*11%*	*14%*	*14%*	-%
This is mandatory to me - a must have	**275**	13	30	52	4	99	32	84	227	31	-
	24%	*31%*	*30%*	*31%*	*28%*	*31%*	*29%*	*27%*	*24%*	*27%*	-%
This is a 'nice to have' , but I can live without it being offered	**300**	7	25	37	3	78	25	76	263	27	-
	26%	*15%*	*25%*	*22%*	*23%*	*24%*	*23%*	*24%*	*27%*	*24%*	-%
This is a 'great to have' - makes a difference and can sway my decision	**395**	18	35	64	4	107	42	121	329	40	-
	35%	*42%*	*35%*	*38%*	*26%*	*33%*	*38%*	*38%*	*34%*	*35%*	-%
NET Important	**670**	31	65	116	8	206	74	205	557	71	-
	59%	*74%*	*65%*	*69%*	*53%*	*65%*	*68%*	*64%* b	*58%*	*62%*	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	1513	349	825	142	-	352	399	127	6	1393	923	489	1220	999	15
Weighted total	1142	247	566	74	-	256	282	82	4	1031	644	353	907	692	5
This is a negative to me	20	2	7	*	-	1	3	*	-	15	8	3	13	11	-
	2%	*1%*	*1%*	**%*	*-%*	**%*	*1%*	**%*	*-%*	*2%*	*1%*	*1%*	*1%*	*2%*	*-%*
This is not important to me - don't mind if not offered	152	32	69	9	-	24	27	9	-	140	76	34	115	108	*
	13%	*13%*	*12%*	*12%*	*-%*	*9%*	*9%*	*11%*	*-%*	*14%* c	*12%*	*10%*	*13%*	*16%*	*9%*
This is mandatory to me - a must have	275	74	160	25	-	83	81	32	*	243	181	108	216	170	3
	24%	*30%*	*28%*	*33%*	*-%*	*32%*	*29%*	*39%* b	*2%*	*24%*	*28%* a	*31%* a	*24%*	*25%*	*65%*
This is a 'nice to have', but I can live without it being offered	300	59	140	17	-	70	69	20	2	278	162	84	245	169	1
	26%	*24%*	*25%*	*23%*	*-%*	*27%*	*24%*	*24%*	*56%*	*27%*	*25%*	*24%*	*27%*	*24%*	*14%*
This is a 'great to have' - makes a difference and can sway my decision	395	79	191	24	-	78	102	21	2	355	217	123	318	234	1
	35%	*32%*	*34%*	*32%*	*-%*	*31%*	*36%* c	*26%*	*42%*	*34%*	*34%*	*35%*	*35%*	*34%*	*12%*
NET Important	670	153	350	48	-	161	183	53	2	598	399	232	533	404	4
	59%	*62%*	*62%*	*65%*	*-%*	*63%*	*65%*	*64%*	*44%*	*58%*	*62%*	*66%* a	*59%*	*58%*	*77%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1513**	356	245	277	91	73	1099	942	36	17	11	11
Weighted total	**1142**	239	162	190	55	39	813	657	20	10	12	8
This is a negative to me	**20**	1	2	*	*	*	12	11	*	-	*	-
	2%	*1%*	*1%*	**%*	**%*	**%*	*2%*	*2%*	**%*	*-%*	*4%*	*-%*
This is not important to me - don't mind if not offered	**152**	25	10	22	4	5	98	102	2	1	-	*
	13%	*10%*	*6%*	*11%* b	*7%*	*12%*	*12%*	*16%* a	*8%*	*6%*	*-%*	*6%*
This is mandatory to me - a must have	**275**	71	52	68	18	12	196	155	8	2	7	1
	24%	*30%*	*32%*	*36%*	*33%*	*30%*	*24%*	*24%*	*42%*	*23%*	*60%*	*7%*
This is a 'nice to have' , but I can live without it being offered	**300**	61	38	47	14	11	224	164	4	4	1	4
	26%	*26%*	*23%*	*25%*	*26%*	*29%*	*28%*	*25%*	*19%*	*42%*	*10%*	*55%*
This is a 'great to have' - makes a difference and can sway my decision	**395**	82	60	53	19	11	281	225	6	3	3	2
	35%	*34%*	*37%* c	*28%*	*34%*	*29%*	*35%*	*34%*	*30%*	*29%*	*26%*	*31%*
NET Important	**670**	152	112	121	37	23	478	380	14	5	10	3
	59%	*64%*	*69%*	*64%*	*67%*	*59%*	*59%*	*58%*	*72%*	*52%*	*86%*	*38%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1513**	1456	1238	1469	1200	1481	849	1432	363	2	1312	46	221	1292
Weighted total	**1142**	1089	907	1098	877	1109	613	1070	221	3	979	34	182	960
This is a negative to me	**20**	19	16	19	16	19	7	20	3	-	14	-	4	16
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*-%*	*1%*	*-%*	*2%*	*2%*
This is not important to me - don't mind if not offered	**152**	142	117	142	103	148	73	142	24	-	130	2	13	139
	13%	*13%*	*13%*	*13%*	*12%*	*13%*	*12%*	*13%*	*11%*	*-%*	*13%*	*7%*	*7%*	*14%* a
This is mandatory to me - a must have	**275**	265	230	266	222	271	160	255	59	-	242	12	49	226
	24%	*24%*	*25%*	*24%*	*25%*	*24%*	*26%*	*24%*	*27%*	*-%*	*25%*	*35%*	*27%*	*24%*
This is a 'nice to have' , but I can live without it being offered	**300**	285	231	287	232	294	159	275	55	1	254	11	51	249
	26%	*26%*	*25%*	*26%*	*26%*	*27%*	*26%*	*26%*	*25%*	*38%*	*26%*	*31%*	*28%*	*26%*
This is a 'great to have' - makes a difference and can sway my decision	**395**	379	314	385	304	377	214	378	79	2	339	9	65	330
	35%	*35%*	*35%*	*35%*	*35%*	*34%*	*35%*	*35%*	*36%*	*62%*	*35%*	*27%*	*36%*	*34%*
NET Important	**670**	644	544	651	526	647	374	633	138	2	581	21	114	556
	59%	*59%*	*60%*	*59%*	*60%*	*58%*	*61%*	*59%*	*63%*	*62%*	*59%*	*62%*	*63%*	*58%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1513**	204	9	46	195	167	1062	277	142	63	1296	895	618
Weighted total	**1142**	163	3	34	149	113	819	202	111	54	968	664	478
This is a negative to me	**20**	1	-	-	1	1	15	4	1	-	19	11	9
	2%	**%*	*-%*	*-%*	**%*	*1%*	*2%*	*2%*	*1%*	*-%*	*2%*	*2%*	*2%*
This is not important to me - don't mind if not offered	**152**	16	*	4	14	7	122	23	13	1	138	78	73
	13%	*10%*	*3%*	*13%*	*9%*	*6%*	*15%* a	*11%*	*11%* b	*1%*	*14%* b	*12%*	*15%*
This is mandatory to me - a must have	**275**	49	2	10	47	31	195	48	28	17	226	173	102
	24%	*30%*	*72%*	*28%*	*31%*	*27%*	*24%*	*24%*	*26%*	*31%*	*23%*	*26%* b	*21%*
This is a 'nice to have' , but I can live without it being offered	**300**	34	1	10	30	23	221	50	33	11	256	161	140
	26%	*21%*	*21%*	*29%*	*20%*	*20%*	*27%*	*25%*	*29%*	*20%*	*26%*	*24%*	*29%* a
This is a 'great to have' - makes a difference and can sway my decision	**395**	63	*	10	57	51	266	77	36	26	329	241	154
	35%	*39%*	*4%*	*30%*	*39%*	*45%* b	*32%*	*38%*	*33%*	*48%* **ac**	*34%*	*36%*	*32%*
NET Important	**670**	112	2	20	104	82	461	125	65	43	555	414	256
	59%	*69%*	*76%*	*58%*	*70%*	*72%* **bc**	*56%*	*62%*	*58%*	*79%* **ac**	*57%*	*62%* b	*54%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	*c	d
Unweighted total	**1513**	362	49	137	68	107	47	197	126	85	171	28	85
Weighted total	**1142**	139	11	46	20	38	16	77	46	31	58	10	44
This is a negative to me	**20**	2	*	1	*	1	*	1	*	-	2	*	*
	2%	*2%*	**%*	*3%*	**%*	*3%*	**%*	*2%*	**%*	*-%*	*4%*	*2%*	**%*
This is not important to me - don't mind if not offered	**152**	16	2	2	1	1	2	6	6	2	5	2	11
	13%	*11%* c	*19%* **cd**	*5%*	*6%*	*3%*	*15%* a	*8%*	*12%* a	*5%*	*8%*	*20%*	*25%* **ab**
This is mandatory to me - a must have	**275**	43	3	14	5	11	4	22	13	11	16	4	8
	24%	*31%*	*27%*	*30%*	*26%*	*29%*	*22%*	*28%*	*28%*	*34%* d	*28%*	*36%*	*19%*
This is a 'nice to have' , but I can live without it being offered	**300**	38	3	12	4	10	3	24	11	10	17	1	14
	26%	*27%*	*22%*	*25%*	*21%*	*25%*	*20%*	*31%*	*23%*	*32%*	*30%*	*12%*	*32%*
This is a 'great to have' - makes a difference and can sway my decision	**395**	40	4	17	9	15	7	24	17	9	17	3	11
	35%	*29%*	*31%*	*37%*	*46%* a	*39%*	*43%*	*31%*	*37%*	*28%*	*30%*	*30%*	*24%*
NET Important	**670**	83	7	31	15	26	11	45	30	19	34	7	19
	59%	*60%*	*58%*	*67%*	*72%* a	*69%*	*65%*	*59%*	*65%*	*63%* d	*58%* d	*66%*	*43%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	***c**	d	e	f	g	h	i	j	k	l
Unweighted total	**1513**	239	67	20	383	94	81	128	94	106	126	82	93
Weighted total	**1142**	194	73	30	149	66	62	93	87	129	86	95	77
This is a negative to me	**20**	4	-	*	2	2	1	*	-	3	2	3	2
	2%	*2%*	*-%*	*2%*	*2%*	*3%*	*2%*	**%*	*-%*	*2%*	*2%*	*3%*	*2%*
This is not important to me - don't mind if not offered	**152**	28	5	2	21	8	7	14	12	11	18	14	11
	13%	*15%*	*7%*	*8%*	*14%*	*12%*	*11%*	*16%*	*14%*	*9%*	*21%* **bi**	*14%*	*14%*
This is mandatory to me - a must have	**275**	26	25	6	43	20	21	30	29	31	12	12	22
	24%	*14%*	*34%* **ajk**	*19%*	*29%* **ajk**	*29%* **ajk**	*33%* **ajk**	*32%* **ajk**	*33%* **ajk**	*24%* **aj**	*14%*	*13%*	*28%* **ajk**
This is a 'nice to have', but I can live without it being offered	**300**	64	13	2	42	12	21	21	25	34	18	29	21
	26%	*33%* **begj**	*17%*	*6%*	*28%* e	*18%*	*33%* **bej**	*22%*	*29%*	*26%*	*21%*	*30%*	*28%*
This is a 'great to have' - makes a difference and can sway my decision	**395**	71	30	20	41	25	12	28	21	51	37	38	22
	35%	*36%* **dfh**	*41%* **dfh**	*66%*	*27%*	*37%* **fh**	*20%*	*30%*	*24%*	*39%* **dfh**	*43%* **dfghl**	*40%* **dfh**	*28%*
NET Important	**670**	97	55	25	84	44	33	58	49	82	49	50	44
	59%	*50%*	*75%* **adfhjkl**	*85%*	*56%*	*67%* a	*53%*	*62%* a	*57%*	*63%* a	*57%*	*53%*	*56%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**1513**	326	558	328	301
Weighted total	**1142**	297	277	308	259
This is a negative to me	**20**	5	6	3	6
	2%	*2%*	*2%*	*1%*	*2%*
This is not important to me - don't mind if not offered	**152**	36	36	37	42
	13%	*12%*	*13%*	*12%*	*16%*
This is mandatory to me - a must have	**275**	57	83	90	46
	24%	*19%*	*30%*	*29%*	*18%*
			ad	**ad**	
This is a 'nice to have', but I can live without it being offered	**300**	79	75	79	68
	26%	*26%*	*27%*	*26%*	*26%*
This is a 'great to have' - makes a difference and can sway my decision	**395**	121	78	99	97
	35%	*41%*	*28%*	*32%*	*37%*
		bc			b
NET Important	**670**	178	161	189	143
	59%	*60%*	*58%*	*61%*	*55%*

Columns Tested: a,b,c,d

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1513**	957	341	136	79	556	322	291	96	60	120
Weighted total	**1142**	1079	39	15	9	63	349	279	74	35	36
This is a negative to me	**17**	16	1	*	-	1	2	8	*	1	*
	1%	*1%*	*2%*	*2%*	*-%*	*2%*	*1%*	*3%* a	**%*	*3%* a	*1%
This is not important to me - don't mind if not offered	**132**	124	4	3	1	9	33	37	8	5	1
	12%	*11%*	*11%*	*20%* **ab**	*12%*	*14%*	*9%* e	*13%* e	*10%*	*15%* e	*4%
This is mandatory to me - a must have	**413**	391	14	6	4	23	112	115	34	13	16
	36%	*36%*	*35%*	*36%*	*40%*	*36%*	*32%*	*41%* a	*46%* a	*37%*	*45% a
This is a 'nice to have' , but I can live without it being offered	**246**	233	9	3	1	13	84	48	16	7	13
	22%	*22%*	*22%*	*19%*	*16%*	*20%*	*24%* b	*17%*	*22%*	*19%*	*35% **abcd**
This is a 'great to have' - makes a difference and can sway my decision	**333**	316	11	4	3	18	119	72	16	9	6
	29%	*29%*	*30%*	*23%*	*32%*	*28%*	*34%* **bce**	*26%* e	*22%*	*26%*	*16%
NET Important	**747**	706	25	9	6	40	231	187	51	22	22
	65%	*65%*	*65%*	*59%*	*72%*	*64%*	*66%*	*67%*	*68%*	*63%*	*61%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1513**	119	53	162	36	97	181	107	86	99	940	203	189	181
Weighted total	**1142**	132	69	163	31	98	182	112	83	98	969	60	59	53
This is a negative to me	**17**	2	2	-	2	*	2	4	2	-	14	1	1	1
	1%	*2%*	*3%* c	*-%*	*6%* **cefijk**	**%*	*1%*	*3%* c	*3%* c	*-%*	*1%*	*1%*	*2%*	*2%*
This is not important to me - don't mind if not offered	**132**	22	6	15	3	18	20	6	6	15	110	11	6	5
	12%	*17%* **gh**	*8%*	*9%*	*9%*	*18%* **cghm**	*11%*	*6%*	*7%*	*15%* g	*11%*	*18%* **cghjlm**	*11%*	*9%*
This is mandatory to me - a must have	**413**	55	19	65	9	29	65	49	29	34	353	21	23	16
	36%	*41%* m	*28%*	*40%*	*28%*	*29%*	*36%*	*44%* **bem**	*35%*	*34%*	*36%*	*36%*	*39%*	*30%*
This is a 'nice to have' , but I can live without it being offered	**246**	26	22	32	9	29	36	25	14	20	213	12	6	15
	22%	*20%* l	*31%* **hl**	*20%* l	*30%* l	*29%* **hl**	*20%* l	*22%* l	*17%*	*20%* l	*22%* l	*20%* l	*10%*	*28%* **hl**
This is a 'great to have' - makes a difference and can sway my decision	**333**	27	20	52	8	23	60	27	32	30	280	15	22	16
	29%	*21%*	*30%*	*32%* a	*27%*	*23%*	*33%* a	*24%*	*38%* **aegk**	*30%*	*29%*	*25%*	*38%* **aegjk**	*30%*
NET Important	**747**	82	40	117	17	51	125	76	61	63	632	36	46	32
	65%	*62%*	*57%*	*71%* **ekm**	*55%*	*52%*	*68%* e	*69%* e	*74%* **bdekm**	*64%*	*65%* e	*61%*	*77%* **abdeijkm**	*61%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1513**	34	141	32	167	336	50	132	619	1032	481	1297	216
Weighted total	**1142**	17	85	23	130	288	32	118	447	859	282	1022	120
This is a negative to me	**17**	-	2	-	4	5	*	-	5	11	6	16	1
	1%	*-%*	*2%*	*-%*	*3%* g	*2%*	**%*	*-%*	*1%*	*1%*	*2%*	*2%*	*1%*
This is not important to me - don't mind if not offered	**132**	1	7	4	17	34	1	14	54	105	27	115	17
	12%	*7%*	*9%*	*17%* f	*13%* f	*12%* f	*2%*	*12%* f	*12%* f	*12%*	*10%*	*11%*	*14%*
This is mandatory to me - a must have	**413**	5	34	5	43	105	4	50	168	292	122	386	28
	36%	*31%* f	*39%* f	*22%*	*33%* f	*37%* f	*13%*	*43%* **cf**	*37%* f	*34%*	*43%* a	*38%* b	*23%*
This is a 'nice to have' , but I can live without it being offered	**246**	5	21	4	33	53	12	26	93	193	53	214	32
	22%	*27%*	*24%*	*16%*	*25%*	*18%*	*37%* **cegh**	*22%*	*21%*	*22%*	*19%*	*21%*	*27%*
This is a 'great to have' - makes a difference and can sway my decision	**333**	6	22	10	33	91	16	28	126	259	74	291	42
	29%	*36%*	*26%*	*45%* **bdgh**	*25%*	*32%*	*49%* **bdegh**	*23%*	*28%*	*30%*	*26%*	*28%*	*35%* a
NET Important	**747**	11	56	15	75	196	20	78	294	551	196	677	70
	65%	*66%*	*65%*	*66%*	*58%*	*68%* d	*61%*	*66%*	*66%*	*64%*	*69%* a	*66%* b	*58%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1513**	1463	50	856	275	380
Weighted total	**1142**	1095	47	669	198	272
This is a negative to me	**17**	13	4	12	1	3
	1%	*1%*	*7%* a	*2%*	*1%*	*1%*
This is not important to me - don't mind if not offered	**132**	129	3	90	26	16
	12%	*12%*	*7%*	*13%* c	*13%* c	*6%*
This is mandatory to me - a must have	**413**	407	6	221	69	124
	36%	*37%* b	*13%*	*33%*	*35%*	*46%* **ab**
This is a 'nice to have' , but I can live without it being offered	**246**	237	9	156	49	41
	22%	*22%*	*19%*	*23%* c	*25%* c	*15%*
This is a 'great to have' - makes a difference and can sway my decision	**333**	308	25	191	52	88
	29%	*28%*	*54%* a	*28%*	*26%*	*32%*
NET Important	**747**	716	31	411	121	212
	65%	*65%*	*66%*	*61%*	*61%*	*78%* **ab**

Columns Tested: a,b - a,b,c

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**1513**	1156	307	38	6	2	3	-	1	1463	50	406	750	357
Weighted total	**1142**	940	182	15	2	2	1	-	*	1122	20	394	546	202
This is a negative to me	**17**	14	3	-	-	-	-	-	-	17	-	8	5	3
	1%	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*2%*	*1%*	*1%*
This is not important to me - don't mind if not offered	**132**	115	15	2	-	-	*	-	*	130	2	61	54	18
	12%	*12%*	*8%*	*13%*	*-%*	*-%*	*41%*	*-%*	*100%*	*12%*	*12%*	*15%* **bc**	*10%*	*9%*
This is mandatory to me - a must have	**413**	324	81	4	2	2	*	-	-	405	8	116	208	90
	36%	*34%*	*45%* **ai**	*29%*	*79%*	*89%*	*59%*	*-%*	*-%*	*36%*	*42%*	*29%*	*38%* a	*44%* a
This is a 'nice to have' , but I can live without it being offered	**246**	209	35	2	*	-	-	-	-	244	3	94	115	37
	22%	*22%*	*19%*	*16%*	*9%*	*-%*	*-%*	*-%*	*-%*	*22%*	*13%*	*24%*	*21%*	*18%*
This is a 'great to have' - makes a difference and can sway my decision	**333**	279	48	6	*	*	-	-	-	327	7	115	163	55
	29%	*30%*	*26%*	*41%*	*12%*	*11%*	*-%*	*-%*	*-%*	*29%*	*33%*	*29%*	*30%*	*27%*
NET Important	**747**	603	129	10	2	2	*	-	-	732	15	231	372	144
	65%	*64%*	*71%* a	*71%*	*91%*	*100%*	*59%*	*-%*	*-%*	*65%*	*75%*	*59%*	*68%* a	*71%* a

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1513**	1394	929	1513	571	480	1045	1330	104	37	28	9	4	1
Weighted total	**1142**	1032	648	1142	427	322	742	1044	52	23	17	3	4	*
This is a negative to me	**17**	14	6	17	1	2	11	14	2	*	-	1	-	-
	1%	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	*3%*	*1%*	*-%*	*38%*	*-%*	*-%*
		d		d			d							
This is not important to me - don't mind if not offered	**132**	127	57	132	34	31	82	121	7	4	*	*	-	*
	12%	*12%*	*9%*	*12%*	*8%*	*10%*	*11%*	*12%*	*13%*	*16%*	*1%*	*5%*	*-%*	*100%*
		bd		**bd**			d							
This is mandatory to me - a must have	**413**	373	264	413	186	133	287	381	18	8	6	*	*	-
	36%	*36%*	*41%*	*36%*	*43%*	*41%*	*39%*	*37%*	*35%*	*34%*	*35%*	*16%*	*3%*	*-%*
			ac		**ac**	**ac**								
This is a 'nice to have' , but I can live without it being offered	**246**	223	142	246	81	72	150	228	9	3	5	*	2	-
	22%	*22%*	*22%*	*22%*	*19%*	*22%*	*20%*	*22%*	*17%*	*14%*	*27%*	*2%*	*50%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	**333**	295	178	333	126	85	213	300	16	8	6	1	2	-
	29%	*29%*	*27%*	*29%*	*30%*	*26%*	*29%*	*29%*	*31%*	*35%*	*37%*	*40%*	*48%*	*-%*
NET Important	**747**	668	441	747	312	218	500	682	34	16	12	2	2	-
	65%	*65%*	*68%*	*65%*	*73%*	*68%*	*67%*	*65%*	*66%*	*69%*	*72%*	*55%*	*50%*	*-%*
					abcf									

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	1513	547	9	8	4	-	3	-	3	460	365	376	299	13
Weighted total	1142	410	7	5	5	-	*	-	*	421	278	262	170	11
This is a negative to me	17	1	-	-	-	-	-	-	-	10	4	3	*	-
	1%	*%	-%	-%	-%	-%	-%	-%	-%	*2%* d	*1%*	*1%*	*%*	-%
This is not important to me - don't mind if not offered	132	32	*	-	2	-	*	-	*	51	28	30	21	3
	12%	*8%*	*3%*	-%	*31%*	-%	*30%*	-%	*30%*	*12%*	*10%*	*11%*	*12%*	*25%*
This is mandatory to me - a must have	413	176	4	4	2	-	*	-	*	134	101	98	77	3
	36%	*43%*	*53%*	*78%*	*35%*	-%	*70%*	-%	*70%*	*32%*	*36%*	*37%*	*45%* **abc**	*29%*
This is a 'nice to have' , but I can live without it being offered	246	78	1	*	2	-	-	-	-	89	53	72	31	1
	22%	*19%*	*15%*	*7%*	*34%*	-%	-%	-%	-%	*21%*	*19%*	*28%* **abd**	*18%*	*8%*
This is a 'great to have' - makes a difference and can sway my decision	333	124	2	1	*	-	-	-	-	137	92	59	42	4
	29%	*30%*	*28%*	*15%*	*1%*	-%	-%	-%	-%	*32%* **cd**	*33%* **cd**	*23%*	*24%*	*38%*
NET Important	747	300	6	4	2	-	*	-	*	271	193	157	118	7
	65%	*73%*	*82%*	*93%*	*35%*	-%	*70%*	-%	*70%*	*64%*	*70%* c	*60%*	*69%* c	*66%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1513**	205	128	137	92	9	315	29	226	1421	92	1503	10
Weighted total	**1142**	161	97	108	60	2	266	19	141	1072	70	1136	6
This is a negative to me	**17**	-	1	*	-	-	*	-	1	17	-	17	-
	1%	*-%*	*1%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	*2%*	*-%*	*1%*	*-%*
This is not important to me - don't mind if not offered	**132**	17	4	6	7	*	17	5	12	126	6	132	*
	12%	*10%* b	*4%*	*5%*	*12%* b	*17%*	*6%*	*25%*	*9%*	*12%*	*9%*	*12%*	*2%*
This is mandatory to me - a must have	**413**	67	43	45	29	1	117	5	64	378	35	409	5
	36%	*42%*	*45%*	*42%*	*48%*	*60%*	*44%*	*27%*	*45%*	*35%*	*50%* a	*36%*	*83%*
This is a 'nice to have' , but I can live without it being offered	**246**	37	19	19	7	*	48	3	30	237	9	245	1
	22%	*23%* d	*19%*	*17%*	*11%*	*5%*	*18%*	*16%*	*21%*	*22%* b	*13%*	*22%*	*13%*
This is a 'great to have' - makes a difference and can sway my decision	**333**	40	30	38	17	*	84	6	35	314	19	333	*
	29%	*25%*	*32%*	*35%* a	*28%*	*18%*	*32%*	*32%*	*25%*	*29%*	*28%*	*29%*	*2%*
NET Important	**747**	107	74	83	46	2	201	11	98	692	54	742	5
	65%	*67%*	*76%*	*77%* a	*77%*	*78%*	*76%*	*59%*	*70%*	*65%*	*78%* a	*65%*	*85%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1513**	59	126	217	24	440	131	449	1308	203	-
Weighted total	**1142**	42	101	168	15	319	109	318	966	113	-
This is a negative to me	**17**	-	-	-	-	1	-	*	14	1	-
	1%	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*1%* a	*1%*	*-%*
This is not important to me - don't mind if not offered	**132**	*	9	10	*	25	9	20	125	9	-
	12%	**%*	*9%* a	*6%*	*1%*	*8%*	*8%*	*6%*	*13%* a	*8%*	*-%*
This is mandatory to me - a must have	**413**	17	41	73	7	143	42	148	341	39	-
	36%	*41%*	*41%*	*43%*	*43%*	*45%*	*39%*	*47%* **bc**	*35%*	*34%*	*-%*
This is a 'nice to have', but I can live without it being offered	**246**	11	20	37	2	56	25	59	209	27	-
	22%	*26%*	*20%*	*22%*	*14%*	*18%*	*23%*	*19%*	*22%*	*24%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	**333**	14	31	49	6	94	33	91	276	37	-
	29%	*33%*	*30%*	*29%*	*42%*	*29%*	*30%*	*29%*	*29%*	*33%*	*-%*
NET Important	**747**	31	72	122	13	237	75	239	617	76	-
	65%	*74%*	*71%*	*72%*	*85%*	*74%*	*69%*	*75%* **bc**	*64%*	*67%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	1513	349	825	142	-	352	399	127	6	1393	923	489	1220	999	15
Weighted total	1142	247	566	74	-	256	282	82	4	1031	644	353	907	692	5
This is a negative to me	17	*	6	2	-	*	1	-	-	14	6	1	13	9	-
	1%	*%	*1%*	*2%* a	-%	*%	*%	-%	-%	*1%* c	*1%*	*%	*1%*	*1%*	-%
This is not important to me - don't mind if not offered	132	6	54	5	-	12	25	9	*	127	55	27	93	94	-
	12%	*2%*	*10%* a	*7%* a	-%	*5%*	*9%* a	*11%* a	*3%*	*12%* bc	*9%*	*8%*	*10%*	*14%* a	-%
This is mandatory to me - a must have	413	125	220	27	-	124	106	32	2	373	263	151	339	244	4
	36%	*51%* bc	*39%*	*36%*	-%	*48%* b	*38%*	*39%*	*41%*	*36%*	*41%* a	*43%* a	*37%*	*35%*	*84%*
This is a 'nice to have', but I can live without it being offered	246	47	128	14	-	50	55	14	*	223	142	68	197	146	*
	22%	*19%*	*23%*	*19%*	-%	*19%*	*20%*	*18%*	*6%*	*22%*	*22%*	*19%*	*22%*	*21%*	*3%*
This is a 'great to have' - makes a difference and can sway my decision	333	69	158	26	-	70	95	27	2	295	177	106	266	200	1
	29%	*28%*	*28%*	*36%*	-%	*27%*	*34%*	*33%*	*50%*	*29%*	*27%*	*30%*	*29%*	*29%*	*13%*
NET Important	747	194	378	53	-	194	201	59	4	668	440	257	604	444	5
	65%	*78%* b	*67%*	*72%*	-%	*76%*	*71%*	*72%*	*91%*	*65%*	*68%*	*73%* a	*67%*	*64%*	*97%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1513**	356	245	277	91	73	1099	942	36	17	11	11
Weighted total	**1142**	239	162	190	55	39	813	657	20	10	12	8
This is a negative to me	**17**	-	1	*	-	-	13	9	1	-	-	-
	1%	*-%*	*1%*	**%*	*-%*	*-%*	*2%*	*1%*	*5%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**132**	17	18	4	4	2	89	87	*	-	2	*
	12%	*7%*	*11%*	*2%*	*7%*	*6%*	*11%*	*13%*	*1%*	*-%*	*14%*	*3%*
		c	c		c							
This is mandatory to me - a must have	**413**	100	65	104	25	15	299	217	8	2	7	1
	36%	*42%*	*40%*	*55%*	*45%*	*39%*	*37%*	*33%*	*39%*	*26%*	*62%*	*10%*
				abe								
This is a 'nice to have' , but I can live without it being offered	**246**	50	27	29	11	9	183	141	6	5	1	2
	22%	*21%*	*16%*	*15%*	*20%*	*23%*	*22%*	*21%*	*30%*	*49%*	*8%*	*31%*
This is a 'great to have' - makes a difference and can sway my decision	**333**	73	52	52	16	12	229	203	5	2	2	4
	29%	*30%*	*32%*	*28%*	*28%*	*32%*	*28%*	*31%*	*25%*	*26%*	*17%*	*56%*
NET Important	**747**	173	117	157	40	28	528	420	13	5	9	5
	65%	*72%*	*72%*	*82%*	*73%*	*71%*	*65%*	*64%*	*64%*	*51%*	*78%*	*66%*
				abe								

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1513**	1456	1238	1469	1200	1481	849	1432	363	2	1312	46	221	1292
Weighted total	**1142**	1089	907	1098	877	1109	613	1070	221	3	979	34	182	960
This is a negative to me	**17**	14	10	14	10	14	2	14	1	-	15	-	1	16
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%* a	**%*	*-%*	*2%*	*-%*	*1%*	*2%*
This is not important to me - don't mind if not offered	**132**	128	92	128	91	131	54	125	17	-	103	5	18	114
	12%	*12%*	*10%*	*12%*	*10%*	*12%*	*9%*	*12%* ac	*8%*	*-%*	*11%*	*13%*	*10%*	*12%*
This is mandatory to me - a must have	**413**	395	349	399	342	406	262	392	95	-	351	18	76	337
	36%	*36%*	*38%*	*36%*	*39%*	*37%*	*43%* b	*37%*	*43%* b	*-%*	*36%*	*52%* a	*42%*	*35%*
This is a 'nice to have' , but I can live without it being offered	**246**	235	205	235	191	244	126	224	48	1	224	4	36	210
	22%	*22%*	*23%*	*21%*	*22%*	*22%*	*21%*	*21%*	*22%*	*38%*	*23%* b	*10%*	*20%*	*22%*
This is a 'great to have' - makes a difference and can sway my decision	**333**	317	252	321	244	314	168	314	60	2	286	8	51	282
	29%	*29%*	*28%*	*29%*	*28%*	*28%*	*27%*	*29%*	*27%*	*62%*	*29%*	*24%*	*28%*	*29%*
NET Important	**747**	712	601	720	585	719	430	706	154	2	637	26	127	619
	65%	*65%*	*66%*	*66%*	*67%*	*65%*	*70%* b	*66%*	*70%*	*62%*	*65%*	*76%*	*70%*	*65%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1513**	204	9	46	195	167	1062	277	142	63	1296	895	618
Weighted total	**1142**	163	3	34	149	113	819	202	111	54	968	664	478
This is a negative to me	**17**	-	-	-	-	*	15	2	-	-	17	8	9
	1%	*-%*	*-%*	*-%*	*-%*	**%*	*2%*	*1%*	*-%*	*-%*	*2%*	*1%*	*2%*
This is not important to me - don't mind if not offered	**132**	9	*	2	8	18	86	24	9	3	118	70	62
	12%	*6%*	*4%*	*6%*	*5%*	*16%* b	*11%*	*12%*	*8%*	*6%*	*12%*	*11%*	*13%*
This is mandatory to me - a must have	**413**	71	1	15	64	38	292	82	51	20	340	252	161
	36%	*44%*	*31%*	*43%*	*43%*	*34%*	*36%*	*40%*	*46%* c	*37%*	*35%*	*38%*	*34%*
This is a 'nice to have', but I can live without it being offered	**246**	30	2	9	30	23	175	46	13	14	218	130	116
	22%	*18%*	*57%*	*27%*	*20%*	*20%*	*21%*	*23%*	*12%*	*26%* a	*23%* a	*20%*	*24%* a
This is a 'great to have' - makes a difference and can sway my decision	**333**	52	*	8	47	34	251	48	38	17	275	203	130
	29%	*32%*	*8%*	*25%*	*32%*	*30%*	*31%* c	*24%*	*34%*	*31%*	*28%*	*31%*	*27%*
NET Important	**747**	123	1	23	111	72	543	130	89	37	616	455	292
	65%	*76%*	*39%*	*68%*	*75%*	*64%*	*66%*	*64%*	*80%* c	*68%*	*64%*	*69%* b	*61%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	*c	d
Unweighted total	**1513**	362	49	137	68	107	47	197	126	85	171	28	85
Weighted total	**1142**	139	11	46	20	38	16	77	46	31	58	10	44
This is a negative to me	**17**	1	-	-	-	-	-	*	*	1	*	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*3%*	**%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**132**	17	1	3	*	2	2	6	6	1	12	1	7
	12%	*12%* d	*12%* d	*6%*	*2%*	*4%*	*15%* a	*8%*	*13%* a	*3%*	*20%* a	*12%*	*17%* a
This is mandatory to me - a must have	**413**	52	5	19	6	17	4	26	14	10	21	5	14
	36%	*37%*	*41%*	*42%*	*29%*	*43%* b	*26%*	*34%*	*31%*	*34%*	*37%*	*54%*	*32%*
This is a 'nice to have' , but I can live without it being offered	**246**	38	3	9	6	7	5	22	12	10	12	2	13
	22%	*27%*	*30%*	*20%*	*31%*	*17%*	*28%*	*29%* a	*26%*	*34%* b	*20%*	*17%*	*31%*
This is a 'great to have' - makes a difference and can sway my decision	**333**	31	2	14	8	14	5	23	13	8	13	2	9
	29%	*22%*	*18%*	*31%* a	*38%* **ab**	*35%*	*31%*	*29%*	*29%*	*26%*	*22%*	*16%*	*21%*
NET Important	**747**	83	7	34	14	30	9	49	28	18	34	7	23
	65%	*60%*	*58%*	*73%* a	*67%*	*79%* **bcd**	*57%*	*63%*	*60%*	*60%*	*59%*	*70%*	*53%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	*c	d	e	f	g	h	i	j	k	l
Unweighted total	**1513**	239	67	20	383	94	81	128	94	106	126	82	93
Weighted total	**1142**	194	73	30	149	66	62	93	87	129	86	95	77
This is a negative to me	**17**	6	-	-	1	-	1	-	-	1	1	3	4
	1%	*3%*	*-%*	*-%*	*1%*	*-%*	*2%*	*-%*	*-%*	*1%*	*1%*	*3%*	*5%*
		dg											**deghj**
This is not important to me - don't mind if not offered	**132**	23	8	6	21	10	6	12	3	18	12	10	3
	12%	*12%*	*11%*	*20%*	*14%*	*15%*	*9%*	*13%*	*3%*	*14%*	*14%*	*10%*	*4%*
		hl			**hl**	**hl**		**hl**		**hl**	**hl**		
This is mandatory to me - a must have	**413**	55	26	7	54	28	31	41	34	52	22	26	38
	36%	*28%*	*35%*	*23%*	*36%*	*41%*	*50%*	*44%*	*39%*	*40%*	*25%*	*28%*	*50%*
					aj	**aj**	**adjk**	**ajk**	**aj**	**aj**			**adjk**
This is a 'nice to have' , but I can live without it being offered	**246**	45	9	6	41	12	9	18	23	27	21	22	13
	22%	*23%*	*12%*	*19%*	*27%*	*19%*	*15%*	*20%*	*26%*	*21%*	*25%*	*24%*	*17%*
		b			**bfl**				b		b		
This is a 'great to have' - makes a difference and can sway my decision	**333**	66	31	11	32	16	15	22	27	30	31	34	19
	29%	*34%*	*42%*	*37%*	*21%*	*25%*	*25%*	*24%*	*31%*	*23%*	*36%*	*35%*	*25%*
		dgi	**defgil**						d		**dgi**	d	
NET Important	**747**	121	57	18	86	44	46	63	61	82	52	60	58
	65%	*62%*	*77%*	*60%*	*58%*	*66%*	*75%*	*68%*	*70%*	*64%*	*61%*	*63%*	*74%*
			adj				**adj**	d	d				**adj**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**1513**	326	558	328	301
Weighted total	**1142**	297	277	308	259
This is a negative to me	**17**	6	2	1	7
	1%	*2%*	*1%*	**%*	*3%*
		c			**bc**
This is not important to me - don't mind if not offered	**132**	37	37	33	25
	12%	*12%*	*13%*	*11%*	*10%*
This is mandatory to me - a must have	**413**	87	113	127	86
	36%	*29%*	*41%*	*41%*	*33%*
			ad	**ad**	
This is a 'nice to have', but I can live without it being offered	**246**	59	62	68	57
	22%	*20%*	*22%*	*22%*	*22%*
This is a 'great to have' - makes a difference and can sway my decision	**333**	108	63	79	84
	29%	*36%*	*23%*	*26%*	*32%*
		bc			b
NET Important	**747**	195	176	206	170
	65%	*66%*	*63%*	*67%*	*66%*

Columns Tested: a,b,c,d

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1513**	957	341	136	79	556	322	291	96	60	120
Weighted total	**1142**	1079	39	15	9	63	349	279	74	35	36
This is a negative to me	**57**	55	2	1	*	3	19	16	2	*	1
	5%	*5%*	*5%*	*4%*	*1%*	*4%*	*6%*	*6%*	*2%*	*1%*	*2%*
This is not important to me - don't mind if not offered	**333**	317	10	3	2	16	109	70	25	10	8
	29%	*29%*	*27%*	*22%*	*25%*	*26%*	*31%*	*25%*	*34%*	*28%*	*23%*
This is mandatory to me - a must have	**300**	282	10	5	4	18	70	90	24	16	12
	26%	*26%*	*26%*	*30%*	*40%*	*29%*	*20%*	*32%*	*32%*	*45%*	*35%*
					abe			a	a	a	a
This is a 'nice to have' , but I can live without it being offered	**210**	198	8	4	1	12	73	38	12	5	8
	18%	*18%*	*20%*	*24%*	*9%*	*19%*	*21%*	*14%*	*16%*	*15%*	*23%*
		d	d	d		d	b				b
This is a 'great to have' - makes a difference and can sway my decision	**240**	227	9	3	2	14	78	65	12	4	6
	21%	*21%*	*22%*	*21%*	*24%*	*22%*	*22%*	*23%*	*16%*	*10%*	*17%*
							d	d			
NET Important	**541**	509	19	8	6	32	148	155	35	19	19
	47%	*47%*	*48%*	*50%*	*64%*	*51%*	*42%*	*56%*	*48%*	*55%*	*52%*
					abce			a			

Columns Tested: a,b,c,d,e - a,b,c,d,e

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1513**	119	53	162	36	97	181	107	86	99	940	203	189	181
Weighted total	**1142**	132	69	163	31	98	182	112	83	98	969	60	59	53
This is a negative to me	**57**	6	8	11	*	6	7	4	3	2	47	3	4	3
	5%	*5%*	*11%*	*7%*	*1%*	*6%*	*4%*	*3%*	*4%*	*2%*	*5%*	*5%*	*7%*	*5%*
			fij											
This is not important to me - don't mind if not offered	**333**	48	20	44	10	34	55	28	18	32	290	14	14	16
	29%	*36%*	*29%*	*27%*	*32%*	*35%*	*30%*	*25%*	*22%*	*33%*	*30%*	*23%*	*24%*	*30%*
		hkl				**kl**					k			
This is mandatory to me - a must have	**300**	43	8	43	6	19	46	33	29	27	254	17	16	13
	26%	*33%*	*12%*	*26%*	*18%*	*19%*	*25%*	*29%*	*35%*	*27%*	*26%*	*28%*	*28%*	*25%*
		be		b			b	b	**be**	b	b	b	b	
This is a 'nice to have' , but I can live without it being offered	**210**	14	15	22	7	21	29	28	16	25	178	15	7	12
	18%	*11%*	*22%*	*13%*	*23%*	*21%*	*16%*	*25%*	*20%*	*26%*	*18%*	*24%*	*11%*	*22%*
			l			**al**		**acl**		**acfl**	**al**	**acfjl**		**acl**
This is a 'great to have' - makes a difference and can sway my decision	**240**	21	18	43	8	18	46	19	16	12	201	11	18	10
	21%	*16%*	*27%*	*26%*	*25%*	*18%*	*25%*	*17%*	*19%*	*12%*	*21%*	*19%*	*31%*	*19%*
			i	**ai**			i				i		**aeghijkm**	
NET Important	**541**	64	27	86	14	37	91	52	45	39	455	28	34	24
	47%	*49%*	*39%*	*53%*	*44%*	*37%*	*50%*	*47%*	*54%*	*39%*	*47%*	*48%*	*58%*	*44%*
				ei			e		**ei**				**beijkm**	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1513**	34	141	32	167	336	50	132	619	1032	481	1297	216
Weighted total	**1142**	17	85	23	130	288	32	118	447	859	282	1022	120
This is a negative to me	**57**	1	2	3	4	18	1	2	25	43	14	54	4
	5%	*7%*	*3%*	*13%* bdg	*3%*	*6%* g	*4%*	*2%*	*6%*	*5%*	*5%*	*5%*	*3%*
This is not important to me - don't mind if not offered	**333**	3	32	7	40	92	9	36	115	256	77	292	41
	29%	*15%*	*37%* ah	*30%*	*31%*	*32%* ah	*28%*	*31%*	*26%*	*30%*	*27%*	*29%*	*34%*
This is mandatory to me - a must have	**300**	4	23	2	32	72	4	37	124	219	82	275	25
	26%	*23%*	*27%* cf	*8%*	*25%* c	*25%* c	*13%*	*31%* cf	*28%* cf	*25%*	*29%*	*27%*	*21%*
This is a 'nice to have' , but I can live without it being offered	**210**	5	9	4	24	53	9	17	89	157	53	183	27
	18%	*28%* b	*11%*	*16%*	*18%*	*19%* b	*27%* b	*15%*	*20%* b	*18%*	*19%*	*18%*	*22%*
This is a 'great to have' - makes a difference and can sway my decision	**240**	5	19	8	30	52	9	25	93	185	56	217	23
	21%	*27%*	*22%*	*34%* e	*23%*	*18%*	*28%*	*21%*	*21%*	*21%*	*20%*	*21%*	*19%*
NET Important	**541**	9	42	10	62	124	13	62	217	403	138	492	49
	47%	*50%*	*49%*	*42%*	*48%*	*43%*	*42%*	*53%*	*49%*	*47%*	*49%*	*48%* b	*41%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1513**	1463	50	856	275	380
Weighted total	**1142**	1095	47	669	198	272
This is a negative to me	**57**	52	5	38	5	14
	5%	*5%*	*11%* a	*6%* b	*2%*	*5%*
This is not important to me - don't mind if not offered	**333**	313	20	223	48	62
	29%	*29%*	*42%* a	*33%* **bc**	*24%*	*23%*
This is mandatory to me - a must have	**300**	293	8	139	60	101
	26%	*27%*	*17%*	*21%*	*30%* a	*37%* a
This is a 'nice to have' , but I can live without it being offered	**210**	205	5	129	45	35
	18%	*19%*	*11%*	*19%* c	*23%* c	*13%*
This is a 'great to have' - makes a difference and can sway my decision	**240**	231	9	139	40	60
	21%	*21%*	*19%*	*21%*	*20%*	*22%*
NET Important	**541**	524	17	278	100	161
	47%	*48%*	*36%*	*42%*	*51%* a	*59%* **ab**

Columns Tested: a,b - a,b,c

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	1513	1156	307	38	6	2	3	-	1	1463	50	406	750	357
Weighted total	1142	940	182	15	2	2	1	-	*	1122	20	394	546	202
This is a negative to me	57	48	9	1	-	-	-	-	-	57	1	30	18	10
	5%	*5%*	*5%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*3%*	*8%* b	*3%*	*5%*
This is not important to me - don't mind if not offered	333	288	40	3	-	2	*	-	-	328	5	140	148	45
	29%	*31%* b	*22%*	*20%*	*-%*	*89%*	*41%*	*-%*	*-%*	*29%* b	*25%*	*35%* **bc**	*27%*	*22%*
This is mandatory to me - a must have	300	224	65	9	2	-	*	-	-	289	11	66	157	77
	26%	*24%*	*36%* **ai**	*62%* **abi**	*83%*	*-%*	*59%*	*-%*	*-%*	*26%*	*58%* **abi**	*17%*	*29%* a	*38%* **ab**
This is a 'nice to have' , but I can live without it being offered	210	173	37	1	*	-	-	-	-	209	1	72	101	38
	18%	*18%* **cj**	*20%* **cj**	*5%*	*9%*	*-%*	*-%*	*-%*	*-%*	*19%* **cj**	*5%*	*18%*	*18%*	*19%*
This is a 'great to have' - makes a difference and can sway my decision	240	208	31	1	*	*	-	-	*	239	2	86	121	33
	21%	*22%* **cj**	*17%*	*8%*	*7%*	*11%*	*-%*	*-%*	*100%*	*21%* j	*9%*	*22%* c	*22%* c	*16%*
NET Important	541	431	96	10	2	*	*	-	*	528	13	152	279	110
	47%	*46%*	*53%* a	*71%* **abi**	*91%*	*11%*	*59%*	*-%*	*100%*	*47%*	*67%* **ai**	*39%*	*51%* a	*54%* a

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	1513	1394	929	1513	571	480	1045	1330	104	37	28	9	4	1
Weighted total	1142	1032	648	1142	427	322	742	1044	52	23	17	3	4	*
This is a negative to me	57	50	23	57	15	8	32	52	1	2	3	-	-	-
	5%	*5%* e	*4%*	*5%* e	*4%*	*3%*	*4%*	*5%*	*2%*	*7%*	*16%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	333	296	183	333	116	82	189	314	9	7	3	*	-	-
	29%	*29%*	*28%*	*29%* f	*27%*	*25%*	*26%*	*30%* b	*18%*	*31%*	*18%*	*3%*	*-%*	*-%*
This is mandatory to me - a must have	300	265	204	300	136	101	227	267	18	5	6	2	4	-
	26%	*26%*	*32%* **ac**	*26%*	*32%* **ac**	*31%* **ac**	*31%* **ac**	*26%*	*35%* a	*20%*	*36%*	*57%*	*100%*	*-%*
This is a 'nice to have' , but I can live without it being offered	210	197	116	210	75	63	130	192	12	2	3	1	-	-
	18%	*19%*	*18%*	*18%*	*17%*	*20%*	*18%*	*18%*	*23%*	*8%*	*19%*	*38%*	*-%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	240	223	121	240	86	69	163	219	12	8	2	*	-	*
	21%	*22%*	*19%*	*21%*	*20%*	*21%*	*22%*	*21%*	*23%*	*34%*	*11%*	*2%*	*-%*	*100%*
NET Important	541	488	325	541	222	169	390	486	29	12	8	2	4	*
	47%	*47%*	*50%*	*47%*	*52%*	*52%*	*53%* **ac**	*47%*	*57%* a	*54%*	*47%*	*59%*	*100%*	*100%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 56 (continuation)

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1513**	547	9	8	4	-	3	-	3	460	365	376	299	13
Weighted total	**1142**	410	7	5	5	-	*	-	*	421	278	262	170	11
This is a negative to me	**57**	15	*	-	-	-	-	-	-	22	19	10	6	*
	5%	*4%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*7%* d	*4%*	*3%*	*1%*
This is not important to me - don't mind if not offered	**333**	113	2	1	-	-	-	-	-	144	84	66	39	1
	29%	*27%*	*28%*	*20%*	*-%*	*-%*	*-%*	*-%*	*-%*	*34%* **cd**	*30%* d	*25%*	*23%*	*8%*
This is mandatory to me - a must have	**300**	128	1	3	4	-	*	-	*	77	69	70	80	5
	26%	*31%*	*14%*	*60%*	*66%*	*-%*	*70%*	*-%*	*70%*	*18%*	*25%* a	*27%* a	*47%* **abc**	*44%*
This is a 'nice to have' , but I can live without it being offered	**210**	70	4	1	-	-	-	-	-	92	46	58	14	1
	18%	*17%*	*54%*	*18%*	*-%*	*-%*	*-%*	*-%*	*-%*	*22%* d	*17%* d	*22%* d	*8%*	*10%*
This is a 'great to have' - makes a difference and can sway my decision	**240**	84	*	*	2	-	*	-	*	87	60	58	32	4
	21%	*20%*	*3%*	*2%*	*34%*	*-%*	*30%*	*-%*	*30%*	*21%*	*22%*	*22%*	*19%*	*38%*
NET Important	**541**	212	1	3	5	-	*	-	*	163	129	128	112	9
	47%	*52%*	*16%*	*63%*	*100%*	*-%*	*100%*	*-%*	*100%*	*39%*	*46%* a	*49%* a	*66%* **abc**	*81%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1513**	205	128	137	92	9	315	29	226	1421	92	1503	10
Weighted total	**1142**	161	97	108	60	2	266	19	141	1072	70	1136	6
This is a negative to me	**57**	8	3	2	2	-	9	3	3	57	*	57	*
	5%	*5%*	*3%*	*2%*	*4%*	*-%*	*4%*	*15%*	*2%*	*5%*	*1%*	*5%*	*9%*
This is not important to me - don't mind if not offered	**333**	50	34	19	12	*	74	7	35	311	23	333	-
	29%	*31%* **cd**	*35%* **cd**	*18%*	*20%*	*25%*	*28%*	*36%*	*25%*	*29%*	*32%*	*29%*	*-%*
This is mandatory to me - a must have	**300**	46	28	38	23	1	78	4	54	275	25	296	4
	26%	*29%*	*29%*	*35%*	*38%*	*36%*	*29%*	*19%*	*38%* a	*26%*	*36%* a	*26%*	*75%*
This is a 'nice to have' , but I can live without it being offered	**210**	29	13	23	10	*	46	3	25	199	12	210	1
	18%	*18%*	*14%*	*21%*	*16%*	*15%*	*17%*	*16%*	*18%*	*19%*	*17%*	*18%*	*12%*
This is a 'great to have' - makes a difference and can sway my decision	**240**	27	18	27	13	*	58	3	24	231	10	240	*
	21%	*17%*	*19%*	*25%*	*22%*	*23%*	*22%*	*13%*	*17%*	*22%*	*14%*	*21%*	*5%*
NET Important	**541**	74	46	64	36	1	136	6	77	506	35	536	4
	47%	*46%*	*48%*	*59%* a	*60%* a	*59%*	*51%*	*33%*	*55%*	*47%*	*50%*	*47%*	*80%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1513**	59	126	217	24	440	131	449	1308	203	-
Weighted total	**1142**	42	101	168	15	319	109	318	966	113	-
This is a negative to me	**57**	1	3	3	2	14	2	8	49	5	-
	5%	*2%*	*3%*	*2%*	*13%*	*4%*	*2%*	*2%*	*5%* a	*5%*	*-%*
This is not important to me - don't mind if not offered	**333**	6	34	55	3	79	36	91	277	36	-
	29%	*13%*	*34%* a	*32%*	*23%*	*25%*	*33%*	*29%*	*29%*	*32%*	*-%*
This is mandatory to me - a must have	**300**	21	30	50	6	100	36	91	246	29	-
	26%	*51%* b	*29%*	*30%*	*42%*	*31%*	*33%*	*28%*	*25%*	*26%*	*-%*
This is a 'nice to have' , but I can live without it being offered	**210**	5	18	31	1	57	18	60	183	18	-
	18%	*11%*	*18%*	*18%*	*9%*	*18%*	*16%*	*19%*	*19%*	*16%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	**240**	10	16	29	2	69	17	69	210	24	-
	21%	*23%*	*16%*	*17%*	*13%*	*22%*	*16%*	*22%*	*22%*	*21%*	*-%*
NET Important	**541**	31	46	80	8	169	53	159	456	53	-
	47%	*74%* b	*45%*	*47%*	*55%*	*53%*	*49%*	*50%*	*47%*	*47%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 56 (continuation)

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1513**	349	825	142	-	352	399	127	6	1393	923	489	1220	999	15
Weighted total	**1142**	247	566	74	-	256	282	82	4	1031	644	353	907	692	5
This is a negative to me	**57**	4	22	3	-	8	10	*	-	50	23	13	41	41	-
	5%	*1%*	*4%* a	*4%*	*-%*	*3%*	*4%*	*%*	*-%*	*5%*	*4%*	*4%*	*4%*	*6%*	*-%*
This is not important to me - don't mind if not offered	**333**	86	152	20	-	73	72	26	2	296	181	93	256	206	-
	29%	*35%* b	*27%*	*28%*	*-%*	*29%*	*25%*	*32%*	*39%*	*29%*	*28%*	*26%*	*28%*	*30%*	*-%*
This is mandatory to me - a must have	**300**	75	180	22	-	85	83	27	*	265	204	109	240	190	3
	26%	*31%*	*32%*	*30%*	*-%*	*33%*	*30%*	*33%*	*8%*	*26%*	*32%* a	*31%* a	*26%*	*27%*	*59%*
This is a 'nice to have' , but I can live without it being offered	**210**	39	103	11	-	49	53	13	2	197	116	58	166	118	2
	18%	*16%*	*18%*	*15%*	*-%*	*19%*	*19%*	*16%*	*53%*	*19%*	*18%*	*16%*	*18%*	*17%*	*33%*
This is a 'great to have' - makes a difference and can sway my decision	**240**	43	109	17	-	41	65	16	-	223	121	79	204	137	*
	21%	*17%*	*19%*	*23%*	*-%*	*16%*	*23%* a	*19%*	*-%*	*22%*	*19%*	*22%*	*22%*	*20%*	*8%*
NET Important	**541**	118	289	40	-	126	148	42	*	488	324	188	444	327	4
	47%	*48%*	*51%*	*53%*	*-%*	*49%*	*52%*	*52%*	*8%*	*47%*	*50%*	*53%* a	*49%*	*47%*	*67%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1513**	356	245	277	91	73	1099	942	36	17	11	11
Weighted total	**1142**	239	162	190	55	39	813	657	20	10	12	8
This is a negative to me	**57**	8	11	6	2	2	41	37	2	*	*	*
	5%	*4%*	*7%* c	*3%*	*4%*	*5%*	*5%*	*6%*	*9%*	*1%*	*4%*	*3%*
This is not important to me - don't mind if not offered	**333**	53	38	51	17	11	218	196	2	*	*	1
	29%	*22%*	*23%*	*27%*	*30%*	*27%*	*27%*	*30%*	*12%*	*4%*	*2%*	*19%*
This is mandatory to me - a must have	**300**	74	57	67	17	13	211	182	7	4	7	*
	26%	*31%*	*35%*	*35%*	*32%*	*34%*	*26%*	*28%*	*34%*	*46%*	*60%*	*4%*
This is a 'nice to have' , but I can live without it being offered	**210**	44	26	33	10	5	160	111	8	4	3	3
	18%	*19%*	*16%*	*17%*	*18%*	*12%*	*20%*	*17%*	*39%*	*39%*	*25%*	*45%*
This is a 'great to have' - makes a difference and can sway my decision	**240**	60	31	34	9	9	183	132	1	1	1	2
	21%	*25%* c	*19%*	*18%*	*16%*	*22%*	*22%*	*20%*	*6%*	*10%*	*8%*	*29%*
NET Important	**541**	134	88	101	26	22	393	313	8	5	8	3
	47%	*56%*	*54%*	*53%*	*48%*	*56%*	*48%*	*48%*	*41%*	*56%*	*69%*	*33%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1513**	1456	1238	1469	1200	1481	849	1432	363	2	1312	46	221	1292
Weighted total	**1142**	1089	907	1098	877	1109	613	1070	221	3	979	34	182	960
This is a negative to me	**57**	53	42	53	48	54	25	54	11	-	47	*	10	47
	5%	*5%*	*5%*	*5%*	*6%*	*5%*	*4%*	*5%*	*5%*	*-%*	*5%*	**%*	*5%*	*5%*
This is not important to me - don't mind if not offered	**333**	311	250	314	235	328	167	313	69	1	284	9	45	288
	29%	*29%*	*28%*	*29%*	*27%*	*30%*	*27%*	*29%*	*31%*	*38%*	*29%*	*27%*	*25%*	*30%*
This is mandatory to me - a must have	**300**	289	271	292	251	292	191	274	61	-	259	12	66	234
	26%	*27%*	*30%* e	*27%*	*29%*	*26%*	*31%* b	*26%*	*28%*	*-%*	*26%*	*34%*	*37%* b	*24%*
This is a 'nice to have' , but I can live without it being offered	**210**	198	160	199	155	210	117	192	34	-	181	6	35	176
	18%	*18%*	*18%*	*18%*	*18%*	*19%*	*19%*	*18%*	*15%*	*-%*	*19%*	*17%*	*19%*	*18%*
This is a 'great to have' - makes a difference and can sway my decision	**240**	238	184	240	188	225	113	236	46	2	207	8	26	215
	21%	*22%*	*20%*	*22%*	*21%*	*20%*	*18%*	*22%* a	*21%*	*62%*	*21%*	*22%*	*14%*	*22%* a
NET Important	**541**	527	455	532	439	517	304	511	106	2	466	19	92	449
	47%	*48%*	*50%*	*48%*	*50%*	*47%*	*50%*	*48%*	*48%*	*62%*	*48%*	*56%*	*51%*	*47%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1513**	204	9	46	195	167	1062	277	142	63	1296	895	618
Weighted total	**1142**	163	3	34	149	113	819	202	111	54	968	664	478
This is a negative to me	**57**	5	-	-	5	1	47	9	4	2	52	25	32
	5%	*3%*	*-%*	*-%*	*4%*	*1%*	*6%* a	*5%* a	*3%*	*3%*	*5%*	*4%*	*7%* a
This is not important to me - don't mind if not offered	**333**	50	*	12	46	22	243	66	29	14	288	188	145
	29%	*31%*	*12%*	*35%*	*31%*	*20%*	*30%* a	*33%* a	*26%*	*25%*	*30%*	*28%*	*30%*
This is mandatory to me - a must have	**300**	50	*	8	49	35	212	54	31	24	245	177	123
	26%	*30%*	*6%*	*23%*	*33%*	*31%*	*26%*	*27%*	*28%*	*45%* **ac**	*25%*	*27%*	*26%*
This is a 'nice to have' , but I can live without it being offered	**210**	28	2	10	22	27	148	31	25	6	176	129	82
	18%	*17%*	*59%*	*29%* b	*15%*	*24%* c	*18%*	*15%*	*22%* b	*10%*	*18%*	*19%*	*17%*
This is a 'great to have' - makes a difference and can sway my decision	**240**	29	1	5	27	28	169	41	23	9	207	144	96
	21%	*18%*	*23%*	*13%*	*18%*	*24%*	*21%*	*21%*	*20%*	*17%*	*21%*	*22%*	*20%*
NET Important	**541**	79	1	13	76	63	381	95	53	33	452	322	219
	47%	*48%*	*28%*	*36%*	*51%*	*55%* b	*47%*	*47%*	*48%*	*61%* c	*47%*	*48%*	*46%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 56 (continuation)

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	*c	d
Unweighted total	**1513**	362	49	137	68	107	47	197	126	85	171	28	85
Weighted total	**1142**	139	11	46	20	38	16	77	46	31	58	10	44
This is a negative to me	**57**	7	*	2	1	2	2	4	2	4	2	*	2
	5%	*5%*	**%*	*5%*	*5%*	*6%*	*12%*	*5%*	*5%*	*12%* b	*4%*	*1%*	*5%*
This is not important to me - don't mind if not offered	**333**	37	5	11	4	9	2	21	8	5	12	3	17
	29%	*26%*	*42%* **acd**	*23%*	*22%*	*25%*	*13%*	*27%* **bd**	*16%*	*18%*	*21%*	*26%*	*38%* **ab**
This is mandatory to me - a must have	**300**	40	1	15	5	13	4	20	14	9	20	4	9
	26%	*29%* b	*12%*	*32%* b	*23%*	*33%*	*28%*	*26%*	*31%*	*30%*	*34%* d	*39%*	*21%*
This is a 'nice to have', but I can live without it being offered	**210**	31	3	9	3	7	4	19	9	7	14	2	9
	18%	*22%*	*29%*	*20%*	*16%*	*17%*	*23%*	*25%*	*19%*	*24%*	*25%*	*22%*	*20%*
This is a 'great to have' - makes a difference and can sway my decision	**240**	24	2	9	7	7	4	14	13	5	10	1	7
	21%	*17%*	*17%*	*20%*	*33%* **abc**	*19%*	*24%*	*18%*	*28%* c	*16%*	*17%*	*12%*	*16%*
NET Important	**541**	64	3	24	11	20	8	34	27	14	29	5	16
	47%	*46%* b	*29%*	*52%* b	*57%* b	*52%*	*52%*	*43%*	*59%* c	*46%*	*50%* d	*51%*	*37%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 56 (continuation)

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	***c**	d	e	f	g	h	i	j	k	l
Unweighted total	**1513**	239	67	20	383	94	81	128	94	106	126	82	93
Weighted total	**1142**	194	73	30	149	66	62	93	87	129	86	95	77
This is a negative to me	**57**	13	-	2	8	4	3	1	2	2	5	9	6
	5%	*7%*	*-%*	*6%*	*6%*	*7%*	*6%*	*2%*	*2%*	*2%*	*6%*	*9%*	*8%*
		bg			b	**bg**	b				b	**bgi**	**bg**
This is not important to me - don't mind if not offered	**333**	57	18	11	40	22	19	30	27	41	24	21	24
	29%	*29%*	*25%*	*36%*	*27%*	*33%*	*30%*	*32%*	*31%*	*32%*	*27%*	*22%*	*31%*
This is mandatory to me - a must have	**300**	46	22	6	43	15	22	28	15	38	19	24	21
	26%	*24%*	*30%*	*20%*	*29%*	*22%*	*36%*	*30%*	*17%*	*30%*	*22%*	*26%*	*27%*
					h		**ahj**	h		h			
This is a 'nice to have' , but I can live without it being offered	**210**	32	17	4	34	11	7	16	24	22	9	19	16
	18%	*17%*	*23%*	*13%*	*23%*	*16%*	*11%*	*18%*	*27%*	*17%*	*11%*	*20%*	*20%*
			fj		**fj**				**afj**				
This is a 'great to have' - makes a difference and can sway my decision	**240**	45	16	8	24	14	11	17	19	25	29	22	11
	21%	*23%*	*22%*	*25%*	*16%*	*22%*	*18%*	*19%*	*22%*	*19%*	*34%*	*23%*	*14%*
		d									**adfgil**		
NET Important	**541**	91	38	14	67	29	33	46	34	63	48	46	32
	47%	*47%*	*52%*	*45%*	*45%*	*44%*	*53%*	*49%*	*39%*	*49%*	*56%*	*49%*	*41%*
											dhl		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**1513**	326	558	328	301
Weighted total	**1142**	297	277	308	259
This is a negative to me	**57**	15	16	6	20
	5%	*5%*	*6%*	*2%*	*8%*
		c	c		c
This is not important to me - don't mind if not offered	**333**	86	80	98	69
	29%	*29%*	*29%*	*32%*	*27%*
This is mandatory to me - a must have	**300**	74	80	82	65
	26%	*25%*	*29%*	*26%*	*25%*
This is a 'nice to have' , but I can live without it being offered	**210**	53	51	62	44
	18%	*18%*	*19%*	*20%*	*17%*
This is a 'great to have' - makes a difference and can sway my decision	**240**	69	49	61	61
	21%	*23%*	*18%*	*20%*	*24%*
					b
NET Important	**541**	143	129	143	126
	47%	*48%*	*47%*	*46%*	*49%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 57 Page 1152

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All sending parcels and packets (QV6a=3)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**769**	489	158	79	43	280	155	149	47	31	62
Weighted total	**609**	576	20	8	5	33	183	155	39	17	19
Standard 1st Class	**209**	193	9	3	3	16	74	66	4	4	6
	34%	*33%*	*49%* a	*40%*	*62%* **ac**	*49%* a	*40%* c	*42%* c	*11%*	*24%*	*30%* c
Signed for 1st Class	**186**	173	7	3	3	13	45	60	16	6	6
	30%	*30%*	*37%*	*32%*	*55%* **abce**	*39%* a	*25%*	*39%* a	*40%* a	*36%*	*31%*
Standard 2nd Class	**165**	152	7	3	3	13	54	47	6	4	4
	27%	*26%*	*38%* a	*34%*	*63%* **abce**	*41%* a	*29%*	*31%*	*16%*	*22%*	*19%*
Royal Mail tracked 24 hours	**140**	132	4	2	1	8	39	34	10	2	5
	23%	*23%*	*22%*	*29%*	*25%*	*24%*	*22%*	*22%*	*27%*	*13%*	*28%*
Royal Mail tracked 48 hours	**99**	92	4	1	1	7	31	27	5	2	2
	16%	*16%*	*21%*	*14%*	*28%* **ac**	*20%*	*17%*	*17%*	*13%*	*13%*	*8%*
Signed for 2nd Class	**98**	90	4	2	2	7	28	29	3	4	3
	16%	*16%*	*21%*	*21%*	*30%* a	*23%* a	*15%*	*19%*	*8%*	*24%*	*18%*
Parcelforce Worldwide	**95**	89	3	1	1	6	27	40	7	3	1
	16%	*15%*	*17%*	*18%*	*14%*	*17%*	*15%*	*26%* **ae**	*18%*	*19%*	*6%*
Special Delivery Guaranteed by 1pm	**69**	62	4	1	2	7	19	23	7	2	1
	11%	*11%*	*19%* a	*18%*	*38%* **abce**	*22%* a	*10%*	*15%*	*19%* e	*13%*	*6%*
International Tracked (previously Airsure)	**51**	46	2	1	2	4	11	19	3	1	1
	8%	*8%*	*9%*	*12%*	*30%* **abce**	*13%* a	*6%*	*12%*	*8%*	*6%*	*4%*
International Tracked and Signed	**51**	47	1	1	2	4	10	17	4	2	*
	8%	*8%*	*7%*	*12%*	*35%* **abce**	*12%*	*6%*	*11%* e	*10%*	*13%* e	*3%*
International Signed	**50**	46	1	1	2	4	8	18	4	1	1
	8%	*8%*	*8%*	*11%*	*36%* **abce**	*13%* a	*4%*	*11%* a	*11%*	*3%*	*3%*
International standard mail (previously Airmail)	**48**	44	2	1	2	5	17	16	3	1	1
	8%	*8%*	*10%*	*12%*	*32%* **abce**	*14%* a	*9%*	*10%*	*7%*	*7%*	*4%*
Special Delivery Guaranteed by 9am	**41**	35	3	1	1	5	7	14	5	1	3
	7%	*6%*	*14%* a	*18%* a	*19%* a	*16%* a	*4%*	*9%*	*13%* a	*4%*	*13%* a

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**769**	489	158	79	43	280	155	149	47	31	62
Weighted total	**609**	576	20	8	5	33	183	155	39	17	19
International Economy (previously surface mail)	**21**	19	1	*	1	2	8	5	1	*	1
	4%	*3%*	*6%*	*5%*	*11%* a	*7%* a	*4%*	*3%*	*2%*	*2%*	*3%*
None of these (DO NOT READ OUT)	**89**	85	3	1	*	4	23	24	10	2	5
	15%	*15%* d	*15%* d	*13%* d	*1%*	*12%* d	*13%*	*15%*	*26%* a	*13%*	*24%* a
Don't Know (DO NOT READ OUT)	**11**	10	*	*	*	*	-	4	-	-	-
	2%	*2%*	*1%*	*1%*	*5%*	*1%*	*-%*	*2%*	*-%*	*-%*	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**769**	62	30	102	13	45	96	56	56	53	513	102	79	75
Weighted total	**609**	73	41	102	10	45	103	57	55	49	534	29	25	20
Standard 1st Class	**209**	20	16	28	4	10	42	17	17	20	174	14	9	11
	34%	*27%*	*39%*	*28%*	*41%*	*23%*	*41%* **ce**	*30%*	*30%*	*40%*	*33%*	*49%* **aceghjl**	*34%*	*57%* **acefghjl**
Signed for 1st Class	**186**	14	16	26	3	9	33	26	14	16	157	11	10	8
	30%	*20%*	*39%* a	*25%*	*34%*	*19%*	*32%*	*45%* **acehj**	*25%*	*33%*	*29%*	*37%* **ae**	*39%* **ae**	*38%* **ae**
Standard 2nd Class	**165**	16	14	17	3	7	34	19	19	11	140	10	6	9
	27%	*22%*	*33%*	*17%*	*33%*	*16%*	*33%* **ce**	*33%* **ce**	*34%* **ce**	*22%*	*26%* c	*33%* **ce**	*25%*	*44%* **aceijl**
Royal Mail tracked 24 hours	**140**	13	8	21	*	20	19	19	13	8	121	6	5	6
	23%	*18%*	*20%*	*21%*	*4%*	*45%* **abcfhijkl**	*18%*	*33%* **fi**	*23%*	*16%*	*23%*	*22%*	*22%*	*32%* f
Royal Mail tracked 48 hours	**99**	12	6	13	2	9	11	11	8	12	85	6	3	4
	16%	*16%*	*15%*	*13%*	*21%*	*20%*	*11%*	*20%*	*14%*	*25%* f	*16%*	*21%* f	*13%*	*22%* f
Signed for 2nd Class	**98**	5	10	11	*	6	18	12	13	7	82	6	5	4
	16%	*7%*	*25%* a	*11%*	*4%*	*13%*	*17%*	*21%* a	*24%* **ac**	*15%*	*15%*	*20%* a	*21%* a	*21%* a
Parcelforce Worldwide	**95**	5	6	17	1	4	13	13	4	15	79	7	4	5
	16%	*7%*	*15%*	*17%*	*12%*	*8%*	*13%*	*23%* **ah**	*8%*	*31%* **acefhjl**	*15%*	*23%* **aehj**	*15%*	*24%* **aefhj**
Special Delivery Guaranteed by 1pm	**69**	2	2	11	-	1	12	12	12	2	55	5	6	4
	11%	*3%*	*5%*	*10%*	*-%*	*3%*	*12%*	*21%* **aeij**	*22%* **aeij**	*5%*	*10%*	*15%* **ae**	*22%* **abceij**	*22%* **abceij**
International Tracked (previously Airsure)	**51**	6	2	12	-	3	6	5	7	1	42	4	3	3
	8%	*8%*	*5%*	*12%*	*-%*	*6%*	*6%*	*8%*	*13%* i	*3%*	*8%*	*12%*	*11%*	*14%* i
International Tracked and Signed	**51**	2	6	16	-	1	7	4	8	*	43	2	2	3
	8%	*3%*	*14%* **aei**	*15%* **aeij**	*-%*	*2%*	*7%*	*6%*	*14%* **aei**	*1%*	*8%*	*8%*	*9%*	*17%* **aefij**
International Signed	**50**	4	4	14	-	2	4	5	8	1	42	3	2	3
	8%	*6%*	*10%*	*14%* **fi**	*-%*	*4%*	*4%*	*9%*	*14%* **fi**	*3%*	*8%*	*10%*	*8%*	*14%* **fi**
International standard mail (previously Airmail)	**48**	2	4	14	-	*	5	4	8	2	40	3	1	4
	8%	*3%*	*10%*	*14%* **aefjl**	*-%*	*1%*	*5%*	*7%*	*15%* **aefjl**	*4%*	*8%*	*9%*	*5%*	*20%* **aefgijkl**
Special Delivery Guaranteed by 9am	**41**	-	2	8	*	1	5	7	7	4	34	2	2	2
	7%	*-%*	*5%*	*8%* a	*1%*	*3%*	*5%*	*12%* a	*12%* a	*9%* a	*6%* a	*6%* a	*10%* a	*9%* a

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**769**	62	30	102	13	45	96	56	56	53	513	102	79	75
Weighted total	**609**	73	41	102	10	45	103	57	55	49	534	29	25	20
International Economy (previously surface mail)	**21**	2	2	7	1	-	*	2	4	*	18	2	1	1
	4%	*3%*	*5%* f	*7%* f	*9%*	*-%*	**%*	*3%*	*7%* f	**%*	*3%*	*5%* f	*3%*	*7%* f
None of these (DO NOT READ OUT)	**89**	13	6	17	1	7	18	9	2	8	81	3	3	2
	15%	*18%* h	*15%*	*16%* h	*9%*	*15%*	*17%* h	*16%* h	*4%*	*17%* h	*15%* h	*9%*	*12%*	*9%*
Don't Know (DO NOT READ OUT)	**11**	-	-	3	-	2	-	-	4	1	10	1	-	*
	2%	*-%*	*-%*	*3%*	*-%*	*4%*	*-%*	*-%*	*7%* **afgjlm**	*2%*	*2%*	*4%*	*-%*	**%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	d	e	***f**	g	h	a	b	a	b
Unweighted total	**769**	10	120	17	50	259	22	36	253	538	231	675	94
Weighted total	**609**	4	85	8	39	234	12	37	188	464	145	561	48
Standard 1st Class	**209**	3	34	4	18	67	3	18	62	153	56	196	13
	34%	*79%*	*40%* e	*54%*	*47%* e	*28%*	*25%*	*48%* e	*33%*	*33%*	*39%*	*35%*	*26%*
Signed for 1st Class	**186**	2	22	4	10	72	1	14	61	134	51	169	17
	30%	*47%*	*26%*	*53%*	*26%*	*31%*	*7%*	*38%*	*32%*	*29%*	*36%*	*30%*	*35%*
Standard 2nd Class	**165**	2	27	1	6	54	3	6	64	126	39	149	17
	27%	*55%*	*32%* d	*18%*	*15%*	*23%*	*23%*	*17%*	*34%* **deg**	*27%*	*27%*	*27%*	*34%*
Royal Mail tracked 24 hours	**140**	1	27	4	12	47	1	4	44	100	39	130	10
	23%	*15%*	*32%* **eg**	*50%*	*32%* g	*20%*	*4%*	*11%*	*23%*	*22%*	*27%*	*23%*	*20%*
Royal Mail tracked 48 hours	**99**	1	16	4	3	44	1	4	26	71	28	92	7
	16%	*23%*	*19%*	*55%*	*9%*	*19%*	*6%*	*11%*	*14%*	*15%*	*19%*	*16%*	*14%*
Signed for 2nd Class	**98**	1	13	2	4	37	2	6	32	72	25	92	5
	16%	*23%*	*16%*	*20%*	*10%*	*16%*	*18%*	*17%*	*17%*	*16%*	*18%*	*16%*	*11%*
Parcelforce Worldwide	**95**	*	20	2	1	38	3	4	26	63	32	93	2
	16%	*2%*	*23%* **dh**	*30%*	*2%*	*16%* d	*27%*	*12%*	*14%* d	*14%*	*22%* a	*17%* b	*4%*
Special Delivery Guaranteed by 1pm	**69**	*	12	1	2	29	*	3	21	51	18	64	5
	11%	*8%*	*15%*	*8%*	*6%*	*13%*	*2%*	*7%*	*11%*	*11%*	*12%*	*11%*	*10%*
International Tracked (previously Airsure)	**51**	*	8	-	1	18	1	5	18	38	12	49	2
	8%	*1%*	*10%*	*-%*	*2%*	*8%*	*4%*	*12%*	*10%*	*8%*	*9%*	*9%*	*4%*
International Tracked and Signed	**51**	*	3	-	1	26	*	4	17	41	10	48	3
	8%	*1%*	*4%*	*-%*	*2%*	*11%* b	*2%*	*11%*	*9%*	*9%*	*7%*	*9%*	*5%*
International Signed	**50**	*	5	-	1	22	1	5	17	38	12	46	4
	8%	*1%*	*6%*	*-%*	*1%*	*10%*	*4%*	*12%* d	*9%*	*8%*	*8%*	*8%*	*7%*
International standard mail (previously Airmail)	**48**	*	9	*	1	19	*	2	17	42	6	47	1
	8%	*2%*	*10%*	*1%*	*2%*	*8%*	*2%*	*6%*	*9%*	*9%* b	*4%*	*8%* b	*2%*
Special Delivery Guaranteed by 9am	**41**	*	6	2	*	17	*	4	11	32	9	37	4
	7%	*8%*	*6%*	*30%*	*1%*	*7%*	*2%*	*11%* d	*6%*	*7%*	*6%*	*7%*	*7%*
International Economy (previously surface mail)	**21**	*	4	-	1	10	*	2	4	17	4	20	1
	4%	*1%*	*5%*	*-%*	*2%*	*4%*	*2%*	*6%*	*2%*	*4%*	*3%*	*4%*	*2%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	d	e	***f**	g	h	a	b	a	b
Unweighted total	**769**	10	120	17	50	259	22	36	253	538	231	675	94
Weighted total	**609**	4	85	8	39	234	12	37	188	464	145	561	48
None of these (DO NOT READ OUT)	**89**	*	8	*	6	47	2	2	23	70	19	82	7
	15%	*13%*	*10%*	*5%*	*16%*	*20%* **bgh**	*15%*	*6%*	*12%*	*15%*	*13%*	*15%*	*14%*
Don't Know (DO NOT READ OUT)	**11**	-	1	-	-	6	-	-	4	10	1	11	*
	2%	*-%*	*1%*	*-%*	*-%*	*2%*	*-%*	*-%*	*2%*	*2%*	*1%*	*2%*	**%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**769**	746	23	323	135	303
Weighted total	**609**	586	23	267	95	237
Standard 1st Class	**209**	197	12	73	42	93
	34%	*34%*	*51%*	*28%*	*44%* a	*39%* a
Signed for 1st Class	**186**	177	8	71	39	76
	30%	*30%*	*35%*	*27%*	*40%* a	*32%*
Standard 2nd Class	**165**	159	6	59	28	79
	27%	*27%*	*26%*	*22%*	*29%*	*33%* a
Royal Mail tracked 24 hours	**140**	134	6	60	20	56
	23%	*23%*	*24%*	*23%*	*21%*	*24%*
Royal Mail tracked 48 hours	**99**	93	6	33	24	42
	16%	*16%*	*24%*	*12%*	*25%* a	*18%*
Signed for 2nd Class	**98**	96	2	38	21	39
	16%	*16%*	*9%*	*14%*	*22%* a	*16%*
Parcelforce Worldwide	**95**	92	3	35	23	37
	16%	*16%*	*14%*	*13%*	*24%* **ac**	*16%*
Special Delivery Guaranteed by 1pm	**69**	66	3	24	14	31
	11%	*11%*	*12%*	*9%*	*15%*	*13%*
International Tracked (previously Airsure)	**51**	51	*	13	12	26
	8%	*9%*	*1%*	*5%*	*12%* a	*11%* a
International Tracked and Signed	**51**	51	-	6	11	34
	8%	*9%*	*-%*	*2%*	*11%* a	*14%* a
International Signed	**50**	50	*	10	11	28
	8%	*8%*	*1%*	*4%*	*11%* a	*12%* a
International standard mail (previously Airmail)	**48**	48	-	6	15	26
	8%	*8%*	*-%*	*2%*	*16%* a	*11%* a
Special Delivery Guaranteed by 9am	**41**	40	1	15	8	18
	7%	*7%*	*3%*	*6%*	*8%*	*7%*
International Economy (previously surface mail)	**21**	21	-	5	6	10
	4%	*4%*	*-%*	*2%*	*6%* a	*4%*

Columns Tested: a,b - a,b,c

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	***b**	a	b	c
Unweighted total	**769**	746	23	323	135	303
Weighted total	**609**	586	23	267	95	237
None of these (DO NOT READ OUT)	**89**	89	*	50	9	27
	15%	*15%*	***%**	*19%* **bc**	*9%*	*11%*
Don't Know (DO NOT READ OUT)	**11**	11	-	3	2	3
	2%	*2%*	-%	*1%*	*2%*	*1%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**769**	460	247	49	6	4	2	-	1	707	62	85	375	309
Weighted total	**609**	406	176	21	3	3	*	-	*	582	27	85	321	203
Standard 1st Class	**209**	138	59	7	2	2	-	-	-	197	12	32	107	71
	34%	*34%*	*33%*	*35%*	*84%*	*75%*	*-%*	*-%*	*-%*	*34%*	*43%*	*37%*	*33%*	*35%*
Signed for 1st Class	**186**	115	60	7	2	2	-	-	-	175	11	21	94	70
	30%	*28%*	*34%*	*33%*	*67%*	*75%*	*-%*	*-%*	*-%*	*30%*	*40%*	*25%*	*29%*	*35%*
Standard 2nd Class	**165**	102	50	9	2	2	-	-	-	152	13	20	81	64
	27%	*25%*	*29%*	*43%* **abi**	*86%*	*75%*	*-%*	*-%*	*-%*	*26%*	*50%* **abi**	*24%*	*25%*	*31%*
Royal Mail tracked 24 hours	**140**	103	31	3	1	2	-	-	*	134	5	17	86	36
	23%	*25%* b	*18%*	*13%*	*21%*	*75%*	*-%*	*-%*	*100%*	*23%*	*20%*	*20%*	*27%* c	*18%*
Royal Mail tracked 48 hours	**99**	64	26	5	1	2	*	-	*	91	8	13	52	34
	16%	*16%*	*15%*	*24%*	*25%*	*75%*	*50%*	*-%*	*100%*	*16%*	*30%* **abi**	*15%*	*16%*	*17%*
Signed for 2nd Class	**98**	62	29	4	2	-	-	-	-	92	6	19	43	35
	16%	*15%*	*16%*	*21%*	*69%*	*-%*	*-%*	*-%*	*-%*	*16%*	*24%*	*22%* b	*14%*	*17%*
Parcelforce Worldwide	**95**	57	35	3	*	-	-	-	-	92	3	7	50	38
	16%	*14%*	*20%*	*13%*	*18%*	*-%*	*-%*	*-%*	*-%*	*16%*	*12%*	*8%*	*16%*	*19%* a
Special Delivery Guaranteed by 1pm	**69**	41	22	4	*	2	-	-	-	63	6	5	36	28
	11%	*10%*	*12%*	*21%* **ai**	*2%*	*75%*	*-%*	*-%*	*-%*	*11%*	*23%* **abi**	*5%*	*11%*	*14%* a
International Tracked (previously Airsure)	**51**	27	17	5	-	2	-	-	-	44	7	-	27	24
	8%	*7%*	*10%*	*24%* **abi**	*-%*	*75%*	*-%*	*-%*	*-%*	*8%*	*26%* **abi**	*-%*	*8%* a	*12%* a
International Tracked and Signed	**51**	17	26	6	*	2	-	-	-	42	9	*	17	34
	8%	*4%*	*14%* **ai**	*30%* **abi**	*18%*	*75%*	*-%*	*-%*	*-%*	*7%* a	*32%* **abi**	**%*	*5%* a	*17%* **ab**
International Signed	**50**	23	20	5	-	2	-	-	-	43	7	-	23	27
	8%	*6%*	*11%* a	*24%* **abi**	*-%*	*75%*	*-%*	*-%*	*-%*	*7%*	*26%* **abi**	*-%*	*7%* a	*13%* **ab**
International standard mail (previously Airmail)	**48**	25	16	5	*	2	-	-	-	41	7	-	25	23
	8%	*6%*	*9%*	*23%* **abi**	*18%*	*75%*	*-%*	*-%*	*-%*	*7%*	*27%* **abi**	*-%*	*8%* a	*11%* a
Special Delivery Guaranteed by 9am	**41**	26	14	1	*	-	-	-	-	40	1	2	24	15
	7%	*6%*	*8%*	*4%*	*2%*	*-%*	*-%*	*-%*	*-%*	*7%*	*3%*	*2%*	*7%*	*7%*
International Economy (previously surface mail)	**21**	11	6	3	*	-	-	-	-	18	4	2	9	10
	4%	*3%*	*4%*	*16%* **abi**	*18%*	*-%*	*-%*	*-%*	*-%*	*3%*	*14%* **abi**	*2%*	*3%*	*5%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**769**	460	247	49	6	4	2	-	1	707	62	85	375	309
Weighted total	**609**	406	176	21	3	3	*	-	*	582	27	85	321	203
None of these (DO NOT READ OUT)	**89**	51	33	4	*	*	*	-	-	84	5	6	45	37
	15%	*13%*	*19%* a	*18%*	*6%*	*15%*	*50%*	*-%*	*-%*	*14%*	*17%*	*8%*	*14%*	*18%* a
Don't Know (DO NOT READ OUT)	**11**	8	3	-	-	*	-	-	-	11	*	2	5	3
	2%	*2%*	*2%*	*-%*	*-%*	*10%*	*-%*	*-%*	*-%*	*2%*	*1%*	*3%*	*2%*	*2%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**769**	557	494	620	769	277	591	521	57	18	15	5	3	1
Weighted total	**609**	403	342	461	609	184	453	412	25	10	9	2	4	*
Standard 1st Class	**209**	156	137	178	209	71	168	159	11	3	3	1	-	-
	34%	*39%*	*40%* d	*39%*	*34%*	*39%*	*37%*	*39%*	*45%*	*32%*	*36%*	*81%*	*-%*	*-%*
Signed for 1st Class	**186**	145	122	162	186	65	144	145	10	2	1	1	3	-
	30%	*36%* d	*36%*	*35%*	*30%*	*35%*	*32%*	*35%*	*39%*	*16%*	*15%*	*78%*	*97%*	*-%*
Standard 2nd Class	**165**	118	102	137	165	56	129	116	9	5	6	2	-	-
	27%	*29%*	*30%*	*30%*	*27%*	*30%*	*28%*	*28%*	*34%*	*52%*	*64%*	*100%*	*-%*	*-%*
Royal Mail tracked 24 hours	**140**	101	84	113	140	40	99	105	6	2	*	*	*	*
	23%	*25%*	*24%*	*25%*	*23%*	*22%*	*22%*	*25%*	*25%*	*18%*	*1%*	*3%*	*3%*	*100%*
Royal Mail tracked 48 hours	**99**	58	55	71	99	23	66	66	3	1	*	-	*	*
	16%	*14%*	*16%*	*15%*	*16%*	*13%*	*15%*	*16%*	*13%*	*12%*	*4%*	*-%*	*3%*	*100%*
Signed for 2nd Class	**98**	79	58	84	98	36	76	75	5	1	2	1	-	-
	16%	*20%*	*17%*	*18%*	*16%*	*20%*	*17%*	*18%*	*20%*	*7%*	*21%*	*78%*	*-%*	*-%*
Parcelforce Worldwide	**95**	67	61	77	95	38	73	70	3	*	2	*	2	-
	16%	*17%*	*18%*	*17%*	*16%*	*21%* d	*16%*	*17%*	*14%*	*3%*	*20%*	*6%*	*51%*	*-%*
Special Delivery Guaranteed by 1pm	**69**	47	49	58	69	25	56	47	8	2	*	*	-	-
	11%	*12%*	*14%*	*12%*	*11%*	*14%*	*12%*	*11%*	*30%* a	*24%*	*1%*	*13%*	*-%*	*-%*
International Tracked (previously Airsure)	**51**	37	35	42	51	25	37	31	7	1	2	-	2	-
	8%	*9%*	*10%*	*9%*	*8%*	*14%* **cdf**	*8%*	*7%*	*26%* a	*7%*	*21%*	*-%*	*51%*	*-%*
International Tracked and Signed	**51**	34	40	42	51	27	41	31	7	1	2	-	2	-
	8%	*8%*	*12%* d	*9%*	*8%*	*15%* **acdf**	*9%*	*8%*	*26%* a	*7%*	*20%*	*-%*	*51%*	*-%*
International Signed	**50**	36	34	40	50	28	38	29	7	1	2	-	2	-
	8%	*9%*	*10%*	*9%*	*8%*	*15%* **abcdf**	*8%*	*7%*	*26%* a	*7%*	*21%*	*-%*	*51%*	*-%*
International standard mail (previously Airmail)	**48**	30	34	36	48	25	39	23	7	1	3	-	2	-
	8%	*8%*	*10%*	*8%*	*8%*	*13%* **acdf**	*9%*	*6%*	*29%* a	*5%*	*34%*	*-%*	*51%*	*-%*
Special Delivery Guaranteed by 9am	**41**	28	27	33	41	13	35	28	3	2	*	*	-	-
	7%	*7%*	*8%*	*7%*	*7%*	*7%*	*8%*	*7%*	*12%*	*16%*	*1%*	*9%*	*-%*	*-%*
International Economy (previously surface mail)	**21**	15	14	17	21	9	19	13	2	*	2	-	-	-
	4%	*4%*	*4%*	*4%*	*4%*	*5%*	*4%*	*3%*	*8%* a	**%*	*22%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**769**	557	494	620	769	277	591	521	57	18	15	5	3	1
Weighted total	**609**	403	342	461	609	184	453	412	25	10	9	2	4	*
None of these (DO NOT READ OUT)	**89**	45	35	50	89	21	66	46	4	-	-	-	-	-
	15%	*11%*	*10%*	*11%*	*15%*	*11%*	*14%*	*11%*	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*
					bc		b							
Don't Know (DO NOT READ OUT)	**11**	5	4	5	11	3	5	3	-	2	-	-	-	-
	2%	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*-%*	*18%*	*-%*	*-%*	*-%*	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	769	733	17	11	4	1	3	-	4	125	146	173	171	5
Weighted total	609	586	10	7	5	*	*	-	1	119	112	134	92	4
Standard 1st Class	209	204	3	1	2	-	*	-	*	43	40	48	45	2
	34%	*35%*	*25%*	*8%*	*35%*	*-%*	*13%*	*-%*	*10%*	*36%*	*35%*	*36%*	*49%* abc	*64%*
Signed for 1st Class	186	178	4	2	2	-	*	-	*	33	44	47	38	1
	30%	*30%*	*35%*	*27%*	*35%*	*-%*	*13%*	*-%*	*10%*	*27%*	*39%* a	*35%*	*41%* a	*14%*
Standard 2nd Class	165	157	3	2	4	-	*	-	*	26	44	32	33	2
	27%	*27%*	*29%*	*24%*	*69%*	*-%*	*13%*	*-%*	*10%*	*22%*	*39%* ac	*24%*	*37%* ac	*51%*
Royal Mail tracked 24 hours	140	137	1	2	-	-	*	-	*	32	35	34	12	*
	23%	*23%*	*5%*	*29%*	*-%*	*-%*	*30%*	*-%*	*24%*	*27%* d	*31%* d	*25%* d	*14%*	*9%*
Royal Mail tracked 48 hours	99	96	1	2	*	-	*	-	*	20	16	20	14	*
	16%	*16%*	*5%*	*31%*	*1%*	*-%*	*87%*	*-%*	*68%*	*17%*	*15%*	*15%*	*16%*	*9%*
Signed for 2nd Class	98	94	2	-	2	-	-	-	-	19	28	21	14	1
	16%	*16%*	*19%*	*-%*	*35%*	*-%*	*-%*	*-%*	*-%*	*16%*	*25%* cd	*16%*	*16%*	*29%*
Parcelforce Worldwide	95	91	2	2	-	-	-	-	-	18	22	18	19	*
	16%	*16%*	*16%*	*29%*	*-%*	*-%*	*-%*	*-%*	*-%*	*15%*	*19%*	*13%*	*21%*	*8%*
Special Delivery Guaranteed by 1pm	69	69	*	-	-	-	*	-	*	13	16	15	14	*
	11%	*12%*	*1%*	*-%*	*-%*	*-%*	*13%*	*-%*	*10%*	*11%*	*14%*	*11%*	*15%*	*1%*
International Tracked (previously Airsure)	51	50	1	*	-	-	-	-	-	7	9	11	15	*
	8%	*8%*	*11%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*8%*	*8%*	*16%* abc	*1%*
International Tracked and Signed	51	49	2	*	-	-	-	-	-	6	7	13	16	*
	8%	*8%*	*15%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*6%*	*10%*	*17%* abc	*9%*
International Signed	50	49	1	*	-	-	-	-	-	7	9	10	14	*
	8%	*8%*	*11%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*8%*	*7%*	*15%* ac	*9%*
International standard mail (previously Airmail)	48	46	2	*	-	-	*	-	*	6	7	10	11	2
	8%	*8%*	*15%*	*1%*	*-%*	*-%*	*13%*	*-%*	*10%*	*5%*	*6%*	*7%*	*12%* a	*51%*
Special Delivery Guaranteed by 9am	41	40	*	-	-	-	-	-	-	6	8	10	10	*
	7%	*7%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*7%*	*7%*	*10%*	*1%*
International Economy (previously surface mail)	21	20	1	1	-	-	-	-	-	2	4	8	3	*
	4%	*3%*	*5%*	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*3%*	*6%*	*3%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**769**	733	17	11	4	1	3	-	4	125	146	173	171	5
Weighted total	**609**	586	10	7	5	*	*	-	1	119	112	134	92	4
None of these (DO NOT READ OUT)	**89**	84	2	1	2	*	-	-	*	13	8	15	14	-
	15%	*14%*	*18%*	*19%*	*31%*	*100%*	*-%*	*-%*	*22%*	*11%*	*7%*	*11%*	*15%* b	*-%*
Don't Know (DO NOT READ OUT)	**11**	11	-	-	-	-	-	-	-	1	1	2	*	-
	2%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*2%*	**%*	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**769**	256	177	197	126	12	465	38	263	589	180	579	41
Weighted total	**609**	208	139	169	85	5	411	24	171	454	155	440	21
Standard 1st Class	**209**	74	43	59	30	1	141	8	59	179	29	174	4
	34%	*36%*	*31%*	*35%*	*35%*	*17%*	*34%*	*34%*	*35%*	*40%* b	*19%*	*40%* b	*19%*
Signed for 1st Class	**186**	56	50	56	22	1	120	8	57	153	32	157	5
	30%	*27%*	*36%* a	*33%*	*26%*	*17%*	*29%*	*34%*	*33%*	*34%* b	*21%*	*36%*	*23%*
Standard 2nd Class	**165**	55	36	43	29	1	114	10	41	141	24	131	5
	27%	*27%*	*26%*	*26%*	*34%*	*10%*	*28%*	*41%* c	*24%*	*31%* b	*15%*	*30%*	*25%*
Royal Mail tracked 24 hours	**140**	48	35	42	14	1	86	4	48	110	29	109	4
	23%	*23%*	*25%*	*25%*	*17%*	*21%*	*21%*	*18%*	*28%* a	*24%*	*19%*	*25%*	*20%*
Royal Mail tracked 48 hours	**99**	29	22	32	15	1	66	5	28	78	21	69	2
	16%	*14%*	*16%*	*19%*	*17%*	*18%*	*16%*	*19%*	*16%*	*17%*	*13%*	*16%*	*8%*
Signed for 2nd Class	**98**	28	23	30	16	1	66	5	27	83	15	82	1
	16%	*14%*	*16%*	*18%*	*19%*	*10%*	*16%*	*21%*	*16%*	*18%* b	*10%*	*19%* b	*6%*
Parcelforce Worldwide	**95**	24	28	28	14	1	71	1	23	72	23	76	1
	16%	*12%*	*20%* a	*17%*	*16%*	*13%*	*17%* b	*4%*	*13%*	*16%*	*15%*	*17%* b	*3%*
Special Delivery Guaranteed by 1pm	**69**	17	20	19	13	1	46	5	18	54	16	57	1
	11%	*8%*	*14%* a	*11%*	*15%* a	*12%*	*11%*	*19%*	*11%*	*12%*	*10%*	*13%*	*3%*
International Tracked (previously Airsure)	**51**	10	11	17	13	-	33	2	16	42	9	41	1
	8%	*5%*	*8%*	*10%* a	*15%* **ab**	*-%*	*8%*	*8%*	*9%*	*9%*	*6%*	*9%*	*3%*
International Tracked and Signed	**51**	10	7	19	15	1	34	*	17	40	11	42	*
	8%	*5%*	*5%*	*11%* **ab**	*17%* **ab**	*12%*	*8%*	*1%*	*10%*	*9%*	*7%*	*9%*	*2%*
International Signed	**50**	10	7	19	13	*	36	*	14	40	9	39	*
	8%	*5%*	*5%*	*11%* **ab**	*15%* **ab**	*8%*	*9%*	*2%*	*8%*	*9%*	*6%*	*9%*	*2%*
International standard mail (previously Airmail)	**48**	12	6	21	9	*	37	2	9	41	7	36	1
	8%	*6%*	*4%*	*13%* **ab**	*11%* b	*2%*	*9%*	*7%*	*5%*	*9%*	*5%*	*8%*	*3%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**769**	256	177	197	126	12	465	38	263	589	180	579	41
Weighted total	**609**	208	139	169	85	5	411	24	171	454	155	440	21
Special Delivery Guaranteed by 9am	**41**	9	16	10	5	1	22	2	17	34	7	33	*
	7%	*4%*	*11%* a	*6%*	*6%*	*12%*	*5%*	*9%*	*10%* a	*7%*	*5%*	*7%*	*1%*
International Economy (previously surface mail)	**21**	7	*	9	4	-	18	-	3	18	3	17	*
	4%	*4%* b	**%*	*6%* b	*5%* b	*-%*	*4%*	*-%*	*2%*	*4%*	*2%*	*4%*	**%*
None of these (DO NOT READ OUT)	**89**	21	21	28	15	3	72	1	16	29	59	44	7
	15%	*10%*	*15%*	*17%* a	*17%*	*69%*	*18%* **bc**	*5%*	*9%*	*6%*	*38%* a	*10%*	*30%* a
Don't Know (DO NOT READ OUT)	**11**	3	2	4	2	-	9	-	2	9	2	5	-
	2%	*1%*	*2%*	*2%*	*2%*	*-%*	*2%*	*-%*	*1%*	*2%*	*1%*	*1%*	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	769	77	164	178	18	531	238	233	498	128	-
Weighted total	609	62	137	145	7	402	207	150	355	63	-
Standard 1st Class	209	25	29	41	3	166	43	48	151	37	-
	34%	*41%* b	*22%*	*28%*	*45%*	*41%* b	*21%*	*32%*	*43%* a	*58%* **ab**	-%
Signed for 1st Class	186	26	34	47	4	139	47	68	141	32	-
	30%	*42%* b	*25%*	*32%*	*52%*	*34%* b	*23%*	*45%*	*40%*	*50%* b	-%
Standard 2nd Class	165	24	31	41	3	125	40	37	118	36	-
	27%	*39%* b	*23%*	*29%*	*37%*	*31%* b	*19%*	*25%*	*33%* a	*56%* **ab**	-%
Royal Mail tracked 24 hours	140	16	24	30	2	99	41	65	75	27	-
	23%	*26%*	*17%*	*21%*	*33%*	*25%*	*20%*	*43%* b	*21%*	*43%* b	-%
Royal Mail tracked 48 hours	99	15	25	31	3	63	36	42	46	26	-
	16%	*25%*	*18%*	*22%*	*45%*	*16%*	*17%*	*28%* b	*13%*	*42%* **ab**	-%
Signed for 2nd Class	98	18	20	31	2	71	26	38	77	20	-
	16%	*29%* b	*15%*	*21%*	*32%*	*18%*	*13%*	*25%*	*22%*	*31%* b	-%
Parcelforce Worldwide	95	15	22	29	3	65	30	36	54	27	-
	16%	*24%*	*16%*	*20%*	*42%*	*16%*	*14%*	*24%* b	*15%*	*42%* **ab**	-%
Special Delivery Guaranteed by 1pm	69	13	13	22	2	50	20	37	42	22	-
	11%	*21%* b	*9%*	*15%*	*25%*	*12%*	*9%*	*24%* b	*12%*	*34%* b	-%
International Tracked (previously Airsure)	51	9	15	17	2	35	15	23	32	25	-
	8%	*14%*	*11%*	*12%*	*25%*	*9%*	*7%*	*15%* b	*9%*	*40%* **ab**	-%
International Tracked and Signed	51	9	14	17	*	32	18	21	30	23	-
	8%	*15%*	*10%*	*12%*	*1%*	*8%*	*9%*	*14%* b	*9%*	*36%* **ab**	-%
International Signed	50	10	13	17	*	34	16	23	33	25	-
	8%	*16%*	*9%*	*11%*	*1%*	*8%*	*8%*	*15%* b	*9%*	*40%* **ab**	-%
International standard mail (previously Airmail)	48	7	12	11	1	38	10	19	28	24	-
	8%	*11%*	*8%*	*8%*	*8%*	*9%* b	*5%*	*12%* b	*8%*	*38%* **ab**	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**769**	77	164	178	18	531	238	233	498	128	-
Weighted total	**609**	62	137	145	7	402	207	150	355	63	-
Special Delivery Guaranteed by 9am	**41**	6	8	10	1	31	10	25	27	15	-
	7%	*9%*	*6%*	*7%*	*7%*	*8%*	*5%*	*16%* b	*8%*	*23%* b	-%
International Economy (previously surface mail)	**21**	4	6	8	*	15	7	7	15	11	-
	4%	*7%*	*5%*	*6%*	*1%*	*4%*	*3%*	*4%*	*4%*	*17%* **ab**	-%
None of these (DO NOT READ OUT)	**89**	2	47	35	1	16	73	12	41	3	-
	15%	*3%*	*34%* a	*24%*	*9%*	*4%*	*35%* a	*8%*	*12%* c	*5%*	-%
Don't Know (DO NOT READ OUT)	**11**	-	2	2	-	7	4	3	3	1	-
	2%	-%	*1%*	*1%*	-%	*2%*	*2%*	*2%*	*1%*	*2%*	-%
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 57 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All sending parcels and packets (QV6a=3)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	769	220	424	110	-	507	502	180	6	526	462	594	472	376	10
Weighted total	609	148	284	56	-	394	371	121	4	387	327	448	341	257	2
Standard 1st Class	209	57	130	34	-	116	180	49	3	152	134	181	166	97	2
	34%	39%	46%	61% ab	-%	29%	49% a	41% a	58%	39%	41%	41%	49% b	38%	75%
Signed for 1st Class	186	62	113	27	-	138	141	49	3	143	119	159	138	95	2
	30%	42%	40%	49%	-%	35%	38%	41%	61%	37%	36%	36%	40%	37%	77%
Standard 2nd Class	165	32	100	32	-	75	157	44	1	114	98	142	91	118	1
	27%	21%	35% a	57% ab	-%	19%	42% a	36% a	19%	30%	30%	32%	27%	46% a	36%
Royal Mail tracked 24 hours	140	57	60	20	-	133	57	37	1	97	80	118	97	56	2
	23%	39% b	21%	36% b	-%	34% b	15%	31% b	19%	25%	24%	26%	29% b	22%	94%
Royal Mail tracked 48 hours	99	43	41	19	-	95	55	34	1	56	55	81	58	36	1
	16%	29% b	14%	34% b	-%	24% b	15%	28% b	19%	15%	17%	18%	17%	14%	50%
Signed for 2nd Class	98	27	56	16	-	71	79	30	*	77	57	82	67	67	1
	16%	18%	20%	28% ab	-%	18%	21%	25% a	5%	20%	17%	18%	20%	26% a	36%
Parcelforce Worldwide	95	32	51	19	-	75	57	35	1	67	61	79	67	42	2
	16%	22%	18%	33% ab	-%	19%	15%	29% ab	16%	17%	19%	18%	20%	16%	92%
Special Delivery Guaranteed by 1pm	69	35	44	22	-	67	47	25	1	47	49	56	52	36	2
	11%	24% b	15%	40% ab	-%	17%	13%	21% b	16%	12%	15%	12%	15%	14%	79%
International Tracked (previously Airsure)	51	22	31	20	-	40	38	43	*	37	34	43	38	29	*
	8%	15%	11%	35% ab	-%	10%	10%	35% ab	2%	9%	11%	10%	11%	11%	16%
International Tracked and Signed	51	23	39	25	-	40	39	44	1	33	40	41	38	27	1
	8%	15%	14%	44% ab	-%	10%	10%	37% ab	13%	9%	12%	9%	11%	11%	23%
International Signed	50	21	31	20	-	38	39	43	1	35	34	42	36	30	1
	8%	14%	11%	36% ab	-%	10%	11%	35% ab	13%	9%	10%	9%	11%	12%	23%
International standard mail (previously Airmail)	48	19	33	25	-	37	40	43	1	30	34	41	32	28	*
	8%	13%	12%	45% ab	-%	9%	11%	36% ab	13%	8%	10%	9%	9%	11%	11%
Special Delivery Guaranteed by 9am	41	20	25	15	-	40	31	17	1	28	27	34	30	18	1
	7%	14% b	9%	27% ab	-%	10%	8%	14% b	14%	7%	8%	8%	9%	7%	36%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 57 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All sending parcels and packets (QV6a=3)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**769**	220	424	110	-	507	502	180	6	526	462	594	472	376	10
Weighted total	**609**	148	284	56	-	394	371	121	4	387	327	448	341	257	2
International Economy (previously surface mail)	**21**	6	14	11	-	15	16	21	*	15	14	17	13	15	*
	4%	*4%*	*5%*	*21%* **ab**	*-%*	*4%*	*4%*	*17%* **ab**	*2%*	*4%*	*4%*	*4%*	*4%*	*6%*	*11%*
None of these (DO NOT READ OUT)	**89**	11	28	1	-	71	31	13	2	41	29	20	26	31	-
	15%	*7%*	*10%* c	*3%*	*-%*	*18%* **bc**	*8%*	*10%*	*39%*	*11%* c	*9%* c	*4%*	*8%*	*12%* a	*-%*
Don't Know (DO NOT READ OUT)	**11**	1	3	*	-	5	8	1	-	5	4	9	3	2	-
	2%	*1%*	*1%*	**%*	*-%*	*1%*	*2%*	*1%*	*-%*	*1%*	*1%*	*2%*	*1%*	*1%*	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 05/02/19

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**769**	423	297	367	117	92	485	381	20	13	16	13
Weighted total	**609**	291	204	274	75	52	345	265	15	9	17	10
Standard 1st Class	**209**	209	99	93	34	33	184	105	4	*	7	3
	34%	*72%* **bcd**	*49%* c	*34%*	*46%* c	*63%* **bcd**	*53%* b	*40%*	*25%*	*5%*	*38%*	*30%*
Signed for 1st Class	**186**	186	96	106	43	25	152	96	7	2	7	3
	30%	*64%* **bce**	*47%* c	*39%*	*57%* c	*48%*	*44%* b	*36%*	*47%*	*28%*	*43%*	*33%*
Standard 2nd Class	**165**	103	165	65	31	30	100	131	3	2	7	5
	27%	*35%* c	*81%* **acde**	*24%*	*41%* c	*58%* **acd**	*29%*	*49%* a	*21%*	*22%*	*39%*	*44%*
Royal Mail tracked 24 hours	**140**	66	39	140	31	17	82	47	1	2	1	4
	23%	*23%*	*19%*	*51%* **abe**	*41%* **ab**	*32%* **ab**	*24%* b	*18%*	*9%*	*23%*	*7%*	*38%*
Royal Mail tracked 48 hours	**99**	55	41	99	27	19	54	36	2	1	1	5
	16%	*19%*	*20%*	*36%* **ab**	*36%* **ab**	*37%* **ab**	*16%*	*14%*	*13%*	*7%*	*7%*	*50%*
Signed for 2nd Class	**98**	75	98	57	28	18	71	72	4	-	5	4
	16%	*26%*	*48%* **acde**	*21%*	*37%* **ac**	*35%* c	*21%*	*27%* a	*29%*	*-%*	*32%*	*40%*
Parcelforce Worldwide	**95**	57	40	95	31	19	59	40	3	6	5	*
	16%	*20%*	*19%*	*35%* **ab**	*42%* **ab**	*37%* **ab**	*17%*	*15%*	*19%*	*63%*	*27%*	*5%*
Special Delivery Guaranteed by 1pm	**69**	49	37	69	24	15	51	36	2	2	-	*
	11%	*17%*	*18%*	*25%* **ab**	*31%* **ab**	*29%* **ab**	*15%*	*14%*	*13%*	*19%*	*-%*	*3%*
International Tracked (previously Airsure)	**51**	35	32	38	51	31	39	30	*	2	2	1
	8%	*12%*	*16%*	*14%*	*68%* **abc**	*59%* **abc**	*11%*	*11%*	*2%*	*22%*	*11%*	*10%*
International Tracked and Signed	**51**	37	28	41	51	28	38	26	*	4	2	2
	8%	*13%*	*14%*	*15%*	*68%* **abce**	*54%* **abc**	*11%*	*10%*	*2%*	*42%*	*11%*	*15%*
International Signed	**50**	35	32	37	50	30	35	31	*	2	2	2
	8%	*12%*	*16%*	*13%*	*67%* **abc**	*57%* **abc**	*10%*	*12%*	*2%*	*24%*	*11%*	*15%*
International standard mail (previously Airmail)	**48**	37	32	31	35	48	39	30	*	2	2	3
	8%	*13%*	*16%*	*11%*	*47%* **abc**	*93%* **abcd**	*11%*	*11%*	*3%*	*21%*	*11%*	*25%*
Special Delivery Guaranteed by 9am	**41**	29	18	41	12	7	34	18	1	2	-	*
	7%	*10%*	*9%*	*15%* **ab**	*16%* b	*13%*	*10%*	*7%*	*5%*	*19%*	*-%*	*3%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**769**	423	297	367	117	92	485	381	20	13	16	13
Weighted total	**609**	291	204	274	75	52	345	265	15	9	17	10
International Economy (previously surface mail)	**21**	15	15	12	14	21	15	14	*	*	2	-
	4%	*5%*	*7%*	*4%*	*18%* **abc**	*41%* **abcd**	*4%*	*5%*	*1%*	*1%*	*11%*	*-%*
None of these (DO NOT READ OUT)	**89**	-	-	-	-	-	25	28	4	-	5	-
	15%	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*11%*	*24%*	*-%*	*30%*	*-%*
Don't Know (DO NOT READ OUT)	**11**	-	-	-	-	-	5	5	-	-	-	-
	2%	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**769**	731	658	740	697	751	504	724	257	1	597	24	141	547
Weighted total	**609**	574	500	582	533	589	381	561	168	*	448	21	128	404
Standard 1st Class	**209**	199	181	200	187	204	127	197	73	-	170	6	52	143
	34%	*35%*	*36%*	*34%*	*35%*	*35%*	*33%*	*35%*	*43%* ab	*-%	*38%*	*31%*	*41%*	*35%*
Signed for 1st Class	**186**	178	158	179	176	184	145	170	73	-	142	5	55	120
	30%	*31%*	*32%*	*31%*	*33%*	*31%*	*38%* b	*30%	*43%* b	*-%	*32%*	*25%*	*43%* b	*30%
Standard 2nd Class	**165**	157	140	160	146	163	106	160	64	-	134	4	50	105
	27%	*27%*	*28%*	*27%*	*27%*	*28%*	*28%*	*28%*	*38%* ab	*-%	*30%*	*17%*	*39%* b	*26%
Royal Mail tracked 24 hours	**140**	126	106	131	126	135	102	126	52	-	103	9	31	94
	23%	*22%*	*21%*	*22%*	*24%*	*23%*	*27%*	*22%*	*31%* b	*-%	*23%*	*41%*	*24%*	*23%
Royal Mail tracked 48 hours	**99**	86	76	87	88	95	74	88	38	-	69	5	32	57
	16%	*15%*	*15%*	*15%*	*16%*	*16%*	*19%*	*16%*	*22%* b	*-%	*15%*	*22%*	*25%* b	*14%
Signed for 2nd Class	**98**	94	85	96	92	96	68	95	38	-	68	4	26	67
	16%	*16%*	*17%*	*16%*	*17%*	*16%*	*18%*	*17%*	*23%* b	*-%	*15%*	*17%*	*20%*	*17%
Parcelforce Worldwide	**95**	85	76	87	82	91	70	82	43	-	68	3	24	64
	16%	*15%*	*15%*	*15%*	*15%*	*15%*	*18%*	*15%*	*26%* ab	*-%	*15%*	*16%*	*19%*	*16%
Special Delivery Guaranteed by 1pm	**69**	65	59	66	66	69	59	67	34	-	56	2	18	45
	11%	*11%*	*12%*	*11%*	*12%*	*12%*	*16%*	*12%*	*20%* b	*-%	*13%*	*11%*	*14%*	*11%
International Tracked (previously Airsure)	**51**	46	45	49	49	51	45	49	33	-	34	5	21	29
	8%	*8%*	*9%*	*8%*	*9%*	*9%*	*12%*	*9%*	*20%* ab	*-%	*8%*	*24%*	*17%* b	*7%
International Tracked and Signed	**51**	48	43	48	50	51	43	47	38	-	34	2	20	27
	8%	*8%*	*9%*	*8%*	*9%*	*9%*	*11%*	*8%*	*22%* ab	*-%	*8%*	*9%*	*15%* b	*7%
International Signed	**50**	47	40	47	47	50	45	48	37	-	36	2	18	30
	8%	*8%*	*8%*	*8%*	*9%*	*8%*	*12%*	*9%*	*22%* ab	*-%	*8%*	*10%*	*14%* b	*7%
International standard mail (previously Airmail)	**48**	43	43	45	43	48	35	46	34	-	32	4	22	25
	8%	*8%*	*9%*	*8%*	*8%*	*8%*	*9%*	*8%*	*20%* ab	*-%	*7%*	*18%*	*17%* b	*6%
Special Delivery Guaranteed by 9am	**41**	39	38	40	40	41	35	36	22	-	35	1	8	31
	7%	*7%*	*8%*	*7%*	*8%*	*7%*	*9%*	*6%*	*13%* b	*-%	*8%*	*6%*	*6%*	*8%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**769**	731	658	740	697	751	504	724	257	1	597	24	141	547
Weighted total	**609**	574	500	582	533	589	381	561	168	*	448	21	128	404
International Economy (previously surface mail)	**21**	21	20	21	18	21	11	21	15	-	12	3	8	13
	4%	*4%*	*4%*	*4%*	*3%*	*4%*	*3%*	*4%*	*9%* **ab**	*-%*	*3%*	*14%*	*6%*	*3%*
None of these (DO NOT READ OUT)	**89**	84	69	85	70	83	46	80	20	*	52	2	14	46
	15%	*15%*	*14%*	*15%*	*13%*	*14%*	*12%*	*14%*	*12%*	*100%*	*12%*	*11%*	*11%*	*11%*
Don't Know (DO NOT READ OUT)	**11**	10	8	10	9	11	7	9	6	-	6	-	-	9
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*-%*	*1%*	*-%*	*-%*	*2%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**769**	269	10	70	240	140	517	107	173	58	529	429	340
Weighted total	**609**	234	3	59	202	103	426	75	149	53	402	329	280
Standard 1st Class	**209**	63	1	14	53	32	150	23	35	18	156	113	96
	34%	*27%*	*32%*	*24%*	*26%*	*31%*	*35%*	*31%*	*24%*	*33%*	*39%* a	*34%*	*34%*
Signed for 1st Class	**186**	60	1	16	52	28	134	22	33	15	133	115	71
	30%	*26%*	*17%*	*28%*	*26%*	*27%*	*31%*	*30%*	*22%*	*28%*	*33%* a	*35%* b	*25%*
Standard 2nd Class	**165**	61	1	12	53	27	114	23	43	11	111	85	80
	27%	*26%*	*20%*	*20%*	*26%*	*26%*	*27%*	*31%*	*29%*	*20%*	*28%*	*26%*	*29%*
Royal Mail tracked 24 hours	**140**	48	1	6	47	21	99	18	30	9	101	79	61
	23%	*21%*	*19%*	*10%*	*23%* a	*20%*	*23%*	*25%*	*20%*	*17%*	*25%*	*24%*	*22%*
Royal Mail tracked 48 hours	**99**	46	1	7	41	19	63	15	25	7	66	51	48
	16%	*20%*	*24%*	*12%*	*20%*	*19%*	*15%*	*20%*	*17%*	*13%*	*16%*	*16%*	*17%*
Signed for 2nd Class	**98**	39	1	7	36	14	70	12	24	8	64	63	34
	16%	*17%*	*17%*	*12%*	*18%*	*14%*	*16%*	*16%*	*16%*	*15%*	*16%*	*19%* b	*12%*
Parcelforce Worldwide	**95**	37	*	12	30	15	67	13	25	8	61	61	34
	16%	*16%*	*13%*	*20%*	*15%*	*14%*	*16%*	*18%*	*17%*	*15%*	*15%*	*19%* b	*12%*
Special Delivery Guaranteed by 1pm	**69**	28	*	2	28	10	51	8	23	5	41	45	24
	11%	*12%*	*3%*	*4%*	*14%* a	*10%*	*12%*	*11%*	*16%*	*10%*	*10%*	*14%* b	*9%*
International Tracked (previously Airsure)	**51**	24	*	2	22	12	36	3	16	8	27	33	18
	8%	*10%*	*7%*	*4%*	*11%*	*11%*	*8%*	*5%*	*11%*	*15%* c	*7%*	*10%*	*6%*
International Tracked and Signed	**51**	23	*	3	22	10	34	6	13	7	31	32	19
	8%	*10%*	*7%*	*5%*	*11%*	*10%*	*8%*	*8%*	*9%*	*13%*	*8%*	*10%*	*7%*
International Signed	**50**	22	*	2	21	11	34	5	13	8	28	33	17
	8%	*9%*	*10%*	*3%*	*10%*	*11%*	*8%*	*6%*	*9%*	*16%* c	*7%*	*10%* b	*6%*
International standard mail (previously Airmail)	**48**	19	*	1	18	14	28	5	18	7	22	27	21
	8%	*8%*	*10%*	*3%*	*9%*	*14%* b	*7%*	*7%*	*12%* c	*14%* c	*6%*	*8%*	*8%*
Special Delivery Guaranteed by 9am	**41**	13	*	3	12	4	34	2	12	2	26	27	13
	7%	*5%*	*14%*	*4%*	*6%*	*4%*	*8%*	*3%*	*8%*	*5%*	*7%*	*8%*	*5%*
International Economy (previously surface mail)	**21**	11	-	1	10	4	13	4	9	2	10	9	12
	4%	*5%*	*-%*	*1%*	*5%*	*4%*	*3%*	*5%*	*6%* c	*4%*	*2%*	*3%*	*4%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Produced by OLR
Issue date: 05/02/19

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**769**	269	10	70	240	140	517	107	173	58	529	429	340
Weighted total	**609**	234	3	59	202	103	426	75	149	53	402	329	280
None of these (DO NOT READ OUT)	**89**	64	*	18	55	20	61	9	37	11	40	46	43
	15%	*27%*	*4%*	*31%*	*27%*	*19%*	*14%*	*12%*	*25%* c	*22%* c	*10%*	*14%*	*15%*
Don't Know (DO NOT READ OUT)	**11**	2	2	2	2	2	9	*	1	2	8	7	4
	2%	*1%*	*56%*	*3%*	*1%*	*2%*	*2%*	**%*	*1%*	*4%*	*2%*	*2%*	*1%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	a	b	c	d	a	b	*c	d
Unweighted total	769	164	22	177	91	126	57	111	66	49	86	16	38
Weighted total	609	59	3	69	34	49	21	44	24	17	35	5	19
Standard 1st Class	209	30	2	32	14	29	10	25	13	9	15	3	7
	34%	*51%*	*63%*	*45%*	*43%*	*59%*	*50%*	*56%*	*53%*	*50%*	*43%*	*67%*	*38%*
Signed for 1st Class	186	31	3	34	15	28	12	25	15	6	18	3	10
	30%	*53%*	*89%*	*48%*	*45%*	*57%*	*56%*	*55%*	*64%*	*33%*	*50%* a	*66%*	*50%*
Standard 2nd Class	165	19	2	20	10	14	13	11	13	8	11	1	2
	27%	*33%*	*47%*	*29%*	*30%*	*27%*	*64%* ac	*24%*	*56%* ac	*46%* d	*32%* d	*15%*	*13%*
Royal Mail tracked 24 hours	140	15	1	16	6	14	4	13	5	4	5	3	4
	23%	*25%*	*19%*	*24%*	*19%*	*29%*	*21%*	*29%*	*19%*	*25%*	*14%*	*56%*	*21%*
Royal Mail tracked 48 hours	99	10	1	14	4	13	3	9	3	5	3	*	3
	16%	*17%*	*16%*	*20%*	*11%*	*25%* d	*15%*	*21%*	*13%*	*29%* b	*9%*	*3%*	*17%*
Signed for 2nd Class	98	14	1	14	7	11	10	8	11	3	9	*	2
	16%	*23%*	*41%*	*20%*	*22%*	*22%*	*47%* ac	*18%*	*46%* ac	*18%*	*25%*	*2%*	*12%*
Parcelforce Worldwide	95	13	1	12	8	8	4	10	5	3	3	2	4
	16%	*22%*	*16%*	*17%*	*25%*	*17%*	*21%*	*23%*	*21%*	*17%*	*10%*	*36%*	*23%*
Special Delivery Guaranteed by 1pm	69	9	1	9	5	8	1	7	2	3	2	*	3
	11%	*15%*	*40%*	*13%*	*14%*	*15%* b	*3%*	*16%* b	*8%*	*16%*	*7%*	*8%*	*17%*
International Tracked (previously Airsure)	51	3	1	3	2	3	1	3	1	*	2	1	1
	8%	*6%*	*18%*	*5%*	*6%*	*6%*	*6%*	*6%*	*4%*	*2%*	*5%*	*11%*	*5%*
International Tracked and Signed	51	2	*	5	2	3	1	2	1	1	2	*	1
	8%	*4%*	*9%*	*7%*	*7%*	*6%*	*4%*	*4%*	*3%*	*9%*	*5%*	*5%*	*3%*
International Signed	50	2	1	3	1	3	1	2	1	1	1	*	1
	8%	*4%*	*18%*	*5%*	*4%*	*6%*	*5%*	*4%*	*3%*	*9%*	*4%*	*3%*	*3%*
International standard mail (previously Airmail)	48	3	*	5	2	4	1	3	1	1	2	*	1
	8%	*5%*	*8%*	*7%*	*6%*	*7%*	*3%*	*6%*	*3%*	*3%*	*6%*	*10%*	*7%*
Special Delivery Guaranteed by 9am	41	5	1	6	4	5	*	4	1	1	2	*	2
	7%	*8%*	*40%*	*9%*	*12%*	*9%*	*2%*	*9%*	*3%*	*5%*	*6%*	*3%*	*11%*
International Economy (previously surface mail)	21	3	*	3	2	2	1	2	1	1	1	*	*
	4%	*4%*	*5%*	*4%*	*5%*	*3%*	*6%*	*3%*	*5%*	*6%*	*4%*	*3%*	*1%*
None of these (DO NOT READ OUT)	89	5	*	5	5	2	*	3	1	2	6	*	3
	15%	*8%*	*2%*	*7%*	*14%* c	*5%*	*1%*	*7%*	*6%*	*9%*	*19%*	*1%*	*17%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	***b**	c	d	a	b	c	d	a	b	***c**	d
Unweighted total	**769**	164	22	177	91	126	57	111	66	49	86	16	38
Weighted total	**609**	59	3	69	34	49	21	44	24	17	35	5	19
Don't Know (DO NOT READ OUT)	**11**	*	-	*	-	*	-	*	-	-	*	-	-
	2%	*%	-%	*%	-%	*%	-%	*%	-%	-%	*%	-%	-%
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 57 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All sending parcels and packets (QV6a=3)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	*c	d	e	f	g	h	i	j	k	l
Unweighted total	769	118	32	12	199	37	49	57	55	64	72	39	35
Weighted total	609	89	38	17	81	27	34	43	58	83	56	51	32
Standard 1st Class	209	35	8	2	34	14	12	15	28	28	14	12	6
	34%	*39%*	*22%*	*14%*	*42%*	*51%*	*36%*	*35%*	*48%*	*34%*	*24%*	*25%*	*20%*
		jl			**bjkl**	**bjkl**			**bjkl**				
Signed for 1st Class	186	20	7	6	37	8	9	8	31	27	14	10	10
	30%	*23%*	*18%*	*33%*	*45%*	*30%*	*26%*	*18%*	*53%*	*32%*	*24%*	*20%*	*31%*
					abfgjk				**abefgijkl**				
Standard 2nd Class	165	29	9	-	22	10	12	15	22	17	16	11	4
	27%	*32%*	*23%*	*-%*	*27%*	*37%*	*34%*	*34%*	*39%*	*20%*	*28%*	*21%*	*12%*
		l				l	l	l	**il**				
Royal Mail tracked 24 hours	140	22	7	5	17	8	8	9	13	17	13	11	10
	23%	*25%*	*18%*	*30%*	*21%*	*32%*	*22%*	*20%*	*22%*	*20%*	*23%*	*22%*	*32%*
Royal Mail tracked 48 hours	99	14	7	*	14	7	8	10	16	8	11	1	2
	16%	*16%*	*20%*	*3%*	*17%*	*27%*	*24%*	*24%*	*27%*	*9%*	*19%*	*1%*	*7%*
		k	k		k	**ikl**	**ikl**	**ikl**	**ikl**		k		
Signed for 2nd Class	98	13	4	4	15	4	5	1	9	20	12	6	5
	16%	*14%*	*11%*	*23%*	*19%*	*13%*	*15%*	*3%*	*15%*	*25%*	*21%*	*12%*	*15%*
		g			g		g		g	g	g		g
Parcelforce Worldwide	95	11	11	2	13	6	5	6	11	8	9	7	6
	16%	*12%*	*30%*	*10%*	*17%*	*21%*	*13%*	*14%*	*18%*	*10%*	*16%*	*13%*	*20%*
			ai										
Special Delivery Guaranteed by 1pm	69	4	6	2	11	5	2	4	12	7	5	4	7
	11%	*4%*	*16%*	*13%*	*13%*	*20%*	*7%*	*9%*	*21%*	*8%*	*9%*	*9%*	*20%*
			a		a	a			**af**				a
International Tracked (previously Airsure)	51	4	6	2	4	4	7	1	9	10	3	2	*
	8%	*4%*	*15%*	*13%*	*5%*	*13%*	*19%*	*3%*	*15%*	*13%*	*6%*	*4%*	*1%*
			adgl			**adgl**	**adgjkl**		**adgl**	**adgl**			
International Tracked and Signed	51	4	4	4	5	2	2	4	11	8	3	2	*
	8%	*5%*	*11%*	*23%*	*6%*	*9%*	*7%*	*10%*	*20%*	*9%*	*6%*	*4%*	*1%*
									adjkl				
International Signed	50	4	4	4	4	2	4	2	9	12	3	2	*
	8%	*5%*	*11%*	*23%*	*4%*	*8%*	*13%*	*5%*	*15%*	*14%*	*6%*	*4%*	*1%*
							dl		**adl**	**adl**			
International standard mail (previously Airmail)	48	4	4	-	5	2	3	3	13	8	3	2	*
	8%	*4%*	*11%*	*-%*	*7%*	*6%*	*9%*	*8%*	*23%*	*10%*	*5%*	*4%*	*1%*
									adefgijkl				
Special Delivery Guaranteed by 9am	41	3	4	-	6	1	2	5	6	3	4	4	2
	7%	*3%*	*10%*	*-%*	*8%*	*3%*	*7%*	*11%*	*11%*	*4%*	*8%*	*8%*	*6%*
								a	a				
International Economy (previously surface mail)	21	1	2	2	3	1	*	1	8	2	2	*	*
	4%	*1%*	*5%*	*10%*	*3%*	*2%*	*1%*	*1%*	*14%*	*2%*	*4%*	*%*	*1%*
									adfgijkl				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	***c**	d	e	f	g	h	i	j	k	l
Unweighted total	**769**	118	32	12	199	37	49	57	55	64	72	39	35
Weighted total	**609**	89	38	17	81	27	34	43	58	83	56	51	32
None of these (DO NOT READ OUT)	**89**	11	4	4	12	3	5	4	7	22	9	6	3
	15%	*13%*	*11%*	*23%*	*14%*	*12%*	*13%*	*9%*	*12%*	*27%*	*16%*	*11%*	*9%*
										adghl			
Don't Know (DO NOT READ OUT)	**11**	4	-	2	*	-	2	-	-	-	2	-	1
	2%	*5%*	*-%*	*11%*	**%*	*-%*	*6%*	*-%*	*-%*	*-%*	*3%*	*-%*	*2%*
		d					d				d		
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**769**	162	285	176	146
Weighted total	**609**	144	142	184	139
Standard 1st Class	**209**	45	60	71	33
	34%	*32%*	*42%*	*38%*	*23%*
			ad	d	
Signed for 1st Class	**186**	33	54	65	34
	30%	*23%*	*38%*	*35%*	*24%*
			ad	**ad**	
Standard 2nd Class	**165**	37	44	54	30
	27%	*26%*	*31%*	*29%*	*22%*
Royal Mail tracked 24 hours	**140**	34	33	38	34
	23%	*24%*	*23%*	*21%*	*25%*
Royal Mail tracked 48 hours	**99**	22	29	34	14
	16%	*16%*	*20%*	*18%*	*10%*
			d	d	
Signed for 2nd Class	**98**	21	24	30	23
	16%	*14%*	*17%*	*17%*	*16%*
Parcelforce Worldwide	**95**	24	24	25	22
	16%	*17%*	*17%*	*14%*	*16%*
Special Delivery Guaranteed by 1pm	**69**	12	19	23	16
	11%	*8%*	*13%*	*12%*	*11%*
International Tracked (previously Airsure)	**51**	12	14	20	5
	8%	*8%*	*10%*	*11%*	*4%*
			d	d	
International Tracked and Signed	**51**	12	10	23	5
	8%	*8%*	*7%*	*13%*	*4%*
				bd	
International Signed	**50**	12	10	22	6
	8%	*8%*	*7%*	*12%*	*4%*
				d	
International standard mail (previously Airmail)	**48**	8	10	25	5
	8%	*6%*	*7%*	*14%*	*4%*
				abd	
Special Delivery Guaranteed by 9am	**41**	6	9	14	10
	7%	*5%*	*7%*	*8%*	*7%*
International Economy (previously surface mail)	**21**	5	4	11	2
	4%	*3%*	*3%*	*6%*	*2%*
None of these (DO NOT READ OUT)	**89**	19	20	33	17
	15%	*13%*	*14%*	*18%*	*12%*

Columns Tested: a,b,c,d

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**769**	162	285	176	146
Weighted total	**609**	144	142	184	139
Don't Know (DO NOT READ OUT)	**11**	6	2	-	3
	2%	*4%* c	*2%*	*-%*	*2%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-
	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	e	a	b	***c**	***d**	e
Unweighted total	**327**	185	83	34	25	142	67	64	13	14	30
Weighted total	**209**	193	9	3	3	16	74	66	4	4	6
0-24%	**68**	63	3	1	1	5	24	24	3	1	3
	32%	*32%*	*33%*	*41%*	*18%*	*32%*	*32%*	*36%*	*78%*	*28%*	*47%*
25-49%	**26**	24	1	*	*	1	11	9	*	*	*
	12%	*13%*	*9%*	*4%*	*14%*	*9%*	*15%*	*14%*	*3%*	*7%*	*3%*
50-74%	**23**	21	1	*	1	2	6	6	*	*	1
	11%	*11%*	*11%*	*7%*	*16%*	*11%*	*8%*	*9%*	*10%*	*12%*	*24%* **ab**
75-100%	**53**	49	2	1	*	4	20	16	-	2	*
	25%	*25%*	*26%*	*34%*	*8%*	*24%*	*27%* e	*25%* e	*-%*	*50%*	*5%*
Don't know	**40**	36	2	*	1	4	13	11	*	*	1
	19%	*19%*	*21%*	*13%*	*43%*	*24%*	*18%*	*17%*	*9%*	*4%*	*21%*
Answered	**169**	157	8	3	2	12	60	55	4	4	5
Mean	**45.81**	45.83	45.88	45.07	44.92	45.55	44.47	44.13	18.87	64.18	34.16

Columns Tested: a,b,c,d,e - a,b,c,d,e

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		***a**	***b**	c	***d**	***e**	f	***g**	***h**	***i**	j	k	l	m
Unweighted total	**327**	19	12	40	6	15	41	23	21	22	199	54	34	40
Weighted total	**209**	20	16	28	4	10	42	17	17	20	174	14	9	11
0-24%	**68**	8	5	8	2	2	17	9	*	7	59	4	3	3
	32%	*42%*	*32%*	*28%*	*49%*	*22%*	*40%*	*53%*	*2%*	*35%*	*34%*	*26%*	*32%*	*23%*
25-49%	**26**	3	-	2	-	-	7	5	2	2	22	1	1	2
	12%	*15%*	*-%*	*7%*	*-%*	*-%*	*18%*	*27%*	*14%*	*11%*	*12%*	*10%*	*7%*	*17%*
50-74%	**23**	1	1	2	-	1	4	1	5	3	18	2	1	2
	11%	*5%*	*7%*	*8%*	*-%*	*11%*	*9%*	*7%*	*27%*	*14%*	*10%*	*14%*	*12%*	*17%*
75-100%	**53**	6	6	8	2	5	9	*	4	4	44	3	3	2
	25%	*30%*	*37%*	*27%*	*45%*	*50%*	*22%*	*1%*	*26%*	*21%*	*25%*	*21%*	*35%*	*20%*
Don't know	**40**	2	4	9	*	2	5	2	5	4	32	4	1	3
	19%	*8%*	*25%*	*31%* f	*6%*	*16%*	*12%*	*12%*	*30%*	*19%*	*18%*	*29%* f	*14%*	*22%*
Answered	**169**	18	12	20	4	9	37	15	12	16	142	10	7	9
Mean	**45.81**	39.16	53.39	52.37	48.45	57.62	42.45	21.43	67.38	43.69	45.32	49.41	48.43	47.29

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	***d**	e	***f**	***g**	h	a	b	a	b
Unweighted total	**327**	8	52	9	26	92	12	23	105	217	110	282	45
Weighted total	**209**	3	34	4	18	67	3	18	62	153	56	196	13
0-24%	**68**	-	13	*	3	19	2	5	24	53	14	66	2
	32%	*-%*	*39%*	*11%*	*18%*	*29%*	*70%*	*29%*	*39%*	*35%*	*25%*	*34%* b	*12%*
25-49%	**26**	1	7	-	2	9	-	1	6	19	7	25	1
	12%	*42%*	*20%*	*-%*	*9%*	*13%*	*-%*	*5%*	*10%*	*12%*	*12%*	*13%*	*6%*
50-74%	**23**	*	3	2	3	6	*	1	8	14	9	18	5
	11%	*10%*	*10%*	*41%*	*15%*	*9%*	*2%*	*4%*	*13%*	*9%*	*16%*	*9%*	*37%* a
75-100%	**53**	1	5	*	8	21	*	9	8	35	18	48	5
	25%	*30%*	*15%*	*3%*	*46%*	*31%* **bh**	*10%*	*52%*	*13%*	*23%*	*33%*	*25%*	*36%*
Don't know	**40**	1	5	2	2	12	1	2	16	32	8	39	1
	19%	*19%*	*16%*	*44%*	*11%*	*18%*	*18%*	*10%*	*25%*	*21%*	*14%*	*20%*	*9%*
Answered	**169**	2	29	2	16	55	2	16	46	121	48	157	12
Mean	**45.81**	52.51	36.46	44.52	64.82	49.99 **bh**	21.61	60.38	35.95	42.82	53.31 a	44.61	62.09 a

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**327**	314	13	120	69	137
Weighted total	**209**	197	12	73	42	93
0-24%	**68**	68	-	22	17	29
	32%	*34%*	*-%*	*29%*	*41%*	*31%*
25-49%	**26**	22	4	13	5	7
	12%	*11%*	*34%*	*18%* c	*12%*	*8%*
50-74%	**23**	20	3	7	1	14
	11%	*10%*	*24%*	*10%*	*4%*	*15%* b
75-100%	**53**	49	4	20	9	23
	25%	*25%*	*34%*	*28%*	*22%*	*25%*
Don't know	**40**	39	1	11	9	20
	19%	*20%*	*7%*	*15%*	*21%*	*21%*
Answered	**169**	158	11	62	33	74
Mean	**45.81**	44.88	59.13	47.19	39.89	47.40

Columns Tested: a,b - a,b,c

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	**327**	192	113	19	2	1	-	-	-	305	22	34	158	135
Weighted total	**209**	138	59	7	2	2	-	-	-	197	12	32	107	71
0-24%	**68**	38	23	6	*	-	-	-	-	62	6	10	28	29
	32%	*28%*	*40%* a	*74%*	*21%*	*-%*	*-%*	*-%*	*-%*	*31%*	*51%*	*31%*	*26%*	*42%* b
25-49%	**26**	17	7	1	-	-	-	-	-	25	1	2	15	8
	12%	*13%*	*12%*	*14%*	*-%*	*-%*	*-%*	*-%*	*-%*	*12%*	*9%*	*7%*	*14%*	*12%*
50-74%	**23**	17	3	*	2	-	-	-	-	21	2	3	14	6
	11%	*13%*	*6%*	*6%*	*79%*	*-%*	*-%*	*-%*	*-%*	*10%*	*20%*	*11%*	*13%*	*8%*
75-100%	**53**	36	17	*	-	-	-	-	-	53	*	7	29	17
	25%	*26%*	*28%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*27%*	*2%*	*21%*	*28%*	*24%*
Don't know	**40**	29	8	*	-	2	-	-	-	38	2	10	20	10
	19%	*21%*	*14%*	*2%*	*-%*	*100%*	*-%*	*-%*	*-%*	*19%*	*18%*	*30%* c	*19%*	*15%*
Answered	**169**	109	51	7	2	-	-	-	-	159	10	22	87	60
Mean	**45.81**	48.22	43.38	22.72	57.56	-	-	-	-	46.69	31.20	45.24	48.98	41.43

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**327**	262	238	289	327	134	271	237	32	10	6	4	-	-
Weighted total	**209**	156	137	178	209	71	168	159	11	3	3	1	-	-
0-24%	**68**	48	48	59	68	26	53	50	4	3	2	*	-	-
	32%	*31%*	*35%*	*33%*	*32%*	*36%*	*32%*	*32%*	*36%*	*80%*	*63%*	*8%*	*-%*	*-%*
25-49%	**26**	19	16	21	26	10	20	19	*	-	*	1	-	-
	12%	*12%*	*12%*	*12%*	*12%*	*13%*	*12%*	*12%*	*2%*	*-%*	*2%*	*84%*	*-%*	*-%*
50-74%	**23**	17	16	19	23	7	17	16	2	*	1	-	-	-
	11%	*11%*	*11%*	*11%*	*11%*	*10%*	*10%*	*10%*	*14%*	*10%*	*36%*	*-%*	*-%*	*-%*
75-100%	**53**	42	32	48	53	16	44	46	2	*	-	-	-	-
	25%	*27%*	*23%*	*27%*	*25%*	*23%*	*26%*	*29%*	*21%*	*9%*	*-%*	*-%*	*-%*	*-%*
Don't know	**40**	30	25	30	40	13	33	27	3	*	-	*	-	-
	19%	*19%*	*18%*	*17%*	*19%*	*18%*	*19%*	*17%*	*27%*	*1%*	*-%*	*8%*	*-%*	*-%*
Answered	**169**	126	112	148	169	58	135	132	8	3	3	1	-	-
Mean	**45.81**	47.86	44.53	46.99	45.81	41.92	47.03	48.04	46.79	24.34	28.03	44.66	-	-

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**327**	318	5	2	1	-	1	-	1	50	67	77	92	3
Weighted total	**209**	204	3	1	2	-	*	-	*	43	40	48	45	2
0-24%	**68**	65	2	1	-	-	*	-	*	16	12	17	14	*
	32%	*32%*	*96%*	*100%*	*-%*	*-%*	*100%*	*-%*	*100%*	*38%*	*29%*	*36%*	*31%*	*2%*
25-49%	**26**	26	-	-	-	-	-	-	-	2	7	5	6	-
	12%	*13%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*19%* a	*11%*	*14%*	*-%*
50-74%	**23**	21	*	-	2	-	-	-	-	4	5	3	6	*
	11%	*10%*	*4%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*10%*	*12%*	*7%*	*14%*	*20%*
75-100%	**53**	53	-	-	-	-	-	-	-	12	8	16	10	2
	25%	*26%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*28%*	*21%*	*34%*	*22%*	*77%*
Don't know	**40**	40	-	-	-	-	-	-	-	8	7	6	9	-
	19%	*20%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*20%*	*18%*	*12%*	*19%*	*-%*
Answered	**169**	164	3	1	2	-	*	-	*	34	32	42	37	2
Mean	**45.81**	46.17	13.51	9.40	70.00	-	7.00	-	7.00	46.68	43.45	48.67	46.28	79.96

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	***b**	c	a	b	a	***b**
Unweighted total	**327**	108	73	89	51	5	193	17	116	278	49	278	11
Weighted total	**209**	74	43	59	30	1	141	8	59	179	29	174	4
0-24%	**68**	31	3	21	12	*	46	3	19	63	4	59	*
	32%	*42%* b	*8%*	*35%* b	*40%* b	*28%*	*32%*	*32%*	*32%*	*35%* b	*15%*	*34%*	*1%*
25-49%	**26**	8	5	7	5	-	21	*	4	20	6	20	*
	12%	*11%*	*11%*	*12%*	*17%*	*-%*	*15%* c	*6%*	*7%*	*11%*	*20%*	*12%*	*9%*
50-74%	**23**	5	10	3	5	-	14	*	8	19	4	18	2
	11%	*7%*	*24%* **ac**	*5%*	*15%* c	*-%*	*10%*	*6%*	*13%*	*11%*	*12%*	*10%*	*38%*
75-100%	**53**	18	12	18	5	*	35	1	17	46	7	46	2
	25%	*24%*	*27%*	*31%*	*17%*	*46%*	*25%*	*11%*	*28%*	*26%*	*23%*	*27%*	*49%*
Don't know	**40**	12	13	10	3	*	25	4	11	31	9	30	*
	19%	*17%*	*30%* **acd**	*16%*	*10%*	*26%*	*18%*	*45%*	*19%*	*17%*	*30%* a	*17%*	*3%*
Answered	**169**	62	30	50	27	1	116	4	48	149	21	144	4
Mean	**45.81**	41.38	58.20 **ad**	47.77	38.39	57.78	44.42	35.57	50.16	44.94	52.11	46.43	68.00

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**327**	35	54	68	8	255	72	118	256	83	-
Weighted total	**209**	25	29	41	3	166	43	48	151	37	-
0-24%	**68**	11	12	18	1	56	12	13	48	12	-
	32%	*45%*	*41%*	*44%*	*23%*	*34%*	*27%*	*28%*	*32%*	*34%*	*-%*
25-49%	**26**	7	2	6	2	18	8	8	17	5	-
	12%	*29%* b	*5%*	*15%*	*49%*	*11%*	*18%*	*16%*	*11%*	*13%*	*-%*
50-74%	**23**	2	3	4	-	19	4	3	17	4	-
	11%	*8%*	*9%*	*9%*	*-%*	*11%*	*10%*	*7%*	*11%*	*10%*	*-%*
75-100%	**53**	1	5	4	*	46	7	7	40	3	-
	25%	*4%*	*17%*	*9%*	*13%*	*28%*	*17%*	*15%*	*27%* **ac**	*9%*	*-%*
Don't know	**40**	4	8	9	*	28	12	17	29	13	-
	19%	*15%*	*28%*	*23%*	*15%*	*17%*	*28%* a	*35%* b	*19%*	*35%* b	*-%*
Answered	**169**	21	21	31	3	138	31	32	122	24	-
Mean	**45.81**	27.45	36.72	30.99	44.24	46.89	40.96	39.51	47.36 c	32.40	-

Columns Tested: a,b - a,b - a,b - a,b,c,d

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**327**	111	226	73	-	195	289	94	4	253	228	285	266	179	5
Weighted total	**209**	57	130	34	-	116	180	49	3	152	134	181	166	97	2
0-24%	**68**	21	47	9	-	40	59	20	-	48	48	64	55	34	1
	32%	*36%*	*36%*	*25%*	*-%*	*35%*	*33%*	*40%*	*-%*	*32%*	*36%*	*35%*	*33%*	*35%*	*58%*
25-49%	**26**	6	16	4	-	16	22	4	-	18	16	21	20	10	*
	12%	*11%*	*12%*	*12%*	*-%*	*14%*	*12%*	*7%*	*-%*	*12%*	*12%*	*12%*	*12%*	*10%*	*6%*
50-74%	**23**	5	15	3	-	12	21	4	-	16	15	19	18	12	-
	11%	*9%*	*12%*	*8%*	*-%*	*10%*	*12%*	*7%*	*-%*	*11%*	*11%*	*11%*	*11%*	*12%*	*-%*
75-100%	**53**	8	29	5	-	21	44	8	2	39	31	48	44	20	-
	25%	*14%*	*23%*	*15%*	*-%*	*18%*	*24%*	*17%*	*67%*	*26%*	*23%*	*26%*	*27%*	*21%*	*-%*
Don't know	**40**	18	22	13	-	27	34	14	1	30	25	29	28	21	1
	19%	*31%* b	*17%*	*39%* b	*-%*	*23%*	*19%*	*29%* b	*33%*	*19%*	*18%*	*16%*	*17%*	*22%*	*36%*
Answered	**169**	40	108	21	-	90	146	35	2	122	110	152	137	76	1
Mean	**45.81**	37.20	43.82	40.55	-	39.03	45.38 c	35.21	99.00	46.74	44.32	45.30	46.85	43.78	21.98

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	***a**	***b**	***c**	***d**
Unweighted total	**327**	327	180	169	71	70	294	190	10	3	6	5
Weighted total	**209**	209	99	93	34	33	184	105	4	*	7	3
0-24%	**68**	68	37	28	15	14	62	37	1	-	4	*
	32%	*32%*	*37%*	*30%*	*44%* c	*44%* c	*33%*	*36%*	*14%*	*-%*	*65%*	*8%*
25-49%	**26**	26	12	14	1	1	21	13	2	*	1	*
	12%	*12%* **de**	*12%*	*15%* **de**	*4%*	*4%*	*12%*	*12%*	*55%*	*14%*	*16%*	*9%*
50-74%	**23**	23	14	9	1	3	21	13	-	*	1	-
	11%	*11%*	*14%* d	*10%*	*4%*	*8%*	*12%*	*13%*	*-%*	*73%*	*14%*	*-%*
75-100%	**53**	53	7	13	4	2	46	21	*	*	*	2
	25%	*25%* **bcde**	*8%*	*14%* b	*13%*	*7%*	*25%*	*20%*	*1%*	*14%*	*5%*	*67%*
Don't know	**40**	40	29	29	12	12	33	21	1	-	-	*
	19%	*19%*	*29%* a	*31%* a	*35%* a	*38%* a	*18%*	*20%*	*30%*	*-%*	*-%*	*15%*
Answered	**169**	169	70	64	22	20	151	84	3	*	7	3
Mean	**45.81**	45.81 **bcde**	31.63	37.08 e	28.89	25.60	45.93	41.88	33.45	62.74	31.58	74.13

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**327**	315	293	318	300	321	211	313	128	-	275	10	58	251
Weighted total	**209**	199	181	200	187	204	127	197	73	-	170	6	52	143
0-24%	**68**	65	55	66	61	66	43	64	24	-	58	2	22	44
	32%	*32%*	*30%*	*33%*	*33%*	*32%*	*34%*	*33%*	*33%*	*-%*	*34%*	*39%*	*43%*	*31%*
25-49%	**26**	21	21	21	23	26	16	20	5	-	19	-	8	14
	12%	*11%*	*12%*	*11%*	*12%*	*13%*	*12%*	*10%*	*7%*	*-%*	*11%*	*-%*	*15%*	*10%*
50-74%	**23**	23	22	23	21	23	12	23	11	-	20	*	6	15
	11%	*11%*	*12%*	*11%*	*11%*	*11%*	*10%*	*11%*	*15%*	*-%*	*11%*	*8%*	*11%*	*11%*
75-100%	**53**	53	48	53	47	51	25	51	11	-	47	1	3	48
	25%	*26%*	*26%*	*26%*	*25%*	*25%*	*20%*	*26%* c	*15%*	*-%*	*27%*	*14%*	*5%*	*33%* a
Don't know	**40**	38	36	38	36	39	31	39	22	-	27	3	14	22
	19%	*19%*	*20%*	*19%*	*19%*	*19%*	*24%*	*20%*	*31%* b	*-%*	*16%*	*39%*	*26%*	*15%*
Answered	**169**	161	146	162	151	165	96	157	50	-	143	4	39	121
Mean	**45.81**	46.70	47.69	46.52	45.68	45.78	41.24	46.51	40.33	-	46.92	30.66	27.65	51.44 a

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	*b	c	a	b
Unweighted total	**327**	93	5	21	84	53	226	45	56	24	244	186	141
Weighted total	**209**	63	1	14	53	32	150	23	35	18	156	113	96
0-24%	**68**	23	*	3	21	11	48	9	14	6	48	32	36
	32%	*36%*	*25%*	*23%*	*39%*	*34%*	*32%*	*39%*	*40%*	*32%*	*31%*	*29%*	*37%*
25-49%	**26**	12	*	2	11	6	15	3	3	3	20	20	5
	12%	*20%*	*34%*	*16%*	*20%*	*19%*	*10%*	*11%*	*8%*	*19%*	*13%*	*18%* b	*5%*
50-74%	**23**	4	-	3	3	5	18	*	4	3	16	9	14
	11%	*7%*	*-%*	*23%*	*6%*	*14%* c	*12%* c	*2%*	*10%*	*19%*	*10%*	*8%*	*14%*
75-100%	**53**	8	-	2	6	5	42	6	3	5	45	30	23
	25%	*13%*	*-%*	*18%*	*10%*	*15%*	*28%* a	*27%*	*9%*	*27%*	*29%* a	*26%*	*24%*
Don't know	**40**	16	*	3	13	6	27	5	12	1	27	21	19
	19%	*25%*	*41%*	*21%*	*25%*	*18%*	*18%*	*22%*	*34%* c	*3%*	*17%*	*19%*	*20%*
Answered	**169**	47	1	11	40	26	123	18	23	17	129	92	77
Mean	**45.81**	33.45	23.38	47.46	31.11	40.05	47.31	45.45	32.51	45.17	48.30 a	46.66	44.80

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	***b**	c	d	a	b	c	d	***a**	b	***c**	***d**
Unweighted total	**327**	93	15	97	46	79	33	67	40	28	49	9	16
Weighted total	**209**	30	2	32	14	29	10	25	13	9	15	3	7
0-24%	**68**	8	*	9	5	8	2	7	3	4	3	*	2
	32%	*28%*	*16%*	*28%*	*33%*	*26%*	*23%*	*27%*	*22%*	*44%*	*19%*	*6%*	*30%*
25-49%	**26**	6	*	6	3	5	4	6	5	*	3	2	1
	12%	*22%*	*2%*	*17%*	*24%*	*19%*	*35%*	*24%*	*38%* a	*1%*	*22%*	*68%*	*15%*
50-74%	**23**	8	1	8	4	8	2	7	3	3	4	*	2
	11%	*28%*	*53%*	*27%*	*30%*	*29%*	*23%*	*29%*	*27%*	*38%*	*24%*	*10%*	*32%*
75-100%	**53**	4	*	6	1	6	1	3	1	1	4	*	1
	25%	*14%*	*2%*	*20%* d	*4%*	*20%*	*11%*	*12%*	*8%*	*16%*	*27%*	*7%*	*8%*
Don't know	**40**	2	1	2	1	2	1	2	1	*	1	*	1
	19%	*8%*	*27%*	*8%*	*9%*	*7%*	*8%*	*8%*	*4%*	*1%*	*8%*	*10%*	*16%*
Answered	**169**	28	2	29	13	27	10	23	12	8	14	3	6
Mean	**45.81**	43.86	42.72	47.16	37.73	47.70	41.73	44.39	41.99	44.55	50.87	45.65	41.68

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	**327**	50	11	2	103	21	20	26	23	23	28	10	10
Weighted total	**209**	35	8	2	34	14	12	15	28	28	14	12	6
0-24%	**68**	10	3	2	9	5	6	6	8	11	4	3	*
	32%	*29%*	*32%*	*100%*	*26%*	*37%*	*50%*	*41%*	*29%*	*41%*	*28%*	*21%*	*4%*
25-49%	**26**	6	-	-	6	-	2	2	1	2	4	2	1
	12%	*17%*	*-%*	*-%*	*19%*	*-%*	*13%*	*14%*	*3%*	*8%*	*30%*	*15%*	*10%*
50-74%	**23**	5	1	-	10	3	1	1	2	-	1	-	-
	11%	*15%*	*7%*	*-%*	*28%*	*20%*	*10%*	*7%*	*7%*	*-%*	*5%*	*-%*	*-%*
75-100%	**53**	7	1	-	6	4	1	5	7	8	2	6	5
	25%	*22%*	*12%*	*-%*	*18%*	*27%*	*5%*	*34%*	*27%*	*28%*	*15%*	*50%*	*81%*
Don't know	**40**	6	4	-	3	2	3	1	10	7	3	2	*
	19%	*17%*	*49%*	*-%*	*8%*	*16%*	*22%*	*4%*	*35%*	*24%*	*22%*	*15%*	*6%*
Answered	**169**	29	4	2	31	11	10	15	18	21	11	11	6
Mean	**45.81**	45.91	33.56	1.00	46.98	51.10	24.61	48.68	45.68	43.93	37.72	58.23	82.23

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**327**	63	144	72	48
Weighted total	**209**	45	60	71	33
0-24%	**68**	15	20	26	7
	32%	*33%*	*34%*	*36%*	*20%*
25-49%	**26**	6	8	5	7
	12%	*13%*	*14%*	*7%*	*20%* c
50-74%	**23**	6	14	3	1
	11%	*13%* d	*23%* **cd**	*4%*	*2%*
75-100%	**53**	8	11	20	13
	25%	*19%*	*17%*	*29%*	*41%* **ab**
Don't know	**40**	10	8	17	5
	19%	*22%*	*13%*	*24%* b	*16%*
Answered	**169**	35	52	54	27
Mean	**45.81**	41.44	43.75	45.80	55.44

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	*c	*d	*e
Unweighted total	**252**	139	64	24	25	113	46	50	12	11	25
Weighted total	**165**	152	7	3	3	13	54	47	6	4	4
0-24%	**59**	54	2	1	2	5	15	19	2	2	1
	35%	*35%*	*30%*	*32%*	*46%*	*34%*	*29%*	*40%*	*36%*	*64%*	*15%*
25-49%	**10**	9	1	*	*	1	4	3	*	*	1
	6%	*6%*	*9%*	*13%*	*1%*	*8%*	*7%*	*7%*	*2%*	*6%*	*32%*
50-74%	**16**	15	1	1	*	1	2	9	*	*	*
	10%	*10%*	*7%*	*19%*	*3%*	*9%*	*4%*	*20%* a	*8%*	*6%*	*8%*
75-100%	**47**	44	2	1	*	3	23	6	3	1	*
	28%	*29%*	*22%*	*22%*	*11%*	*19%*	*42%* b	*13%*	*45%*	*20%*	*12%*
Don't know	**34**	30	2	*	1	4	10	10	1	*	1
	21%	*20%*	*31%*	*14%*	*39%*	*30%*	*19%*	*21%*	*10%*	*4%*	*34%*
Answered	**131**	122	5	2	2	9	44	37	6	4	2
Mean	**46.45**	46.91	44.40	44.03	26.13	40.48	55.26 b	37.62	55.17	36.61	40.63

Columns Tested: a,b,c,d,e - a,b,c,d,e

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	f	***g**	***h**	***i**	j	k	l	m
Unweighted total	**252**	13	9	25	5	10	32	24	22	16	156	33	30	33
Weighted total	**165**	16	14	17	3	7	34	19	19	11	140	10	6	9
0-24%	**59**	7	6	2	2	4	16	6	4	4	51	3	2	3
	35%	*46%*	*41%*	*9%*	*68%*	*58%*	*46%*	*31%*	*22%*	*36%*	*36%*	*31%*	*35%*	*30%*
25-49%	**10**	2	1	1	-	-	1	*	1	2	8	*	1	*
	6%	*12%*	*8%*	*6%*	*-%*	*-%*	*3%*	*1%*	*6%*	*15%*	*6%*	*5%*	*21%* **fjm**	*2%*
50-74%	**16**	1	2	*	-	-	4	3	2	1	14	2	*	1
	10%	*7%*	*14%*	*1%*	*-%*	*-%*	*11%*	*18%*	*11%*	*11%*	*10%*	*17%* l	*1%*	*7%*
75-100%	**47**	4	1	6	1	3	10	6	8	2	41	1	2	3
	28%	*25%*	*8%*	*32%*	*29%*	*42%*	*30%* k	*34%*	*40%*	*19%*	*29%* k	*9%*	*34%* k	*32%* k
Don't know	**34**	2	4	9	*	-	3	3	4	2	27	4	1	3
	21%	*11%*	*29%*	*52%*	*4%*	*-%*	*9%*	*17%*	*21%*	*19%*	*19%*	*38%* **fjl**	*10%*	*29%* f
Answered	**131**	14	10	8	3	7	31	16	15	9	113	6	6	6
Mean	**46.45**	37.62	30.27	73.20	32.73	44.37	42.94	53.15	60.58	38.72	46.63	35.35	46.33	53.84

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	***d**	e	***f**	***g**	h	a	b	a	b
Unweighted total	**252**	6	36	5	15	70	8	11	100	178	74	220	32
Weighted total	**165**	2	27	1	6	54	3	6	64	126	39	149	17
0-24%	**59**	-	8	*	2	19	2	2	25	46	13	51	8
	35%	*-%*	*29%*	*11%*	*32%*	*36%*	*65%*	*36%*	*39%*	*36%*	*32%*	*34%*	*46%*
25-49%	**10**	*	3	-	1	2	-	*	3	7	3	8	2
	6%	*2%*	*12%*	*-%*	*18%*	*4%*	*-%*	*8%*	*5%*	*6%*	*7%*	*6%*	*10%*
50-74%	**16**	1	3	-	1	4	-	1	6	11	5	15	1
	10%	*57%*	*10%*	*-%*	*16%*	*8%*	*-%*	*10%*	*9%*	*9%*	*12%*	*10%*	*5%*
75-100%	**47**	-	9	*	1	15	1	3	16	36	11	43	4
	28%	*-%*	*34%*	*34%*	*18%*	*28%*	*27%*	*46%*	*25%*	*29%*	*27%*	*29%*	*22%*
Don't know	**34**	1	4	1	1	13	*	*	14	26	8	31	3
	21%	*41%*	*15%*	*55%*	*16%*	*24%*	*9%*	*1%*	*22%*	*21%*	*21%*	*21%*	*18%*
Answered	**131**	1	23	1	5	41	3	6	50	100	31	118	14
Mean	**46.45**	67.67	48.03	78.70	39.05	46.70	38.23	55.13	42.98	47.20	44.04	47.59	36.61

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**252**	246	6	91	49	111
Weighted total	**165**	159	6	59	28	79
0-24%	**59**	57	1	21	13	24
	35%	*36%*	*17%*	*36%*	*47%* c	*31%*
25-49%	**10**	8	2	3	3	4
	6%	*5%*	*32%*	*5%*	*10%*	*5%*
50-74%	**16**	14	2	4	2	11
	10%	*9%*	*32%*	*6%*	*5%*	*14%*
75-100%	**47**	47	-	19	5	23
	28%	*29%*	*-%*	*33%*	*18%*	*29%*
Don't know	**34**	33	1	12	5	17
	21%	*21%*	*18%*	*20%*	*19%*	*21%*
Answered	**131**	126	5	47	23	62
Mean	**46.45**	46.90	34.96	50.05 b	33.32	48.68 b

Columns Tested: a,b - a,b,c

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	***c**	***d**	***e**	***f**	***g**	***h**	i	***j**	***a**	b	c
Unweighted total	**252**	137	88	23	3	1	-	-	-	225	27	20	117	115
Weighted total	**165**	102	50	9	2	2	-	-	-	152	13	20	81	64
0-24%	**59**	34	20	2	2	-	-	-	-	54	5	7	27	25
	35%	*33%*	*40%*	*27%*	*98%*	*-%*	*-%*	*-%*	*-%*	*35%*	*36%*	*34%*	*33%*	*39%*
25-49%	**10**	8	1	1	-	-	-	-	-	9	1	3	5	2
	6%	*8%*	*2%*	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*10%*	*13%*	*6%*	*3%*
		b												
50-74%	**16**	8	5	3	-	-	-	-	-	13	3	2	6	8
	10%	*8%*	*11%*	*30%*	*-%*	*-%*	*-%*	*-%*	*-%*	*9%*	*20%*	*8%*	*7%*	*13%*
75-100%	**47**	29	16	2	-	-	-	-	-	45	2	6	23	18
	28%	*28%*	*32%*	*23%*	*-%*	*-%*	*-%*	*-%*	*-%*	*29%*	*16%*	*29%*	*28%*	*29%*
Don't know	**34**	24	8	*	*	2	-	-	-	32	2	3	21	10
	21%	*24%*	*15%*	*5%*	*2%*	*100%*	*-%*	*-%*	*-%*	*21%*	*18%*	*16%*	*26%*	*16%*
Answered	**131**	78	43	9	2	-	-	-	-	120	11	17	61	53
Mean	**46.45**	46.18	47.38	54.24	10.00	-	-	-	-	46.60	44.76	48.92	45.40	46.84

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**252**	200	180	222	252	109	206	169	28	12	8	5	-	-
Weighted total	**165**	118	102	137	165	56	129	116	9	5	6	2	-	-
0-24%	**59**	45	39	53	59	17	43	45	1	4	2	*	-	-
	35%	*38%*	*38%*	*39%*	*35%*	*31%*	*33%*	*39%*	*15%*	*83%*	*40%*	*22%*	-%	-%
25-49%	**10**	7	6	8	10	3	8	5	1	-	1	1	-	-
	6%	*6%*	*5%*	*6%*	*6%*	*5%*	*6%*	*4%*	*8%*	-%	*18%*	*68%*	-%	-%
50-74%	**16**	11	13	15	16	6	13	10	2	1	2	*	-	-
	10%	*9%*	*13%*	*11%*	*10%*	*11%*	*10%*	*9%*	*22%*	*12%*	*34%*	*3%*	-%	-%
75-100%	**47**	32	25	37	47	15	36	35	1	*	*	-	-	-
	28%	*27%*	*25%*	*27%*	*28%*	*27%*	*28%*	*30%*	*17%*	*4%*	*8%*	-%	-%	-%
Don't know	**34**	24	19	24	34	15	29	21	3	*	-	*	-	-
	21%	*20%*	*19%*	*18%*	*21%*	*26%*	*23%*	*18%*	*38%*	*1%*	-%	*6%*	-%	-%
Answered	**131**	94	83	113	131	41	100	95	5	5	6	1	-	-
Mean	**46.45**	44.29	42.89	44.17	46.45	47.50	46.87	45.61	56.67	14.09	37.17	39.66	-	-

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	b	c	d	*e
Unweighted total	**252**	237	8	4	2	-	1	-	1	29	59	59	73	2
Weighted total	**165**	157	3	2	4	-	*	-	*	26	44	32	33	2
0-24%	**59**	55	2	1	2	-	-	-	-	10	18	13	10	2
	35%	*35%*	*55%*	*34%*	*51%*	*-%*	*-%*	*-%*	*-%*	*41%*	*42%*	*39%*	*30%*	*100%*
25-49%	**10**	10	*	-	-	-	-	-	-	2	2	2	1	-
	6%	*6%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*9%*	*4%*	*7%*	*4%*	*-%*
50-74%	**16**	15	1	-	-	-	-	-	-	4	1	4	6	-
	10%	*9%*	*32%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*16%*	*3%*	*11%*	*17%* b	*-%*
75-100%	**47**	44	*	1	2	-	*	-	*	6	14	9	9	-
	28%	*28%*	*8%*	*59%*	*49%*	*-%*	*100%*	*-%*	*100%*	*22%*	*32%*	*27%*	*25%*	*-%*
Don't know	**34**	34	*	*	-	-	-	-	-	3	8	5	8	-
	21%	*22%*	*2%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*12%*	*19%*	*15%*	*24%*	*-%*
Answered	**131**	123	3	1	4	-	*	-	*	23	35	27	26	2
Mean	**46.45**	46.19	36.68	65.55	54.50	-	90.00	-	90.00	42.79	44.42	44.01	48.19	5.14

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**252**	77	53	70	47	4	147	14	91	213	39	211	11
Weighted total	**165**	55	36	43	29	1	114	10	41	141	24	131	5
0-24%	**59**	20	13	19	6	-	39	4	16	48	10	50	3
	35%	*37%*	*37%*	*44%* d	*20%*	*-%*	*34%*	*42%*	*38%*	*34%*	*43%*	*38%*	*60%*
25-49%	**10**	6	2	1	2	-	5	*	4	7	3	7	1
	6%	*11%* c	*5%*	*1%*	*6%*	*-%*	*5%*	*2%*	*11%*	*5%*	*13%* a	*5%*	*20%*
50-74%	**16**	3	3	5	5	*	11	-	5	15	1	15	-
	10%	*5%*	*8%*	*12%*	*17%* a	*46%*	*10%*	*-%*	*11%*	*11%*	*4%*	*11%*	*-%*
75-100%	**47**	15	10	9	13	-	35	4	8	45	2	36	1
	28%	*26%*	*28%*	*22%*	*45%* **ac**	*-%*	*31%*	*38%*	*20%*	*32%* b	*9%*	*27%*	*18%*
Don't know	**34**	12	8	9	3	*	24	2	8	27	7	24	*
	21%	*21%*	*22%*	*21%*	*12%*	*54%*	*21%*	*19%*	*21%*	*19%*	*31%*	*18%*	*3%*
Answered	**131**	44	28	34	25	*	91	8	33	115	17	108	5
Mean	**46.45**	43.29	43.31	41.51	62.06 **abc**	50.00	49.21 c	52.00	37.40	49.37	26.28	45.01	27.11

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**252**	31	44	60	4	194	58	87	198	68	-
Weighted total	**165**	24	31	41	3	125	40	37	118	36	-
0-24%	**59**	7	14	17	-	41	18	12	45	9	-
	35%	*31%*	*44%*	*42%*	*-%*	*32%*	*45%*	*31%*	*38%*	*26%*	*-%*
25-49%	**10**	2	1	1	1	5	5	3	7	3	-
	6%	*7%*	*2%*	*2%*	*40%*	*4%*	*11%* a	*8%*	*6%*	*9%*	*-%*
50-74%	**16**	4	3	5	1	12	3	2	11	5	-
	10%	*18%*	*9%*	*12%*	*42%*	*10%*	*9%*	*5%*	*9%*	*15%* a	*-%*
75-100%	**47**	7	8	11	-	43	4	7	32	4	-
	28%	*28%*	*25%*	*26%*	*-%*	*34%* b	*11%*	*18%*	*27%* c	*10%*	*-%*
Don't know	**34**	4	6	8	*	24	10	14	23	14	-
	21%	*17%*	*20%*	*19%*	*18%*	*20%*	*24%*	*39%* b	*20%*	*40%* b	*-%*
Answered	**131**	20	25	34	2	101	30	23	94	21	-
Mean	**46.45**	48.72	41.26	42.33	51.77	51.44 b	29.87	36.91	44.29	38.65	-

Columns Tested: a,b - a,b - a,b - a,b,c,d

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**252**	74	176	59	-	135	238	77	3	194	171	220	159	194	5
Weighted total	**165**	32	100	32	-	75	157	44	1	114	98	142	91	118	1
0-24%	**59**	10	39	8	-	24	55	15	-	42	37	50	34	41	-
	35%	*32%*	*39%*	*25%*	*-%*	*32%*	*35%*	*33%*	*-%*	*37%*	*37%*	*35%*	*37%*	*35%*	*-%*
25-49%	**10**	2	6	2	-	6	10	2	-	7	5	7	6	7	*
	6%	*7%*	*6%*	*7%*	*-%*	*8%*	*6%*	*4%*	*-%*	*6%*	*5%*	*5%*	*7%*	*6%*	*24%*
50-74%	**16**	3	13	7	-	8	15	7	-	11	13	16	14	14	-
	10%	*11%*	*13%*	*21%*	*-%*	*11%*	*10%*	*16%*	*-%*	*10%*	*13%*	*11%*	*16%*	*11%*	*-%*
75-100%	**47**	5	24	2	-	12	47	7	-	31	25	43	15	36	-
	28%	*15%*	*24%* c	*7%*	*-%*	*16%*	*30%* **ac**	*16%*	*-%*	*27%*	*26%*	*30%*	*16%*	*30%* a	*-%*
Don't know	**34**	11	18	13	-	24	31	14	1	24	19	27	21	21	1
	21%	*34%* b	*18%*	*40%* b	*-%*	*32%* b	*19%*	*31%* b	*100%*	*21%*	*19%*	*19%*	*24%*	*18%*	*76%*
Answered	**131**	21	82	19	-	51	127	30	-	91	80	115	70	97	*
Mean	**46.45**	37.90	42.54	39.49	-	39.80	47.39	40.58	-	44.72	44.12	48.10	37.87	48.17 a	36.35

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	***a**	***b**	***c**	***d**
Unweighted total	**252**	179	252	128	60	62	173	210	12	2	6	5
Weighted total	**165**	103	165	65	31	30	100	131	3	2	7	5
0-24%	**59**	35	59	21	11	6	34	42	1	2	5	4
	35%	*33%*	*35%* e	*33%*	*37%*	*21%*	*34%*	*32%*	*16%*	*100%*	*70%*	*83%*
25-49%	**10**	10	10	4	1	1	7	7	*	-	1	*
	6%	*9%*	*6%*	*6%*	*4%*	*3%*	*7%*	*5%*	*3%*	*-%*	*16%*	*6%*
50-74%	**16**	16	16	7	2	5	16	14	1	-	1	-
	10%	*15%*	*10%*	*10%*	*8%*	*16%*	*16%*	*10%*	*33%*	*-%*	*14%*	*-%*
75-100%	**47**	14	47	8	4	5	20	44	*	-	-	-
	28%	*13%*	*28%* **acd**	*12%*	*12%*	*17%*	*20%*	*33%* a	*7%*	*-%*	*-%*	*-%*
Don't know	**34**	30	34	26	12	13	24	24	1	-	-	*
	21%	*29%* b	*21%*	*39%* b	*40%* b	*43%* b	*24%*	*19%*	*41%*	*-%*	*-%*	*11%*
Answered	**131**	73	131	40	18	17	77	106	2	2	7	4
Mean	**46.45**	37.00	46.45 **acd**	33.95	32.69	49.74 **acd**	42.90	51.27	41.15	10.00	21.83	5.88

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**252**	241	225	245	232	250	172	246	104	-	207	9	58	180
Weighted total	**165**	157	140	160	146	163	106	160	64	-	134	4	50	105
0-24%	**59**	57	53	58	52	57	41	59	23	-	47	1	20	36
	35%	*36%*	*38%*	*36%*	*35%*	*35%*	*39%*	*37%*	*36%*	*-%*	*35%*	*16%*	*40%*	*34%*
25-49%	**10**	8	7	8	6	10	3	8	4	-	6	-	2	5
	6%	*5%*	*5%*	*5%*	*4%*	*6%*	*3%*	*5%*	*7%*	*-%*	*4%*	*-%*	*3%*	*5%*
50-74%	**16**	15	15	15	15	16	6	12	7	-	15	-	6	10
	10%	*10%*	*11%*	*10%*	*11%*	*10%*	*6%*	*8%*	*11%*	*-%*	*11%*	*-%*	*12%*	*10%*
75-100%	**47**	44	40	46	44	47	27	47	9	-	39	2	11	35
	28%	*28%*	*28%*	*29%*	*30%*	*29%*	*25%* c	*29%* c	*14%*	*-%*	*29%*	*48%*	*23%*	*33%*
Don't know	**34**	32	25	32	29	34	28	34	21	-	27	1	11	19
	21%	*20%*	*18%*	*20%*	*20%*	*21%*	*27%*	*21%*	*32%* b	*-%*	*20%*	*36%*	*23%*	*18%*
Answered	**131**	125	115	128	118	129	77	126	43	-	107	2	38	86
Mean	**46.45**	46.29	46.00	46.51	48.01	46.94	42.91	46.43	37.68	-	47.43	70.56	42.64	49.80

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	*b	c	a	b
Unweighted total	**252**	78	3	17	71	43	164	44	53	18	179	139	113
Weighted total	**165**	61	1	12	53	27	114	23	43	11	111	85	80
0-24%	**59**	22	*	6	18	13	37	8	13	5	41	31	28
	35%	*36%*	*39%*	*52%*	*33%*	*49%* b	*32%*	*36%*	*30%*	*43%*	*37%*	*36%*	*34%*
25-49%	**10**	5	*	1	4	2	7	*	3	*	7	6	4
	6%	*8%*	*17%*	*12%*	*7%*	*9%*	*6%*	*2%*	*6%*	*3%*	*6%*	*7%*	*5%*
50-74%	**16**	7	-	1	6	1	12	3	4	3	8	9	7
	10%	*11%*	*-%*	*9%*	*11%*	*2%*	*11%*	*12%*	*10%*	*30%*	*7%*	*11%*	*8%*
75-100%	**47**	14	-	*	15	6	35	6	13	2	32	21	26
	28%	*23%*	*-%*	*2%*	*28%*	*23%*	*30%*	*26%*	*29%*	*18%*	*29%*	*25%*	*32%*
Don't know	**34**	13	*	3	11	4	23	6	10	1	23	19	15
	21%	*22%*	*44%*	*25%*	*20%*	*16%*	*20%*	*24%*	*24%*	*6%*	*21%*	*22%*	*19%*
Answered	**131**	48	*	9	43	22	91	18	33	10	89	67	65
Mean	**46.45**	42.64	11.97	21.74	46.61	35.70	49.31	45.20	50.38	42.87	45.42	44.27	48.69

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	a	b	c	d	*a	b	*c	*d
Unweighted total	**252**	60	9	65	32	43	36	32	40	22	33	4	7
Weighted total	**165**	19	2	20	10	14	13	11	13	8	11	1	2
0-24%	**59**	6	*	7	1	7	3	4	4	1	4	*	1
	35%	*29%*	*10%*	*36%* d	*13%*	*49%* b	*23%*	*37%*	*29%*	*17%*	*38%*	*51%*	*49%*
25-49%	**10**	5	1	4	2	4	2	4	2	1	3	*	1
	6%	*25%*	*70%*	*20%*	*23%*	*28%*	*17%*	*35%*	*17%*	*15%*	*24%*	*7%*	*47%*
50-74%	**16**	3	*	3	3	2	3	2	3	2	1	-	-
	10%	*17%*	*6%*	*17%*	*33%*	*17%*	*23%*	*22%*	*25%*	*25%*	*13%*	*-%*	*-%*
75-100%	**47**	4	-	3	1	*	3	*	3	2	2	-	*
	28%	*23%*	*-%*	*17%*	*11%*	*1%*	*25%* **ac**	*1%*	*24%* **ac**	*28%*	*20%*	*-%*	*2%*
Don't know	**34**	1	*	2	2	1	2	1	1	1	1	*	*
	21%	*6%*	*14%*	*11%*	*20%* a	*4%*	*12%*	*5%*	*5%*	*16%*	*5%*	*43%*	*2%*
Answered	**131**	18	1	18	8	13	12	10	13	7	10	*	2
Mean	**46.45**	43.49	26.25	38.61	45.95	24.80	50.98 a	27.55	47.56 a	53.54	39.13	20.91	16.25

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month										
		Jan' 2018	Feb' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	c	*d	*e	*f	*g	*h	*i	*j	*k
Unweighted total	**252**	44	8	67	13	18	24	22	16	23	10	7
Weighted total	**165**	29	9	22	10	12	15	22	17	16	11	4
0-24%	**59**	9	2	7	3	5	8	9	8	3	4	1
	35%	*32%*	*20%*	*33%*	*32%*	*41%*	*53%*	*41%*	*48%*	*16%*	*37%*	*21%*
25-49%	**10**	-	-	5	1	1	*	*	-	2	-	-
	6%	-%	-%	*23%* a	*14%*	*5%*	*2%*	*2%*	-%	*14%*	-%	-%
50-74%	**16**	5	-	3	-	1	2	4	-	1	-	-
	10%	*16%*	-%	*15%*	-%	*9%*	*13%*	*19%*	-%	*4%*	-%	-%
75-100%	**47**	9	6	4	3	3	2	*	3	8	5	3
	28%	*30%*	*74%*	*20%*	*34%*	*28%*	*16%*	*2%*	*15%*	*51%*	*46%*	*69%*
Don't know	**34**	7	*	2	2	2	2	8	6	2	2	*
	21%	*23%*	*6%*	*10%*	*20%*	*16%*	*14%*	*37%*	*37%*	*14%*	*17%*	*10%*
Answered	**131**	22	8	20	8	10	13	14	11	14	9	3
Mean	**46.45**	50.15	71.64	40.64	48.67	44.85	32.49	28.24	29.52	62.47	62.87	69.81

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**252**	52	98	62	40
Weighted total	**165**	37	44	54	30
0-24%	**59**	11	15	25	7
	35%	*29%*	*35%*	*46%*	*24%*
				d	
25-49%	**10**	-	7	1	2
	6%	*-%*	*16%*	*2%*	*7%*
			ac		a
50-74%	**16**	5	4	6	1
	10%	*12%*	*10%*	*12%*	*2%*
75-100%	**47**	15	11	5	16
	28%	*40%*	*25%*	*10%*	*52%*
		c	c		**bc**
Don't know	**34**	7	6	17	4
	21%	*19%*	*14%*	*31%*	*15%*
				b	
Answered	**131**	30	38	38	26
Mean	**46.45**	55.87	43.43	30.04	63.58
		c	c		**bc**

Columns Tested: a,b,c,d

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	e	a	b	***c**	***d**	***e**
Unweighted total	**275**	158	65	30	22	117	42	61	18	12	25
Weighted total	**183**	170	7	3	3	13	44	59	16	6	6
0-24%	**65**	59	3	2	1	6	12	28	4	3	1
	35%	*35%*	*44%*	*62%* a	*39%*	*47%* a	*27%*	*48%* a	*25%*	*42%*	*18%*
25-49%	**18**	17	1	*	-	1	4	6	4	2	*
	10%	*10%*	*13%*	*4%*	*-%*	*8%*	*9%*	*11%*	*26%*	*28%*	*5%*
50-74%	**18**	17	*	*	-	1	5	2	4	-	*
	10%	*10%*	*4%*	*9%*	*-%*	*4%*	*11%*	*4%*	*22%*	*-%*	*3%*
75-100%	**26**	25	1	*	*	1	12	8	2	*	*
	14%	*14%*	*13%*	*6%*	*4%*	*9%*	*28%*	*14%*	*12%*	*2%*	*8%*
Don't know	**56**	52	2	1	2	4	11	14	2	2	4
	31%	*31%*	*27%*	*19%*	*58%*	*32%*	*25%*	*24%*	*14%*	*28%*	*65%*
Answered	**127**	118	5	2	1	9	33	45	14	4	2
Mean	**35.70**	36.48 e	30.79	18.81	12.24	25.21	46.91 b	30.37	40.57	14.18	37.63

Columns Tested: a,b,c,d,e - a,b,c,d,e

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		***a**	***b**	c	***d**	***e**	f	***g**	***h**	***i**	j	k	l	***m**
Unweighted total	**275**	13	12	38	6	9	34	26	17	19	174	39	34	28
Weighted total	**183**	14	16	26	3	8	32	26	14	16	154	11	10	8
0-24%	**65**	2	10	2	2	4	12	7	2	7	48	6	7	4
	35%	*13%*	*61%*	*7%*	*69%*	*54%*	*39%* c	*26%*	*15%*	*46%*	*31%* c	*51%* **cj**	*68%* **cfj**	*55%*
25-49%	**18**	4	1	5	-	1	3	2	*	1	16	1	1	1
	10%	*26%*	*8%*	*18%*	*-%*	*12%*	*9%*	*7%*	*1%*	*6%*	*10%*	*6%*	*8%*	*10%*
50-74%	**18**	3	-	2	-	1	2	2	6	1	16	1	1	-
	10%	*19%*	*-%*	*7%*	*-%*	*12%*	*6%*	*7%*	*42%*	*6%*	*10%*	*10%*	*6%*	*-%*
75-100%	**26**	3	1	4	1	-	8	4	-	4	25	*	1	*
	14%	*22%*	*8%*	*17%* k	*28%*	*-%*	*25%* **kl**	*14%*	*-%*	*23%*	*16%* k	*1%*	*6%*	*2%*
Don't know	**56**	3	4	13	*	2	7	12	6	3	49	3	1	3
	31%	*20%*	*24%*	*51%* **fjl**	*3%*	*22%*	*21%*	*46%*	*42%*	*20%*	*32%* l	*31%* l	*11%*	*33%*
Answered	**127**	11	12	13	3	6	25	14	8	13	105	8	9	5
Mean	**35.70**	48.33	16.58	54.41	27.30	18.01	43.40	34.74	49.61	38.79	38.96 l	21.00	21.24	15.39

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted total	275	5	33	8	19	81	8	17	104	188	87	238	37
Weighted total	183	2	22	4	10	72	1	14	59	133	50	166	17
0-24%	65	1	10	2	3	26	*	7	16	43	22	60	5
	35%	*52%*	*45%*	*45%*	*34%*	*36%*	*15%*	*52%*	*27%*	*33%*	*43%*	*36%*	*32%*
25-49%	18	-	2	*	2	5	*	2	8	16	2	16	2
	10%	*-%*	*8%*	*10%*	*17%*	*7%*	*6%*	*12%*	*13%*	*12%* b	*4%*	*10%*	*12%*
50-74%	18	-	1	-	1	10	-	*	5	12	5	13	5
	10%	*-%*	*4%*	*-%*	*9%*	*14%*	*-%*	*4%*	*9%*	*9%*	*10%*	*8%*	*29%* a
75-100%	26	-	4	-	3	11	*	3	5	19	7	23	3
	14%	*-%*	*16%*	*-%*	*30%*	*16%*	*13%*	*20%*	*9%*	*14%*	*14%*	*14%*	*19%*
Don't know	56	1	6	2	1	20	1	2	24	42	15	55	1
	31%	*48%*	*28%*	*45%*	*9%*	*27%*	*67%*	*13%*	*42%* e	*32%*	*29%*	*33%* b	*8%*
Answered	127	1	16	2	9	52	*	12	34	91	36	111	15
Mean	35.70	16.78	30.66	21.85	46.31	38.34	45.40	29.94	34.63	37.58	30.97	34.30	45.86

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**275**	266	9	102	61	111
Weighted total	**183**	175	8	71	39	73
0-24%	**65**	61	4	26	13	26
	35%	*35%*	*43%*	*36%*	*34%*	*35%*
25-49%	**18**	18	-	9	5	4
	10%	*10%*	*-%*	*13%*	*13%*	*6%*
50-74%	**18**	18	-	3	3	12
	10%	*10%*	*-%*	*4%*	*8%*	*16%* a
75-100%	**26**	25	1	12	3	11
	14%	*14%*	*11%*	*17%*	*8%*	*15%*
Don't know	**56**	53	4	21	15	21
	31%	*30%*	*45%*	*29%*	*38%*	*28%*
Answered	**127**	122	4	50	24	53
Mean	**35.70**	36.11	24.62	34.05	31.93	39.11

Columns Tested: a,b - a,b,c

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	***c**	***d**	***e**	***f**	***g**	***h**	i	***j**	***a**	b	c
Unweighted total	**275**	160	97	16	1	1	-	-	-	257	18	20	140	115
Weighted total	**183**	114	59	7	2	2	-	-	-	172	11	21	92	69
0-24%	**65**	39	19	6	-	-	-	-	-	59	6	4	35	26
	35%	*34%*	*33%*	*91%*	*-%*	*-%*	*-%*	*-%*	*-%*	*34%*	*59%*	*21%*	*38%*	*37%*
25-49%	**18**	9	9	*	-	-	-	-	-	18	*	*	9	9
	10%	*8%*	*15%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*10%*	*2%*	*1%*	*10%*	*13%*
50-74%	**18**	6	9	*	2	-	-	-	-	16	2	2	4	11
	10%	*6%*	*16%* a	*3%*	*100%*	*-%*	*-%*	*-%*	*-%*	*9%*	*19%*	*10%*	*5%*	*16%* b
75-100%	**26**	20	6	-	-	-	-	-	-	26	-	3	17	6
	14%	*17%*	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*15%*	*-%*	*13%*	*18%* c	*9%*
Don't know	**56**	39	15	*	-	2	-	-	-	54	2	12	28	17
	31%	*35%*	*25%*	*3%*	*-%*	*100%*	*-%*	*-%*	*-%*	*31%*	*20%*	*54%*	*30%*	*25%*
Answered	**127**	74	44	7	2	-	-	-	-	118	9	10	65	52
Mean	**35.70**	37.25	35.74	8.90	70.00	-	-	-	-	36.69	22.13	41.34	36.63	33.51

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**275**	232	206	249	275	114	223	206	24	9	5	3	2	-
Weighted total	**183**	144	120	159	183	63	143	142	10	2	1	1	3	-
0-24%	**65**	51	45	59	65	22	54	52	3	2	*	1	2	-
	35%	*35%*	*37%*	*37%*	*35%*	*35%*	*38%*	*36%*	*32%*	*94%*	*5%*	*92%*	*47%*	*-%*
25-49%	**18**	17	13	18	18	8	14	18	1	-	-	-	-	-
	10%	*12%*	*11%*	*12%*	*10%*	*13%*	*10%*	*12%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*
50-74%	**18**	13	10	13	18	7	17	12	1	-	*	-	-	-
	10%	*9%*	*8%*	*8%*	*10%*	*10%*	*12%*	*8%*	*11%*	*-%*	*9%*	*-%*	*-%*	*-%*
75-100%	**26**	19	17	22	26	5	18	20	2	*	*	-	-	-
	14%	*13%*	*14%*	*14%*	*14%*	*8%*	*12%*	*14%*	*19%*	*3%*	*3%*	*-%*	*-%*	*-%*
Don't know	**56**	45	35	47	56	21	41	41	3	*	1	*	2	-
	31%	*31%*	*29%*	*29%*	*31%*	*34%*	*28%*	*29%*	*32%*	*3%*	*83%*	*8%*	*53%*	*-%*
Answered	**127**	99	85	112	127	42	102	101	7	2	*	1	2	-
Mean	**35.70**	34.03	33.64	33.78	35.70	31.31	34.70	34.24	44.24	12.09	44.38	1.00	5.00	-

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**275**	269	2	1	2	-	1	-	1	34	61	81	71	2
Weighted total	**183**	176	4	2	2	-	*	-	*	30	44	47	38	1
0-24%	**65**	65	-	-	-	-	*	-	*	9	15	18	16	*
	35%	*37%*	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*	*100%*	*31%*	*35%*	*38%*	*43%*	*10%*
25-49%	**18**	18	-	-	-	-	-	-	-	3	7	7	2	-
	10%	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*9%*	*16%* d	*14%*	*5%*	*-%*
50-74%	**18**	12	4	-	2	-	-	-	-	1	3	4	4	*
	10%	*7%*	*100%*	*-%*	*98%*	*-%*	*-%*	*-%*	*-%*	*3%*	*6%*	*10%*	*11%*	*90%*
75-100%	**26**	24	-	2	*	-	-	-	-	5	7	6	5	-
	14%	*14%*	*-%*	*100%*	*2%*	*-%*	*-%*	*-%*	*-%*	*16%*	*15%*	*13%*	*12%*	*-%*
Don't know	**56**	56	-	-	-	-	-	-	-	12	12	12	11	-
	31%	*32%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*41%*	*27%*	*25%*	*29%*	*-%*
Answered	**127**	119	4	2	2	-	*	-	*	18	32	35	27	1
Mean	**35.70**	33.60	65.25	80.00	70.48	-	1.00	-	1.00	34.50	35.53	32.91	32.11	45.94

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**275**	86	69	81	34	5	151	12	112	231	44	237	12
Weighted total	**183**	56	49	56	21	1	119	8	56	151	32	154	5
0-24%	**65**	22	16	19	6	1	42	3	20	57	8	57	2
	35%	*39%*	*34%*	*35%*	*30%*	*74%*	*35%*	*36%*	*36%*	*38%*	*25%*	*37%*	*48%*
25-49%	**18**	3	8	6	1	-	13	*	5	16	2	17	1
	10%	*6%*	*16%* a	*11%*	*5%*	*-%*	*11%*	*1%*	*9%*	*11%*	*7%*	*11%*	*22%*
50-74%	**18**	2	4	4	7	-	14	2	2	9	9	13	*
	10%	*4%*	*9%*	*7%*	*35%* **abc**	*-%*	*12%* c	*20%*	*3%*	*6%*	*28%* a	*8%*	*1%*
75-100%	**26**	6	5	11	3	-	20	2	4	21	5	22	*
	14%	*11%*	*11%*	*20%*	*14%*	*-%*	*17%* c	*20%*	*7%*	*14%*	*16%*	*14%*	*1%*
Don't know	**56**	23	15	15	3	*	29	2	25	48	8	46	1
	31%	*41%* d	*30%*	*27%*	*15%*	*26%*	*24%*	*22%*	*46%* a	*32%*	*25%*	*30%*	*28%*
Answered	**127**	33	34	41	18	1	90	6	30	102	24	109	4
Mean	**35.70**	29.68	31.81	40.15	45.21	6.73	38.95 c	38.56	25.43	32.99	47.16 a	34.39	15.30

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**275**	33	44	61	6	213	62	122	227	73	-
Weighted total	**183**	25	34	46	4	136	47	68	139	32	-
0-24%	**65**	9	10	13	2	50	15	20	50	12	-
	35%	*36%*	*29%*	*29%*	*59%*	*37%*	*32%*	*29%*	*36%*	*37%*	-%
25-49%	**18**	5	3	8	-	14	4	12	15	3	-
	10%	*18%*	*9%*	*17%*	-%	*10%*	*9%*	*17%*	*11%*	*9%*	-%
50-74%	**18**	2	7	7	-	7	11 a	5	13	1	-
	10%	*8%*	*22%*	*15%*	-%	*5%*	*23%*	*7%*	*9%*	*3%*	-%
75-100%	**26**	5	4	8	-	22	4	4	19 **ac**	*	-
	14%	*21%*	*12%*	*18%*	-%	*16%*	*9%*	*5%*	*13%*	*%*	-%
Don't know	**56**	4	10	10	2	44	13	29	43	16	-
	31%	*16%*	*29%*	*22%*	*41%*	*32%*	*27%*	*42%* b	*31%*	*51%* b	-%
Answered	**127**	21	24	36	2	92	35	40	96	16	-
Mean	**35.70**	37.04	41.53	40.89	6.06	34.70	38.37	29.10 c	34.40 c	18.15	-

Columns Tested: a,b - a,b - a,b - a,b,c,d

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**275**	113	192	61	-	213	214	84	5	224	197	243	219	163	6
Weighted total	**183**	61	111	27	-	138	138	48	3	141	116	156	135	93	2
0-24%	**65**	20	44	11	-	47	52	16	2	48	44	58	49	37	1
	35%	*33%*	*39%*	*41%*	*-%*	*34%*	*37%*	*33%*	*64%*	*34%*	*38%*	*37%*	*36%*	*40%*	*62%*
25-49%	**18**	9	11	3	-	14	11	2	-	17	12	17	15	9	-
	10%	*15%*	*10%*	*10%*	*-%*	*10%*	*8%*	*4%*	*-%*	*12%*	*10%*	*11%*	*11%*	*9%*	*-%*
50-74%	**18**	6	7	*	-	15	14	7	-	13	10	10	13	7	-
	10%	*9%* c	*6%*	**%*	*-%*	*11%*	*10%*	*15%*	*-%*	*9%*	*8%*	*7%*	*9%*	*8%*	*-%*
75-100%	**26**	7	17	*	-	17	18	*	-	19	17	24	17	10	*
	14%	*12%* c	*15%* c	**%*	*-%*	*12%* c	*13%* c	**%*	*-%*	*13%*	*14%*	*15%*	*12%*	*11%*	*2%*
Don't know	**56**	19	32	13	-	46	43	23	1	44	33	48	42	29	1
	31%	*31%*	*29%*	*48%* **ab**	*-%*	*33%*	*31%*	*47%* **ab**	*36%*	*31%*	*29%*	*31%*	*31%*	*32%*	*35%*
Answered	**127**	42	79	14	-	93	95	25	2	97	83	109	93	63	1
Mean	**35.70**	33.36 c	33.01 c	13.40	-	35.30	34.23	27.58	1.00	34.60	33.82	34.52	33.84	29.98	21.62

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**275**	275	159	166	75	57	237	167	11	3	6	5
Weighted total	**183**	183	93	106	42	25	150	94	7	2	7	3
0-24%	**65**	65	40	35	15	8	53	39	3	*	4	2
	35%	*35%*	*43%*	*33%*	*37%*	*32%*	*36%*	*41%*	*47%*	*2%*	*50%*	*54%*
25-49%	**18**	18	9	14	1	*	15	9	1	-	2	-
	10%	*10%*	*10%*	*14%*	*2%*	*%*	*10%*	*9%*	*13%*	*-%*	*22%*	*-%*
		de	**de**	**de**								
50-74%	**18**	18	6	5	6	*	13	7	-	1	2	1
	10%	*10%*	*6%*	*4%*	*13%*	*1%*	*8%*	*8%*	*-%*	*25%*	*26%*	*30%*
		ce			**ce**							
75-100%	**26**	26	2	10	*	-	22	11	2	-	-	*
	14%	*14%*	*2%*	*9%*	*%*	*-%*	*14%*	*11%*	*23%*	*-%*	*-%*	*1%*
		bde		**bde**								
Don't know	**56**	56	36	43	20	17	47	29	1	2	*	*
	31%	*31%*	*38%*	*40%*	*48%*	*67%*	*31%*	*30%*	*16%*	*73%*	*2%*	*14%*
				a	a	**abcd**						
Answered	**127**	127	58	63	22	8	103	65	6	1	7	3
Mean	**35.70**	35.70	19.96	30.50	22.82	9.47	36.22	29.05	36.72	46.29	32.63	25.40
		bde	e	**be**	e							

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**275**	263	250	266	262	274	219	260	115	-	221	8	58	201
Weighted total	**183**	175	156	176	173	181	145	168	73	-	139	5	55	117
0-24%	**65**	63	57	64	63	65	50	61	33	-	50	1	19	43
	35%	*36%*	*37%*	*36%*	*36%*	*36%*	*35%*	*37%*	*45%*	-%	*36%*	*14%*	*35%*	*36%*
25-49%	**18**	18	17	18	17	18	15	17	4	-	15	-	5	12
	10%	*10%*	*11%*	*10%*	*10%*	*10%*	*10%*	*10%*	*5%*	-%	*10%*	-%	*10%*	*10%*
50-74%	**18**	16	13	16	16	18	12	17	9	-	13	-	8	6
	10%	*9%*	*8%*	*9%*	*9%*	*10%*	*9%*	*10%*	*13%*	-%	*9%*	-%	*15%* b	*5%*
75-100%	**26**	25	22	25	25	26	19	21	2	-	20	1	7	19
	14%	*14%*	*14%*	*14%*	*14%*	*14%*	*13%* c	*13%* c	*2%*	-%	*14%*	*23%*	*12%*	*16%*
Don't know	**56**	52	46	53	53	54	48	51	25	-	42	3	15	38
	31%	*30%*	*30%*	*30%*	*30%*	*30%*	*33%*	*30%*	*35%*	-%	*30%*	*63%*	*28%*	*32%*
Answered	**127**	123	109	123	121	127	96	117	48	-	97	2	40	79
Mean	**35.70**	35.25	34.58	35.18	35.35	35.70	35.07 c	34.45 c	23.55	-	34.66	64.69	37.05	34.92

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	*b	c	a	b
Unweighted total	275	81	2	19	71	43	186	43	46	20	204	166	109
Weighted total	183	59	1	16	51	28	131	22	33	15	131	113	70
0-24%	65	21	*	4	18	8	46	10	10	6	48	43	22
	35%	*35%*	*47%*	*22%*	*34%*	*30%*	*35%*	*46%*	*31%*	*41%*	*37%*	*38%*	*32%*
25-49%	18	6	-	4	5	2	16	*	3	1	14	16	2
	10%	*10%*	*-%*	*26%*	*9%*	*8%*	*12%*	*2%*	*9%*	*7%*	*11%*	*14%* b	*3%*
50-74%	18	9	-	6	5	6	8	4	5	5	8	3	14
	10%	*15%*	*-%*	*35%*	*11%*	*23%* b	*6%*	*16%* b	*16%* c	*32%*	*6%*	*3%*	*20%* a
75-100%	26	8	-	-	10	4	21	1	3	1	22	12	14
	14%	*13%*	*-%*	*-%*	*19%*	*16%* c	*16%* c	*3%*	*9%*	*4%*	*17%*	*11%*	*19%* a
Don't know	56	16	*	3	14	6	41	7	12	2	38	39	18
	31%	*26%*	*53%*	*18%*	*27%*	*23%*	*31%*	*33%*	*35%*	*16%*	*29%*	*34%*	*25%*
Answered	127	44	*	13	37	22	90	15	22	12	93	74	52
Mean	35.70	36.23	5.00	39.95	38.74	45.77 c	35.62 c	21.76	36.97	32.03	35.91	29.89	43.97 a

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	***b**	c	d	a	***b**	c	d	***a**	b	***c**	***d**
Unweighted total	**275**	86	15	87	41	69	29	60	40	20	45	9	17
Weighted total	**183**	31	3	34	15	28	12	25	15	6	18	3	10
0-24%	**65**	15	1	16	5	14	7	12	9	3	8	*	4
	35%	*48%*	*44%*	*48%*	*35%*	*51%*	*63%*	*48%*	*58%*	*52%*	*47%*	*15%*	*46%*
25-49%	**18**	6	1	4	5	3	2	4	4	*	2	2	1
	10%	*20%*	*35%*	*13%*	*30%* c	*10%*	*21%*	*14%*	*24%*	*5%*	*10%*	*73%*	*11%*
50-74%	**18**	3	-	4	2	4	1	3	1	2	2	*	-
	10%	*10%*	*-%*	*12%*	*14%*	*15%*	*8%*	*13%*	*6%*	*39%*	*12%*	*2%*	*-%*
75-100%	**26**	3	*	7	2	5	*	3	*	*	3	-	3
	14%	*11%*	*2%*	*20%*	*14%*	*17%* d	**%*	*13%* d	*1%*	*2%*	*20%*	*-%*	*32%*
Don't know	**56**	3	1	2	1	2	1	3	2	*	2	*	1
	31%	*11%*	*19%*	*7%*	*8%*	*7%*	*8%*	*12%*	*11%*	*2%*	*12%*	*10%*	*12%*
Answered	**127**	28	2	31	14	26	11	22	14	5	15	3	8
Mean	**35.70**	29.21	16.59	36.42	34.68	33.82 d	16.52	32.24 d	18.69	31.64	33.85	36.52	43.99

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 60 (continuation)

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	**275**	34	8	4	94	12	13	15	27	20	27	8	13
Weighted total	**183**	18	7	6	37	8	8	8	31	27	14	10	10
0-24%	**65**	8	*	-	16	5	2	2	15	5	8	1	2
	35%	*44%*	*7%*	*-%*	*44%*	*67%*	*22%*	*31%*	*50%*	*20%*	*57%*	*8%*	*16%*
25-49%	**18**	2	-	2	6	-	*	*	*	3	*	2	3
	10%	*11%*	*-%*	*30%*	*17%*	*-%*	*4%*	*1%*	**%*	*12%*	*2%*	*18%*	*25%*
50-74%	**18**	4	1	2	4	-	1	2	2	2	1	-	-
	10%	*20%*	*9%*	*38%*	*12%*	*-%*	*11%*	*22%*	*6%*	*6%*	*5%*	*-%*	*-%*
75-100%	**26**	-	2	2	7	-	1	-	4	5	*	4	2
	14%	*-%*	*28%*	*32%*	*18%* a	*-%*	*13%*	*-%*	*12%*	*19%*	*1%*	*37%*	*20%*
Don't know	**56**	5	4	-	4	3	4	4	10	11	5	4	4
	31%	*25%* d	*56%*	*-%*	*10%*	*33%*	*50%*	*45%*	*32%*	*43%*	*37%*	*37%*	*39%*
Answered	**127**	14	3	6	33	5	4	4	21	15	9	6	6
Mean	**35.70**	27.22	73.06	64.33	36.16	12.50	44.07	29.71	29.02	43.68	9.76	60.50	40.11

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**275**	46	119	62	48
Weighted total	**183**	31	53	65	34
0-24%	**65**	9	23	23	10
	35%	*28%*	*44%*	*35%*	*30%*
25-49%	**18**	4	7	3	5
	10%	*12%*	*12%*	*5%*	*14%*
50-74%	**18**	7	5	5	1
	10%	*21%* d	*10%*	*8%*	*2%*
75-100%	**26**	4	8	9	6
	14%	*12%*	*14%*	*13%*	*17%*
Don't know	**56**	9	10	25	13
	31%	*28%*	*20%*	*38%* b	*37%* b
Answered	**127**	23	43	40	21
Mean	**35.70**	42.91	33.92	34.60	33.70

Columns Tested: a,b,c,d

Signed for 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	***c**	***d**	e	***a**	b	***c**	***d**	***e**
Unweighted total	**149**	83	39	14	13	66	27	32	6	7	14
Weighted total	**97**	89	4	2	2	7	27	29	3	4	3
0-24%	**45**	42	2	1	*	3	11	17	3	*	1
	46%	*46%*	*52%*	*40%*	*24%*	*43%*	*42%*	*58%*	*88%*	*10%*	*15%*
25-49%	**3**	2	*	-	*	*	*	*	-	2	*
	3%	*3%*	*6%*	*-%*	*5%*	*4%*	*1%*	*2%*	*-%*	*40%*	*9%*
50-74%	**8**	7	*	*	-	*	5	3	-	-	-
	8%	*8%*	*1%*	*22%*	*-%*	*6%*	*17%*	*10%*	*-%*	*-%*	*-%*
75-100%	**11**	11	*	*	-	*	2	3	-	2	2
	12%	*12%* **be**	*1%*	*9%*	*-%*	*3%*	*7%*	*10%*	*-%*	*47%*	*52%*
Don't know	**30**	27	2	1	1	3	9	6	*	*	1
	31%	*30%*	*40%*	*28%*	*71%*	*44%*	*33%*	*20%*	*12%*	*3%*	*24%*
Answered	**67**	62	2	1	*	4	18	23	3	4	3
Mean	**28.34**	29.00	12.73	34.03	7.54	18.60	29.59	25.09	8.21	59.41	74.06

Columns Tested: a,b,c,d,e - a,b,c,d,e

Signed for 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	***f**	***g**	***h**	***i**	j	***k**	***l**	***m**
Unweighted total	**149**	4	8	18	2	6	18	14	10	12	92	21	21	15
Weighted total	**97**	5	10	11	*	5	18	12	13	7	81	6	5	4
0-24%	**45**	2	5	2	*	4	6	5	9	3	37	2	4	2
	46%	*38%*	*47%*	*19%*	*69%*	*81%*	*33%*	*45%*	*68%*	*48%*	*45%*	*42%*	*74%*	*40%*
25-49%	**3**	-	*	2	-	-	-	-	-	-	2	*	*	-
	3%	*-%*	*2%*	*14%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*8%*	*7%*	*-%*
50-74%	**8**	-	1	-	-	1	3	*	-	2	7	*	*	-
	8%	*-%*	*11%*	*-%*	*-%*	*19%*	*19%*	*1%*	*-%*	*29%*	*9%*	*5%*	*1%*	*-%*
75-100%	**11**	2	2	2	-	-	4	-	-	1	10	-	*	*
	12%	*37%*	*21%*	*16%*	*-%*	*-%*	*20%*	*-%*	*-%*	*13%*	*13%*	*-%*	*9%*	*12%*
Don't know	**30**	1	2	6	*	-	5	6	4	1	25	3	*	2
	31%	*25%*	*19%*	*51%*	*31%*	*-%*	*28%*	*54%*	*32%*	*9%*	*31%*	*44%*	*9%*	*48%*
Answered	**67**	4	8	6	*	5	13	6	9	6	56	3	5	2
Mean	**28.34**	41.96	38.22	42.74	5.00	13.98	46.73	7.75	5.98	35.05	30.15	15.12	17.06	26.86

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 61 (continuation)

Signed for 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	***b**	***c**	***d**	e	***f**	***g**	h	a	b	a	***b**
Unweighted total	**149**	3	22	4	8	43	5	8	56	103	46	131	18
Weighted total	**97**	1	13	2	4	37	2	6	31	72	25	91	5
0-24%	**45**	*	7	*	2	19	-	3	13	34	11	41	4
	46%	*35%*	*56%*	*19%*	*54%*	*50%*	*-%*	*41%*	*43%*	*47%*	*44%*	*45%*	*70%*
25-49%	**3**	-	-	*	-	1	*	-	2	2	1	2	1
	3%	*-%*	*-%*	*31%*	*-%*	*1%*	*3%*	*-%*	*5%*	*3%*	*2%*	*2%*	*10%*
50-74%	**8**	-	*	-	1	2	*	-	5	6	2	8	*
	8%	*-%*	*1%*	*-%*	*24%*	*4%*	*2%*	*-%*	*16%*	*8%*	*9%*	*8%*	*2%*
75-100%	**11**	-	3	-	-	3	2	2	1	9	2	11	-
	12%	*-%*	*23%*	*-%*	*-%*	*9%*	*83%*	*31%*	*3%*	*12%*	*9%*	*12%*	*-%*
Don't know	**30**	1	3	1	1	13	*	2	10	21	9	29	1
	31%	*65%*	*20%*	*50%*	*22%*	*35%*	*11%*	*28%*	*33%*	*30%*	*36%*	*32%*	*18%*
Answered	**67**	*	10	1	3	24	2	5	21	51	16	62	4
Mean	**28.34**	10.00	28.90	17.83	21.71	23.48	97.00	47.14	24.91	29.28	25.29	29.42	13.37

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Signed for 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	***b**	a	b	c
Unweighted total	**149**	146	3	53	35	61
Weighted total	**97**	95	2	38	21	38
0-24%	**45**	44	*	18	5	22
	46%	*47%*	*15%*	*46%* b	*25%*	*58%* b
25-49%	**3**	3	-	2	*	*
	3%	*3%*	*-%*	*6%*	*1%*	*1%*
50-74%	**8**	8	-	3	2	3
	8%	*8%*	*-%*	*7%*	*8%*	*9%*
75-100%	**11**	11	-	7	*	3
	12%	*12%*	*-%*	*19%* b	*2%*	*9%*
Don't know	**30**	29	2	8	14	9
	31%	*30%*	*85%*	*21%*	*64%* **ac**	*23%*
Answered	**67**	66	*	30	8	29
Mean	**28.34**	28.42	10.00	32.77	25.45	24.54

Columns Tested: a,b - a,b,c

Signed for 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	**149**	86	52	9	2	-	-	-	-	138	11	19	67	63
Weighted total	**97**	62	28	4	2	-	-	-	-	91	6	19	43	34
0-24%	**45**	28	11	4	2	-	-	-	-	39	5	8	20	17
	46%	*45%*	*40%*	*80%*	*97%*	*-%*	*-%*	*-%*	*-%*	*43%*	*85%*	*40%*	*47%*	*48%*
25-49%	**3**	2	-	*	-	-	-	-	-	2	*	1	2	*
	3%	*4%*	*-%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*4%*	*4%*	*4%*	*1%*
50-74%	**8**	3	5	*	-	-	-	-	-	8	*	2	1	5
	8%	*5%*	*17%* a	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*9%*	*2%*	*9%*	*3%*	*14%* b
75-100%	**11**	7	4	-	-	-	-	-	-	11	-	2	5	4
	12%	*12%*	*13%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*12%*	*-%*	*12%*	*12%*	*11%*
Don't know	**30**	21	8	*	*	-	-	-	-	30	1	7	15	9
	31%	*34%*	*29%*	*11%*	*3%*	*-%*	*-%*	*-%*	*-%*	*33%*	*9%*	*35%*	*34%*	*26%*
Answered	**67**	41	20	4	2	-	-	-	-	61	6	12	29	26
Mean	**28.34**	26.80	36.99	9.43	10.00	-	-	-	-	30.12	9.61	30.46	25.22	30.82

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Signed for 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**149**	127	106	133	149	65	125	108	17	2	3	3	-	-
Weighted total	**97**	79	57	83	97	36	75	74	5	1	2	1	-	-
0-24%	**45**	36	26	40	45	15	39	35	3	1	-	1	-	-
	46%	*46%*	*46%*	*48%*	*46%*	*42%*	*52%*	*47%*	*64%*	*93%*	*-%*	*92%*	*-%*	*-%*
25-49%	**3**	3	2	3	3	2	3	3	-	-	-	-	-	-
	3%	*3%*	*4%*	*3%*	*3%*	*6%*	*4%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
50-74%	**8**	6	4	6	8	2	4	6	1	-	*	-	-	-
	8%	*8%*	*7%*	*7%*	*8%*	*6%*	*5%*	*7%*	*11%*	*-%*	*7%*	*-%*	*-%*	*-%*
75-100%	**11**	9	5	9	11	4	8	9	-	-	-	-	-	-
	12%	*11%*	*9%*	*11%*	*12%*	*10%*	*10%*	*12%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**30**	25	19	25	30	13	22	22	1	*	2	*	-	-
	31%	*31%*	*34%*	*30%*	*31%*	*36%*	*29%*	*29%*	*25%*	*7%*	*93%*	*8%*	*-%*	*-%*
Answered	**67**	54	38	58	67	23	53	52	4	1	*	1	-	-
Mean	**28.34**	28.16	26.49	26.73	28.34	28.26	24.65	28.22	15.88	8.00	50.00	1.95	-	-

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Signed for 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	b	c	d	*e
Unweighted total	**149**	146	2	-	1	-	-	-	-	23	36	42	30	2
Weighted total	**97**	93	2	-	2	-	-	-	-	18	28	21	14	1
0-24%	**45**	43	-	-	2	-	-	-	-	6	16	9	9	*
	46%	*46%*	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*31%*	*59%*	*44%*	*60%*	*5%*
25-49%	**3**	3	-	-	-	-	-	-	-	1	*	2	-	-
	3%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*2%*	*8%*	*-%*	*-%*
50-74%	**8**	6	2	-	-	-	-	-	-	2	*	4	*	-
	8%	*6%*	*97%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*11%*	*1%*	*18%* **bd**	*1%*	*-%*
75-100%	**11**	11	-	-	-	-	-	-	-	4	3	*	2	-
	12%	*12%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*19%*	*12%* c	*1%*	*14%* c	*-%*
Don't know	**30**	30	*	-	-	-	-	-	-	7	7	6	4	1
	31%	*33%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*36%*	*26%*	*29%*	*25%*	*95%*
Answered	**67**	63	2	-	2	-	-	-	-	12	20	15	11	*
Mean	**28.34**	27.96	60.00	-	10.00	-	-	-	-	42.74	22.14	21.90	24.82	5.00

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Signed for 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	***d**	***e**	a	***b**	c	a	***b**	a	***b**
Unweighted total	**149**	48	33	41	23	4	84	6	59	124	25	128	5
Weighted total	**97**	28	23	30	15	1	65	5	27	82	15	81	1
0-24%	**45**	12	11	13	9	*	30	3	11	40	5	39	1
	46%	*42%*	*48%*	*43%*	*57%*	*46%*	*47%*	*66%*	*40%*	*48%*	*34%*	*48%*	*75%*
25-49%	**3**	1	-	2	-	-	3	-	*	2	*	3	-
	3%	*3%*	*-%*	*6%*	*-%*	*-%*	*4%*	*-%*	**%*	*3%*	*2%*	*3%*	*-%*
50-74%	**8**	2	1	2	3	-	5	2	1	8	*	6	-
	8%	*7%*	*4%*	*6%*	*20%*	*-%*	*8%*	*32%*	*4%*	*9%*	*1%*	*8%*	*-%*
75-100%	**11**	3	3	3	2	-	7	-	4	7	4	9	-
	12%	*10%*	*15%*	*10%*	*14%*	*-%*	*11%*	*-%*	*16%*	*9%*	*25%*	*11%*	*-%*
Don't know	**30**	11	7	11	1	*	20	*	11	25	6	24	*
	31%	*38%*	*33%*	*35%*	*9%*	*54%*	*30%*	*2%*	*39%*	*30%*	*39%*	*30%*	*25%*
Answered	**67**	18	15	20	14	*	45	5	17	57	9	57	1
Mean	**28.34**	27.27	30.91	26.99	29.15	10.00	26.71	22.10	34.65	26.28	41.32	27.09	7.03

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Signed for 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	***b**	a	***b**	a	b	a	b	c	***d**
Unweighted total	**149**	20	26	37	4	114	35	69	124	41	-
Weighted total	**97**	17	20	30	2	70	26	38	77	20	-
0-24%	**45**	9	9	13	2	36	9	15	36	8	-
	46%	*52%*	*43%*	*42%*	*74%*	*51%*	*33%*	*39%*	*47%*	*41%*	*-%*
25-49%	**3**	*	*	1	-	2	*	2	2	2	-
	3%	*3%*	*1%*	*2%*	*-%*	*4%*	*1%*	*6%*	*3%*	*9%*	*-%*
50-74%	**8**	2	2	2	-	5	3	3	6	*	-
	8%	*12%*	*9%*	*7%*	*-%*	*7%*	*10%*	*8%*	*8%*	*1%*	*-%*
75-100%	**11**	3	4	6	-	6	6	5	8	-	-
	12%	*15%*	*19%*	*21%*	*-%*	*8%*	*21%* a	*12%* c	*10%* c	*-%*	*-%*
Don't know	**30**	3	6	8	1	21	9	13	25	10	-
	31%	*18%*	*28%*	*27%*	*26%*	*30%*	*35%*	*35%*	*32%*	*50%* b	*-%*
Answered	**67**	14	14	22	2	49	17	25	53	10	-
Mean	**28.34**	30.34	34.15	36.26	4.21	23.60	42.00	30.92	27.33	12.85	-

Columns Tested: a,b - a,b - a,b - a,b,c,d

Signed for 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**149**	57	103	35	-	110	128	48	2	123	102	133	108	110	5
Weighted total	**97**	26	56	16	-	71	78	29	*	77	56	81	66	66	1
0-24%	**45**	10	26	6	-	32	39	14	-	35	26	39	31	30	*
	46%	*38%*	*46%*	*39%*	*-%*	*45%*	*50%*	*47%*	*-%*	*46%*	*46%*	*49%*	*47%*	*46%*	*24%*
25-49%	**3**	2	2	2	-	2	1	*	-	3	2	2	2	2	-
	3%	*8%*	*4%*	*11%*	*-%*	*2%*	*1%*	**%*	*-%*	*4%*	*4%*	*3%*	*4%*	*3%*	*-%*
50-74%	**8**	2	4	*	-	5	8	1	-	6	4	8	4	6	-
	8%	*9%*	*8%*	*1%*	*-%*	*7%*	*10%*	*4%*	*-%*	*8%*	*7%*	*10%*	*6%*	*9%*	*-%*
75-100%	**11**	4	5	-	-	7	9	2	-	9	5	8	7	7	-
	12%	*14%* c	*9%*	*-%*	*-%*	*10%*	*11%*	*6%*	*-%*	*12%*	*9%*	*9%*	*10%*	*11%*	*-%*
Don't know	**30**	8	18	8	-	25	22	12	*	24	19	24	21	20	1
	31%	*31%*	*33%*	*50%*	*-%*	*36%*	*28%*	*42%*	*100%*	*31%*	*33%*	*29%*	*33%*	*30%*	*76%*
Answered	**67**	18	38	8	-	45	56	17	-	53	37	57	44	46	*
Mean	**28.34**	35.00	26.55	11.39	-	25.73	27.17	18.45	-	28.52	26.66	25.61	25.77	28.11	11.62

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Signed for 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**149**	124	149	96	46	35	117	118	7	-	5	4
Weighted total	**97**	74	97	57	27	18	70	71	4	-	5	4
0-24%	**45**	33	45	25	13	8	33	33	1	-	4	*
	46%	*45%*	*46%*	*45%*	*48%*	*45%*	*47%*	*47%*	*33%*	*-%*	*67%*	*6%*
25-49%	**3**	2	3	2	*	*	3	2	-	-	-	-
	3%	*3%*	*3%*	*3%*	*%*	*%*	*4%*	*3%*	*-%*	*-%*	*-%*	*-%*
50-74%	**8**	6	8	1	*	*	6	6	-	-	2	2
	8%	*8%*	*8%*	*2%*	*%*	*1%*	*8%*	*9%*	*-%*	*-%*	*30%*	*43%*
75-100%	**11**	5	11	3	2	-	7	8	2	-	-	2
	12%	*7%*	*12%* e	*5%*	*7%*	*-%*	*10%*	*11%*	*41%*	*-%*	*-%*	*39%*
Don't know	**30**	27	30	25	12	10	22	22	1	-	*	*
	31%	*37%*	*31%*	*45%* b	*44%*	*53%* b	*31%*	*31%*	*26%*	*-%*	*3%*	*12%*
Answered	**67**	46	67	31	15	8	48	49	3	-	5	4
Mean	**28.34**	24.17	28.34 c	17.56	15.78	6.27	26.16	27.00	57.86	-	25.80	72.30

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Signed for 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	*a	b
Unweighted total	**149**	144	135	146	145	147	109	144	61	-	116	5	28	114
Weighted total	**97**	93	84	95	91	95	67	94	38	-	67	4	26	66
0-24%	**45**	42	41	44	45	45	29	44	15	-	33	1	15	29
	46%	*46%*	*49%*	*47%*	*49%*	*47%*	*43%*	*47%*	*40%*	*-%*	*49%*	*16%*	*58%*	*43%*
25-49%	**3**	3	3	3	3	3	2	3	2	-	3	-	-	3
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*4%*	*-%*	*4%*	*-%*	*-%*	*4%*
50-74%	**8**	8	6	8	6	8	3	8	2	-	3	2	2	6
	8%	*8%*	*7%*	*8%*	*7%*	*8%*	*5%*	*8%*	*5%*	*-%*	*4%*	*51%*	*6%*	*9%*
75-100%	**11**	11	11	11	11	11	8	11	4	-	7	-	4	6
	12%	*12%*	*13%*	*12%*	*12%*	*12%*	*12%*	*12%*	*10%*	*-%*	*11%*	*-%*	*14%*	*9%*
Don't know	**30**	28	23	29	26	28	25	28	15	-	21	1	6	23
	31%	*31%*	*28%*	*30%*	*28%*	*30%*	*37%*	*30%*	*40%*	*-%*	*31%*	*34%*	*22%*	*34%*
Answered	**67**	64	61	66	65	67	42	65	23	-	46	2	20	43
Mean	**28.34**	29.14	29.09	28.45	27.80	28.34	28.35	28.59	28.17	-	25.11	48.38	27.60	26.34

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Signed for 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	b	*c	*a	*b	c	a	b
Unweighted total	**149**	45	2	11	41	21	102	24	28	10	109	85	64
Weighted total	**97**	38	1	7	35	14	69	12	24	8	63	63	33
0-24%	**45**	16	*	3	15	9	33	3	14	5	26	26	18
	46%	*42%*	*47%*	*46%*	*44%*	*65%*	*47%*	*24%*	*58%*	*57%*	*42%*	*41%*	*55%*
25-49%	**3**	1	-	-	1	-	2	*	1	-	2	3	-
	3%	*2%*	*-%*	*-%*	*2%*	*-%*	*3%*	*3%*	*4%*	*-%*	*3%*	*4%*	*-%*
50-74%	**8**	3	-	3	1	2	3	3	2	1	5	6	2
	8%	*7%*	*-%*	*40%*	*3%*	*13%*	*5%*	*22%*	*8%*	*13%*	*8%*	*9%*	*6%*
75-100%	**11**	8	-	-	8	2	9	1	-	2	9	9	2
	12%	*22%*	*-%*	*-%*	*24%*	*12%*	*13%*	*5%*	*-%*	*22%*	*15%*	*15%*	*6%*
Don't know	**30**	10	*	1	10	2	22	5	7	1	21	19	11
	31%	*27%*	*53%*	*15%*	*28%*	*11%*	*31%*	*46%*	*30%*	*7%*	*33%*	*30%*	*33%*
Answered	**67**	27	*	6	25	13	48	6	17	7	42	44	22
Mean	**28.34**	36.67	5.00	32.04	36.24	24.76	28.87	31.53	14.06	37.57	32.29	32.85	19.49

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Signed for 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	***b**	c	***d**	***a**	***b**	***c**	d	***a**	***b**	***c**	***d**
Unweighted total	**149**	40	8	42	22	27	25	21	30	13	21	2	6
Weighted total	**97**	14	1	14	7	11	10	8	11	3	9	*	2
0-24%	**45**	8	*	9	4	8	6	6	7	3	6	*	1
	46%	*61%*	*17%*	*61%*	*52%*	*76%*	*59%*	*68%*	*63%*	*87%*	*66%*	*100%*	*55%*
25-49%	**3**	*	-	*	-	*	-	*	-	-	*	-	-
	3%	*2%*	*-%*	*2%*	*-%*	*3%*	*-%*	*4%*	*-%*	*-%*	*3%*	*-%*	*-%*
50-74%	**8**	2	-	2	2	1	2	1	2	-	1	-	-
	8%	*17%*	*-%*	*17%*	*27%*	*9%*	*24%*	*12%*	*21%*	*-%*	*15%*	*-%*	*-%*
75-100%	**11**	1	1	1	1	1	*	1	*	*	-	-	1
	12%	*8%*	*67%*	*8%*	*16%*	*9%*	*2%*	*12%*	*2%*	*7%*	*-%*	*-%*	*42%*
Don't know	**30**	2	*	2	*	*	1	*	2	*	1	-	*
	31%	*12%*	*16%*	*12%*	*5%*	*3%*	*15%*	*5%*	*14%*	*6%*	*16%*	*-%*	*3%*
Answered	**67**	12	1	12	7	10	8	8	10	3	7	*	2
Mean	**28.34**	22.50	60.55	22.41	31.15	16.25	22.38	19.82	19.79	12.57	14.01	3.19	37.57

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Signed for 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	**149**	22	3	3	43	7	8	7	11	16	17	5	7
Weighted total	**97**	13	4	4	15	4	4	1	9	20	12	6	5
0-24%	**45**	8	2	2	10	2	3	1	3	6	6	1	3
	46%	*63%*	*46%*	*56%*	*64%*	*46%*	*62%*	*59%*	*32%*	*30%*	*47%*	*12%*	*54%*
25-49%	**3**	*	-	-	*	-	-	-	-	2	*	-	-
	3%	*2%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*10%*	*1%*	*-%*	*-%*
50-74%	**8**	*	-	-	2	-	-	*	-	3	2	-	-
	8%	*1%*	*-%*	*-%*	*15%*	*-%*	*-%*	*21%*	*-%*	*16%*	*16%*	*-%*	*-%*
75-100%	**11**	*	-	-	1	-	-	-	2	2	2	4	-
	12%	*4%*	*-%*	*-%*	*8%*	*-%*	*-%*	*-%*	*19%*	*12%*	*17%*	*59%*	*-%*
Don't know	**30**	4	2	2	2	2	2	*	4	6	2	2	2
	31%	*30%*	*54%*	*44%*	*11%*	*54%*	*38%*	*20%*	*49%*	*31%*	*20%*	*29%*	*46%*
Answered	**67**	9	2	2	13	2	3	1	4	14	9	4	3
Mean	**28.34**	12.78	5.00	7.99	21.04	6.78	14.52	22.43	38.34	35.11	36.33	84.29	7.75

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Signed for 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	b	c	*d
Unweighted total	**149**	28	58	34	29
Weighted total	**97**	21	23	30	23
0-24%	**45**	12	14	10	9
	46%	*58%*	*61%* c	*32%*	*39%*
25-49%	**3**	*	*	2	*
	3%	*1%*	*1%*	*7%*	**%*
50-74%	**8**	*	2	4	2
	8%	*1%*	*10%*	*12%*	*8%*
75-100%	**11**	*	1	4	6
	12%	*2%*	*5%*	*13%*	*24%*
Don't know	**30**	8	5	11	6
	31%	*37%*	*23%*	*36%*	*28%*
Answered	**67**	13	18	19	16
Mean	**28.34**	10.84	18.72	35.21	44.46

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Special Delivery Guaranteed by 1pm (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	*a	*b	*c	*d	*e
Unweighted total	**130**	63	38	14	15	67	18	28	11	6	13
Weighted total	**69**	62	4	1	2	7	19	23	7	2	1
0-24%	**25**	22	2	1	1	4	2	10	6	*	1
	37%	*35%*	*54%*	*41%*	*45%*	*49%*	*11%*	*43%*	*78%*	*17%*	*46%*
25-49%	**6**	6	*	-	-	*	4	*	*	-	-
	8%	*9%*	*1%*	*-%*	*-%*	*1%*	*23%*	*2%*	*7%*	*-%*	*-%*
		e									
50-74%	**10**	9	*	*	*	1	3	3	1	2	*
	14%	*15%*	*6%*	*21%*	*7%*	*9%*	*15%*	*14%*	*7%*	*74%*	*11%*
75-100%	**8**	7	1	-	-	1	6	1	*	*	-
	11%	*11%*	*14%*	*-%*	*-%*	*7%*	*34%*	*4%*	*3%*	*5%*	*-%*
Don't know	**21**	18	1	1	1	2	3	9	*	*	1
	30%	*29%*	*24%*	*38%*	*48%*	*34%*	*18%*	*37%*	*5%*	*4%*	*43%*
Answered	**49**	44	3	1	1	5	16	15	7	2	1
Mean	**31.98**	32.91	28.07	23.75	10.32	23.47	54.73	22.90	18.40	44.47	21.27

Columns Tested: a,b,c,d,e - a,b,c,d,e

Special Delivery Guaranteed by 1pm (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	**130**	3	3	19	-	5	15	15	10	4	74	18	21	17
Weighted total	**69**	2	2	11	-	1	12	12	12	2	55	5	6	4
0-24%	**25**	*	*	5	-	*	3	3	5	2	18	3	2	2
	37%	*7%*	*8%*	*44%*	*-%*	*33%*	*28%*	*24%*	*39%*	*89%*	*34%*	*56%*	*41%*	*47%*
25-49%	**6**	-	-	2	-	*	-	2	-	-	4	-	1	1
	8%	*-%*	*-%*	*17%*	*-%*	*36%*	*-%*	*15%*	*-%*	*-%*	*7%*	*-%*	*17%*	*13%*
50-74%	**10**	2	-	2	-	-	2	2	-	-	8	*	2	1
	14%	*82%*	*-%*	*18%*	*-%*	*-%*	*15%*	*19%*	*-%*	*-%*	*14%*	*2%*	*27%*	*14%*
75-100%	**8**	-	-	-	-	*	2	-	4	-	6	1	1	-
	11%	*-%*	*-%*	*-%*	*-%*	*31%*	*16%*	*-%*	*32%*	*-%*	*11%*	*16%*	*11%*	*-%*
Don't know	**21**	*	2	2	-	-	5	5	4	*	18	1	*	1
	30%	*11%*	*92%*	*22%*	*-%*	*-%*	*40%*	*41%*	*29%*	*11%*	*33%*	*27%*	*3%*	*26%*
Answered	**49**	2	*	8	-	1	7	7	8	2	37	3	5	3
Mean	**31.98**	46.73	20.00	23.52	-	38.22	41.53	28.00	43.85	4.99	33.36	23.35	35.83	18.92

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Special Delivery Guaranteed by 1pm (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	*b
Unweighted total	130	1	27	3	8	33	2	7	48	87	43	113	17
Weighted total	69	*	12	1	2	29	*	3	21	51	18	64	5
0-24%	25	*	6	*	2	6	*	1	9	22	4	21	4
	37%	*100%*	*47%*	*54%*	*88%*	*21%*	*29%*	*36%*	*45%* e	*42%* b	*21%*	*33%*	*85%*
25-49%	6	-	1	-	-	2	-	-	2	4	2	6	-
	8%	*-%*	*8%*	*-%*	*-%*	*8%*	*-%*	*-%*	*11%*	*8%*	*10%*	*9%*	*-%*
50-74%	10	-	3	-	-	5	-	-	2	7	3	10	*
	14%	*-%*	*23%*	*-%*	*-%*	*16%*	*-%*	*-%*	*11%*	*14%*	*17%*	*15%*	*4%*
75-100%	8	-	2	-	-	3	-	-	2	6	2	8	-
	11%	*-%*	*17%*	*-%*	*-%*	*11%*	*-%*	*-%*	*10%*	*11%*	*11%*	*12%*	*-%*
Don't know	21	-	1	*	*	13	*	2	5	13	7	20	1
	30%	*-%*	*5%*	*46%*	*12%*	*44%* h	*71%*	*64%*	*22%*	*26%*	*41%*	*31%*	*11%*
Answered	49	*	12	*	2	17	*	1	16	38	11	44	4
Mean	31.98	10.00	32.79	5.70	12.30	38.96	1.00	1.92	28.99	29.60	40.51	34.37	7.88

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Special Delivery Guaranteed by 1pm (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	*b	c
Unweighted total	**130**	124	6	46	29	54
Weighted total	**69**	66	3	24	14	31
0-24%	**25**	24	1	8	7	11
	37%	*37%*	*38%*	*33%*	*48%*	*34%*
25-49%	**6**	6	-	3	*	3
	8%	*8%*	*-%*	*12%*	**%*	*9%*
50-74%	**10**	8	2	4	2	4
	14%	*13%*	*60%*	*16%*	*13%*	*14%*
75-100%	**8**	8	-	2	-	5
	11%	*11%*	*-%*	*10%*	*-%*	*16%*
Don't know	**21**	21	*	7	5	8
	30%	*31%*	*3%*	*30%*	*39%*	*26%*
Answered	**49**	46	3	17	8	23
Mean	**31.98**	31.89	33.55	34.83	18.84	35.00

Columns Tested: a,b - a,b,c

Special Delivery Guaranteed by 1pm (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	**130**	67	51	10	1	1	-	-	-	118	12	6	61	63
Weighted total	**69**	41	22	4	*	2	-	-	-	63	6	5	36	28
0-24%	**25**	14	8	4	-	-	-	-	-	21	4	2	12	12
	37%	*34%*	*34%*	*92%*	*-%*	*-%*	*-%*	*-%*	*-%*	*34%*	*64%*	*51%*	*32%*	*41%*
25-49%	**6**	1	4	*	-	-	-	-	-	6	*	*	1	4
	8%	*3%*	*20%* a	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*9%*	*1%*	*11%*	*2%*	*15%* b
50-74%	**10**	9	1	*	-	-	-	-	-	10	*	-	9	1
	14%	*22%* b	*4%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*16%* b	*2%*	*-%*	*25%* c	*3%*
75-100%	**8**	4	3	-	-	-	-	-	-	8	-	-	4	3
	11%	*10%*	*16%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*12%*	*-%*	*-%*	*11%*	*12%*
Don't know	**21**	13	6	*	*	2	-	-	-	19	2	2	11	8
	30%	*31%*	*27%*	*4%*	*100%*	*100%*	*-%*	*-%*	*-%*	*30%*	*34%*	*38%*	*30%*	*28%*
Answered	**49**	28	16	4	-	-	-	-	-	44	4	3	26	20
Mean	**31.98**	34.50	34.25	6.03	-	-	-	-	-	34.41	6.03	10.74	37.14	28.46

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Special Delivery Guaranteed by 1pm (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**130**	99	96	111	130	59	111	87	14	6	1	3	-	-
Weighted total	**69**	47	49	58	69	25	56	47	8	2	*	*	-	-
0-24%	**25**	18	20	23	25	9	21	17	3	2	-	*	-	-
	37%	*38%*	*41%*	*39%*	*37%*	*36%*	*37%*	*36%*	*38%*	*100%*	*-%*	*51%*	*-%*	*-%*
25-49%	**6**	3	3	3	6	*	4	3	*	-	-	-	-	-
	8%	*7%*	*7%*	*6%*	*8%*	**%*	*6%*	*7%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
			e		e									
50-74%	**10**	7	8	8	10	7	10	7	2	-	*	-	-	-
	14%	*15%*	*17%*	*15%*	*14%*	*29%*	*18%*	*14%*	*23%*	*-%*	*100%*	*-%*	*-%*	*-%*
						acd								
75-100%	**8**	2	6	6	8	2	5	6	-	-	-	-	-	-
	11%	*5%*	*12%*	*11%*	*11%*	*8%*	*9%*	*13%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**21**	17	11	17	21	7	17	14	3	-	-	*	-	-
	30%	*35%*	*23%*	*29%*	*30%*	*27%*	*30%*	*29%*	*39%*	*-%*	*-%*	*49%*	*-%*	*-%*
Answered	**49**	31	38	41	49	18	39	33	5	2	*	*	-	-
Mean	**31.98**	26.64	32.73	31.48	31.98	33.53	30.98	34.82	22.17	3.12	50.00	5.07	-	-

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Special Delivery Guaranteed by 1pm (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	d	*e
Unweighted total	**130**	128	1	-	-	-	1	-	1	18	27	28	37	1
Weighted total	**69**	69	*	-	-	-	*	-	*	13	16	15	14	*
0-24%	**25**	25	-	-	-	-	*	-	*	6	7	3	7	*
	37%	*37%*	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*	*100%*	*43%*	*46%*	*22%*	*47%*	*100%*
25-49%	**6**	6	-	-	-	-	-	-	-	1	1	2	*	-
	8%	*8%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*5%*	*12%*	**%*	*-%*
50-74%	**10**	10	-	-	-	-	-	-	-	*	4	4	*	-
	14%	*14%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*25%*	*24%*	*3%*	*-%*
75-100%	**8**	8	-	-	-	-	-	-	-	2	2	2	-	-
	11%	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*18%*	*12%*	*14%*	*-%*	*-%*
Don't know	**21**	21	*	-	-	-	-	-	-	4	2	4	7	-
	30%	*30%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*30%*	*11%*	*29%*	*49%*	*-%*
Answered	**49**	49	-	-	-	-	*	-	*	9	14	11	7	*
Mean	**31.98**	32.02	-	-	-	-	1.00	-	1.00	34.66	31.99	43.18	8.60	15.00

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Special Delivery Guaranteed by 1pm (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	***d**	***e**	a	***b**	c	a	***b**	a	***b**
Unweighted total	**130**	34	33	37	22	4	74	6	50	103	27	105	6
Weighted total	**69**	17	20	19	13	1	46	5	18	54	16	57	1
0-24%	**25**	7	3	7	7	*	16	3	6	20	5	22	*
	37%	*42%* b	*17%*	*39%*	*55%*	*50%*	*35%*	*60%*	*34%*	*38%*	*33%*	*39%*	*23%*
25-49%	**6**	1	2	-	2	-	5	-	1	4	2	3	*
	8%	*6%*	*12%* c	*-%*	*17%*	*-%*	*11%*	*-%*	*3%*	*7%*	*13%*	*6%*	*46%*
50-74%	**10**	1	3	6	*	-	8	-	2	9	1	8	*
	14%	*4%*	*14%*	*34%* a	*1%*	*-%*	*16%*	*-%*	*13%*	*16%*	*8%*	*15%*	*7%*
75-100%	**8**	4	2	1	1	-	6	-	2	5	2	6	-
	11%	*25%* c	*10%*	*4%*	*5%*	*-%*	*12%*	*-%*	*11%*	*10%*	*14%*	*11%*	*-%*
Don't know	**21**	4	9	4	3	*	12	2	7	15	5	17	*
	30%	*23%*	*46%* c	*23%*	*22%*	*50%*	*25%*	*40%*	*38%*	*29%*	*33%*	*29%*	*24%*
Answered	**49**	13	11	14	10	*	34	3	11	38	11	40	*
Mean	**31.98**	38.85	41.34	30.85	15.95	3.00	33.31	6.29	34.18	31.75	32.82	31.60	21.34

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Special Delivery Guaranteed by 1pm (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	***b**	a	***b**	a	b	a	b	c	***d**
Unweighted total	**130**	20	23	34	5	99	31	78	91	49	-
Weighted total	**69**	13	13	22	2	50	20	37	42	22	-
0-24%	**25**	6	6	9	1	20	6	14	17	8	-
	37%	*46%*	*45%*	*41%*	*71%*	*39%*	*30%*	*39%*	*40%*	*38%*	*-%*
25-49%	**6**	2	-	2	-	4	2	3	1	*	-
	8%	*14%*	*-%*	*8%*	*-%*	*7%*	*10%*	*7%*	*2%*	*2%*	*-%*
50-74%	**10**	1	2	3	-	7	3	5	6	5	-
	14%	*10%*	*13%*	*12%*	*-%*	*15%*	*14%*	*14%*	*13%*	*22%*	*-%*
75-100%	**8**	2	2	4	-	4	4	*	2	-	-
	11%	*15%*	*17%*	*19%*	*-%*	*7%*	*21%* a	*1%*	*5%*	*-%*	*-%*
Don't know	**21**	2	3	4	1	16	5	14	16	8	-
	30%	*15%*	*26%*	*20%*	*29%*	*32%*	*25%*	*39%*	*39%*	*38%*	*-%*
Answered	**49**	11	10	17	1	34	15	22	25	13	-
Mean	**31.98**	30.15	33.25	35.49	2.63	28.70	39.56	22.58	24.39	23.51	-

Columns Tested: a,b - a,b - a,b - a,b,c,d

Special Delivery Guaranteed by 1pm (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**130**	70	87	44	-	122	99	50	3	96	92	111	100	80	6
Weighted total	**69**	35	44	22	-	67	47	25	1	47	49	56	52	36	2
0-24%	**25**	15	19	10	-	25	20	13	-	18	20	22	22	17	1
	37%	*42%*	*43%*	*45%*	*-%*	*37%*	*42%*	*53%*	*-%*	*38%*	*41%*	*39%*	*43%*	*49%*	*66%*
25-49%	**6**	1	3	*	-	4	4	2	-	3	3	4	3	1	-
	8%	*2%*	*7%*	*2%*	*-%*	*6%*	*9%*	*10%*	*-%*	*6%*	*6%*	*7%*	*6%*	*2%*	*-%*
50-74%	**10**	4	8	2	-	10	5	*	-	7	8	10	6	5	-
	14%	*12%*	*19%*	*9%*	*-%*	*15%* c	*11%* c	*1%*	*-%*	*15%*	*17%*	*18%*	*13%*	*13%*	*-%*
75-100%	**8**	4	2	2	-	8	1	1	-	2	6	5	4	*	-
	11%	*12%*	*5%*	*9%*	*-%*	*11%* b	*3%*	*2%*	*-%*	*5%*	*12%*	*10%*	*8%* b	*1%*	*-%*
Don't know	**21**	11	11	8	-	20	17	8	1	17	11	15	16	13	1
	30%	*32%*	*25%*	*36%*	*-%*	*31%*	*35%*	*33%*	*100%*	*35%*	*23%*	*27%*	*30%*	*35%*	*34%*
Answered	**49**	24	32	14	-	46	31	17	-	30	38	41	36	23	1
Mean	**31.98**	29.92	26.75	25.88	-	31.93 **bc**	22.03	14.85	-	26.71	32.85	31.31	27.75 b	18.44	18.29

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Special Delivery Guaranteed by 1pm (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	***a**	***b**	***c**	***d**
Unweighted total	**130**	99	80	130	47	39	103	80	7	2	-	1
Weighted total	**69**	49	37	69	24	15	51	36	2	2	-	*
0-24%	**25**	18	14	25	10	5	21	17	*	2	-	*
	37%	*37%*	*37%*	*37%*	*42%*	*35%*	*41%*	*49%*	*15%*	*100%*	*-%*	*100%*
25-49%	**6**	4	1	6	2	-	4	1	-	-	-	-
	8%	*9%* b	*1%*	*8%* b	*9%* b	*-%*	*7%*	*2%*	*-%*	*-%*	*-%*	*-%*
50-74%	**10**	5	4	10	3	2	7	5	*	-	-	-
	14%	*11%*	*11%*	*14%*	*13%*	*12%*	*14%*	*15%*	*24%*	*-%*	*-%*	*-%*
75-100%	**8**	1	1	8	1	-	3	*	-	-	-	-
	11%	*1%*	*2%*	*11%* **abe**	*3%*	*-%*	*7%* b	**%*	*-%*	*-%*	*-%*	*-%*
Don't know	**21**	20	18	21	8	8	16	12	1	-	-	-
	30%	*41%*	*49%* c	*30%*	*33%*	*52%* c	*31%*	*35%*	*60%*	*-%*	*-%*	*-%*
Answered	**49**	29	19	49	16	7	35	23	1	2	-	*
Mean	**31.98**	22.38	19.31	31.98 **ab**	20.70	16.29	26.66 b	17.70	37.58	10.16	-	10.00

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Special Delivery Guaranteed by 1pm (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	*a	b
Unweighted total	**130**	122	116	124	126	128	110	127	67	-	107	4	23	98
Weighted total	**69**	65	59	66	66	69	59	67	34	-	56	2	18	45
0-24%	**25**	25	22	25	24	25	19	23	12	-	21	1	7	16
	37%	*38%*	*37%*	*37%*	*36%*	*37%*	*31%*	*35%*	*37%*	*-%*	*36%*	*45%*	*38%*	*36%*
25-49%	**6**	5	4	5	6	6	5	5	3	-	4	-	2	2
	8%	*8%*	*6%*	*8%*	*9%*	*8%*	*9%*	*8%*	*8%*	*-%*	*6%*	*-%*	*10%*	*4%*
50-74%	**10**	9	10	10	10	10	10	10	4	-	10	-	1	9
	14%	*14%*	*16%*	*15%*	*15%*	*15%*	*17%*	*15%*	*12%*	*-%*	*18%*	*-%*	*6%*	*20%*
75-100%	**8**	8	7	8	6	7	5	8	3	-	7	-	1	7
	11%	*12%*	*12%*	*11%*	*9%*	*11%*	*9%*	*11%*	*10%*	*-%*	*12%*	*-%*	*3%*	*15%*
Don't know	**21**	19	17	19	21	21	20	21	11	-	15	1	8	11
	30%	*29%*	*29%*	*28%*	*31%*	*30%*	*34%*	*31%*	*34%*	*-%*	*27%*	*55%*	*43%*	*24%*
Answered	**49**	46	42	47	45	48	39	46	22	-	41	1	10	34
Mean	**31.98**	32.08	33.62	32.53	30.84	31.79	33.48	33.18	30.25	-	34.40	5.00	23.27	36.56

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Special Delivery Guaranteed by 1pm (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	b	*c	a	*b	c	a	b
Unweighted total	**130**	44	1	7	43	19	88	22	32	7	91	79	51
Weighted total	**69**	28	*	2	28	10	51	8	23	5	41	45	24
0-24%	**25**	11	-	2	10	5	16	4	8	3	15	17	8
	37%	*38%*	*-%*	*74%*	*38%*	*53%*	*32%*	*48%*	*33%*	*51%*	*37%*	*39%*	*33%*
25-49%	**6**	4	-	*	4	*	5	-	1	-	5	2	3
	8%	*14%*	*-%*	*12%*	*13%*	*3%*	*11%*	*-%*	*3%*	*-%*	*12%*	*5%*	*14%*
50-74%	**10**	3	-	*	3	1	7	2	3	1	6	8	2
	14%	*10%*	*-%*	*5%*	*11%*	*10%*	*13%*	*29%*	*15%*	*11%*	*15%*	*18%*	*7%*
75-100%	**8**	4	-	-	4	-	7	*	5	2	1	3	5
	11%	*14%*	*-%*	*-%*	*14%*	*-%*	*14%*	*3%*	*21%* c	*36%*	*2%*	*6%*	*20%* a
Don't know	**21**	7	*	*	7	3	16	2	6	*	14	14	6
	30%	*25%*	*100%*	*9%*	*25%*	*35%*	*30%*	*19%*	*28%*	*2%*	*35%*	*32%*	*26%*
Answered	**49**	21	-	2	21	7	35	7	17	5	27	31	18
Mean	**31.98**	31.76	-	8.74	33.12	19.93	35.16	26.93	40.24	42.22	24.85	30.07	35.20

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Special Delivery Guaranteed by 1pm (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	**130**	35	9	34	22	24	11	23	13	13	13	5	6
Weighted total	**69**	9	1	9	5	8	1	7	2	3	2	*	3
0-24%	**25**	7	1	7	4	6	*	5	2	2	2	*	2
	37%	*78%*	*88%*	*82%*	*83%*	*80%*	*62%*	*77%*	*91%*	*85%*	*72%*	*87%*	*65%*
25-49%	**6**	*	*	*	*	*	-	*	-	*	-	-	-
	8%	*4%*	*4%*	*1%*	*6%*	*1%*	*-%*	*1%*	*-%*	*13%*	*-%*	*-%*	*-%*
50-74%	**10**	1	-	1	*	1	*	1	-	-	-	*	1
	14%	*12%*	*-%*	*12%*	*1%*	*14%*	*8%*	*16%*	*-%*	*-%*	*-%*	*13%*	*33%*
75-100%	**8**	-	-	-	-	-	-	-	-	-	-	-	-
	11%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**21**	*	*	*	*	*	*	*	*	*	1	-	*
	30%	*5%*	*8%*	*6%*	*10%*	*5%*	*30%*	*6%*	*9%*	*2%*	*28%*	*-%*	*2%*
Answered	**49**	9	1	9	4	7	*	7	2	3	2	*	3
Mean	**31.98**	15.76	10.73	14.84	7.51	16.98	9.66	18.26	10.45	9.22	11.24	15.43	26.54

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 62 (continuation)

Special Delivery Guaranteed by 1pm (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Month											
	Total base	Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		***a**	***b**	***c**	d	***e**	***f**	***g**	***h**	***i**	***j**	***k**	***l**
Unweighted total	**130**	17	5	2	39	9	3	9	13	7	14	5	7
Weighted total	**69**	4	6	2	11	5	2	4	12	7	5	4	7
0-24%	**25**	1	*	-	9	3	1	3	3	3	1	*	1
	37%	*34%*	*8%*	*-%*	*79%*	*50%*	*54%*	*81%*	*27%*	*38%*	*21%*	*4%*	*14%*
25-49%	**6**	1	-	2	*	*	-	-	-	-	-	2	-
	8%	*26%*	*-%*	*100%*	*3%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*41%*	*-%*
50-74%	**10**	*	2	-	1	1	-	*	*	2	1	-	2
	14%	*7%*	*36%*	*-%*	*10%*	*19%*	*-%*	*13%*	*2%*	*31%*	*14%*	*-%*	*28%*
75-100%	**8**	*	-	-	-	-	-	-	2	-	3	1	2
	11%	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*16%*	*-%*	*56%*	*14%*	*30%*
Don't know	**21**	1	3	-	1	1	1	*	7	2	*	2	2
	30%	*27%*	*56%*	*-%*	*7%*	*26%*	*46%*	*6%*	*54%*	*31%*	*9%*	*41%*	*28%*
Answered	**49**	3	3	2	10	4	1	4	6	5	4	3	5
Mean	**31.98**	22.06	44.51	30.00	14.07	20.94	5.56	18.02	35.43	27.42	64.10	46.26	58.80

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

Special Delivery Guaranteed by 1pm (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		***a**	b	***c**	***d**
Unweighted total	**130**	24	51	29	26
Weighted total	**69**	12	19	23	16
0-24%	**25**	2	12	9	2
	37%	*15%*	*67%*	*39%*	*13%*
25-49%	**6**	3	1	-	2
	8%	*26%*	*3%*	*-%*	*11%*
50-74%	**10**	2	2	3	3
	14%	*20%*	*12%*	*13%*	*16%*
75-100%	**8**	*	-	2	5
	11%	*2%*	*-%*	*9%*	*34%*
Don't know	**21**	4	3	9	4
	30%	*37%*	*18%*	*39%*	*26%*
Answered	**49**	8	15	14	12
Mean	**31.98**	32.21	15.21	28.21	58.04

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Special Delivery Guaranteed by 9am (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	e	*a	*b	*c	*d	*e
Unweighted total	**81**	32	29	12	8	49	7	15	8	5	10
Weighted total	**41**	35	3	1	1	5	7	14	5	1	3
0-24%	**17**	15	2	1	1	3	3	8	4	1	*
	43%	*41%*	*57%*	*40%*	*64%*	*53%*	*39%*	*55%*	*74%*	*100%*	*6%*
25-49%	**2**	2	*	-	-	*	2	*	*	-	-
	6%	*6%*	*8%*	*-%*	*-%*	*4%*	*29%*	*2%*	*2%*	*-%*	*-%*
50-74%	**1**	*	*	*	-	*	-	-	*	-	-
	1%	*1%*	*4%*	*9%*	*-%*	*4%*	*-%*	*-%*	*6%*	*-%*	*-%*
75-100%	**2**	2	*	*	-	*	*	-	*	-	*
	5%	*5%*	*4%*	*7%*	*-%*	*4%*	*4%*	*-%*	*10%*	*-%*	*4%*
Don't know	**18**	16	1	1	*	2	2	6	*	-	2
	45%	*46%*	*28%*	*45%*	*36%*	*34%*	*27%*	*43%*	*8%*	*-%*	*90%*
Answered	**22**	19	2	1	1	3	5	8	5	1	*
Mean	**20.70**	21.66	15.85	23.72	3.11	15.40	26.30	9.12	19.51	8.50	41.55

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

Special Delivery Guaranteed by 9am (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	**81**	-	2	15	1	2	6	9	7	6	48	11	13	9
Weighted total	**41**	-	2	8	*	1	5	7	7	4	34	2	2	2
0-24%	**17**	-	-	4	-	1	*	1	5	4	15	*	1	1
	43%	-%	-%	*46%*	-%	*100%*	*3%*	*16%*	*71%*	*91%*	*43%*	*14%*	*56%*	*61%*
25-49%	**2**	-	2	-	-	-	-	-	-	*	2	-	*	-
	6%	-%	*92%*	-%	-%	-%	-%	-%	-%	*3%*	*6%*	-%	*16%*	-%
50-74%	**1**	-	-	-	-	-	-	*	-	-	*	*	*	-
	1%	-%	-%	-%	-%	-%	-%	*2%*	-%	-%	*%	*16%*	*4%*	-%
75-100%	**2**	-	-	1	-	-	-	-	-	-	1	*	*	*
	5%	-%	-%	*13%*	-%	-%	-%	-%	-%	-%	*3%*	*21%*	*20%*	*6%*
Don't know	**18**	-	*	3	*	-	5	6	2	*	17	1	*	1
	45%	-%	*8%*	*40%*	*100%*	-%	*97%*	*82%*	*29%*	*6%*	*48%*	*49%*	*4%*	*33%*
Answered	**22**	-	2	5	-	1	*	1	5	4	18	1	2	1
Mean	**20.70**	-	40.00	28.24	-	17.80	8.28	10.08	6.07	12.30	18.12	55.24	29.83	13.44

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Special Delivery Guaranteed by 9am (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b
Unweighted total	**81**	1	18	3	4	18	2	6	29	59	22	68	13
Weighted total	**41**	*	6	2	*	17	*	4	11	32	9	37	4
0-24%	**17**	*	4	2	*	7	*	*	3	14	3	16	2
	43%	*100%*	*81%*	*75%*	*69%*	*44%*	*29%*	*11%*	*25%*	*44%*	*39%*	*42%*	*50%*
25-49%	**2**	-	*	-	-	*	-	2	*	2	*	2	-
	6%	*-%*	*2%*	*-%*	*-%*	*1%*	*-%*	*47%*	*3%*	*7%*	*3%*	*7%*	*-%*
50-74%	**1**	-	*	*	-	-	-	-	-	*	*	*	*
	1%	*-%*	*4%*	*13%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*5%*	*1%*	*4%*
75-100%	**2**	-	*	-	-	*	-	-	2	1	1	2	-
	5%	*-%*	*2%*	*-%*	*-%*	*1%*	*-%*	*-%*	*17%*	*5%*	*7%*	*6%*	*-%*
Don't know	**18**	-	1	*	*	9	*	2	6	14	4	17	2
	45%	*-%*	*11%*	*13%*	*31%*	*55%*	*71%*	*43%*	*55%*	*44%*	*46%*	*45%*	*46%*
Answered	**22**	*	5	2	*	8	*	2	5	18	5	21	2
Mean	**20.70**	10.00	11.32	24.37	3.27	11.22	5.00	33.02	39.73	19.33	25.69	21.89	7.65

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Special Delivery Guaranteed by 9am (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	*b	c
Unweighted total	**81**	78	3	30	14	37
Weighted total	**41**	40	1	15	8	18
0-24%	**17**	17	*	5	4	9
	43%	*43%*	*45%*	*32%*	*49%*	*49%*
25-49%	**2**	2	-	2	*	*
	6%	*6%*	*-%*	*15%* c	*2%*	*1%*
50-74%	**1**	1	-	*	-	*
	1%	*1%*	*-%*	*1%*	*-%*	*2%*
75-100%	**2**	2	*	1	-	1
	5%	*4%*	*45%*	*6%*	*-%*	*6%*
Don't know	**18**	18	*	7	4	7
	45%	*45%*	*11%*	*46%*	*49%*	*42%*
Answered	**22**	22	1	8	4	10
Mean	**20.70**	19.91	50.00	27.71	8.24	19.73

Columns Tested: a,b - a,b,c

Special Delivery Guaranteed by 9am (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	**81**	45	29	6	1	-	-	-	-	74	7	2	43	36
Weighted total	**41**	26	14	1	*	-	-	-	-	40	1	2	24	15
0-24%	**17**	9	8	1	-	-	-	-	-	17	1	*	9	8
	43%	*35%*	*57%*	*64%*	*-%*	*-%*	*-%*	*-%*	*-%*	*42%*	*60%*	*15%*	*37%*	*57%*
25-49%	**2**	2	*	-	-	-	-	-	-	2	-	-	2	*
	6%	*9%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*-%*	*-%*	*10%*	*1%*
50-74%	**1**	*	*	*	-	-	-	-	-	*	*	-	*	*
	1%	**%*	*2%*	*16%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*15%*	*-%*	**%*	*3%*
75-100%	**2**	2	*	-	-	-	-	-	-	2	-	-	2	*
	5%	*8%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*	*-%*	*8%*	*1%*
Don't know	**18**	12	5	*	*	-	-	-	-	18	*	2	11	6
	45%	*48%*	*40%*	*20%*	*100%*	*-%*	*-%*	*-%*	*-%*	*45%*	*25%*	*85%*	*45%*	*39%*
Answered	**22**	13	8	1	-	-	-	-	-	22	1	*	13	9
Mean	**20.70**	27.33	10.56	12.84	-	-	-	-	-	20.93	12.84	10.00	27.72	10.72

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Special Delivery Guaranteed by 9am (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**81**	64	56	70	81	41	71	55	9	3	1	2	-	-
Weighted total	**41**	28	27	33	41	13	35	28	3	2	*	*	-	-
0-24%	**17**	11	13	15	17	7	15	13	*	2	-	*	-	-
	43%	*38%*	*49%*	*45%*	*43%*	*52%*	*43%*	*46%*	*7%*	*100%*	*-%*	*32%*	*-%*	*-%*
25-49%	**2**	2	2	2	2	2	2	*	2	-	-	-	-	-
	6%	*7%*	*9%*	*8%*	*6%*	*17%*	*6%*	*1%*	*69%*	*-%*	*-%*	*-%*	*-%*	*-%*
50-74%	**1**	1	1	1	1	1	1	*	*	-	*	-	-	-
	1%	*2%*	*2%*	*2%*	*1%*	*4%*	*1%*	**%*	*10%*	*-%*	*100%*	*-%*	*-%*	*-%*
75-100%	**2**	2	2	2	2	*	1	2	-	-	-	-	-	-
	5%	*6%*	*6%*	*5%*	*5%*	*1%*	*3%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**18**	13	9	13	18	3	16	13	*	-	-	*	-	-
	45%	*47%* e	*34%*	*41%*	*45%*	*27%*	*46%* e	*46%*	*14%*	*-%*	*-%*	*68%*	*-%*	*-%*
Answered	**22**	15	18	19	22	9	19	15	3	2	*	*	-	-
Mean	**20.70**	22.57	19.60	20.09	20.70	17.89	17.80	18.53	37.97	3.74	50.00	5.00	-	-

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Special Delivery Guaranteed by 9am (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**81**	80	1	-	-	-	-	-	-	7	19	19	24	1
Weighted total	**41**	40	*	-	-	-	-	-	-	6	8	10	10	*
0-24%	**17**	17	-	-	-	-	-	-	-	2	6	3	4	*
	43%	*43%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*32%*	*79%*	*31%*	*39%*	*100%*
25-49%	**2**	2	-	-	-	-	-	-	-	-	*	2	-	-
	6%	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*24%*	*-%*	*-%*
50-74%	**1**	1	-	-	-	-	-	-	-	-	*	-	*	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*	*1%*	*-%*
75-100%	**2**	2	-	-	-	-	-	-	-	-	1	1	*	-
	5%	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*11%*	*1%*	*-%*
Don't know	**18**	18	*	-	-	-	-	-	-	4	1	3	6	-
	45%	*45%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*68%*	*7%*	*34%*	*59%*	*-%*
Answered	**22**	22	-	-	-	-	-	-	-	2	7	6	4	*
Mean	**20.70**	20.70	-	-	-	-	-	-	-	5.84	18.23	34.53	6.88	15.00

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Special Delivery Guaranteed by 9am (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	c	a	*b	a	*b
Unweighted total	**81**	18	24	22	13	4	38	5	38	67	14	67	3
Weighted total	**41**	9	16	10	5	1	22	2	17	34	7	33	*
0-24%	**17**	2	8	3	4	*	13	2	3	16	2	15	*
	43%	*23%*	*49%*	*28%*	*90%*	*50%*	*57%* c	*80%*	*19%*	*46%*	*26%*	*45%*	*23%*
25-49%	**2**	2	*	*	*	-	*	*	2	2	*	2	-
	6%	*21%*	*1%*	*3%*	*2%*	*-%*	*2%*	*6%*	*12%*	*7%*	*3%*	*8%*	*-%*
50-74%	**1**	*	-	*	*	-	*	-	*	*	*	1	-
	1%	*3%*	*-%*	*1%*	*3%*	*-%*	*1%*	*-%*	*2%*	*1%*	*2%*	*2%*	*-%*
75-100%	**2**	1	1	*	-	-	*	*	2	2	-	2	-
	5%	*9%*	*7%*	*1%*	*-%*	*-%*	**%*	*5%*	*11%* a	*6%*	*-%*	*5%*	*-%*
Don't know	**18**	4	7	7	*	*	9	*	9	13	5	13	*
	45%	*44%*	*43%*	*67%*	*5%*	*50%*	*39%*	*10%*	*56%*	*40%*	*69%*	*40%*	*77%*
Answered	**22**	5	9	3	5	*	13	2	7	20	2	19	*
Mean	**20.70**	35.47	23.20	14.46	4.95	3.00	10.77	12.66	40.89	21.40	14.05	20.13	5.00

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Special Delivery Guaranteed by 9am (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	***b**	***a**	***b**	a	***b**	a	b	c	***d**
Unweighted total	**81**	11	18	23	2	60	21	51	61	33	-
Weighted total	**41**	6	8	10	1	31	10	25	27	15	-
0-24%	**17**	3	2	4	-	15	2	8	10	6	-
	43%	*49%*	*31%*	*44%*	*-%*	*48%*	*25%*	*34%*	*36%*	*38%*	*-%*
25-49%	**2**	-	*	*	-	2	*	2	2	2	-
	6%	*-%*	*3%*	*2%*	*-%*	*7%*	*2%*	*8%*	*8%*	*13%*	*-%*
50-74%	**1**	*	*	*	-	*	*	*	1	*	-
	1%	*2%*	*2%*	*2%*	*-%*	*1%*	*2%*	*1%*	*2%*	*1%*	*-%*
75-100%	**2**	-	*	*	-	2	*	1	2	-	-
	5%	*-%*	*3%*	*2%*	*-%*	*6%*	*2%*	*5%*	*6%*	*-%*	*-%*
Don't know	**18**	3	5	5	1	12	7	13	13	7	-
	45%	*49%*	*61%*	*49%*	*100%*	*37%*	*69%*	*52%*	*48%*	*48%*	*-%*
Answered	**22**	3	3	5	-	19	3	12	14	8	-
Mean	**20.70**	8.75	20.57	14.54	-	20.57	21.52	22.79	23.39	15.71	-

Columns Tested: a,b - a,b - a,b - a,b,c,d

Special Delivery Guaranteed by 9am (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**81**	41	53	29	-	78	64	34	2	64	55	71	64	50	5
Weighted total	**41**	20	25	15	-	40	31	17	1	28	27	34	30	18	1
0-24%	**17**	8	11	7	-	17	13	8	-	11	13	17	13	8	*
	43%	*39%*	*46%*	*44%*	*-%*	*42%*	*40%*	*46%*	*-%*	*38%*	*50%*	*49%*	*42%*	*45%*	*12%*
25-49%	**2**	2	2	2	-	2	2	2	-	2	2	2	2	*	*
	6%	*12%*	*10%*	*13%*	*-%*	*6%*	*8%*	*12%*	*-%*	*7%*	*9%*	*7%*	*8%*	*1%*	*12%*
50-74%	**1**	*	*	*	-	1	*	*	-	1	1	*	*	*	-
	1%	*1%*	*2%*	*1%*	*-%*	*1%*	*1%*	*1%*	*-%*	*2%*	*2%*	*1%*	*1%*	*2%*	*-%*
75-100%	**2**	1	2	1	-	2	1	-	-	2	2	2	2	*	-
	5%	*5%*	*6%*	*7%*	*-%*	*5%*	*4%*	*-%*	*-%*	*6%*	*6%*	*6%*	*5%*	*1%*	*-%*
Don't know	**18**	9	9	5	-	18	15	7	1	13	9	13	13	9	1
	45%	*43%*	*36%*	*35%*	*-%*	*45%*	*47%*	*41%*	*100%*	*47%*	*33%*	*37%*	*43%*	*51%*	*76%*
Answered	**22**	12	16	10	-	22	17	10	-	15	18	22	17	9	*
Mean	**20.70**	22.62	20.60	24.04	-	20.88	19.98	14.25	-	22.57	19.60	20.78	20.66	9.42	19.37

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Special Delivery Guaranteed by 9am (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	***d**	***e**	a	b	***a**	***b**	***c**	***d**
Unweighted total	**81**	60	48	81	29	25	68	51	4	2	-	1
Weighted total	**41**	29	18	41	12	7	34	18	1	2	-	*
0-24%	**17**	12	6	17	5	1	15	9	1	2	-	*
	43%	*41%*	*35%*	*43%*	*46%*	*22%*	*43%*	*54%*	*78%*	*100%*	*-%*	*100%*
25-49%	**2**	*	*	2	-	-	2	*	-	-	-	-
	6%	*1%*	*1%*	*6%*	*-%*	*-%*	*7%*	*1%*	*-%*	*-%*	*-%*	*-%*
50-74%	**1**	*	*	1	*	*	1	*	-	-	-	-
	1%	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	*-%*	*-%*	*-%*	*-%*
75-100%	**2**	-	-	2	-	-	2	*	-	-	-	-
	5%	*-%*	*-%*	*5%*	*-%*	*-%*	*5%*	*1%*	*-%*	*-%*	*-%*	*-%*
Don't know	**18**	16	11	18	6	5	15	7	*	-	-	-
	45%	*56%*	*61%*	*45%*	*53%*	*76%*	*44%*	*42%*	*22%*	*-%*	*-%*	*-%*
Answered	**22**	13	7	22	5	2	19	10	1	2	-	*
Mean	**20.70**	10.52	8.30	20.70 **ab**	9.41	9.95	20.47 b	8.12	18.38	10.16	-	10.00

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 63 (continuation)

Special Delivery Guaranteed by 9am (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	*a	b
Unweighted total	**81**	76	78	79	79	81	69	78	44	-	71	2	13	66
Weighted total	**41**	39	38	40	40	41	35	36	22	-	35	1	8	31
0-24%	**17**	17	17	17	17	17	13	15	11	-	16	1	3	14
	43%	*43%*	*45%*	*43%*	*43%*	*43%*	*37%*	*43%*	*51%*	*-%*	*46%*	*92%*	*42%*	*46%*
25-49%	**2**	2	2	2	2	2	2	2	*	-	2	-	-	2
	6%	*5%*	*6%*	*6%*	*6%*	*6%*	*7%*	*7%*	*%*	*-%*	*7%*	*-%*	*-%*	*8%*
50-74%	**1**	1	1	1	1	1	*	1	*	-	1	-	-	1
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	*1%*	*1%*	*-%*	*1%*	*-%*	*-%*	*2%*
75-100%	**2**	2	2	2	2	2	2	1	-	-	2	-	*	2
	5%	*5%*	*5%*	*5%*	*5%*	*5%*	*6%*	*3%*	*-%*	*-%*	*6%*	*-%*	*1%*	*6%*
Don't know	**18**	18	16	18	18	18	18	17	10	-	14	*	5	12
	45%	*46%*	*42%*	*45%*	*45%*	*45%*	*50%*	*46%*	*48%*	*-%*	*40%*	*8%*	*57%*	*38%*
Answered	**22**	21	22	22	22	22	18	19	11	-	21	1	3	19
Mean	**20.70**	20.91	20.83	20.83	20.81	20.70	23.13	18.08	12.10	-	21.54	5.00	6.65	23.25

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Special Delivery Guaranteed by 9am (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	b	*c	*a	*b	c	a	b
Unweighted total	**81**	21	4	8	23	12	57	11	16	3	61	49	32
Weighted total	**41**	13	*	3	12	4	34	2	12	2	26	27	13
0-24%	**17**	3	-	-	5	3	13	2	4	2	11	12	5
	43%	*26%*	*-%*	*-%*	*41%*	*69%*	*37%*	*78%*	*32%*	*100%*	*43%*	*45%*	*38%*
25-49%	**2**	*	*	*	*	-	2	-	*	-	2	*	2
	6%	*1%*	*25%*	*4%*	*1%*	*-%*	*7%*	*-%*	*2%*	*-%*	*9%*	*1%*	*16%* a
50-74%	**1**	-	-	*	-	-	1	-	-	-	1	*	*
	1%	*-%*	*-%*	*9%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*2%*	*1%*	*2%*
75-100%	**2**	*	*	*	*	-	2	*	1	-	1	*	2
	5%	*1%*	*22%*	*4%*	*1%*	*-%*	*5%*	*10%*	*9%*	*-%*	*4%*	*2%*	*12%*
Don't know	**18**	9	*	2	7	1	16	*	7	-	11	14	4
	45%	*72%*	*53%*	*83%*	*57%*	*31%*	*48%*	*13%*	*57%*	*-%*	*43%*	*51%*	*33%*
Answered	**22**	3	*	*	5	3	18	2	5	2	15	13	9
Mean	**20.70**	12.31	62.72	56.25	11.28	11.73	22.81	15.25	29.73	4.42	20.31	12.78	32.67

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Special Delivery Guaranteed by 9am (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	**81**	22	9	24	18	15	8	14	9	8	9	3	5
Weighted total	**41**	5	1	6	4	5	*	4	1	1	2	*	2
0-24%	**17**	4	1	4	4	4	*	4	*	*	1	*	2
	43%	*84%*	*92%*	*66%*	*85%*	*80%*	*72%*	*90%*	*41%*	*28%*	*30%*	*100%*	*97%*
25-49%	**2**	*	-	*	-	*	-	*	-	-	*	-	-
	6%	*2%*	-%	*2%*	-%	*3%*	-%	*3%*	-%	-%	*6%*	-%	-%
50-74%	**1**	*	-	*	*	*	-	-	*	*	-	-	-
	1%	*6%*	-%	*5%*	*7%*	*6%*	-%	-%	*43%*	*33%*	-%	-%	-%
75-100%	**2**	-	-	*	-	*	-	-	-	*	-	-	-
	5%	-%	-%	*5%*	-%	*6%*	-%	-%	-%	*33%*	-%	-%	-%
Don't know	**18**	*	*	1	*	*	*	*	*	*	1	-	*
	45%	*7%*	*8%*	*23%*	*8%*	*5%*	*28%*	*7%*	*16%*	*6%*	*64%*	-%	*3%*
Answered	**22**	4	1	5	4	4	*	4	1	1	1	*	2
Mean	**20.70**	13.08	8.77	17.54	13.42	18.74	4.04	10.69	27.39	51.02	7.75	10.91	13.96

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Special Delivery Guaranteed by 9am (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Month										
		Jan' 2018	Feb' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Unweighted total	81	14	3	26	4	3	8	7	2	9	4	1
Weighted total	41	3	4	6	1	2	5	6	3	4	4	2
0-24%	17	1	*	4	1	1	3	4	2	2	*	-
	43%	*32%*	*13%*	*66%*	*63%*	*41%*	*59%*	*58%*	*50%*	*47%*	*5%*	*-%*
25-49%	2	-	-	*	-	*	*	-	-	-	2	-
	6%	*-%*	*-%*	*2%*	*-%*	*13%*	*2%*	*-%*	*-%*	*-%*	*49%*	*-%*
50-74%	1	*	-	*	-	-	-	-	-	-	-	-
	1%	*9%*	*-%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
75-100%	2	1	-	*	-	1	*	-	-	-	-	-
	5%	*23%*	*-%*	*5%*	*-%*	*46%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	18	1	3	1	*	-	2	3	2	2	2	2
	45%	*37%*	*87%*	*22%*	*37%*	*-%*	*37%*	*42%*	*50%*	*53%*	*46%*	*100%*
Answered	22	2	*	5	1	2	3	4	2	2	2	-
Mean	20.70	36.69	20.00	17.39	6.00	50.69	8.97	14.59	6.00	9.62	37.49	-

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Special Delivery Guaranteed by 9am (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		***a**	b	***c**	***d**
Unweighted total	**81**	17	33	17	14
Weighted total	**41**	6	9	14	10
0-24%	**17**	1	6	8	2
	43%	*20%*	*60%*	*56%*	*22%*
25-49%	**2**	-	*	*	2
	6%	*-%*	*4%*	*1%*	*19%*
50-74%	**1**	*	*	-	-
	1%	*3%*	*3%*	*-%*	*-%*
75-100%	**2**	1	1	*	-
	5%	*9%*	*14%*	*1%*	*-%*
Don't know	**18**	4	2	6	6
	45%	*67%*	*18%*	*42%*	*59%*
Answered	**22**	2	8	8	4
Mean	**20.70**	32.82	26.39	10.82	23.67

Columns Tested: a,b,c,d

Parcelforce Worldwide (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	***b**	***c**	***d**	e	***a**	b	***c**	***d**	***e**
Unweighted total	**130**	84	28	12	6	46	23	41	11	8	10
Weighted total	**94**	89	3	1	1	5	27	40	7	3	1
0-24%	**54**	51	2	1	*	3	15	22	5	2	1
	57%	*58%*	*58%*	*49%*	*31%*	*52%*	*57%*	*55%*	*67%*	*76%*	*77%*
25-49%	**5**	5	-	*	-	*	2	3	*	-	-
	5%	*6%*	*-%*	*3%*	*-%*	*1%*	*6%*	*8%*	*1%*	*-%*	*-%*
50-74%	**4**	4	*	*	-	*	-	3	-	-	-
	5%	*4%*	*9%*	*9%*	*-%*	*8%*	*-%*	*8%*	*-%*	*-%*	*-%*
75-100%	**3**	3	*	-	-	*	-	*	-	1	-
	3%	*3%*	*6%*	*-%*	*-%*	*3%*	*-%*	*1%*	*-%*	*19%*	*-%*
Don't know	**28**	26	1	1	1	2	10	11	2	*	*
	29%	*29%*	*27%*	*39%*	*69%*	*36%*	*37%*	*27%*	*32%*	*4%*	*23%*
Answered	**67**	63	2	1	*	3	17	29	5	3	1
Mean	**17.03**	17.03	20.35	12.20	3.77	17.03	7.96	17.24	12.37	23.19	8.48

Columns Tested: a,b,c,d,e - a,b,c,d,e

Parcelforce Worldwide (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	***f**	***g**	***h**	***i**	j	***k**	***l**	***m**
Unweighted total	**130**	4	6	20	2	3	12	12	4	15	78	24	13	15
Weighted total	**94**	5	6	17	1	4	13	13	4	15	79	7	4	5
0-24%	**54**	4	4	6	1	2	8	6	2	13	47	2	3	3
	57%	*75%*	*68%*	*36%*	*100%*	*46%*	*64%*	*44%*	*50%*	*87%*	*59%*	*28%*	*77%*	*57%*
25-49%	**5**	-	-	-	-	-	2	3	-	-	5	-	*	-
	5%	*-%*	*-%*	*-%*	*-%*	*-%*	*13%*	*27%*	*-%*	*-%*	*6%*	*-%*	*1%*	*-%*
50-74%	**4**	1	-	-	-	2	-	*	-	-	3	1	-	*
	5%	*21%*	*-%*	*-%*	*-%*	*54%*	*-%*	*1%*	*-%*	*-%*	*4%*	*8%*	*-%*	*10%*
75-100%	**3**	-	-	-	-	-	2	-	*	-	2	1	-	*
	3%	*-%*	*-%*	*-%*	*-%*	*-%*	*14%*	*-%*	*7%*	*-%*	*3%*	*12%*	*-%*	*1%*
Don't know	**28**	*	2	11	-	-	1	4	2	2	22	4	1	2
	29%	*5%*	*32%*	*64%*	*-%*	*-%*	*9%*	*29%*	*44%*	*13%*	*28%*	*52%*	*22%*	*32%*
Answered	**67**	5	4	6	1	4	12	9	2	13	57	3	3	3
Mean	**17.03**	17.39	8.38	9.22	4.12	31.78	25.99	17.83	14.17	8.23	16.12	40.72	10.04	14.92

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Parcelforce Worldwide (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	***b**	***c**	***d**	e	***f**	***g**	h	a	b	a	***b**
Unweighted total	**130**	2	28	3	4	47	5	5	36	86	44	119	11
Weighted total	**94**	*	20	2	1	38	3	4	26	63	32	93	2
0-24%	**54**	*	11	2	1	27	1	4	8	37	17	54	*
	57%	*50%*	*57%*	*87%*	*92%*	*72%* h	*31%*	*100%*	*29%*	*59%*	*55%*	*58%*	*27%*
25-49%	**5**	-	3	-	-	2	-	-	-	3	2	5	-
	5%	*-%*	*17%*	*-%*	*-%*	*5%*	*-%*	*-%*	*-%*	*5%*	*6%*	*6%*	*-%*
50-74%	**4**	-	1	-	-	2	-	-	2	3	2	4	*
	5%	*-%*	*4%*	*-%*	*-%*	*4%*	*-%*	*-%*	*7%*	*4%*	*5%*	*4%*	*21%*
75-100%	**3**	-	*	-	-	1	2	-	*	2	1	3	*
	3%	*-%*	*1%*	*-%*	*-%*	*2%*	*55%*	*-%*	*1%*	*3%*	*4%*	*3%*	*17%*
Don't know	**28**	*	4	*	*	7	*	-	16	18	10	27	1
	29%	*50%*	*21%*	*13%*	*8%*	*18%*	*14%*	*-%*	*62%* e	*29%*	*31%*	*29%*	*35%*
Answered	**67**	*	16	2	1	31	3	4	10	45	22	66	1
Mean	**17.03**	10.00	13.94	4.71	8.13	15.68	70.40	1.56	21.18	15.96	19.20	16.62	40.58

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Parcelforce Worldwide (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	***b**	a	***b**	c
Unweighted total	**130**	127	3	46	29	55
Weighted total	**94**	91	3	34	23	37
0-24%	**54**	51	3	21	13	21
	57%	*56%*	*91%*	*60%*	*56%*	*56%*
25-49%	**5**	5	-	2	-	3
	5%	*6%*	*-%*	*5%*	*-%*	*9%*
50-74%	**4**	4	-	*	2	2
	5%	*5%*	*-%*	*1%*	*10%*	*5%*
75-100%	**3**	3	-	2	-	1
	3%	*3%*	*-%*	*7%*	*-%*	*2%*
Don't know	**28**	28	*	10	8	11
	29%	*30%*	*9%*	*28%*	*34%*	*28%*
Answered	**67**	64	3	25	15	27
Mean	**17.03**	17.43	8.15	19.45	16.73	14.94

Columns Tested: a,b - a,b,c

Parcelforce Worldwide (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	**130**	71	48	10	1	-	-	-	-	119	11	5	66	59
Weighted total	**94**	57	34	3	*	-	-	-	-	91	3	7	50	38
0-24%	**54**	35	18	2	-	-	-	-	-	52	2	3	32	20
	57%	*61%*	*52%*	*66%*	*-%*	*-%*	*-%*	*-%*	*-%*	*57%*	*56%*	*45%*	*63%*	*52%*
25-49%	**5**	3	2	-	-	-	-	-	-	5	-	-	3	2
	5%	*6%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*-%*	*-%*	*7%*	*4%*
50-74%	**4**	*	3	*	*	-	-	-	-	4	1	-	*	4
	5%	*1%*	*9%*	*5%*	*100%*	*-%*	*-%*	*-%*	*-%*	*4%*	*19%*	*-%*	*1%*	*10%*
			a											b
75-100%	**3**	3	-	*	-	-	-	-	-	3	*	2	1	*
	3%	*5%*	*-%*	*12%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*11%*	*27%*	*2%*	*1%*
Don't know	**28**	16	12	*	-	-	-	-	-	27	*	2	14	12
	29%	*27%*	*34%*	*17%*	*-%*	*-%*	*-%*	*-%*	*-%*	*30%*	*14%*	*27%*	*27%*	*33%*
Answered	**67**	41	23	2	*	-	-	-	-	64	3	5	37	25
Mean	**17.03**	17.18	14.82	28.05	55.00	-	-	-	-	16.35	32.77	43.57	13.72	16.78

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Parcelforce Worldwide (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**130**	100	92	112	130	59	101	99	7	2	2	1	1	-
Weighted total	**94**	67	61	77	94	38	73	69	3	*	2	*	2	-
0-24%	**54**	40	38	49	54	19	45	46	2	*	-	-	-	-
	57%	*60%*	*62%*	*63%*	*57%*	*49%*	*61%*	*66%*	*66%*	*84%*	-%	-%	-%	-%
25-49%	**5**	5	5	5	5	5	5	5	-	-	-	-	-	-
	5%	*8%*	*8%*	*7%*	*5%*	*13%*	*7%*	*7%*	-%	-%	-%	-%	-%	-%
50-74%	**4**	*	1	1	4	*	4	1	-	-	*	-	-	-
	5%	*1%*	*2%*	*2%*	*5%*	*1%*	*5%*	*2%*	-%	-%	*7%*	-%	-%	-%
75-100%	**3**	1	1	1	3	*	1	1	-	-	-	-	-	-
	3%	*2%*	*1%*	*1%*	*3%*	*1%*	*1%*	*2%*	-%	-%	-%	-%	-%	-%
Don't know	**28**	20	16	21	28	14	18	16	1	*	2	*	2	-
	29%	*30%*	*26%*	*27%*	*29%*	*36%*	*25%*	*23%*	*34%*	*16%*	*93%*	*100%*	*100%*	-%
Answered	**67**	47	46	56	67	25	54	54	2	*	*	-	-	-
Mean	**17.03**	12.92	12.88	13.07	17.03	12.59	14.86	13.36	5.38	1.00	50.00	-	-	-

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Parcelforce Worldwide (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	c	d	*e
Unweighted total	**130**	124	3	3	-	-	-	-	-	26	23	30	32	1
Weighted total	**94**	91	2	2	-	-	-	-	-	18	22	18	19	*
0-24%	**54**	51	1	2	-	-	-	-	-	13	14	10	12	-
	57%	*56%*	*71%*	*98%*	*-%*	*-%*	*-%*	*-%*	*-%*	*71%*	*65%*	*57%*	*61%*	*-%*
25-49%	**5**	5	-	-	-	-	-	-	-	-	2	2	2	-
	5%	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*10%*	*9%*	*-%*
50-74%	**4**	4	*	-	-	-	-	-	-	-	-	1	*	-
	5%	*4%*	*29%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*2%*	*-%*
75-100%	**3**	3	-	*	-	-	-	-	-	-	-	*	*	*
	3%	*3%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*3%*	*100%*
Don't know	**28**	28	-	-	-	-	-	-	-	5	6	5	5	-
	29%	*31%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*29%*	*27%*	*26%*	*25%*	*-%*
Answered	**67**	63	2	2	-	-	-	-	-	13	16	13	14	*
Mean	**17.03**	16.59	29.54	20.52	-	-	-	-	-	10.69	10.40	16.33	13.64	80.00

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Parcelforce Worldwide (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	*d	*e	a	*b	c	a	b	a	*b
Unweighted total	**130**	34	34	35	24	3	85	6	38	95	35	105	7
Weighted total	**94**	24	28	28	13	1	70	1	23	71	23	76	1
0-24%	**54**	13	17	15	9	*	41	1	13	43	11	48	*
	57%	*54%*	*61%*	*54%*	*64%*	*37%*	*58%*	*59%*	*57%*	*60%*	*48%*	*63%*	*64%*
25-49%	**5**	-	2	3	-	-	5	-	-	5	*	5	*
	5%	*-%*	*6%*	*12%* a	*-%*	*-%*	*7%*	*-%*	*-%*	*7%*	**%*	*7%*	*7%*
50-74%	**4**	-	2	-	2	-	4	-	-	1	4	1	-
	5%	*-%*	*8%*	*-%*	*15%*	*-%*	*6%*	*-%*	*-%*	*1%*	*15%* a	*2%*	*-%*
75-100%	**3**	*	*	*	2	*	3	-	*	3	-	1	-
	3%	*1%*	*2%*	**%*	*14%*	*46%*	*4%*	*-%*	**%*	*4%*	*-%*	*1%*	*-%*
Don't know	**28**	11	6	9	1	*	17	*	10	19	8	20	*
	29%	*45%*	*23%*	*34%*	*8%*	*17%*	*24%*	*41%*	*43%* a	*27%*	*37%*	*27%*	*30%*
Answered	**67**	13	22	19	12	1	53	1	13	52	15	56	*
Mean	**17.03**	12.89	17.50	10.96	28.43	46.45	18.56	2.74	11.36	15.84	21.25	13.07	12.49

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Parcelforce Worldwide (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**130**	19	31	39	5	89	41	62	85	47	-
Weighted total	**94**	15	22	29	3	65	30	36	54	27	-
0-24%	**54**	8	11	16	2	40	15	24	29	16	-
	57%	*51%*	*49%*	*56%*	*73%*	*61%*	*49%*	*67%*	*54%*	*61%*	*-%*
25-49%	**5**	3	-	3	-	5	*	*	5	-	-
	5%	*23%*	*-%*	*12%*	*-%*	*8%*	**%*	**%*	*10%* **ac**	*-%*	*-%*
50-74%	**4**	-	2	1	-	1	4	*	*	*	-
	5%	*-%*	*8%*	*4%*	*-%*	*1%*	*12%* a	**%*	*1%*	**%*	*-%*
75-100%	**3**	*	-	*	-	3	-	*	1	*	-
	3%	*2%*	*-%*	*1%*	*-%*	*5%*	*-%*	*1%*	*2%*	*1%*	*-%*
Don't know	**28**	3	10	8	1	16	12	12	18	10	-
	29%	*24%*	*43%*	*27%*	*27%*	*25%*	*39%*	*32%*	*34%*	*38%*	*-%*
Answered	**67**	11	13	21	2	48	18	24	36	17	-
Mean	**17.03**	18.59	17.31	17.27	11.87	16.52	18.39	11.06	12.84	9.12	-

Columns Tested: a,b - a,b - a,b - a,b,c,d

Parcelforce Worldwide (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**130**	58	78	41	-	107	85	60	3	97	87	109	96	69	7
Weighted total	**94**	32	51	19	-	75	57	35	1	67	61	79	67	42	2
0-24%	**54**	23	32	10	-	41	36	20	-	40	38	49	41	25	1
	57%	*70%*	*62%*	*54%*	*-%*	*55%*	*63%*	*57%*	*-%*	*60%*	*63%*	*62%*	*62%*	*59%*	*57%*
25-49%	**5**	*	5	-	-	3	2	-	-	5	5	5	3	2	-
	5%	**%*	*10%* **ac**	*-%*	*-%*	*5%*	*3%*	*-%*	*-%*	*8%*	*8%*	*6%*	*5%*	*4%*	*-%*
50-74%	**4**	1	*	*	-	4	1	2	-	*	1	2	1	-	-
	5%	*4%*	*1%*	*1%*	*-%*	*6%*	*1%*	*5%*	*-%*	*1%*	*2%*	*2%*	*2%*	*-%*	*-%*
75-100%	**3**	*	*	*	-	3	2	*	-	1	1	3	1	*	*
	3%	*1%*	*1%*	*2%*	*-%*	*4%*	*3%*	*1%*	*-%*	*2%*	*1%*	*4%*	*1%*	*1%*	*13%*
Don't know	**28**	8	13	8	-	23	16	13	1	20	15	20	20	15	1
	29%	*25%*	*26%*	*43%*	*-%*	*31%*	*29%*	*37%*	*100%*	*30%*	*25%*	*26%*	*30%*	*36%*	*30%*
Answered	**67**	24	38	11	-	52	40	22	-	47	45	59	47	27	2
Mean	**17.03**	11.93	11.41	12.43	-	18.81	13.46	12.93	-	12.89	12.89	16.16	12.21	11.38	29.11

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Parcelforce Worldwide (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	***a**	***b**	***c**	***d**
Unweighted total	**130**	86	65	130	51	40	93	67	6	5	4	1
Weighted total	**94**	57	40	94	31	19	59	40	3	6	5	*
0-24%	**54**	34	20	54	18	8	35	22	2	2	2	-
	57%	*60%*	*50%*	*57%*	*57%*	*42%*	*59%*	*54%*	*63%*	*31%*	*41%*	*-%*
25-49%	**5**	3	3	5	-	-	3	3	-	-	2	-
	5%	*6%*	*8%* d	*5%*	*-%*	*-%*	*6%*	*9%*	*-%*	*-%*	*36%*	*-%*
50-74%	**4**	1	1	4	1	1	*	-	-	-	1	-
	5%	*2%*	*2%*	*5%*	*2%*	*3%*	*1%*	*-%*	*-%*	*-%*	*23%*	*-%*
75-100%	**3**	1	*	3	*	*	3	*	-	*	-	-
	3%	*1%*	**%*	*3%*	*1%*	**%*	*5%*	*1%*	*-%*	*5%*	*-%*	*-%*
Don't know	**28**	18	16	28	12	11	18	14	1	4	-	*
	29%	*31%*	*40%*	*29%*	*40%*	*55%* **ac**	*30%*	*36%*	*37%*	*64%*	*-%*	*100%*
Answered	**67**	39	24	67	19	9	41	25	2	2	5	-
Mean	**17.03**	12.15	10.02	17.03	9.56	8.86	15.29	11.57	16.44	19.76	27.65	-

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Parcelforce Worldwide (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**130**	121	111	123	117	127	96	120	72	-	97	4	32	88
Weighted total	**94**	85	76	87	82	91	70	82	43	-	67	3	24	63
0-24%	**54**	52	48	54	49	54	40	49	27	-	39	*	13	39
	57%	*61%*	*63%*	*62%*	*60%*	*60%*	*57%*	*61%*	*62%*	*-%*	*58%*	*8%*	*52%*	*62%*
25-49%	**5**	5	5	5	5	5	5	5	-	-	5	-	2	3
	5%	*6%*	*7%*	*6%*	*6%*	*6%*	*7%* c	*6%* c	*-%*	*-%*	*8%*	*-%*	*7%*	*5%*
50-74%	**4**	2	1	2	4	4	3	4	1	-	2	-	-	2
	5%	*3%*	*2%*	*3%*	*5%*	*5%*	*5%*	*5%*	*3%*	*-%*	*3%*	*-%*	*-%*	*3%*
75-100%	**3**	1	1	1	3	3	2	3	3	-	3	-	-	3
	3%	*1%*	*2%*	*1%*	*4%*	*3%*	*3%*	*4%*	*6%*	*-%*	*4%*	*-%*	*-%*	*5%*
Don't know	**28**	24	20	24	20	24	20	20	13	-	18	3	10	16
	29%	*28%*	*26%*	*28%*	*25%*	*26%*	*28%*	*25%*	*29%*	*-%*	*27%*	*92%*	*41%*	*25%*
Answered	**67**	61	56	62	61	67	51	62	31	-	49	*	14	48
Mean	**17.03**	14.04	13.42	13.83	17.94	17.03	18.28	17.22	16.89	-	17.93	1.00	12.50	17.04

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Parcelforce Worldwide (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	b	*c	a	*b	c	a	b
Unweighted total	**130**	50	3	13	46	25	86	17	35	9	86	81	49
Weighted total	**94**	37	*	12	30	15	66	13	25	8	61	61	34
0-24%	**54**	18	*	4	17	8	39	7	13	4	37	33	21
	57%	*48%*	*62%*	*36%*	*55%*	*55%*	*59%*	*50%*	*53%*	*47%*	*61%*	*54%*	*63%*
25-49%	**5**	3	-	-	3	-	5	-	2	-	3	3	2
	5%	*9%*	*-%*	*-%*	*11%*	*-%*	*8%*	*-%*	*6%*	*-%*	*6%*	*5%*	*5%*
50-74%	**4**	4	-	3	1	2	*	2	3	-	1	2	2
	5%	*11%*	*-%*	*26%*	*3%*	*16%*	**%*	*14%*	*13%* c	*-%*	*1%*	*4%*	*6%*
75-100%	**3**	*	*	*	*	*	3	-	*	*	3	1	2
	3%	*1%*	*13%*	**%*	*1%*	*3%*	*4%*	*-%*	**%*	*1%*	*5%*	*2%*	*6%*
Don't know	**28**	12	*	4	9	4	19	5	7	4	17	21	7
	29%	*31%*	*25%*	*38%*	*30%*	*26%*	*29%*	*36%*	*27%*	*52%*	*27%*	*35%*	*20%*
Answered	**67**	25	*	7	21	11	47	8	19	4	44	40	27
Mean	**17.03**	20.99	18.26	29.66	16.70	21.99	15.57	18.74	20.09	6.86	16.62	15.11	19.88

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Parcelforce Worldwide (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	**130**	35	6	33	24	23	12	24	13	10	15	5	5
Weighted total	**94**	13	1	12	8	8	4	10	5	3	3	2	4
0-24%	**54**	11	*	10	7	7	4	9	5	3	2	1	4
	57%	*87%*	*27%*	*85%*	*81%*	*84%*	*85%*	*87%*	*93%*	*88%*	*69%*	*79%*	*93%*
25-49%	**5**	*	-	*	*	-	*	*	-	-	-	*	-
	5%	**%*	*-%*	**%*	*1%*	*-%*	*1%*	**%*	*-%*	*-%*	*-%*	*3%*	*-%*
50-74%	**4**	*	-	*	-	*	-	*	-	*	-	-	-
	5%	**%*	*-%*	**%*	*-%*	*1%*	*-%*	**%*	*-%*	*2%*	*-%*	*-%*	*-%*
75-100%	**3**	1	-	1	1	1	-	1	-	*	*	-	*
	3%	*5%*	*-%*	*6%*	*7%*	*7%*	*-%*	*6%*	*-%*	*10%*	*1%*	*-%*	*7%*
Don't know	**28**	1	*	1	1	1	1	1	*	-	1	*	-
	29%	*8%*	*73%*	*8%*	*12%*	*9%*	*14%*	*7%*	*7%*	*-%*	*30%*	*18%*	*-%*
Answered	**67**	12	*	11	7	8	4	9	5	3	2	1	4
Mean	**17.03**	15.54	7.53	15.48	16.61	15.61	12.67	15.88	12.09	24.92	5.86	18.40	14.81

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 64 (continuation)

Parcelforce Worldwide (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		***a**	***b**	***c**	d	***e**	***f**	***g**	***h**	***i**	***j**	***k**	***l**
Unweighted total	**130**	18	8	1	37	10	6	11	11	7	9	6	6
Weighted total	**94**	11	11	2	13	6	5	6	11	8	9	7	6
0-24%	**54**	3	6	-	11	5	2	5	8	2	4	3	4
	57%	*32%*	*53%*	*-%*	*84%*	*84%*	*41%*	*90%*	*75%*	*26%*	*50%*	*37%*	*69%*
25-49%	**5**	2	2	-	*	-	-	-	-	2	-	-	-
	5%	*16%*	*15%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*20%*	*-%*	*-%*	*-%*
50-74%	**4**	1	-	-	*	-	1	*	-	-	-	-	2
	5%	*8%*	*-%*	*-%*	**%*	*-%*	*23%*	*8%*	*-%*	*-%*	*-%*	*-%*	*29%*
75-100%	**3**	*	-	-	1	-	-	-	-	-	-	2	*
	3%	*5%*	*-%*	*-%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*27%*	*1%*
Don't know	**28**	4	4	2	1	1	2	*	3	4	5	2	*
	29%	*40%*	*32%*	*100%*	*10%*	*16%*	*36%*	*2%*	*25%*	*54%*	*50%*	*36%*	*2%*
Answered	**67**	6	8	-	12	5	3	6	8	4	4	4	6
Mean	**17.03**	28.07	12.16	-	15.78	9.22	28.50	9.46	5.39	16.53	3.97	46.89	25.24

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

Parcelforce Worldwide (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		***a**	b	***c**	***d**
Unweighted total	**130**	27	53	29	21
Weighted total	**94**	24	24	25	22
0-24%	**54**	9	18	16	11
	57%	*39%*	*76%*	*63%*	*51%*
25-49%	**5**	3	*	2	-
	5%	*14%*	**%*	*7%*	*-%*
50-74%	**4**	1	1	*	2
	5%	*4%*	*5%*	*2%*	*8%*
75-100%	**3**	*	1	-	2
	3%	*2%*	*3%*	*-%*	*9%*
Don't know	**28**	10	4	7	7
	29%	*41%*	*16%*	*29%*	*32%*
Answered	**67**	14	20	18	15
Mean	**17.03**	19.51	16.10	9.13	25.19

Columns Tested: a,b,c,d

Royal Mail tracked 24 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	***c**	***d**	e	a	b	***c**	***d**	***e**
Unweighted total	**182**	116	38	17	11	66	35	35	12	10	15
Weighted total	**140**	132	4	2	1	8	39	34	10	2	5
0-24%	**47**	42	3	1	1	4	11	15	5	1	1
	33%	*32%*	*63%* a	*46%*	*40%*	*54%* a	*27%*	*45%*	*48%*	*65%*	*16%*
25-49%	**7**	7	*	-	-	*	4	*	-	-	*
	5%	*5%*	*4%*	*-%*	*-%*	*2%*	*10%*	*1%*	*-%*	*-%*	*2%*
50-74%	**13**	13	-	*	*	*	2	4	3	1	-
	9%	*10%* b	*-%*	*5%*	*4%*	*2%*	*6%*	*11%*	*27%*	*29%*	*-%*
75-100%	**32**	31	*	*	-	1	10	7	*	-	2
	23%	*24%* e	*9%*	*11%*	*-%*	*8%*	*26%*	*22%*	*5%*	*-%*	*34%*
Don't know	**41**	39	1	1	1	3	12	7	2	*	3
	30%	*30%*	*24%*	*37%*	*56%*	*33%*	*31%*	*21%*	*21%*	*7%*	*48%*
Answered	**98**	93	3	2	1	5	27	27	8	2	3
Mean	**44.05**	45.40 e	18.42	29.15	11.32	20.69	48.83	38.58	29.38	20.19	69.48

Columns Tested: a,b,c,d,e - a,b,c,d,e

Royal Mail tracked 24 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	***f**	***g**	***h**	***i**	j	***k**	***l**	***m**
Unweighted total	**182**	14	6	23	2	17	20	19	11	8	120	23	17	22
Weighted total	**140**	13	8	21	*	20	19	19	13	8	121	6	5	6
0-24%	**47**	4	2	6	*	5	10	7	3	*	38	3	2	4
	33%	*34%*	*29%*	*29%*	*65%*	*25%*	*51%*	*36%*	*23%*	*3%*	*31%*	*52%*	*33%*	*58%*
25-49%	**7**	2	-	2	-	-	2	-	-	-	5	-	1	*
	5%	*15%*	*-%*	*8%*	*-%*	*-%*	*9%*	*-%*	*-%*	*-%*	*4%*	*-%*	*16%*	*8%*
50-74%	**13**	3	-	2	-	2	2	*	-	4	12	-	1	1
	9%	*22%*	*-%*	*8%*	*-%*	*9%*	*9%*	*1%*	*-%*	*45%*	*10%*	*-%*	*11%*	*10%*
75-100%	**32**	2	2	2	-	10	1	5	7	*	29	*	2	*
	23%	*17%*	*24%*	*8%*	*-%*	*49%*	*6%*	*28%*	*54%*	*3%*	*24%*	*5%*	*38%*	*5%*
Don't know	**41**	2	4	10	*	4	5	7	3	4	37	3	*	1
	30%	*12%*	*47%*	*47%*	*35%*	*18%*	*25%*	*35%*	*23%*	*49%*	*31%*	*43%*	*2%*	*20%*
Answered	**98**	11	4	11	*	17	14	12	10	4	84	4	5	5
Mean	**44.05**	43.06	41.52	30.84	10.00	62.24	24.31	47.22	68.53	57.82	46.15	17.57	51.11	20.91

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Royal Mail tracked 24 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	***d**	e	***f**	***g**	h	a	b	a	***b**
Unweighted total	**182**	2	36	7	15	54	3	6	58	121	61	160	22
Weighted total	**140**	1	27	4	12	47	1	4	44	100	39	130	10
0-24%	**47**	-	7	*	4	17	*	1	17	30	16	40	7
	33%	*-%*	*27%*	*11%*	*32%*	*36%*	*13%*	*15%*	*39%*	*30%*	*41%*	*31%*	*67%*
25-49%	**7**	-	3	-	-	3	-	-	2	6	1	7	-
	5%	*-%*	*9%*	*-%*	*-%*	*5%*	*-%*	*-%*	*4%*	*6%*	*3%*	*5%*	*-%*
50-74%	**13**	-	*	-	6	2	-	2	3	8	5	13	*
	9%	*-%*	**%*	*-%*	*47%*	*5%*	*-%*	*42%*	*7%*	*8%*	*12%*	*10%*	*2%*
75-100%	**32**	-	8	2	2	11	-	-	9	27	5	31	1
	23%	*-%*	*29%*	*46%*	*19%*	*23%*	*-%*	*-%*	*21%*	*26%* b	*13%*	*24%*	*8%*
Don't know	**41**	1	9	2	*	15	*	2	13	29	12	39	2
	30%	*100%*	*35%*	*42%*	*2%*	*31%*	*87%*	*42%*	*29%*	*29%*	*31%*	*30%*	*24%*
Answered	**98**	-	18	2	12	32	*	2	31	71	27	90	8
Mean	**44.05**	-	48.22	81.30	49.88	41.86	5.00	44.48	39.26	47.16	35.92	46.30	17.23

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Royal Mail tracked 24 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	*b	c
Unweighted total	**182**	176	6	73	26	81
Weighted total	**140**	134	6	60	20	56
0-24%	**47**	46	1	21	8	18
	33%	*34%*	*19%*	*34%*	*42%*	*31%*
25-49%	**7**	5	2	2	2	3
	5%	*4%*	*34%*	*3%*	*10%*	*5%*
50-74%	**13**	11	2	4	2	7
	9%	*8%*	*32%*	*7%*	*9%*	*13%*
75-100%	**32**	31	*	23	3	6
	23%	*23%*	*9%*	*38%* c	*14%*	*11%*
Don't know	**41**	41	*	11	5	22
	30%	*31%*	*6%*	*18%*	*26%*	*40%* a
Answered	**98**	93	5	49	15	34
Mean	**44.05**	44.49	36.50	53.33 c	33.74	34.98

Columns Tested: a,b - a,b,c

Royal Mail tracked 24 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	***c**	***d**	***e**	***f**	***g**	***h**	i	***j**	***a**	b	c
Unweighted total	**182**	112	59	7	2	1	-	-	1	171	11	15	97	70
Weighted total	**140**	103	31	3	1	2	-	-	*	134	5	17	86	36
0-24%	**47**	33	12	1	1	-	-	-	*	45	1	7	27	13
	33%	*32%*	*38%*	*28%*	*100%*	*-%*	*-%*	*-%*	*100%*	*34%*	*28%*	*41%*	*31%*	*36%*
25-49%	**7**	6	1	-	-	-	-	-	-	7	-	-	6	1
	5%	*6%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*	*-%*	*7%*	*2%*
50-74%	**13**	9	2	2	-	-	-	-	-	11	2	1	9	4
	9%	*9%*	*5%*	*72%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*37%*	*4%*	*10%*	*10%*
75-100%	**32**	23	8	-	-	-	-	-	-	32	-	6	18	8
	23%	*23%*	*27%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*24%*	*-%*	*34%*	*20%*	*23%*
Don't know	**41**	31	8	-	-	2	-	-	-	40	2	4	27	10
	30%	*30%*	*27%*	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*	*29%*	*36%*	*22%*	*32%*	*28%*
Answered	**98**	72	23	3	1	-	-	-	*	95	3	13	59	26
Mean	**44.05**	44.67	43.87	39.36	5.84	-	-	-	1.00	44.48	32.19	45.98	44.38	42.34

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Royal Mail tracked 24 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	***b**	***c**	***d**	***e**	***f**	***g**
Unweighted total	**182**	139	127	155	182	68	139	136	10	5	1	1	1	1
Weighted total	**140**	101	84	113	140	40	99	105	6	2	*	*	*	*
0-24%	**47**	35	30	42	47	11	35	40	*	2	-	*	*	*
	33%	*35%*	*36%*	*37%*	*33%*	*26%*	*35%*	*38%*	*7%*	*97%*	*-%*	*100%*	*100%*	*100%*
25-49%	**7**	4	4	4	7	4	7	2	2	-	-	-	-	-
	5%	*4%*	*4%*	*4%*	*5%*	*11%* c	*7%*	*2%*	*27%*	*-%*	*-%*	*-%*	*-%*	*-%*
50-74%	**13**	9	8	10	13	5	9	10	-	-	*	-	-	-
	9%	*9%*	*9%*	*9%*	*9%*	*13%*	*9%*	*10%*	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*
75-100%	**32**	21	17	24	32	7	23	23	2	-	-	-	-	-
	23%	*21%*	*20%*	*22%*	*23%*	*17%*	*23%*	*22%*	*29%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**41**	32	25	32	41	13	26	30	2	*	-	-	-	-
	30%	*32%*	*30%*	*29%*	*30%*	*33%*	*26%*	*29%*	*37%*	*3%*	*-%*	*-%*	*-%*	*-%*
Answered	**98**	69	58	81	98	27	74	75	4	2	*	*	*	*
Mean	**44.05**	43.24	42.21	42.48	44.05	43.40	43.94	42.75	56.89	3.95	50.00	5.00	10.00	1.00

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Royal Mail tracked 24 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**182**	177	2	2	-	-	1	-	1	31	39	53	30	2
Weighted total	**140**	137	1	2	-	-	*	-	*	32	35	34	12	*
0-24%	**47**	46	1	*	-	-	*	-	*	7	17	15	3	*
	33%	*33%*	*100%*	*5%*	*-%*	*-%*	*100%*	*-%*	*100%*	*22%*	*48%* a	*43%*	*27%*	*100%*
25-49%	**7**	7	-	-	-	-	-	-	-	-	-	4	*	-
	5%	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*10%* b	*4%*	*-%*
50-74%	**13**	11	-	2	-	-	-	-	-	2	3	4	2	-
	9%	*8%*	*-%*	*95%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*10%*	*11%*	*15%*	*-%*
75-100%	**32**	32	-	-	-	-	-	-	-	13	5	6	*	-
	23%	*23%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*40%* **bcd**	*15%*	*18%* d	*1%*	*-%*
Don't know	**41**	41	-	-	-	-	-	-	-	11	9	6	7	-
	30%	*30%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*33%*	*27%*	*18%*	*53%* **bc**	*-%*
Answered	**98**	95	1	2	-	-	*	-	*	22	26	28	6	*
Mean	**44.05**	44.24	4.91	48.41	-	-	1.00	-	1.00	62.84	35.29	35.73	32.47	10.00

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Royal Mail tracked 24 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	***d**	***e**	a	***b**	c	a	b	a	***b**
Unweighted total	**182**	53	45	52	27	5	112	8	61	143	39	149	6
Weighted total	**140**	48	35	42	14	1	86	4	48	110	29	109	4
0-24%	**47**	14	6	21	5	1	28	4	15	38	8	42	*
	33%	*30%*	*17%*	*49%* **ab**	*36%*	*79%*	*33%*	*83%*	*32%*	*35%*	*28%*	*38%*	*11%*
25-49%	**7**	4	2	*	*	-	5	-	2	4	2	4	-
	5%	*8%*	*5%*	*1%*	*3%*	*-%*	*6%*	*-%*	*3%*	*4%*	*8%*	*4%*	*-%*
50-74%	**13**	2	5	3	2	-	7	1	5	10	3	10	-
	9%	*5%*	*15%*	*8%*	*14%*	*-%*	*8%*	*15%*	*11%*	*9%*	*10%*	*10%*	*-%*
75-100%	**32**	13	10	7	2	-	20	-	12	27	5	21	4
	23%	*26%*	*29%*	*17%*	*16%*	*-%*	*23%*	*-%*	*25%*	*25%*	*16%*	*19%*	*89%*
Don't know	**41**	15	12	10	4	*	26	*	14	30	11	32	-
	30%	*31%*	*34%*	*25%*	*30%*	*21%*	*30%*	*2%*	*29%*	*28%*	*38%*	*30%*	*-%*
Answered	**98**	33	23	32	10	1	60	4	34	80	18	77	4
Mean	**44.05**	49.41	55.19	33.48	37.32	6.07	44.32	13.56	47.31	45.16	39.17	40.09	84.38

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Royal Mail tracked 24 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**182**	25	37	46	7	129	53	100	109	57	-
Weighted total	**140**	16	24	30	2	99	41	65	75	27	-
0-24%	**47**	6	9	12	2	32	14	19	32	10	-
	33%	*38%*	*37%*	*40%*	*67%*	*33%*	*35%*	*30%*	*43%* a	*35%*	-%
25-49%	**7**	*	*	*	-	4	2	4	*	2	-
	5%	*1%*	*1%*	*%*	-%	*5%*	*6%*	*6%* b	*%*	*8%* b	-%
50-74%	**13**	2	1	4	-	10	3	5	6	*	-
	9%	*15%*	*5%*	*12%*	-%	*10%*	*7%*	*7%*	*8%* c	*%*	-%
75-100%	**32**	6	*	2	-	27	5	12	9	-	-
	23%	*34%*	*1%*	*6%*	-%	*27%* b	*13%*	*19%* c	*13%* c	-%	-%
Don't know	**41**	2	13	12	1	26	16	25	28	15	-
	30%	*12%*	*55%*	*41%*	*33%*	*26%*	*39%*	*39%*	*37%*	*57%* **ab**	-%
Answered	**98**	14	11	18	2	73	25	40	48	12	-
Mean	**44.05**	47.93	16.00	27.03	5.06	48.05 b	32.33	41.28 c	33.20 c	13.95	-

Columns Tested: a,b - a,b - a,b - a,b,c,d

Royal Mail tracked 24 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**182**	89	101	45	-	172	103	66	3	134	121	162	137	99	7
Weighted total	**140**	57	60	20	-	133	57	37	1	97	80	118	97	56	2
0-24%	**47**	21	27	8	-	46	29	16	-	35	30	44	38	24	2
	33%	*36%*	*45%*	*38%*	*-%*	*35%*	*50%* a	*43%*	*-%*	*36%*	*38%*	*37%*	*39%*	*43%*	*71%*
25-49%	**7**	2	2	-	-	7	2	1	-	4	4	4	4	-	-
	5%	*3%*	*3%*	*-%*	*-%*	*5%*	*4%*	*2%*	*-%*	*4%*	*4%*	*4%*	*4%* b	*-%*	*-%*
50-74%	**13**	6	2	*	-	13	*	*	-	9	8	11	7	1	-
	9%	*11%* **bc**	*3%*	*1%*	*-%*	*10%* **bc**	**%*	**%*	*-%*	*9%*	*10%*	*9%*	*7%* b	*1%*	*-%*
75-100%	**32**	9	8	-	-	29	2	1	-	17	14	28	17	8	-
	23%	*16%* c	*13%* c	*-%*	*-%*	*22%* **bc**	*4%*	*2%*	*-%*	*18%*	*17%*	*24%*	*18%*	*14%*	*-%*
Don't know	**41**	20	21	12	-	38	23	19	1	32	25	30	31	23	1
	30%	*35%*	*36%*	*61%* **ab**	*-%*	*29%*	*41%* a	*52%* a	*100%*	*33%*	*31%*	*26%*	*32%*	*42%*	*29%*
Answered	**98**	37	39	8	-	95	33	18	-	64	55	87	66	32	2
Mean	**44.05**	38.27	31.11	10.33	-	43.06 **bc**	15.36	12.20	-	40.36	39.45	43.54	37.98	30.33	16.67

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Royal Mail tracked 24 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	***a**	***b**	***c**	***d**
Unweighted total	**182**	104	78	182	54	36	127	89	3	3	2	5
Weighted total	**140**	66	39	140	31	17	82	47	1	2	1	4
0-24%	**47**	30	15	47	12	4	36	25	*	2	1	2
	33%	*46%* **ce**	*39%*	*33%*	*40%*	*24%*	*43%*	*53%*	*23%*	*100%*	*88%*	*41%*
25-49%	**7**	2	2	7	2	2	2	-	-	-	-	-
	5%	*4%*	*6%*	*5%*	*8%*	*12%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*
50-74%	**13**	5	2	13	*	*	6	1	-	-	-	2
	9%	*8%* d	*5%*	*9%* d	**%*	*1%*	*7%* b	*1%*	*-%*	*-%*	*-%*	*46%*
75-100%	**32**	*	*	32	*	*	10	5	-	-	-	*
	23%	*1%*	**%*	*23%* **abde**	**%*	*1%*	*12%*	*10%*	*-%*	*-%*	*-%*	*12%*
Don't know	**41**	28	20	41	16	10	29	17	1	-	*	-
	30%	*42%* c	*51%* c	*30%*	*51%* c	*63%* **ac**	*36%*	*35%*	*77%*	*-%*	*12%*	*-%*
Answered	**98**	38	19	98	15	6	53	30	*	2	1	4
Mean	**44.05**	17.93	13.21	44.05 **abd**	11.61	15.02	31.96	22.03	8.66	10.50	5.00	38.43

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Royal Mail tracked 24 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**182**	168	151	172	168	177	140	170	82	-	141	9	43	127
Weighted total	**140**	126	106	131	126	135	102	126	52	-	103	9	31	94
0-24%	**47**	43	40	44	44	46	38	44	20	-	39	1	11	34
	33%	*34%*	*37%*	*34%*	*35%*	*34%*	*37%*	*35%*	*38%*	*-%*	*38%*	*15%*	*35%*	*36%*
25-49%	**7**	5	3	5	5	7	3	5	1	-	4	-	-	4
	5%	*4%*	*2%*	*4%*	*4%*	*5%*	*3%*	*4%*	*2%*	*-%*	*4%*	*-%*	*-%*	*5%*
50-74%	**13**	13	11	13	13	13	9	9	4	-	8	1	5	6
	9%	*10%*	*11%*	*10%*	*10%*	*10%*	*9%*	*7%*	*8%*	*-%*	*7%*	*12%*	*17%* b	*6%*
75-100%	**32**	31	26	31	28	32	20	32	4	-	21	4	3	25
	23%	*25%*	*24%*	*24%*	*22%*	*24%*	*20%* c	*25%* c	*8%*	*-%*	*21%*	*43%*	*10%*	*26%* a
Don't know	**41**	34	27	38	36	38	32	36	23	-	30	3	12	25
	30%	*27%*	*25%*	*29%*	*29%*	*28%*	*31%*	*29%*	*44%* b	*-%*	*29%*	*29%*	*38%*	*27%*
Answered	**98**	92	79	93	90	98	70	90	29	-	73	6	19	69
Mean	**44.05**	45.54	43.67	45.06	43.44	44.22	40.98 c	45.06 c	27.59	-	40.94	61.82	34.86	45.60

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Royal Mail tracked 24 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	*c	a	*b	c	a	b
Unweighted total	**182**	64	3	10	62	36	120	25	47	8	125	103	79
Weighted total	**140**	48	1	6	47	21	99	18	30	9	101	79	61
0-24%	**47**	15	1	1	16	9	32	6	9	1	36	25	22
	33%	*31%*	*78%*	*22%*	*34%*	*42%*	*33%*	*31%*	*31%*	*12%*	*36%*	*32%*	*36%*
25-49%	**7**	2	-	-	2	*	6	*	*	-	6	7	*
	5%	*5%*	*-%*	*-%*	*5%*	*2%*	*6%*	*3%*	*1%*	*-%*	*6%*	*8%* b	**%*
50-74%	**13**	5	-	*	5	2	9	-	3	2	8	7	6
	9%	*11%*	*-%*	*2%*	*11%*	*9%*	*10%*	*-%*	*10%*	*26%*	*8%*	*9%*	*10%*
75-100%	**32**	10	-	4	6	5	20	7	7	4	21	15	17
	23%	*20%*	*-%*	*65%*	*12%*	*24%*	*20%*	*39%*	*23%*	*41%*	*21%*	*19%*	*27%*
Don't know	**41**	16	*	1	17	5	32	5	10	2	29	25	17
	30%	*33%*	*22%*	*11%*	*37%*	*23%*	*32%*	*27%*	*35%*	*20%*	*29%*	*32%*	*27%*
Answered	**98**	33	1	5	30	16	67	13	19	7	72	54	44
Mean	**44.05**	41.12	10.95	71.08	33.47	37.85	43.07	53.13	41.40	72.35	41.96	41.43	47.24

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Royal Mail tracked 24 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	***b**	c	***d**	a	***b**	***c**	***d**	***a**	***b**	***c**	***d**
Unweighted total	**182**	42	8	43	23	33	17	28	20	12	18	5	9
Weighted total	**140**	15	1	16	6	14	4	13	5	4	5	3	4
0-24%	**47**	12	*	13	3	12	4	11	4	4	3	1	4
	33%	*83%*	*46%*	*80%*	*52%*	*87%*	*85%*	*85%*	*91%*	*93%*	*68%*	*46%*	*90%*
25-49%	**7**	*	-	*	*	*	-	*	-	-	-	-	*
	5%	**%*	*-%*	**%*	*1%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*1%*
50-74%	**13**	*	-	*	-	*	-	*	-	-	-	-	*
	9%	**%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*1%*
75-100%	**32**	2	-	1	1	1	-	1	-	*	-	1	*
	23%	*11%*	*-%*	*8%*	*21%*	*10%*	*-%*	*11%*	*-%*	*7%*	*-%*	*42%*	*7%*
Don't know	**41**	1	*	2	2	*	1	*	*	-	2	*	-
	30%	*5%*	*54%*	*11%*	*26%*	*3%*	*15%*	*3%*	*9%*	*-%*	*32%*	*12%*	*-%*
Answered	**98**	14	*	15	5	14	4	12	4	4	3	2	4
Mean	**44.05**	20.37	7.76	18.10	33.46	18.74	6.58	20.33	6.24	13.93	9.91	52.82	17.46

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Royal Mail tracked 24 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	**182**	31	4	3	45	11	11	17	16	12	15	9	8
Weighted total	**140**	22	7	5	17	8	8	9	13	17	13	11	10
0-24%	**47**	7	-	2	13	5	3	3	4	5	3	*	2
	33%	*31%*	*-%*	*35%*	*79%* a	*57%*	*33%*	*32%*	*32%*	*29%*	*25%*	*1%*	*24%*
25-49%	**7**	-	2	-	*	-	*	*	-	3	2	-	-
	5%	*-%*	*24%*	*-%*	**%*	*-%*	*4%*	*1%*	*-%*	*16%*	*15%*	*-%*	*-%*
50-74%	**13**	4	-	2	*	-	1	-	-	2	2	1	2
	9%	*16%* d	*-%*	*32%*	**%*	*-%*	*14%*	*-%*	*-%*	*10%*	*14%*	*11%*	*18%*
75-100%	**32**	7	2	-	2	2	-	4	*	2	2	10	2
	23%	*30%* d	*27%*	*-%*	*10%*	*24%*	*-%*	*44%*	*2%*	*11%*	*15%*	*88%*	*19%*
Don't know	**41**	5	3	2	2	2	4	2	8	6	4	-	4
	30%	*23%*	*49%*	*32%*	*11%*	*19%*	*49%*	*23%*	*66%*	*34%*	*31%*	*-%*	*39%*
Answered	**98**	17	4	4	15	7	4	7	4	11	9	11	6
Mean	**44.05**	52.92	56.23	34.38	19.22	35.92	20.51	53.86	18.27	37.15	39.26	91.92	42.28

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Royal Mail tracked 24 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**182**	38	67	45	32
Weighted total	**140**	34	33	38	34
0-24%	**47**	9	21	12	6
	33%	*25%*	*62%*	*31%*	*17%*
			acd		
25-49%	**7**	2	*	3	2
	5%	*5%*	*1%*	*7%*	*6%*
50-74%	**13**	5	1	2	5
	9%	*15%*	*3%*	*4%*	*14%*
		b			
75-100%	**32**	8	4	6	14
	23%	*25%*	*11%*	*16%*	*40%*
					bc
Don't know	**41**	10	7	16	8
	30%	*30%*	*22%*	*42%*	*23%*
				b	
Answered	**98**	24	26	22	26
Mean	**44.05**	50.65	23.86	38.57	62.31

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 66 Page 1312

Royal Mail tracked 48 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	*a	b	*c	*d	*e
Unweighted total	**145**	87	36	10	12	58	25	30	10	11	11
Weighted total	**99**	92	4	1	1	7	31	27	5	2	2
0-24%	**42**	39	2	*	1	3	14	13	1	1	1
	42%	*42%*	*46%*	*33%*	*53%*	*45%*	*45%*	*50%*	*25%*	*38%*	*39%*
25-49%	**7**	7	*	*	-	*	4	2	*	*	*
	7%	*7%*	*10%*	*4%*	*-%*	*7%*	*13%*	*7%*	*1%*	*5%*	*3%*
50-74%	**6**	6	*	*	*	1	*	2	1	1	*
	6%	*6%*	*11%*	*11%*	*4%*	*10%*	*1%*	*7%*	*22%*	*27%*	*6%*
75-100%	**14**	13	*	*	-	1	2	3	1	1	-
	14%	*14%*	*12%*	*18%*	*-%*	*10%*	*6%*	*12%*	*13%*	*23%*	*-%*
Don't know	**30**	28	1	*	1	2	11	6	2	*	1
	30%	*30%*	*21%*	*34%*	*43%*	*28%*	*35%*	*23%*	*39%*	*6%*	*52%*
Answered	**69**	64	3	1	1	5	20	21	3	2	1
Mean	**29.98**	30.11	30.59	37.71	11.37	28.30	18.33	24.41	41.53	40.53	17.03

Columns Tested: a,b,c,d,e - a,b,c,d,e

Royal Mail tracked 48 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	***f**	***g**	***h**	***i**	j	***k**	***l**	***m**
Unweighted total	**145**	10	5	21	3	7	11	12	9	12	90	21	16	18
Weighted total	**99**	12	6	13	2	9	11	11	8	12	85	6	3	4
0-24%	**42**	5	2	5	1	5	5	4	4	5	36	3	2	2
	42%	*41%*	*39%*	*37%*	*56%*	*50%*	*50%*	*35%*	*47%*	*39%*	*42%*	*41%*	*53%*	*41%*
25-49%	**7**	4	-	-	-	-	-	2	*	-	6	*	1	*
	7%	*32%*	*-%*	*-%*	*-%*	*-%*	*-%*	*15%*	*3%*	*-%*	*7%*	*1%*	*27%*	*7%*
50-74%	**6**	1	-	*	-	4	*	*	-	-	5	*	-	1
	6%	*10%*	*-%*	*1%*	*-%*	*40%*	*1%*	*1%*	*-%*	*-%*	*6%*	*1%*	*-%*	*23%*
75-100%	**14**	2	-	3	1	-	2	1	*	4	13	1	-	*
	14%	*14%*	*-%*	*24%*	*44%*	*-%*	*16%*	*9%*	*3%*	*30%*	*15%*	*13%*	*-%*	*5%*
Don't know	**30**	*	4	5	-	1	4	5	4	4	26	3	1	1
	30%	*2%*	*61%*	*38%*	*-%*	*10%*	*33%*	*40%*	*46%*	*31%*	*30%*	*44%*	*20%*	*24%*
Answered	**69**	12	2	8	2	8	7	7	4	8	59	3	3	3
Mean	**29.98**	28.77	4.53	40.03	47.24	24.87	30.25	25.77	13.42	45.88	30.68	32.04	14.26	28.36

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Royal Mail tracked 48 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	***b**	***c**	***d**	e	***f**	***g**	h	a	b	a	***b**
Unweighted total	**145**	3	21	7	7	57	4	6	40	97	48	128	17
Weighted total	**99**	1	16	4	3	44	1	4	26	71	28	92	7
0-24%	**42**	-	6	2	1	21	*	1	10	28	14	38	4
	42%	*-%*	*40%*	*47%*	*43%*	*48%*	*10%*	*17%*	*41%*	*39%*	*52%*	*41%*	*60%*
25-49%	**7**	-	4	*	*	3	-	-	*	6	1	7	-
	7%	*-%*	*24%*	*2%*	*1%*	*6%*	*-%*	*-%*	*1%*	*9%*	*3%*	*8%*	*-%*
50-74%	**6**	-	*	-	-	1	-	-	5	5	1	6	*
	6%	*-%*	*1%*	*-%*	*-%*	*2%*	*-%*	*-%*	*20%* e	*7%*	*5%*	*7%*	*3%*
75-100%	**14**	-	-	-	2	9	*	2	1	10	4	13	*
	14%	*-%*	*-%*	*-%*	*50%*	*20%* h	*26%*	*41%*	*4%*	*14%*	*13%*	*15%*	*1%*
Don't know	**30**	1	6	2	*	10	*	2	8	22	7	28	2
	30%	*100%*	*35%*	*50%*	*6%*	*24%*	*64%*	*41%*	*33%*	*32%*	*27%*	*30%*	*35%*
Answered	**69**	-	10	2	3	33	*	2	17	49	20	64	4
Mean	**29.98**	-	12.02	6.40	44.89	33.80	74.27	70.99	27.08	31.68	25.88	31.35	9.87

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Royal Mail tracked 48 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	*b	c
Unweighted total	**145**	140	5	51	25	69
Weighted total	**99**	93	6	33	24	42
0-24%	**42**	42	-	12	11	19
	42%	*45%*	*-%*	*37%*	*46%*	*45%*
25-49%	**7**	5	2	4	2	1
	7%	*5%*	*35%*	*13%* c	*8%*	*2%*
50-74%	**6**	6	-	1	2	3
	6%	*7%*	*-%*	*2%*	*9%*	*8%*
75-100%	**14**	12	2	5	4	5
	14%	*13%*	*29%*	*16%*	*15%*	*12%*
Don't know	**30**	28	2	11	5	14
	30%	*30%*	*36%*	*33%*	*22%*	*33%*
Answered	**69**	65	4	22	19	28
Mean	**29.98**	28.87	50.13	32.03	31.98	27.06

Columns Tested: a,b - a,b,c

Royal Mail tracked 48 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	***c**	***d**	***e**	***f**	***g**	***h**	i	***j**	***a**	b	c
Unweighted total	**145**	79	50	10	3	1	1	-	1	129	16	13	66	66
Weighted total	**99**	64	26	5	1	2	*	-	*	91	8	13	52	34
0-24%	**42**	27	13	1	1	-	-	-	*	40	2	6	21	15
	42%	*42%*	*49%*	*25%*	*86%*	*-%*	*-%*	*-%*	*100%*	*44%*	*25%*	*47%*	*41%*	*43%*
25-49%	**7**	7	*	-	-	-	-	-	-	7	-	-	7	*
	7%	*11%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*-%*	*-%*	*13%*	**%*
		b											c	
50-74%	**6**	2	2	2	-	-	-	-	-	4	2	1	1	4
	6%	*3%*	*8%*	*41%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*26%*	*7%*	*2%*	*12%*
														b
75-100%	**14**	8	3	2	*	-	*	-	-	12	2	-	8	5
	14%	*13%*	*13%*	*34%*	*14%*	*-%*	*100%*	*-%*	*-%*	*13%*	*26%*	*-%*	*16%*	*16%*
Don't know	**30**	20	8	-	-	2	-	-	-	28	2	6	14	10
	30%	*31%*	*30%*	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*	*31%*	*24%*	*46%*	*28%*	*29%*
Answered	**69**	44	18	5	1	-	*	-	*	63	6	7	38	24
Mean	**29.98**	28.62	28.36	47.66	19.41	-	85.00	-	1.00	28.54	44.89	14.09	31.26	32.47

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Royal Mail tracked 48 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**145**	98	96	114	145	56	105	97	9	3	3	-	1	1
Weighted total	**99**	58	55	71	99	23	66	66	3	1	*	-	*	*
0-24%	**42**	24	22	28	42	7	28	26	1	1	*	-	-	*
	42%	*41%*	*40%*	*40%*	*42%*	*29%*	*43%*	*40%*	*19%*	*96%*	*11%*	*-%*	*-%*	*100%*
25-49%	**7**	4	3	5	7	2	6	5	-	-	-	-	-	-
	7%	*6%*	*5%*	*6%*	*7%*	*10%*	*10%*	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
50-74%	**6**	2	3	4	6	1	3	4	-	-	*	-	-	-
	6%	*3%*	*5%*	*5%*	*6%*	*6%*	*5%*	*6%*	*-%*	*-%*	*31%*	*-%*	*-%*	*-%*
75-100%	**14**	6	8	11	14	2	10	10	*	-	*	-	*	-
	14%	*10%*	*15%*	*15%*	*14%*	*7%*	*15%*	*16%*	*6%*	*-%*	*58%*	*-%*	*100%*	*-%*
Don't know	**30**	23	19	23	30	11	18	21	2	*	-	-	-	-
	30%	*40%*	*35%*	*33%*	*30%*	*47%*	*28%*	*32%*	*75%*	*4%*	*-%*	*-%*	*-%*	*-%*
						df								
Answered	**69**	35	36	47	69	12	48	45	1	1	*	-	*	*
Mean	**29.98**	26.06	31.80	31.70	29.98	29.38	30.55	32.07	28.23	5.10	65.77	-	90.00	1.00

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Royal Mail tracked 48 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	c	*d	*e
Unweighted total	**145**	136	2	4	1	-	2	-	2	20	26	37	29	2
Weighted total	**99**	96	1	2	*	-	*	-	*	20	16	20	14	*
0-24%	**42**	41	1	*	*	-	*	-	*	7	7	10	4	*
	42%	*43%*	*100%*	*7%*	*100%*	*-%*	*35%*	*-%*	*35%*	*37%*	*44%*	*48%*	*27%*	*100%*
25-49%	**7**	7	-	-	-	-	-	-	-	*	*	2	2	-
	7%	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*12%*	*12%*	*-%*
50-74%	**6**	4	-	2	-	-	-	-	-	1	*	2	*	-
	6%	*5%*	*-%*	*93%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	**%*	*11%*	*2%*	*-%*
75-100%	**14**	13	-	-	-	-	*	-	*	5	*	2	4	-
	14%	*14%*	*-%*	*-%*	*-%*	*-%*	*65%*	*-%*	*65%*	*25%*	*1%*	*10%*	*26%*	*-%*
Don't know	**30**	30	-	-	-	-	-	-	-	6	9	4	5	-
	30%	*31%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*29%*	*54%*	*20%*	*34%*	*-%*
Answered	**69**	66	1	2	*	-	*	-	*	14	8	16	9	*
Mean	**29.98**	29.50	4.83	47.64	10.00	-	55.60	-	55.60	41.78	6.51	27.41	45.00	5.00

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Royal Mail tracked 48 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	***d**	***e**	a	***b**	c	a	b	a	***b**
Unweighted total	**145**	36	36	44	25	4	86	7	52	114	31	111	3
Weighted total	**99**	29	22	32	15	1	66	5	28	78	21	69	2
0-24%	**42**	9	10	16	6	1	31	1	11	33	9	28	*
	42%	*32%*	*47%*	*49%*	*42%*	*59%*	*46%*	*13%*	*39%*	*42%*	*42%*	*41%*	*7%*
25-49%	**7**	2	1	4	-	-	7	*	*	5	2	5	*
	7%	*7%*	*3%*	*14%*	*-%*	*-%*	*10%* c	*2%*	*1%*	*6%*	*10%*	*7%*	*3%*
50-74%	**6**	*	4	*	2	-	5	1	*	3	3	4	-
	6%	*1%*	*16%* **ac**	*1%*	*15%*	*-%*	*8%*	*15%*	*2%*	*4%*	*15%* a	*5%*	*-%*
75-100%	**14**	5	1	4	3	*	9	2	3	12	2	9	2
	14%	*18%*	*5%*	*11%*	*24%*	*26%*	*14%*	*35%*	*10%*	*15%*	*8%*	*13%*	*90%*
Don't know	**30**	13	7	8	3	*	15	2	14	25	5	23	-
	30%	*42%*	*29%*	*25%*	*19%*	*14%*	*22%*	*35%*	*49%* a	*32%*	*25%*	*34%*	*-%*
Answered	**69**	17	16	24	12	1	52	3	14	53	16	46	2
Mean	**29.98**	38.16	24.33	24.01	37.78	29.73	28.87	56.71	28.24	31.01	26.51	29.33	91.11

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Royal Mail tracked 48 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**145**	21	38	45	6	97	48	71	81	48	-
Weighted total	**99**	15	25	31	3	63	36	42	46	26	-
0-24%	**42**	6	11	11	2	27	15	19	19	13	-
	42%	*41%*	*45%*	*35%*	*73%*	*43%*	*42%*	*45%*	*41%*	*48%*	-%
25-49%	**7**	2	2	4	-	3	4	*	4	-	-
	7%	*11%*	*8%*	*12%*	-%	*5%*	*11%*	*%	*8%*	-%	-%
									ac		
50-74%	**6**	2	1	3	-	3	3	2	*	*	-
	6%	*12%*	*5%*	*10%*	-%	*5%*	*9%*	*4%	*1%	*1%	-%
75-100%	**14**	4	*	4	*	10	3	3	3	*	-
	14%	*23%*	*1%*	*12%*	*3%*	*16%*	*10%*	*7%	*7%	*1%	-%
Don't know	**30**	2	10	10	1	20	10	19	20	13	-
	30%	*12%*	*41%*	*32%*	*24%*	*31%*	*28%*	*44%	*44%	*50%	-%
Answered	**69**	14	15	21	2	43	26	24	26	13	-
Mean	**29.98**	34.17	12.79	28.35	10.93	32.77	25.26	20.80	20.38	8.70	-

Columns Tested: a,b - a,b - a,b - a,b,c,d

Royal Mail tracked 48 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**145**	72	76	37	-	138	93	58	3	96	95	127	97	71	6
Weighted total	**99**	43	41	19	-	95	55	34	1	56	55	81	58	36	1
0-24%	**42**	19	16	8	-	40	30	20	-	24	22	37	25	15	*
	42%	*43%*	*40%*	*43%*	*-%*	*42%*	*54%*	*60%* a	*-%*	*42%*	*40%*	*46%*	*43%*	*42%*	*37%*
25-49%	**7**	1	2	-	-	7	3	*	-	4	3	3	5	*	-
	7%	*2%*	*6%*	*-%*	*-%*	*7%*	*5%*	*1%*	*-%*	*7%*	*5%*	*4%*	*8%* b	*1%*	*-%*
50-74%	**6**	3	*	*	-	6	*	*	-	2	3	4	2	*	*
	6%	*6%*	*1%*	*1%*	*-%*	*6%* b	*1%*	*1%*	*-%*	*3%*	*5%*	*5%*	*3%*	*1%*	*8%*
75-100%	**14**	6	6	*	-	14	*	*	-	4	8	10	5	2	-
	14%	*15%* c	*14%* c	*1%*	*-%*	*14%* **bc**	*1%*	**%*	*-%*	*7%*	*15%*	*13%*	*9%*	*6%*	*-%*
Don't know	**30**	15	16	10	-	28	22	13	1	23	19	26	21	18	1
	30%	*34%*	*39%*	*56%* a	*-%*	*30%*	*40%*	*38%*	*100%*	*41%*	*35%*	*32%*	*36%*	*50%*	*55%*
Answered	**69**	28	25	8	-	67	33	21	-	33	36	55	37	18	1
Mean	**29.98**	30.85	29.04	9.91	-	30.56 **bc**	9.37	7.73	-	22.40	31.81	28.29	24.85	16.78	16.85

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Royal Mail tracked 48 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	***a**	***b**	***c**	***d**
Unweighted total	**145**	88	71	145	48	35	94	73	3	3	3	7
Weighted total	**99**	55	41	99	27	19	54	36	2	1	1	5
0-24%	**42**	26	18	42	16	10	24	17	*	*	1	3
	42%	*47%*	*45%*	*42%*	*58%*	*53%*	*45%*	*48%*	*15%*	*46%*	*85%*	*60%*
25-49%	**7**	4	2	7	-	-	4	2	-	*	-	-
	7%	*8%*	*5%*	*7%*	*-%*	*-%*	*8%*	*5%*	*-%*	*39%*	*-%*	*-%*
		d										
50-74%	**6**	*	*	6	*	*	*	*	-	*	-	2
	6%	**%*	**%*	*6%*	*2%*	*1%*	*1%*	**%*	*-%*	*16%*	*-%*	*35%*
				ab								
75-100%	**14**	-	-	14	-	-	4	2	2	-	*	-
	14%	*-%*	*-%*	*14%*	*-%*	*-%*	*8%*	*6%*	*85%*	*-%*	*4%*	*-%*
				abde								
Don't know	**30**	25	20	30	11	9	21	15	-	-	*	*
	30%	*45%*	*50%*	*30%*	*40%*	*46%*	*38%*	*41%*	*-%*	*-%*	*11%*	*6%*
		c	c									
Answered	**69**	30	20	69	16	10	33	21	2	1	1	5
Mean	**29.98**	9.45	7.17	29.98	8.28	7.20	22.33	15.58	64.84	23.00	13.72	20.54
				abd								

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Royal Mail tracked 48 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**145**	132	123	135	134	142	113	135	62	-	116	6	37	100
Weighted total	**99**	86	76	87	88	95	74	88	38	-	69	5	32	57
0-24%	**42**	39	36	40	40	42	30	41	20	-	27	3	12	26
	42%	*45%*	*47%*	*46%*	*45%*	*44%*	*40%*	*46%*	*54%*	*-%*	*39%*	*68%*	*37%*	*45%*
25-49%	**7**	4	5	5	5	7	5	5	*	-	3	-	4	1
	7%	*5%*	*6%*	*6%*	*6%*	*7%*	*7%*	*6%*	*1%*	*-%*	*5%*	*-%*	*11%* b	*3%*
50-74%	**6**	4	4	4	6	6	6	6	3	-	3	1	4	1
	6%	*5%*	*6%*	*5%*	*7%*	*7%*	*8%*	*7%*	*7%*	*-%*	*4%*	*23%*	*12%* b	*1%*
75-100%	**14**	12	9	12	10	12	9	11	1	-	10	-	4	8
	14%	*14%*	*12%*	*14%*	*12%*	*13%*	*12%* c	*12%* c	*3%*	*-%*	*15%*	*-%*	*14%*	*13%*
Don't know	**30**	26	22	26	26	28	25	25	13	-	26	*	8	22
	30%	*30%*	*29%*	*30%*	*30%*	*30%*	*33%*	*28%*	*35%*	*-%*	*37%*	*9%*	*26%*	*38%*
Answered	**69**	60	54	61	61	67	49	63	24	-	43	4	24	35
Mean	**29.98**	28.86	26.46	28.44	26.96	28.81	29.17 c	27.80 c	15.47	-	31.47	18.72	32.50	27.59

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Royal Mail tracked 48 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	*c	a	*b	c	a	b
Unweighted total	**145**	56	3	12	53	31	94	19	37	8	98	79	66
Weighted total	**99**	46	1	7	41	19	63	15	25	7	66	51	48
0-24%	**42**	19	1	3	17	9	27	6	11	4	27	20	22
	42%	*41%*	*63%*	*41%*	*42%*	*46%*	*42%*	*43%*	*45%*	*57%*	*41%*	*40%*	*45%*
25-49%	**7**	6	-	-	6	-	6	1	*	-	7	7	*
	7%	*12%*	*-%*	*-%*	*14%*	*-%*	*10%*	*5%*	**%*	*-%*	*11%*	*13%* b	*1%*
50-74%	**6**	5	-	2	3	2	2	2	5	-	1	1	6
	6%	*10%*	*-%*	*27%*	*7%*	*11%*	*4%*	*12%*	*19%* c	*-%*	*2%*	*1%*	*12%* a
75-100%	**14**	5	-	2	4	5	9	-	5	1	7	7	6
	14%	*12%*	*-%*	*24%*	*9%*	*25%*	*14%*	*-%*	*21%*	*16%*	*11%*	*14%*	*13%*
Don't know	**30**	12	*	1	11	3	19	6	4	2	23	16	14
	30%	*25%*	*37%*	*8%*	*28%*	*18%*	*30%*	*40%*	*15%*	*27%*	*35%* a	*32%*	*29%*
Answered	**69**	35	1	7	29	16	44	9	21	5	43	35	34
Mean	**29.98**	27.44	10.00	37.30	24.57	40.47	29.18	15.72	38.12	27.34	26.28	30.99	28.95

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Royal Mail tracked 48 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	***b**	c	***d**	a	***b**	***c**	***d**	***a**	***b**	***c**	***d**
Unweighted total	**145**	32	6	39	17	30	13	24	14	10	15	3	9
Weighted total	**99**	10	1	14	4	13	3	9	3	5	3	*	3
0-24%	**42**	8	*	10	3	10	2	8	3	4	3	*	2
	42%	*79%*	*28%*	*75%*	*87%*	*78%*	*71%*	*80%*	*90%*	*77%*	*85%*	*69%*	*75%*
25-49%	**7**	*	*	*	*	-	*	*	*	*	-	*	-
	7%	*1%*	*8%*	*1%*	*2%*	*-%*	*3%*	*1%*	*2%*	*1%*	*-%*	*31%*	*-%*
50-74%	**6**	1	-	1	-	*	*	*	*	-	-	-	1
	6%	*5%*	*-%*	*4%*	*-%*	*3%*	*5%*	*4%*	*5%*	*-%*	*-%*	*-%*	*16%*
75-100%	**14**	1	-	2	*	2	-	1	-	1	*	-	-
	14%	*10%*	*-%*	*15%*	*1%*	*16%*	*-%*	*11%*	*-%*	*22%*	*1%*	*-%*	*-%*
Don't know	**30**	*	*	1	*	*	1	*	*	-	*	-	*
	30%	*4%*	*63%*	*5%*	*10%*	*4%*	*20%*	*4%*	*3%*	*-%*	*14%*	*-%*	*9%*
Answered	**69**	10	*	13	3	12	2	9	3	5	3	*	3
Mean	**29.98**	19.44	15.30	23.22	6.74	23.19	8.64	19.85	8.35	28.79	5.80	9.98	13.43

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Royal Mail tracked 48 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		***a**	***b**	***c**	d	***e**	***f**	***g**	***h**	***i**	***j**	***k**	***l**
Unweighted total	**145**	23	5	1	39	9	14	14	15	6	14	1	4
Weighted total	**99**	14	7	*	14	7	8	10	16	8	11	1	2
0-24%	**42**	4	4	*	10	4	3	5	6	2	4	-	-
	42%	*25%*	*48%*	*100%*	*75%*	*58%*	*42%*	*51%*	*37%*	*21%*	*36%*	*-%*	*-%*
25-49%	**7**	4	-	-	*	*	*	*	-	*	2	-	-
	7%	*26%*	*-%*	*-%*	*1%*	*4%*	*4%*	*1%*	*-%*	*6%*	*18%*	*-%*	*-%*
50-74%	**6**	*	-	-	1	-	1	-	*	-	2	1	2
	6%	*2%*	*-%*	*-%*	*4%*	*-%*	*13%*	*-%*	*1%*	*-%*	*18%*	*100%*	*79%*
75-100%	**14**	2	3	-	2	-	2	3	*	-	1	-	-
	14%	*13%*	*46%*	*-%*	*15%*	*-%*	*23%*	*31%*	*2%*	*-%*	*8%*	*-%*	*-%*
Don't know	**30**	5	*	-	1	3	2	2	10	6	2	-	*
	30%	*34%*	*7%*	*-%*	*5%*	*38%*	*19%*	*17%*	*61%*	*73%*	*20%*	*-%*	*21%*
Answered	**69**	10	7	*	13	4	7	9	6	2	9	1	2
Mean	**29.98**	35.80	48.08	2.00	23.22	10.05	41.15	38.20	9.70	9.57	27.69	50.00	50.00

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Royal Mail tracked 48 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		***a**	b	c	***d**
Unweighted total	**145**	29	62	35	19
Weighted total	**99**	22	29	34	14
0-24%	**42**	8	18	13	4
	42%	*34%*	*61%* c	*38%*	*29%*
25-49%	**7**	4	1	1	2
	7%	*17%*	*2%*	*2%*	*14%*
50-74%	**6**	*	2	*	4
	6%	*1%*	*5%*	**%*	*32%*
75-100%	**14**	5	4	4	1
	14%	*24%*	*14%*	*10%*	*6%*
Don't know	**30**	5	5	17	3
	30%	*24%*	*17%*	*50%* b	*19%*
Answered	**69**	17	24	17	11
Mean	**29.98**	39.88	25.80	24.23	32.65

Columns Tested: a,b,c,d

International Tracked (previously Airsure) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	e	*a	*b	*c	*d	*e
Unweighted total	**89**	47	22	10	10	42	13	22	7	7	7
Weighted total	**51**	46	2	1	2	4	11	19	3	1	1
0-24%	**29**	26	1	1	1	3	8	12	1	1	*
	57%	*57%*	*71%*	*55%*	*59%*	*63%*	*70%*	*63%*	*31%*	*86%*	*33%*
25-49%	**1**	1	-	*	-	*	-	-	-	-	*
	2%	*2%*	*-%*	*6%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*8%*
50-74%	**2**	2	-	*	-	*	2	*	-	-	-
	5%	*5%*	*-%*	*13%*	*-%*	*3%*	*17%*	*3%*	*-%*	*-%*	*-%*
75-100%	**3**	3	-	-	-	-	1	-	-	-	-
	5%	*6%*	*-%*	*-%*	*-%*	*-%*	*10%*	*-%*	*-%*	*-%*	*-%*
Don't know	**15**	14	1	*	1	1	*	6	2	*	*
	30%	*30%*	*29%*	*27%*	*41%*	*33%*	*3%*	*34%*	*69%*	*14%*	*59%*
Answered	**35**	32	1	1	1	3	11	13	1	1	*
Mean	**18.12**	19.08	6.84	12.87	4.56	7.62	26.84	5.95	3.34	4.54	10.40

Columns Tested: a,b,c,d,e - a,b,c,d,e

International Tracked (previously Airsure) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	**89**	5	2	18	-	5	8	7	7	3	55	15	9	10
Weighted total	**51**	6	2	12	-	3	6	5	7	1	42	4	3	3
0-24%	**29**	4	-	3	-	2	4	4	4	1	23	3	3	1
	57%	*64%*	*-%*	*29%*	*-%*	*67%*	*69%*	*95%*	*60%*	*86%*	*55%*	*72%*	*96%*	*27%*
25-49%	**1**	-	-	-	-	1	*	-	-	-	1	-	-	-
	2%	*-%*	*-%*	*-%*	*-%*	*33%*	*1%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*
50-74%	**2**	2	-	-	-	-	-	*	-	-	2	-	-	*
	5%	*32%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*5%*	*-%*	*-%*	*17%*
75-100%	**3**	-	-	1	-	-	2	-	-	-	3	-	-	-
	5%	*-%*	*-%*	*9%*	*-%*	*-%*	*29%*	*-%*	*-%*	*-%*	*7%*	*-%*	*-%*	*-%*
Don't know	**15**	*	2	7	-	-	*	*	3	*	13	1	*	2
	30%	*4%*	*100%*	*62%*	*-%*	*-%*	*1%*	*2%*	*40%*	*14%*	*31%*	*28%*	*4%*	*56%*
Answered	**35**	6	-	4	-	3	6	5	4	1	29	3	3	1
Mean	**18.12**	26.83	-	35.03	-	18.45	25.44	10.86	3.80	1.00	19.93	5.90	8.80	20.92

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

International Tracked (previously Airsure) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	*h	a	*b	a	*b
Unweighted total	**89**	1	16	-	3	31	3	6	29	63	26	79	10
Weighted total	**51**	*	8	-	1	18	1	5	18	38	12	49	2
0-24%	**29**	-	6	-	*	11	*	5	7	20	9	28	1
	57%	*-%*	*70%*	*-%*	*35%*	*60%*	*13%*	*100%*	*40%*	*53%*	*71%*	*57%*	*65%*
25-49%	**1**	-	*	-	-	1	-	-	-	1	-	1	-
	2%	*-%*	*1%*	*-%*	*-%*	*5%*	*-%*	*-%*	*-%*	*3%*	*-%*	*2%*	*-%*
50-74%	**2**	-	1	-	-	-	-	-	2	2	1	2	*
	5%	*-%*	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*10%*	*5%*	*5%*	*5%*	*7%*
75-100%	**3**	-	-	-	-	2	-	-	1	3	-	3	-
	5%	*-%*	*-%*	*-%*	*-%*	*9%*	*-%*	*-%*	*6%*	*7%*	*-%*	*6%*	*-%*
Don't know	**15**	*	2	-	1	5	*	-	8	13	3	15	*
	30%	*100%*	*22%*	*-%*	*65%*	*25%*	*87%*	*-%*	*44%*	*33%*	*24%*	*31%*	*27%*
Answered	**35**	-	7	-	*	14	*	5	10	26	9	34	1
Mean	**18.12**	-	13.10	-	5.00	17.89	5.00	8.59	26.36	20.97	10.31	18.43	9.79

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

International Tracked (previously Airsure) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	c
Unweighted total	**89**	88	1	23	17	48
Weighted total	**51**	51	*	13	12	26
0-24%	**29**	29	-	8	4	17
	57%	*58%*	*-%*	*65%*	*35%*	*63%*
25-49%	**1**	1	-	1	-	*
	2%	*2%*	*-%*	*7%*	*-%*	**%*
50-74%	**2**	2	-	-	2	1
	5%	*5%*	*-%*	*-%*	*16%*	*2%*
75-100%	**3**	3	-	2	-	1
	5%	*5%*	*-%*	*14%*	*-%*	*4%*
Don't know	**15**	15	*	2	6	8
	30%	*30%*	*100%*	*14%*	*49%*	*30%*
Answered	**35**	35	-	11	6	18
Mean	**18.12**	18.12	-	23.87	22.84	13.39

Columns Tested: a,b - a,b,c

International Tracked (previously Airsure) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	**89**	34	39	15	-	1	-	-	-	73	16	-	34	55
Weighted total	**51**	27	17	5	-	2	-	-	-	44	7	-	27	24
0-24%	**29**	15	10	5	-	-	-	-	-	24	5	-	15	14
	57%	*55%*	*56%*	*93%*	*-%*	*-%*	*-%*	*-%*	*-%*	*56%*	*68%*	*-%*	*55%*	*59%*
25-49%	**1**	1	-	*	-	-	-	-	-	1	*	-	1	*
	2%	*3%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*-%*	*3%*	**%*
50-74%	**2**	2	*	*	-	-	-	-	-	2	*	-	2	1
	5%	*7%*	*3%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*2%*	*-%*	*7%*	*3%*
75-100%	**3**	3	-	-	-	-	-	-	-	3	-	-	3	-
	5%	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*-%*	*-%*	*10%*	*-%*
		b											c	
Don't know	**15**	6	7	*	-	2	-	-	-	13	2	-	6	9
	30%	*24%*	*41%*	*3%*	*-%*	*100%*	*-%*	*-%*	*-%*	*31%*	*29%*	*-%*	*24%*	*38%*
Answered	**35**	20	10	5	-	-	-	-	-	30	5	-	20	15
Mean	**18.12**	24.99	10.62	5.00	-	-	-	-	-	20.24	5.00	-	24.99	8.78

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

International Tracked (previously Airsure) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**89**	72	69	78	89	49	72	59	11	4	3	-	1	-
Weighted total	**51**	37	35	42	51	25	37	31	7	1	2	-	2	-
0-24%	**29**	19	19	23	29	14	24	18	4	1	*	-	-	-
	57%	*50%*	*55%*	*56%*	*57%*	*54%*	*65%*	*60%*	*62%*	*94%*	*4%*	*-%*	*-%*	*-%*
25-49%	**1**	1	*	1	1	*	1	1	-	-	-	-	-	-
	2%	*3%*	**%*	*2%*	*2%*	**%*	*3%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
50-74%	**2**	1	*	1	2	1	1	*	-	-	*	-	-	-
	5%	*2%*	**%*	*1%*	*5%*	*2%*	*2%*	*2%*	*-%*	*-%*	*7%*	*-%*	*-%*	*-%*
75-100%	**3**	2	2	2	3	-	-	2	-	-	-	-	-	-
	5%	*5%*	*5%*	*4%*	*5%* f	*-%*	*-%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**15**	15	14	15	15	11	11	9	2	*	2	-	2	-
	30%	*41%*	*39%*	*36%*	*30%*	*43%*	*31%*	*30%*	*38%*	*6%*	*90%*	*-%*	*100%*	*-%*
Answered	**35**	22	21	27	35	14	25	22	4	1	*	-	-	-
Mean	**18.12**	15.68	11.29	14.08	18.12 f	10.16	9.10	16.25	3.68	1.00	33.90	-	-	-

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

International Tracked (previously Airsure) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	d	*e
Unweighted total	**89**	86	1	2	-	-	-	-	-	8	16	20	33	1
Weighted total	**51**	50	1	*	-	-	-	-	-	7	9	11	15	*
0-24%	**29**	28	1	*	-	-	-	-	-	3	6	6	8	*
	57%	*56%*	*100%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*46%*	*67%*	*57%*	*52%*	*100%*
25-49%	**1**	1	-	-	-	-	-	-	-	-	1	-	*	-
	2%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*10%*	*-%*	**%*	*-%*
50-74%	**2**	2	-	-	-	-	-	-	-	-	-	-	1	-
	5%	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*
75-100%	**3**	3	-	-	-	-	-	-	-	-	-	2	-	-
	5%	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*15%*	*-%*	*-%*
Don't know	**15**	15	-	-	-	-	-	-	-	4	2	3	6	-
	30%	*31%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*54%*	*23%*	*28%*	*43%*	*-%*
Answered	**35**	34	1	*	-	-	-	-	-	3	7	8	8	*
Mean	**18.12**	18.68	2.00	5.76	-	-	-	-	-	7.87	18.72	20.04	6.56	5.00

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

International Tracked (previously Airsure) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	a	***b**	***c**	a	***b**	a	***b**
Unweighted total	**89**	17	16	28	28	-	56	5	28	70	19	75	3
Weighted total	**51**	10	11	17	13	-	33	2	16	42	9	41	1
0-24%	**29**	5	4	11	9	-	22	1	6	23	6	23	1
	57%	*48%*	*42%*	*62%*	*71%*	*-%*	*66%*	*47%*	*40%*	*54%*	*72%*	*55%*	*93%*
25-49%	**1**	-	1	*	-	-	*	-	1	1	-	1	-
	2%	*-%*	*9%*	**%*	*-%*	*-%*	**%*	*-%*	*6%*	*2%*	*-%*	*2%*	*-%*
50-74%	**2**	-	-	2	1	-	2	-	-	2	*	1	-
	5%	*-%*	*-%*	*11%*	*5%*	*-%*	*8%*	*-%*	*-%*	*6%*	*1%*	*1%*	*-%*
75-100%	**3**	1	2	-	-	-	-	1	2	3	-	2	-
	5%	*10%*	*16%*	*-%*	*-%*	*-%*	*-%*	*53%*	*11%*	*7%*	*-%*	*4%*	*-%*
Don't know	**15**	4	4	5	3	-	9	-	7	13	2	15	*
	30%	*42%*	*34%*	*26%*	*24%*	*-%*	*26%*	*-%*	*43%*	*31%*	*26%*	*37%*	*7%*
Answered	**35**	6	7	13	10	-	24	2	9	29	6	26	1
Mean	**18.12**	27.45	25.84	14.99	10.69	-	12.94	55.48	23.82	18.56	16.12	14.21	8.50

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

International Tracked (previously Airsure) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	***b**	***a**	***b**	a	***b**	a	b	c	***d**
Unweighted total	**89**	13	21	27	2	67	22	55	64	58	-
Weighted total	**51**	9	15	17	2	35	15	23	32	25	-
0-24%	**29**	7	9	11	-	21	8	12	16	14	-
	57%	*78%*	*62%*	*66%*	*-%*	*59%*	*53%*	*52%*	*50%*	*55%*	*-%*
25-49%	**1**	-	*	*	-	1	*	1	1	1	-
	2%	*-%*	**%*	**%*	*-%*	*3%*	**%*	*4%*	*3%*	*4%*	*-%*
50-74%	**2**	-	*	*	-	2	*	1	*	1	-
	5%	*-%*	*1%*	*1%*	*-%*	*7%*	*1%*	*3%*	**%*	*2%*	*-%*
75-100%	**3**	-	2	-	2	1	2	2	-	2	-
	5%	*-%*	*11%*	*-%*	*97%*	*3%*	*11%*	*7%* b	*-%*	*7%* b	*-%*
Don't know	**15**	2	4	6	*	10	5	8	15	8	-
	30%	*22%*	*26%*	*33%*	*3%*	*29%*	*35%*	*34%*	*47%*	*32%*	*-%*
Answered	**35**	7	11	11	2	25	10	15	17	17	-
Mean	**18.12**	5.22	23.74	11.42	75.00	14.62	26.93	17.44	9.96	15.68	-

Columns Tested: a,b - a,b - a,b - a,b,c,d

International Tracked (previously Airsure) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**89**	52	61	45	-	77	72	73	1	70	68	78	71	53	4
Weighted total	**51**	22	31	20	-	40	38	43	*	37	34	43	38	29	*
0-24%	**29**	14	18	10	-	24	25	23	-	18	19	26	20	15	*
	57%	*65%*	*57%*	*52%*	*-%*	*60%*	*65%*	*53%*	*-%*	*50%*	*55%*	*60%*	*53%*	*50%*	*54%*
25-49%	**1**	*	-	-	-	1	1	1	-	1	*	1	1	-	-
	2%	**%*	*-%*	*-%*	*-%*	*2%*	*2%*	*2%*	*-%*	*3%*	**%*	*2%*	*3%*	*-%*	*-%*
50-74%	**2**	*	*	*	-	2	2	2	-	1	*	2	1	-	-
	5%	*1%*	**%*	*1%*	*-%*	*6%*	*5%*	*6%*	*-%*	*2%*	**%*	*6%*	*2%*	*-%*	*-%*
75-100%	**3**	2	-	2	-	2	-	3	-	2	2	3	2	2	-
	5%	*8%* b	*-%*	*9%* b	*-%*	*4%*	*-%*	*6%* b	*-%*	*5%*	*5%*	*6%*	*4%*	*6%*	*-%*
Don't know	**15**	6	13	7	-	11	10	14	*	15	14	11	15	13	*
	30%	*26%*	*43%*	*38%*	*-%*	*27%*	*27%*	*32%*	*100%*	*41%* c	*40%*	*25%*	*38%*	*44%*	*46%*
Answered	**35**	16	18	12	-	29	28	29	-	21	21	32	24	16	*
Mean	**18.12**	13.77 b	5.09	16.06	-	16.56	11.88	21.22 b	-	15.88	11.28	18.28	15.25	13.36	5.10

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

International Tracked (previously Airsure) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**89**	70	58	71	89	60	73	53	4	3	1	3
Weighted total	**51**	35	32	38	51	31	39	30	*	2	2	1
0-24%	**29**	18	20	20	29	17	22	19	*	*	2	1
	57%	*52%*	*63%*	*52%*	*57%*	*54%*	*58%*	*64%*	*84%*	*8%*	*100%*	*53%*
25-49%	**1**	1	-	1	1	-	1	-	-	-	-	-
	2%	*3%*	*-%*	*2%*	*2%*	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*
50-74%	**2**	2	*	2	2	2	2	-	-	-	-	-
	5%	*6%*	**%*	*7%*	*5%*	*7%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*
75-100%	**3**	-	-	2	3	-	-	-	-	-	-	-
	5%	*-%*	*-%*	*5%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
					a							
Don't know	**15**	14	12	13	15	12	13	11	*	2	-	*
	30%	*39%*	*36%*	*35%*	*30%*	*39%*	*34%*	*36%*	*16%*	*92%*	*-%*	*47%*
Answered	**35**	21	20	25	35	19	25	19	*	*	2	1
Mean	**18.12**	12.76	7.20	17.50	18.12	11.94	11.33	6.33	1.19	6.29	20.00	15.28
				b	b							

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

International Tracked (previously Airsure) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**89**	85	84	87	87	89	76	88	65	-	71	4	32	54
Weighted total	**51**	46	45	49	49	51	45	49	33	-	34	5	21	29
0-24%	**29**	26	26	29	28	29	27	29	17	-	23	-	11	17
	57%	*57%*	*58%*	*59%*	*58%*	*57%*	*61%*	*59%*	*50%*	*-%*	*67%*	*-%*	*52%*	*60%*
25-49%	**1**	1	1	1	1	1	1	1	1	-	1	-	*	1
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*-%*	*3%*	*-%*	**%*	*3%*
50-74%	**2**	2	2	2	2	2	-	2	2	-	1	2	2	1
	5%	*5%*	*6%*	*5%*	*5%*	*5%*	*-%*	*5%* a	*7%* a	*-%*	*2%*	*37%*	*9%*	*2%*
75-100%	**3**	3	2	3	2	3	2	3	2	-	1	-	-	3
	5%	*6%*	*4%*	*6%*	*4%*	*5%*	*4%*	*6%*	*5%*	*-%*	*3%*	*-%*	*-%*	*10%*
Don't know	**15**	14	14	14	15	15	15	14	11	-	8	3	8	7
	30%	*30%*	*30%*	*28%*	*32%*	*30%*	*33%*	*28%*	*34%*	*-%*	*25%*	*63%*	*39%*	*25%*
Answered	**35**	32	31	35	33	35	30	35	22	-	25	2	13	21
Mean	**18.12**	19.47	15.59	18.18	15.76	18.12	12.45	18.12	20.03	-	13.10	60.00	13.54	21.20

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

International Tracked (previously Airsure) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	*b	*a	b	*c	*a	*b	c	a	b
Unweighted total	**89**	32	1	9	27	23	53	13	22	10	57	57	32
Weighted total	**51**	24	*	2	22	12	36	3	16	8	27	33	18
0-24%	**29**	16	*	1	16	7	21	1	11	3	15	20	9
	57%	*68%*	*100%*	*58%*	*69%*	*61%*	*58%*	*35%*	*68%*	*44%*	*55%*	*61%*	*50%*
25-49%	**1**	*	-	*	-	*	1	-	-	*	1	1	-
	2%	**%*	*-%*	*3%*	*-%*	**%*	*3%*	*-%*	*-%*	*1%*	*3%*	*3%*	*-%*
50-74%	**2**	-	-	*	-	2	1	-	-	2	1	1	2
	5%	*-%*	*-%*	*6%*	*-%*	*16%*	*2%*	*-%*	*-%*	*24%*	*2%*	*2%*	*10%*
75-100%	**3**	2	-	-	2	-	3	-	2	-	1	-	3
	5%	*7%*	*-%*	*-%*	*8%*	*-%*	*8%*	*-%*	*11%*	*-%*	*4%*	*-%*	*15%* a
Don't know	**15**	6	-	1	5	3	11	2	3	2	10	11	4
	30%	*24%*	*-%*	*33%*	*23%*	*22%*	*30%*	*65%*	*21%*	*31%*	*36%*	*34%*	*24%*
Answered	**35**	18	*	1	17	9	25	1	12	5	18	22	14
Mean	**18.12**	16.63	10.00	15.46	16.61	16.92	19.19	5.04	14.64	22.75	19.14	10.55	30.05

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

International Tracked (previously Airsure) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	**89**	24	7	23	15	18	8	18	9	3	16	5	3
Weighted total	**51**	3	1	3	2	3	1	3	1	*	2	1	1
0-24%	**29**	2	*	2	*	1	1	1	1	*	1	*	*
	57%	*46%*	*33%*	*47%*	*22%*	*44%*	*64%*	*39%*	*83%*	*100%*	*41%*	*89%*	*4%*
25-49%	**1**	1	-	1	1	1	-	1	-	-	-	*	1
	2%	*30%*	-%	*29%*	*45%*	*31%*	-%	*34%*	-%	-%	-%	*11%*	*90%*
50-74%	**2**	-	-	-	-	-	-	-	-	-	-	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	**3**	-	-	-	-	-	-	-	-	-	-	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	**15**	1	*	1	1	1	*	1	*	-	1	-	*
	30%	*24%*	*67%*	*24%*	*33%*	*25%*	*36%*	*27%*	*17%*	-%	*59%*	-%	*5%*
Answered	**35**	2	*	2	1	2	1	2	1	*	1	1	1
Mean	**18.12**	20.70	7.30	20.56	28.56	21.97	7.30	23.06	7.14	12.26	8.73	7.38	38.36

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

International Tracked (previously Airsure) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	89	8	4	2	27	5	10	4	9	8	8	2	2
Weighted total	51	4	6	2	4	4	7	1	9	10	3	2	*
0-24%	29	1	4	*	2	3	4	1	5	5	3	*	-
	57%	*31%*	*70%*	*22%*	*44%*	*99%*	*63%*	*91%*	*54%*	*52%*	*95%*	*6%*	*-%*
25-49%	1	-	-	-	1	-	-	-	-	-	-	-	-
	2%	*-%*	*-%*	*-%*	*27%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
50-74%	2	*	-	-	-	-	-	-	2	*	-	-	-
	5%	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*22%*	*5%*	*-%*	*-%*	*-%*
75-100%	3	-	2	-	-	-	1	-	-	-	-	-	-
	5%	*-%*	*30%*	*-%*	*-%*	*-%*	*16%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	15	2	-	2	1	*	1	*	2	4	*	2	*
	30%	*65%*	*-%*	*78%*	*29%*	*1%*	*21%*	*9%*	*24%*	*43%*	*5%*	*94%*	*100%*
Answered	35	1	6	*	3	3	5	1	7	6	3	*	-
Mean	18.12	7.77	25.41	15.00	20.16	7.86	25.92	6.07	18.08	16.71	12.92	5.00	-

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

International Tracked (previously Airsure) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		***a**	b	***c**	***d**
Unweighted total	**89**	14	42	21	12
Weighted total	**51**	12	14	20	5
0-24%	**29**	6	9	11	3
	57%	*49%*	*67%*	*55%*	*58%*
25-49%	**1**	-	1	-	-
	2%	*-%*	*7%*	*-%*	*-%*
50-74%	**2**	*	-	2	-
	5%	*1%*	*-%*	*12%*	*-%*
75-100%	**3**	2	1	-	-
	5%	*15%*	*8%*	*-%*	*-%*
Don't know	**15**	4	2	7	2
	30%	*35%*	*18%*	*33%*	*42%*
Answered	**35**	7	11	14	3
Mean	**18.12**	21.81	19.00	16.61	12.65

Columns Tested: a,b,c,d

International Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	e	*a	*b	*c	*d	*e
Unweighted total	**83**	43	19	8	13	40	11	20	4	6	6
Weighted total	**50**	46	1	1	2	4	8	18	4	1	1
0-24%	**26**	23	1	*	1	2	6	11	*	*	*
	52%	*51%*	*57%*	*55%*	*55%*	*56%*	*73%*	*60%*	*12%*	*75%*	*20%*
25-49%	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	**2**	2	-	*	-	*	-	-	2	-	-
	4%	*4%*	*-%*	*14%*	*-%*	*3%*	*-%*	*-%*	*39%*	*-%*	*-%*
75-100%	**2**	2	-	-	-	-	-	-	-	-	-
	3%	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**21**	19	1	*	1	2	2	7	2	*	1
	42%	*42%*	*43%*	*30%*	*45%*	*41%*	*27%*	*40%*	*49%*	*25%*	*80%*
Answered	**29**	27	1	1	1	2	6	11	2	*	*
Mean	**12.79**	13.25	4.87	13.65	6.86	7.87	6.60	3.36	38.82	4.16	3.44

Columns Tested: a,b,c,d,e - a,b,c,d,e

International Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	***f**	***g**	***h**	***i**	j	***k**	***l**	***m**
Unweighted total	**83**	4	3	18	-	3	8	6	8	3	53	14	7	9
Weighted total	**50**	4	4	14	-	2	4	5	8	1	42	3	2	3
0-24%	**26**	4	-	3	-	2	4	3	4	1	21	2	2	1
	52%	*94%*	*-%*	*23%*	*-%*	*100%*	*95%*	*64%*	*51%*	*86%*	*50%*	*68%*	*95%*	*24%*
25-49%	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	**2**	-	-	-	-	-	-	2	-	-	2	-	-	-
	4%	-%	-%	-%	-%	-%	-%	*34%*	-%	-%	*4%*	-%	-%	-%
75-100%	**2**	-	-	2	-	-	-	-	-	-	2	-	-	-
	3%	-%	-%	*12%*	-%	-%	-%	-%	-%	-%	*4%*	-%	-%	-%
Don't know	**21**	*	4	9	-	-	*	*	4	*	18	1	*	2
	42%	*6%*	*100%*	*65%*	*-%*	*-%*	*5%*	*2%*	*49%*	*14%*	*42%*	*32%*	*5%*	*76%*
Answered	**29**	4	-	5	-	2	4	5	4	1	25	2	2	1
Mean	**12.79**	3.29	-	37.09	-	7.41	4.20	20.89	6.87	1.00	14.52	5.20	2.34	1.51

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

International Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	*h	a	*b	a	*b
Unweighted total	**83**	1	11	-	2	31	3	6	29	60	23	71	12
Weighted total	**50**	*	5	-	1	22	1	5	17	38	12	46	4
0-24%	**26**	-	2	-	-	12	*	5	7	17	8	25	1
	52%	*-%*	*45%*	*-%*	*-%*	*52%*	*13%*	*100%*	*43%*	*46%*	*69%*	*53%*	*32%*
25-49%	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	**2**	-	*	-	-	2	-	-	-	2	*	-	2
	4%	*-%*	*2%*	*-%*	*-%*	*7%*	*-%*	*-%*	*-%*	*4%*	*1%*	*-%*	*50%*
75-100%	**2**	-	-	-	-	-	-	-	2	2	-	2	-
	3%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*10%*	*4%*	*-%*	*4%*	*-%*
Don't know	**21**	*	3	-	1	9	*	-	8	17	4	20	1
	42%	*100%*	*52%*	*-%*	*100%*	*41%*	*87%*	*-%*	*47%*	*45%*	*30%*	*43%*	*17%*
Answered	**29**	-	3	-	-	13	*	5	9	21	8	26	3
Mean	**12.79**	-	7.21	-	-	10.97	3.00	8.70	19.37	15.59	5.91	10.76	31.13

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

International Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	c
Unweighted total	**83**	82	1	18	17	46
Weighted total	**50**	50	*	10	11	28
0-24%	**26**	26	-	7	3	15
	52%	*52%*	*-%*	*76%*	*27%*	*55%*
25-49%	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
50-74%	**2**	2	-	-	-	2
	4%	*4%*	*-%*	-%	-%	*6%*
75-100%	**2**	2	-	-	-	2
	3%	*3%*	*-%*	-%	-%	*6%*
Don't know	**21**	20	*	2	8	9
	42%	*41%*	*100%*	*24%*	*73%*	*32%*
Answered	**29**	29	-	7	3	19
Mean	**12.79**	12.79	-	7.97	5.20	15.94

Columns Tested: a,b - a,b,c

International Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	**83**	30	40	12	-	1	-	-	-	70	13	-	30	53
Weighted total	**50**	23	20	5	-	2	-	-	-	43	7	-	23	27
0-24%	**26**	11	10	5	-	-	-	-	-	21	5	-	11	15
	52%	*47%*	*53%*	*89%*	-%	-%	-%	-%	-%	*50%*	*65%*	-%	*47%*	*56%*
25-49%	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	**2**	-	2	*	-	-	-	-	-	2	*	-	-	2
	4%	-%	*8%*	*3%*	-%	-%	-%	-%	-%	*4%*	*2%*	-%	-%	*7%*
75-100%	**2**	2	-	-	-	-	-	-	-	2	-	-	2	-
	3%	*7%*	-%	-%	-%	-%	-%	-%	-%	*4%*	-%	-%	*7%*	-%
Don't know	**21**	11	8	*	-	2	-	-	-	18	2	-	11	10
	42%	*46%*	*39%*	*9%*	-%	*100%*	-%	-%	-%	*43%*	*33%*	-%	*46%*	*37%*
Answered	**29**	12	12	5	-	-	-	-	-	24	5	-	12	17
Mean	**12.79**	16.53	12.59	3.30	-	-	-	-	-	14.59	3.30	-	16.53	10.00

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

International Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**83**	68	68	73	83	50	67	54	11	4	3	-	1	-
Weighted total	**50**	36	34	40	50	28	38	29	7	1	2	-	2	-
0-24%	**26**	17	17	21	26	13	20	16	4	1	*	-	-	-
	52%	*47%*	*51%*	*52%*	*52%*	*47%*	*53%*	*56%*	*58%*	*94%*	*4%*	*-%*	*-%*	*-%*
25-49%	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
50-74%	**2**	*	*	*	2	*	2	-	-	-	*	-	-	-
	4%	**%*	**%*	**%*	*4%*	**%*	*5%*	*-%*	*-%*	*-%*	*7%*	*-%*	*-%*	*-%*
75-100%	**2**	-	-	-	2	2	2	-	-	-	-	-	-	-
	3%	*-%*	*-%*	*-%*	*3%*	*6%* **abc**	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**21**	19	17	19	21	13	14	13	3	*	2	-	2	-
	42%	*53%*	*49%*	*48%*	*42%*	*47%*	*38%*	*44%*	*42%*	*6%*	*90%*	*-%*	*100%*	*-%*
Answered	**29**	17	17	21	29	15	24	16	4	1	*	-	-	-
Mean	**12.79**	4.89	4.82	5.24	12.79 **abc**	13.31 **abc**	14.61 **abc**	5.50	3.38	1.00	33.90	-	-	-

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

International Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**83**	81	1	1	-	-	-	-	-	8	15	20	28	2
Weighted total	**50**	49	1	*	-	-	-	-	-	7	9	10	14	*
0-24%	**26**	25	1	*	-	-	-	-	-	2	5	6	7	*
	52%	*51%*	*100%*	*100%*	-%	-%	-%	-%	-%	*36%*	*54%*	*63%*	*50%*	*100%*
25-49%	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	**2**	2	-	-	-	-	-	-	-	-	-	-	*	-
	4%	*4%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%
75-100%	**2**	2	-	-	-	-	-	-	-	-	-	-	-	-
	3%	*3%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	**21**	21	-	-	-	-	-	-	-	5	4	4	7	-
	42%	*42%*	-%	-%	-%	-%	-%	-%	-%	*64%*	*46%*	*37%*	*49%*	-%
Answered	**29**	28	1	*	-	-	-	-	-	2	5	6	7	*
Mean	**12.79**	13.21	2.00	2.00	-	-	-	-	-	9.01	8.54	4.35	2.59	2.16

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

International Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Unweighted total	**83**	18	13	27	23	2	52	2	29	67	16	70	3
Weighted total	**50**	10	7	19	13	*	36	*	14	40	9	39	*
0-24%	**26**	5	4	8	8	*	19	*	6	21	5	20	*
	52%	*43%*	*63%*	*44%*	*63%*	*73%*	*53%*	*100%*	*47%*	*52%*	*50%*	*52%*	*66%*
25-49%	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	**2**	-	-	-	2	-	2	-	-	-	2	*	-
	4%	-%	-%	-%	*14%*	-%	*5%*	-%	-%	-%	*19%*	*%	-%
75-100%	**2**	-	-	2	-	-	2	-	-	2	-	-	-
	3%	-%	-%	*9%*	-%	-%	*5%*	-%	-%	*4%*	-%	-%	-%
Don't know	**21**	6	3	9	3	*	13	-	7	18	3	19	*
	42%	*57%*	*37%*	*48%*	*23%*	*27%*	*38%*	-%	*53%*	*44%*	*31%*	*48%*	*34%*
Answered	**29**	5	4	10	10	*	22	*	6	23	7	21	*
Mean	**12.79**	12.20	3.65	18.26	11.75	2.00	14.34	10.63	7.49	10.11	22.10	5.14	12.00

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

International Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	***b**	***a**	***b**	a	***b**	a	b	c	***d**
Unweighted total	**83**	13	15	22	1	64	19	53	60	57	-
Weighted total	**50**	10	13	17	*	34	16	23	33	25	-
0-24%	**26**	7	6	10	-	18	8	10	14	12	-
	52%	*75%*	*50%*	*58%*	*-%*	*53%*	*49%*	*46%*	*42%*	*48%*	*-%*
25-49%	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	**2**	-	2	*	-	-	2	*	*	*	-
	4%	-%	*14%*	*1%*	-%	-%	*11%*	*1%*	**%*	*1%*	-%
75-100%	**2**	-	-	-	-	2	-	-	-	-	-
	3%	-%	-%	-%	-%	*5%*	-%	-%	-%	-%	-%
Don't know	**21**	2	4	7	*	14	6	12	19	13	-
	42%	*25%*	*36%*	*41%*	*100%*	*42%*	*40%*	*54%*	*58%*	*52%*	-%
Answered	**29**	7	8	10	-	20	9	10	14	12	-
Mean	**12.79**	5.27	19.01	6.41	-	10.38	17.78	5.05	4.94	4.36	-

Columns Tested: a,b - a,b - a,b - a,b,c,d

International Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**83**	52	60	47	-	70	69	66	2	67	66	73	64	51	4
Weighted total	**50**	21	31	20	-	38	39	43	1	35	34	42	36	30	1
0-24%	**26**	13	15	9	-	21	21	20	-	16	17	23	18	14	*
	52%	*60%*	*48%*	*47%*	*-%*	*54%*	*53%*	*48%*	*-%*	*46%*	*50%*	*55%*	*49%*	*47%*	*70%*
25-49%	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
50-74%	**2**	*	*	*	-	2	2	2	-	*	*	*	*	-	-
	4%	*1%*	**%*	*1%*	*-%*	*5%*	*5%*	*4%*	*-%*	**%*	**%*	**%*	**%*	*-%*	*-%*
75-100%	**2**	-	-	-	-	-	2	2	-	-	-	2	-	-	-
	3%	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*4%*	*-%*	*-%*	*-%*	*4%*	*-%*	*-%*	*-%*
Don't know	**21**	8	16	10	-	16	15	19	1	19	17	17	18	16	*
	42%	*40%*	*51%*	*52%*	*-%*	*41%*	*38%*	*44%*	*100%*	*53%*	*49%*	*41%*	*50%*	*53%*	*30%*
Answered	**29**	13	15	10	-	23	24	24	-	17	17	25	18	14	*
Mean	**12.79**	5.54	4.30	5.07	-	8.54	13.27	14.77	-	4.76	4.69	10.03	5.34	3.49	4.41

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

International Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	***a**	***b**	***c**	***d**
Unweighted total	**83**	64	56	67	83	56	66	51	3	3	1	2
Weighted total	**50**	35	32	37	50	30	35	31	*	2	2	2
0-24%	**26**	16	16	18	26	13	19	16	*	*	2	1
	52%	*47%*	*49%*	*50%*	*52%*	*45%*	*53%*	*53%*	*81%*	*16%*	*100%*	*69%*
25-49%	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	**2**	2	*	*	2	*	*	-	-	-	-	-
	4%	*5%*	*%	*%	*4%*	*%	*%	-%	-%	-%	-%	-%
75-100%	**2**	-	-	-	2	2	2	-	-	-	-	-
	3%	-%	-%	-%	*3%*	*6%*	*5%*	-%	-%	-%	-%	-%
Don't know	**21**	17	16	18	21	14	15	14	*	2	-	*
	42%	*48%*	*51%*	*50%*	*42%*	*49%*	*42%*	*47%*	*19%*	*84%*	-%	*31%*
Answered	**29**	18	16	18	29	15	21	16	*	*	2	1
Mean	**12.79**	9.36	4.55	4.96	12.79 **bc**	14.83 **bc**	10.70	3.96	1.00	4.86	20.00	10.00

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

International Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	*a	b
Unweighted total	**83**	80	76	80	81	83	73	82	65	-	67	2	26	53
Weighted total	**50**	47	40	47	47	50	45	48	37	-	36	2	18	30
0-24%	**26**	25	22	25	25	26	23	26	17	-	20	-	7	18
	52%	*53%*	*54%*	*53%*	*52%*	*52%*	*52%*	*54%*	*46%*	-%	*54%*	-%	*39%*	*61%*
25-49%	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	**2**	2	2	2	2	2	2	2	2	-	*	-	-	*
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*5%*	-%	*%	-%	-%	*%
75-100%	**2**	2	2	2	2	2	2	2	2	-	2	-	-	2
	3%	*4%*	*4%*	*4%*	*3%*	*3%*	*4%*	*3%*	*4%*	-%	*5%*	-%	-%	*6%*
Don't know	**21**	19	15	19	19	21	18	19	17	-	15	2	11	10
	42%	*40%*	*37%*	*40%*	*40%*	*42%*	*41%*	*39%*	*45%*	-%	*41%*	*100%*	*61%*	*33%*
Answered	**29**	28	25	28	28	29	26	29	20	-	21	-	7	20
Mean	**12.79**	12.89	13.20	12.89	12.89	12.79	12.90	12.79	16.33	-	10.53	-	4.99	12.65

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

International Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	b	*c	*a	*b	c	a	b
Unweighted total	**83**	25	2	7	23	20	48	14	18	9	56	49	34
Weighted total	**50**	22	*	2	21	11	34	5	13	8	28	33	17
0-24%	**26**	14	*	1	13	5	19	2	7	4	14	18	8
	52%	*62%*	*69%*	*49%*	*63%*	*43%*	*56%*	*44%*	*53%*	*51%*	*51%*	*53%*	*48%*
25-49%	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	**2**	2	-	*	2	2	*	-	2	-	*	*	2
	4%	*7%*	-%	*7%*	*8%*	*15%*	**%*	-%	*12%*	-%	**%*	**%*	*10%* a
75-100%	**2**	-	-	-	-	2	-	-	-	2	-	-	2
	3%	-%	-%	-%	-%	*15%*	-%	-%	-%	*20%*	-%	-%	*10%* a
Don't know	**21**	7	*	1	6	3	15	3	4	2	14	15	5
	42%	*31%*	*31%*	*45%*	*29%*	*28%*	*44%*	*56%*	*34%*	*29%*	*49%*	*46%*	*32%*
Answered	**29**	15	*	1	15	8	19	2	9	6	15	18	11
Mean	**12.79**	12.19	21.00	14.29	12.29	29.22	6.37	7.39	13.39	25.00	7.52	5.16	24.58

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

International Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	**83**	22	7	23	13	18	8	16	9	4	13	3	4
Weighted total	**50**	2	1	3	1	3	1	2	1	1	1	*	1
0-24%	**26**	2	*	3	1	2	1	1	1	1	1	*	1
	52%	*65%*	*33%*	*76%*	*45%*	*75%*	*60%*	*54%*	*81%*	*100%*	*41%*	*100%*	*90%*
25-49%	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	**2**	-	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	**2**	-	-	-	-	-	-	-	-	-	-	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	**21**	1	*	1	1	1	*	1	*	-	1	-	*
	42%	*35%*	*67%*	*24%*	*55%*	*25%*	*40%*	*46%*	*19%*	-%	*59%*	-%	*10%*
Answered	**29**	2	*	3	1	2	1	1	1	1	1	*	1
Mean	**12.79**	5.80	8.67	7.14	4.45	7.22	9.15	2.61	8.80	7.82	8.36	8.43	4.85

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

International Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	**83**	11	3	3	24	3	8	3	7	8	9	2	2
Weighted total	**50**	4	4	4	4	2	4	2	9	12	3	2	*
0-24%	**26**	1	4	*	3	2	4	*	4	4	3	*	-
	52%	*28%*	*100%*	*13%*	*76%*	*98%*	*87%*	*12%*	*53%*	*31%*	*92%*	*6%*	*-%*
25-49%	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	**2**	*	-	-	-	-	-	2	-	-	-	-	-
	4%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*83%*	*-%*	*-%*	*-%*	*-%*	*-%*
75-100%	**2**	-	-	-	-	-	-	-	-	2	-	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	*14%*	-%	-%	-%
Don't know	**21**	3	-	3	1	*	1	*	4	6	*	2	*
	42%	*69%*	*-%*	*87%*	*24%*	*2%*	*13%*	*5%*	*47%*	*55%*	*8%*	*94%*	*100%*
Answered	**29**	1	4	*	3	2	4	2	4	5	3	*	-
Mean	**12.79**	7.57	4.51	5.00	7.41	7.50	4.71	46.32	1.11	30.40	12.81	5.00	-

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

International Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		***a**	b	***c**	***d**
Unweighted total	**83**	17	35	18	13
Weighted total	**50**	12	10	22	6
0-24%	**26**	6	9	8	3
	52%	*47%*	*85%*	*37%*	*57%*
25-49%	**-**	-	-	-	-
	-%	-%	-%	-%	-%
50-74%	**2**	*	-	2	-
	4%	*1%*	-%	*7%*	-%
75-100%	**2**	-	-	2	-
	3%	-%	-%	*7%*	-%
Don't know	**21**	6	1	10	2
	42%	*52%*	*15%*	*48%*	*43%*
Answered	**29**	6	9	12	3
Mean	**12.79**	5.25	6.24	21.58	12.55

Columns Tested: a,b,c,d

International standard mail (previously Airmail) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	e	*a	*b	*c	*d	*e
Unweighted total	**85**	40	23	11	11	45	15	20	6	9	7
Weighted total	**48**	44	2	1	2	5	17	16	3	1	1
0-24%	**25**	22	1	*	1	3	10	8	1	1	*
	51%	*51%*	*71%*	*38%*	*51%*	*56%*	*59%*	*48%*	*34%*	*88%*	*17%*
25-49%	**5**	5	-	*	*	*	5	-	-	-	-
	11%	*12%*	*-%*	*7%*	*10%*	*5%*	*31%*	*-%*	*-%*	*-%*	*-%*
50-74%	*	-	-	*	-	*	-	-	-	-	-
	%	*-%*	*-%*	*13%*	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*
75-100%	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**18**	16	1	*	1	2	2	8	2	*	1
	37%	*38%*	*29%*	*42%*	*38%*	*36%*	*10%*	*52%*	*66%*	*12%*	*83%*
Answered	**30**	27	1	1	1	3	15	8	1	1	*
Mean	**11.85**	12.09	5.62	19.49	9.22	9.64	14.53	5.55	3.83	4.67	3.00

Columns Tested: a,b,c,d,e - a,b,c,d,e

International standard mail (previously Airmail) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	**85**	1	3	18	-	2	7	7	8	3	49	13	7	16
Weighted total	**48**	2	4	14	-	*	5	4	8	2	40	3	1	4
0-24%	**25**	2	-	5	-	*	5	2	4	2	20	2	1	2
	51%	*100%*	*-%*	*34%*	*-%*	*100%*	*98%*	*43%*	*53%*	*79%*	*50%*	*64%*	*92%*	*45%*
25-49%	**5**	-	2	1	-	-	-	2	*	-	5	-	-	*
	11%	*-%*	*48%*	*7%*	*-%*	*-%*	*-%*	*52%*	*2%*	*-%*	*13%*	*-%*	*-%*	*2%*
50-74%	*	-	-	-	-	-	-	*	-	-	*	-	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*
75-100%	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**18**	-	2	8	-	-	*	*	4	*	15	1	*	2
	37%	*-%*	*52%*	*58%*	*-%*	*-%*	*2%*	*3%*	*45%*	*21%*	*37%*	*36%*	*8%*	*53%*
Answered	**30**	2	2	6	-	*	5	4	5	2	25	2	1	2
Mean	**11.85**	10.00	30.00	19.10	-	6.62	4.41	19.30	9.38	2.00	13.30	4.09	3.63	4.56

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

International standard mail (previously Airmail) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	***f**	***g**	h	a	***b**	a	***b**
Unweighted total	**85**	2	16	1	3	26	3	4	30	61	24	77	8
Weighted total	**48**	*	9	*	1	19	*	2	17	42	6	47	1
0-24%	**25**	*	5	*	*	9	*	2	8	20	4	24	*
	51%	*50%*	*57%*	*100%*	*35%*	*50%*	*40%*	*100%*	*44%*	*48%*	*73%*	*52%*	*40%*
25-49%	**5**	-	3	-	-	2	-	-	*	5	*	5	-
	11%	*-%*	*34%*	*-%*	*-%*	*12%*	*-%*	*-%*	*1%*	*12%*	*1%*	*11%*	*-%*
50-74%	*	-	*	-	-	-	-	-	-	-	*	-	*
	****%***	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*13%*
75-100%	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**18**	*	1	-	1	7	*	-	9	17	1	17	*
	37%	*50%*	*7%*	*-%*	*65%*	*38%*	*60%*	*-%*	*55%*	*39%*	*24%*	*37%*	*47%*
Answered	**30**	*	8	*	*	11	*	2	8	26	4	30	1
Mean	**11.85**	20.00	14.76	1.00	5.00	10.07	9.65	15.24	10.70	12.52	7.94	11.80	14.52

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

International standard mail (previously Airmail) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	c
Unweighted total	**85**	85	-	20	20	44
Weighted total	**48**	48	-	6	15	26
0-24%	**25**	25	-	4	8	12
	51%	*51%*	*-%*	*67%*	*51%*	*47%*
25-49%	**5**	5	-	-	-	5
	11%	*11%*	*-%*	*-%*	*-%*	*20%*
50-74%	*	*	-	-	-	*
	***%**	**%*	*-%*	*-%*	*-%*	**%*
75-100%	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**18**	18	-	2	7	9
	37%	*37%*	*-%*	*33%*	*49%*	*32%*
Answered	**30**	30	-	4	8	18
Mean	**11.85**	11.85	-	10.52	6.22	14.73

Columns Tested: a,b - a,b,c

International standard mail (previously Airmail) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	**85**	32	37	14	1	1	-	-	-	69	16	-	32	53
Weighted total	**48**	25	16	5	*	2	-	-	-	41	7	-	25	23
0-24%	**25**	16	4	4	*	-	-	-	-	20	5	-	16	9
	51%	*62%*	*28%*	*88%*	*100%*	*-%*	*-%*	*-%*	*-%*	*49%* b	*66%*	*-%*	*62%*	*40%*
25-49%	**5**	1	4	-	-	-	-	-	-	5	-	-	1	4
	11%	*4%*	*27%* a	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*13%*	*-%*	*-%*	*4%*	*19%*
50-74%	*	-	-	*	-	-	-	-	-	-	*	-	-	*
	%	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*1%*
75-100%	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**18**	9	7	*	-	2	-	-	-	16	2	-	9	9
	37%	*34%*	*45%*	*9%*	*-%*	*100%*	*-%*	*-%*	*-%*	*38%*	*32%*	*-%*	*34%*	*41%*
Answered	**30**	17	9	4	*	-	-	-	-	25	5	-	17	13
Mean	**11.85**	10.29	19.71	3.28	5.00	-	-	-	-	13.49	3.45	-	10.29	13.78

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

International standard mail (previously Airmail) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**85**	63	68	72	85	46	74	47	16	4	4	-	1	-
Weighted total	**48**	30	34	36	48	25	39	23	7	1	3	-	2	-
0-24%	**25**	10	15	15	25	8	19	11	4	*	-	-	-	-
	51%	*32%*	*43%*	*42%*	*51%* **ae**	*32%*	*50%* a	*46%*	*55%*	*92%*	*-%*	*-%*	*-%*	*-%*
25-49%	**5**	3	2	3	5	3	4	1	*	-	2	-	-	-
	11%	*11%*	*6%*	*9%*	*11%*	*13%*	*11%*	*5%*	*2%*	*-%*	*62%*	*-%*	*-%*	*-%*
50-74%	*	*	*	*	*	*	*	-	-	-	*	-	-	-
	%	*%*	*%*	*%*	*%*	*1%*	*%*	*-%*	*-%*	*-%*	*4%*	*-%*	*-%*	*-%*
75-100%	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**18**	17	18	18	18	14	15	12	3	*	1	-	2	-
	37%	*57%* **df**	*51%*	*49%*	*37%*	*55%*	*39%*	*50%*	*43%*	*8%*	*34%*	*-%*	*100%*	*-%*
Answered	**30**	13	17	19	30	11	24	12	4	*	2	-	-	-
Mean	**11.85**	11.51	8.41	9.62	11.85	14.94	12.58	7.85	4.80	1.39	31.23	-	-	-

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

International standard mail (previously Airmail) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	d	*e
Unweighted total	**85**	81	2	1	-	-	1	-	1	8	14	17	31	2
Weighted total	**48**	46	2	*	-	-	*	-	*	6	7	10	11	2
0-24%	**25**	23	2	*	-	-	*	-	*	2	3	5	4	2
	51%	*50%*	*100%*	*100%*	*-%*	*-%*	*100%*	*-%*	*100%*	*26%*	*43%*	*47%*	*36%*	*100%*
25-49%	**5**	5	-	-	-	-	-	-	-	1	-	2	*	-
	11%	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*16%*	*-%*	*19%*	*2%*	*-%*
50-74%	*	*	-	-	-	-	-	-	-	-	-	-	*	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*
75-100%	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**18**	18	-	-	-	-	-	-	-	4	4	3	7	-
	37%	*39%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*58%*	*57%*	*33%*	*61%*	*-%*
Answered	**30**	28	2	*	-	-	*	-	*	3	3	7	4	2
Mean	**11.85**	12.37	2.94	2.00	-	-	1.00	-	1.00	16.18	4.65	13.20	5.64	4.91

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

International standard mail (previously Airmail) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		***a**	***b**	c	***d**	***e**	a	***b**	***c**	a	***b**	a	***b**
Unweighted total	**85**	18	11	34	21	1	55	4	26	64	21	67	5
Weighted total	**48**	12	6	21	9	*	37	2	9	41	7	36	1
0-24%	**25**	4	2	13	5	-	21	1	3	21	4	15	*
	51%	*37%*	*40%*	*60%*	*57%*	*-%*	*56%*	*32%*	*37%*	*51%*	*54%*	*42%*	*74%*
25-49%	**5**	1	-	3	1	-	4	1	*	5	*	3	-
	11%	*11%*	*-%*	*14%*	*11%*	*-%*	*11%*	*68%*	*2%*	*13%*	*2%*	*9%*	*-%*
50-74%	*	-	-	-	*	-	*	-	-	-	*	*	-
	****%***	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*	*-%*	*-%*	*2%*	**%*	*-%*
75-100%	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**18**	6	3	6	3	*	12	-	6	15	3	18	*
	37%	*51%*	*60%*	*26%*	*30%*	*100%*	*33%*	*-%*	*61%*	*37%*	*41%*	*49%*	*26%*
Answered	**30**	6	2	16	6	-	25	2	4	26	4	18	*
Mean	**11.85**	16.96	4.76	12.06	9.39	-	11.16	18.37	13.62	11.59	13.43	9.70	6.33

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

International standard mail (previously Airmail) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	***b**	***a**	***b**	a	***b**	a	b	c	***d**
Unweighted total	**85**	10	18	19	2	65	20	46	58	55	-
Weighted total	**48**	7	12	11	1	38	10	19	28	24	-
0-24%	**25**	5	5	4	*	21	4	9	8	9	-
	51%	*73%*	*41%*	*37%*	*91%*	*55%*	*37%*	*49%* b	*27%*	*37%*	-%
25-49%	**5**	1	2	2	-	3	2	*	3	3	-
	11%	*16%*	*18%*	*19%*	-%	*9%*	*20%*	*%*	*11%* a	*12%* a	-%
50-74%	*	-	*	*	-	-	*	*	*	*	-
	%	-%	*1%*	*1%*	-%	-%	*1%*	*1%*	*%*	*1%*	-%
75-100%	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	**18**	1	5	5	*	14	4	9	17	12	-
	37%	*10%*	*40%*	*44%*	*9%*	*36%*	*42%*	*50%*	*61%*	*50%*	-%
Answered	**30**	6	7	6	*	24	6	9	11	12	-
Mean	**11.85**	11.18	17.68	14.84	1.00	10.10	18.85	5.73	12.85 a	11.60 a	-

Columns Tested: a,b - a,b - a,b - a,b,c,d

International standard mail (previously Airmail) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**85**	48	62	53	-	68	73	70	2	61	65	72	61	52	3
Weighted total	**48**	19	33	25	-	37	40	43	1	30	34	41	32	28	*
0-24%	**25**	11	14	10	-	19	21	22	-	9	15	22	13	11	*
	51%	*56%*	*42%*	*42%*	*-%*	*52%*	*52%*	*51%*	*-%*	*31%*	*42%*	*52%* a	*40%*	*38%*	*37%*
25-49%	**5**	*	2	2	-	4	5	5	-	3	2	5	3	3	-
	11%	**%*	*6%*	*9%*	*-%*	*11%*	*13%*	*12%*	*-%*	*11%*	*6%*	*13%*	*10%*	*10%*	*-%*
50-74%	*	*	*	*	-	*	*	*	-	*	*	*	*	-	-
	****%***	*1%*	**%*	*1%*	*-%*	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	**%*	*-%*	*-%*
75-100%	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	**18**	8	17	12	-	14	13	16	1	17	17	14	16	15	*
	37%	*43%*	*51%*	*49%*	*-%*	*37%*	*34%*	*37%*	*100%*	*58%* c	*51%*	*35%*	*49%*	*52%*	*63%*
Answered	**30**	11	16	13	-	23	26	27	-	13	17	27	16	14	*
Mean	**11.85**	5.45	8.56	9.96	-	10.22	11.89	12.65	-	11.63	8.41	11.45	9.79	9.77	5.93

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

International standard mail (previously Airmail) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**85**	72	59	65	65	85	69	54	5	2	1	3
Weighted total	**48**	37	32	31	35	48	39	30	*	2	2	3
0-24%	**25**	15	15	15	20	25	17	14	*	*	2	2
	51%	*42%*	*48%*	*50%*	*57%*	*51%*	*45%*	*47%*	*86%*	*3%*	*100%*	*82%*
25-49%	**5**	4	2	1	*	5	5	3	-	-	-	-
	11%	*12%* d	*6%*	*3%*	*1%*	*11%* d	*14%*	*10%*	*-%*	*-%*	*-%*	*-%*
50-74%	*	*	*	*	*	*	*	-	-	-	-	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*
75-100%	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	**18**	17	14	14	15	18	16	13	*	2	-	*
	37%	*46%*	*45%*	*47%*	*42%*	*37%*	*41%*	*43%*	*14%*	*97%*	*-%*	*18%*
Answered	**30**	20	17	17	20	30	23	17	*	*	2	2
Mean	**11.85**	11.04	7.88	7.20	8.92	11.85 c	12.71	8.46	4.13	10.00	20.00	5.61

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

International standard mail (previously Airmail) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	*a	b
Unweighted total	**85**	79	78	80	77	85	65	83	65	-	65	2	24	55
Weighted total	**48**	43	43	45	43	48	35	46	34	-	32	4	22	25
0-24%	**25**	22	23	24	23	25	18	24	15	-	14	2	9	14
	51%	*51%*	*53%*	*53%*	*53%*	*51%*	*52%*	*53%*	*44%*	*-%*	*45%*	*51%*	*43%*	*56%*
25-49%	**5**	5	4	5	4	5	1	5	3	-	5	-	2	3
	11%	*12%*	*10%*	*12%*	*10%*	*11%*	*4%*	*12%*	*9%*	*-%*	*17%*	*-%*	*9%*	*14%*
50-74%	*	*	*	*	*	*	-	*	*	-	*	-	-	*
	%	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*-%*	*%*	*-%*	*-%*	*1%*
75-100%	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**18**	16	16	16	16	18	15	16	16	-	12	2	10	7
	37%	*37%*	*37%*	*35%*	*37%*	*37%*	*44%*	*35%*	*46%*	*-%*	*38%*	*49%*	*48%*	*29%*
Answered	**30**	27	27	29	27	30	20	30	18	-	20	2	11	18
Mean	**11.85**	12.36	11.46	12.08	11.44	11.85	8.86	12.03	12.31	-	13.21	10.00	11.33	12.69

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

International standard mail (previously Airmail) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	b	*c	*a	*b	c	a	b
Unweighted total	**85**	28	2	7	26	22	48	15	23	9	53	54	31
Weighted total	**48**	19	*	1	18	14	28	5	18	7	22	27	21
0-24%	**25**	10	*	1	10	11	12	1	10	5	9	12	12
	51%	*55%*	*69%*	*40%*	*57%*	*78%*	*42%*	*26%*	*56%*	*66%*	*43%*	*46%*	*58%*
25-49%	**5**	3	-	*	3	*	5	-	3	*	2	1	4
	11%	*17%*	*-%*	*12%*	*17%*	*1%*	*18%*	*-%*	*16%*	*2%*	*10%*	*5%*	*19%* a
50-74%	*	-	-	*	-	-	*	-	-	-	*	*	-
	%	*-%*	*-%*	*9%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*1%*	*%*	*-%*
75-100%	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**18**	5	*	1	5	3	11	4	5	2	10	13	5
	37%	*28%*	*31%*	*40%*	*27%*	*21%*	*39%*	*74%*	*28%*	*32%*	*47%*	*49%* b	*23%*
Answered	**30**	14	*	1	13	11	17	1	13	5	12	14	16
Mean	**11.85**	13.95	5.00	18.47	13.73	8.78	14.59	2.87	12.38	12.20	11.11	7.70	15.38

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

International standard mail (previously Airmail) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	**85**	23	5	25	16	18	6	18	8	5	13	4	5
Weighted total	**48**	3	*	5	2	4	1	3	1	1	2	*	1
0-24%	**25**	1	*	1	1	1	*	1	1	1	*	*	*
	51%	*47%*	*57%*	*29%*	*31%*	*30%*	*90%*	*44%*	*84%*	*100%*	*17%*	*100%*	*18%*
25-49%	**5**	1	-	3	1	2	-	1	-	-	1	-	1
	11%	*37%*	-%	*63%*	*50%*	*59%*	-%	*41%*	-%	-%	*51%*	-%	*77%*
50-74%	*	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	**18**	*	*	*	*	*	*	*	*	-	1	-	*
	37%	*15%*	*43%*	*9%*	*18%*	*11%*	*10%*	*15%*	*16%*	-%	*32%*	-%	*4%*
Answered	**30**	2	*	5	2	3	*	2	1	1	1	*	1
Mean	**11.85**	15.69	4.71	23.05	20.52	24.60	3.91	16.76	4.02	3.60	23.26	4.84	33.79

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

International standard mail (previously Airmail) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Month										
		Jan' 2018	Feb' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Unweighted total	**85**	10	3	28	4	5	7	9	6	9	3	1
Weighted total	**48**	4	4	5	2	3	3	13	8	3	2	*
0-24%	**25**	1	4	2	1	2	3	6	4	2	*	-
	51%	*24%*	*100%*	*29%*	*80%*	*55%*	*97%*	*44%*	*44%*	*77%*	*9%*	*-%*
25-49%	**5**	-	-	3	-	-	-	2	-	*	-	-
	11%	*-%*	*-%*	*58%*	*-%*	*-%*	*-%*	*14%*	*-%*	*9%*	*-%*	*-%*
50-74%	*	*	-	-	-	-	-	-	-	-	-	-
	%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
75-100%	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**18**	3	-	1	*	1	*	6	4	*	2	*
	37%	*72%*	*-%*	*13%*	*20%*	*45%*	*3%*	*42%*	*56%*	*14%*	*91%*	*100%*
Answered	**30**	1	4	5	1	2	3	8	4	2	*	-
Mean	**11.85**	7.20	6.80	22.72	8.92	4.49	3.36	11.18	13.58	19.22	10.00	-

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

International standard mail (previously Airmail) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		***a**	b	***c**	***d**
Unweighted total	**85**	13	37	22	13
Weighted total	**48**	8	10	25	5
0-24%	**25**	5	5	13	2
	51%	*62%*	*45%*	*51%*	*47%*
25-49%	**5**	-	3	2	*
	11%	*-%*	*31%*	*8%*	*5%*
50-74%	*	*	-	-	-
	****%***	*2%*	*-%*	*-%*	*-%*
75-100%	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Don't know	**18**	3	2	10	2
	37%	*36%*	*24%*	*41%*	*48%*
Answered	**30**	5	8	15	3
Mean	**11.85**	6.89	16.42	9.99	18.58

Columns Tested: a,b,c,d

International Tracked and Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	e	*a	*b	*c	*d	*e
Unweighted total	**84**	44	19	9	12	40	10	21	5	7	4
Weighted total	**51**	47	1	1	2	4	10	17	4	2	*
0-24%	**24**	22	1	*	1	2	6	10	1	*	*
	47%	*46%*	*50%*	*50%*	*48%*	*49%*	*61%*	*59%*	*13%*	*20%*	*15%*
25-49%	**2**	2	*	-	*	*	2	*	-	-	-
	4%	*4%*	*17%*	*-%*	*10%*	*10%*	*16%*	*1%*	*-%*	*-%*	*-%*
50-74%	**2**	2	*	*	-	*	*	-	2	-	-
	5%	*5%*	*6%*	*14%*	*-%*	*5%*	*5%*	*-%*	*41%*	*-%*	*-%*
75-100%	**3**	3	*	-	-	*	2	-	*	-	-
	6%	*6%*	*4%*	*-%*	*-%*	*1%*	*18%*	*-%*	*1%*	*-%*	*-%*
Don't know	**20**	18	*	*	1	1	-	7	2	2	*
	39%	*39%*	*23%*	*35%*	*43%*	*35%*	*-%*	*41%*	*45%*	*80%*	*85%*
Answered	**31**	28	1	1	1	3	10	10	2	*	*
Mean	**20.07**	20.78	17.84	12.62	6.82	12.33	26.89	4.06	46.76	2.94	3.00

Columns Tested: a,b,c,d,e - a,b,c,d,e

International Tracked and Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	**84**	3	4	18	-	2	10	6	8	2	53	13	8	10
Weighted total	**51**	2	6	16	-	1	7	4	8	*	43	2	2	3
0-24%	**24**	2	2	5	-	*	4	2	4	*	19	2	2	1
	47%	*90%*	*32%*	*31%*	*-%*	*28%*	*59%*	*48%*	*48%*	*55%*	*43%*	*68%*	*96%*	*40%*
25-49%	**2**	*	-	*	-	-	-	2	*	-	2	-	-	-
	4%	*8%*	*-%*	**%*	*-%*	*-%*	*-%*	*45%*	*2%*	*-%*	*5%*	*-%*	*-%*	*-%*
50-74%	**2**	-	-	2	-	*	-	*	-	-	2	*	-	-
	5%	*-%*	*-%*	*11%*	*-%*	*72%*	*-%*	*4%*	*-%*	*-%*	*5%*	*3%*	*-%*	*-%*
75-100%	**3**	*	2	-	-	-	1	-	-	-	3	-	-	-
	6%	*3%*	*32%*	*-%*	*-%*	*-%*	*15%*	*-%*	*-%*	*-%*	*7%*	*-%*	*-%*	*-%*
Don't know	**20**	-	2	9	-	-	2	*	4	*	17	1	*	2
	39%	*-%*	*35%*	*58%*	*-%*	*-%*	*26%*	*3%*	*49%*	*45%*	*40%*	*29%*	*4%*	*60%*
Answered	**31**	2	4	7	-	1	5	4	4	*	26	2	2	1
Mean	**20.07**	5.58	47.50	23.94	-	43.43	23.77	16.44	9.69	1.00	23.00	8.17	5.11	2.89

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

International Tracked and Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	*h	a	*b	a	*b
Unweighted total	**84**	1	13	-	3	32	2	4	29	60	24	71	13
Weighted total	**51**	*	3	-	1	26	*	4	17	41	10	48	3
0-24%	**24**	-	1	-	*	14	*	4	5	18	6	23	1
	47%	*-%*	*18%*	*-%*	*35%*	*53%*	*29%*	*100%*	*30%*	*43%*	*60%*	*48%*	*26%*
25-49%	**2**	-	-	-	-	2	-	-	*	*	2	2	-
	4%	*-%*	*-%*	*-%*	*-%*	*7%*	*-%*	*-%*	*1%*	*1%*	*17%*	*4%*	*-%*
50-74%	**2**	-	1	-	-	2	-	-	-	2	1	2	*
	5%	*-%*	*22%*	*-%*	*-%*	*6%*	*-%*	*-%*	*-%*	*4%*	*7%*	*5%*	*5%*
75-100%	**3**	-	1	-	-	2	-	-	-	3	-	2	1
	6%	*-%*	*33%*	*-%*	*-%*	*8%*	*-%*	*-%*	*-%*	*7%*	*-%*	*4%*	*43%*
Don't know	**20**	*	1	-	1	7	*	-	11	18	2	19	1
	39%	*100%*	*27%*	*-%*	*65%*	*26%*	*71%*	*-%*	*68%*	*44%*	*16%*	*40%*	*26%*
Answered	**31**	-	2	-	*	19	*	4	5	23	8	29	2
Mean	**20.07**	-	62.79	-	3.00	21.14	3.00	9.65	6.47	22.48	13.53	17.40	60.63

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

International Tracked and Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	c
Unweighted total	**84**	84	-	18	14	51
Weighted total	**51**	51	-	6	11	34
0-24%	**24**	24	-	5	1	17
	47%	*47%*	*-%*	*87%*	*12%*	*50%*
25-49%	**2**	2	-	-	-	2
	4%	*4%*	*-%*	*-%*	*-%*	*6%*
50-74%	**2**	2	-	-	2	1
	5%	*5%*	*-%*	*-%*	*15%*	*2%*
75-100%	**3**	3	-	-	-	3
	6%	*6%*	*-%*	*-%*	*-%*	*9%*
Don't know	**20**	20	-	1	8	11
	39%	*39%*	*-%*	*13%*	*72%*	*33%*
Answered	**31**	31	-	5	3	22
Mean	**20.07**	20.07	-	8.26	37.29	20.82

Columns Tested: a,b - a,b,c

International Tracked and Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	c
Unweighted total	**84**	27	40	15	1	1	-	-	-	67	17	1	26	57
Weighted total	**51**	17	25	6	*	2	-	-	-	42	9	*	17	34
0-24%	**24**	8	10	5	*	-	-	-	-	18	5	-	8	16
	47%	*47%*	*41%*	*78%*	*100%*	-%	-%	-%	-%	*43%*	*63%*	-%	*47%*	*46%*
25-49%	**2**	*	2	-	-	-	-	-	-	2	-	-	*	2
	4%	*%*	*8%*	-%	-%	-%	-%	-%	-%	*5%*	-%	-%	*%*	*6%*
50-74%	**2**	*	2	*	-	-	-	-	-	2	*	-	*	2
	5%	*%*	*8%*	*2%*	-%	-%	-%	-%	-%	*5%*	*1%*	-%	*%*	*7%*
75-100%	**3**	-	2	1	-	-	-	-	-	2	1	-	-	3
	6%	-%	*8%*	*17%*	-%	-%	-%	-%	-%	*5%*	*12%*	-%	-%	*9%*
Don't know	**20**	9	9	*	-	2	-	-	-	18	2	*	9	11
	39%	*52%*	*35%*	*3%*	-%	*100%*	-%	-%	-%	*42%*	*24%*	*100%*	*52%*	*32%*
Answered	**31**	8	16	6	*	-	-	-	-	24	7	-	8	23
Mean	**20.07**	8.76	25.81	20.55	5.00	-	-	-	-	20.26	19.40	-	8.76	23.97

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

International Tracked and Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**84**	62	66	69	84	46	69	51	11	4	2	-	1	-
Weighted total	**51**	33	40	42	51	27	41	31	7	1	2	-	2	-
0-24%	**24**	11	16	16	24	8	18	12	4	1	-	-	-	-
	47%	*34%*	*41%*	*39%*	*47%*	*32%*	*45%*	*38%*	*59%*	*94%*	*-%*	*-%*	*-%*	*-%*
25-49%	**2**	2	*	2	2	2	2	2	*	-	-	-	-	-
	4%	*6%*	*1%*	*5%*	*4%*	*7%*	*5%*	*6%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*
50-74%	**2**	1	2	2	2	2	2	2	-	-	*	-	-	-
	5%	*2%*	*6%*	*5%*	*5%*	*7%*	*6%*	*7%*	*-%*	*-%*	*7%*	*-%*	*-%*	*-%*
75-100%	**3**	-	2	2	3	2	3	2	-	-	-	-	-	-
	6%	*-%*	*5%*	*4%*	*6%*	*7%*	*7%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
						a	a							
Don't know	**20**	19	19	19	20	13	15	13	2	*	2	-	2	-
	39%	*58%*	*48%*	*46%*	*39%*	*48%*	*37%*	*43%*	*38%*	*6%*	*93%*	*-%*	*100%*	*-%*
		df												
Answered	**31**	14	21	22	31	14	26	18	4	1	*	-	-	-
Mean	**20.07**	10.14	18.63	19.46	20.07	25.87	23.04	23.41	4.45	1.00	50.00	-	-	-
							a							

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

International Tracked and Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**84**	81	2	1	-	-	-	-	-	7	13	20	27	2
Weighted total	**51**	49	2	*	-	-	-	-	-	6	7	13	16	*
0-24%	**24**	22	2	*	-	-	-	-	-	1	1	8	6	*
	47%	*45%*	*100%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*18%*	*18%*	*59%*	*37%*	*100%*
25-49%	**2**	2	-	-	-	-	-	-	-	-	2	*	*	-
	4%	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*26%*	*1%*	*1%*	*-%*
50-74%	**2**	2	-	-	-	-	-	-	-	*	2	-	*	-
	5%	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*25%*	*-%*	*1%*	*-%*
75-100%	**3**	3	-	-	-	-	-	-	-	-	-	-	2	-
	6%	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*12%*	*-%*
Don't know	**20**	20	-	-	-	-	-	-	-	4	2	5	8	-
	39%	*40%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*73%*	*32%*	*40%*	*49%*	*-%*
Answered	**31**	29	2	*	-	-	-	-	-	2	5	8	8	*
Mean	**20.07**	21.01	2.94	2.00	-	-	-	-	-	25.84	35.26	5.01	24.20	4.11

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

International Tracked and Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	c	a	*b	a	*b
Unweighted total	**84**	16	13	26	27	2	53	1	30	67	17	67	2
Weighted total	**51**	10	7	19	15	1	34	*	16	40	11	42	*
0-24%	**24**	4	4	7	8	1	18	*	6	19	5	16	*
	47%	*39%*	*62%*	*36%*	*56%*	*100%*	*52%*	*100%*	*35%*	*47%*	*45%*	*38%*	*87%*
25-49%	**2**	*	*	2	*	-	2	-	*	2	*	2	-
	4%	*2%*	*1%*	*9%*	*1%*	*-%*	*5%*	*-%*	*1%*	*5%*	*2%*	*5%*	*-%*
50-74%	**2**	-	-	2	1	-	2	-	-	1	2	2	-
	5%	*-%*	*-%*	*9%*	*4%*	*-%*	*7%*	*-%*	*-%*	*1%*	*16%*	*5%*	*-%*
75-100%	**3**	-	-	-	3	-	3	-	-	2	1	2	-
	6%	*-%*	*-%*	*-%*	*20%*	*-%*	*9%*	*-%*	*-%*	*5%*	*10%*	*5%*	*-%*
Don't know	**20**	6	3	9	3	-	9	-	11	17	3	19	*
	39%	*60%*	*37%*	*46%*	*19%*	*-%*	*27%*	*-%*	*64%* a	*42%*	*27%*	*47%*	*13%*
Answered	**31**	4	4	10	12	1	25	*	6	23	8	22	*
Mean	**20.07**	14.85	3.94	19.10	29.04	3.00	22.81	12.00	9.03	15.40	33.77	19.56	12.00

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

International Tracked and Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	***b**	***a**	***b**	a	***b**	a	b	c	***d**
Unweighted total	**84**	12	17	22	1	64	20	48	53	49	-
Weighted total	**51**	9	14	17	*	32	18	21	30	23	-
0-24%	**24**	7	3	5	-	17	6	9	9	10	-
	47%	*74%*	*20%*	*30%*	*-%*	*54%*	*34%*	*41%*	*28%*	*45%*	*-%*
25-49%	**2**	-	2	2	-	*	2	*	2	*	-
	4%	*-%*	*13%*	*11%*	*-%*	*1%*	*10%*	*1%*	*6%*	**%*	*-%*
50-74%	**2**	-	2	2	-	1	2	1	1	1	-
	5%	*-%*	*13%*	*10%*	*-%*	*2%*	*10%*	*3%*	*2%*	*3%*	*-%*
75-100%	**3**	-	1	-	-	2	1	-	-	-	-
	6%	*-%*	*8%*	*-%*	*-%*	*6%*	*6%*	*-%*	*-%*	*-%*	*-%*
Don't know	**20**	2	6	8	*	12	8	11	19	12	-
	39%	*26%*	*46%*	*49%*	*100%*	*38%*	*41%*	*55%*	*64%*	*52%*	*-%*
Answered	**31**	7	7	9	-	20	11	9	11	11	-
Mean	**20.07**	5.55	42.23	20.71	-	13.83	31.69	8.98	10.83	7.28	-

Columns Tested: a,b - a,b - a,b - a,b,c,d

International Tracked and Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**84**	49	59	45	-	73	66	70	2	61	65	72	63	46	4
Weighted total	**51**	23	38	25	-	40	39	44	1	33	40	41	38	27	1
0-24%	**24**	10	15	11	-	20	19	19	-	11	16	19	13	9	*
	47%	*46%*	*40%*	*43%*	*-%*	*49%*	*50%*	*43%*	*-%*	*33%*	*40%*	*46%*	*35%*	*35%*	*70%*
25-49%	**2**	*	*	*	-	2	2	2	-	2	*	2	2	*	-
	4%	*1%*	**%*	*1%*	*-%*	*5%*	*5%*	*5%*	*-%*	*6%*	*1%*	*5%*	*5%*	*1%*	*-%*
50-74%	**2**	2	2	2	-	2	*	2	-	1	2	2	2	*	-
	5%	*10%*	*6%*	*9%*	*-%*	*6%*	**%*	*5%*	*-%*	*2%*	*6%*	*6%*	*6%*	*2%*	*-%*
75-100%	**3**	-	2	2	-	1	2	3	-	-	2	2	2	2	-
	6%	*-%*	*5%*	*8%*	*-%*	*3%*	*5%*	*7%*	*-%*	*-%*	*5%*	*5%*	*5%*	*7%*	*-%*
Don't know	**20**	10	19	10	-	15	16	18	1	19	19	16	19	15	*
	39%	*43%*	*49%*	*39%*	*-%*	*38%*	*40%*	*41%*	*100%*	*59%*	*48%*	*40%*	*49%*	*56%*	*30%*
										c					
Answered	**31**	13	20	15	-	25	23	26	-	14	21	25	20	12	*
Mean	**20.07**	14.89	19.21	24.35	-	16.25	14.16	23.16	-	10.10	18.72	18.55	21.65	19.22	3.05

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

International Tracked and Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	***a**	***b**	***c**	***d**
Unweighted total	**84**	65	51	71	84	53	66	47	4	4	1	2
Weighted total	**51**	37	28	41	51	28	38	26	*	4	2	2
0-24%	**24**	17	10	20	24	13	17	11	*	*	2	1
	47%	*46%*	*37%*	*48%*	*47%*	*48%*	*43%*	*40%*	*84%*	*9%*	*100%*	*69%*
25-49%	**2**	2	2	2	2	*	*	2	-	-	-	-
	4%	*5%*	*6%*	*5%*	*4%*	*1%*	**%*	*6%*	*-%*	*-%*	*-%*	*-%*
50-74%	**2**	*	*	2	2	*	2	*	-	2	-	-
	5%	**%*	**%*	*6%*	*5%*	**%*	*6%*	*2%*	*-%*	*43%*	*-%*	*-%*
75-100%	**3**	-	2	1	3	-	2	2	-	-	-	-
	6%	*-%*	*7%*	*3%*	*6%*	*-%*	*5%*	*7%*	*-%*	*-%*	*-%*	*-%*
			a		a							
Don't know	**20**	18	14	16	20	14	17	12	*	2	-	*
	39%	*49%*	*49%*	*39%*	*39%*	*51%*	*45%*	*45%*	*16%*	*48%*	*-%*	*31%*
Answered	**31**	19	14	25	31	14	21	15	*	2	2	1
Mean	**20.07**	7.60	18.52	15.87	20.07	7.01	18.76	18.95	1.00	50.04	20.00	20.00
			ae		**ae**							

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

International Tracked and Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	*a	b
Unweighted total	**84**	81	77	81	82	84	70	81	63	-	67	1	29	50
Weighted total	**51**	48	43	48	50	51	43	47	38	-	34	2	20	27
0-24%	**24**	23	20	23	23	24	19	24	18	-	15	-	7	14
	47%	*47%*	*46%*	*47%*	*45%*	*47%*	*43%*	*50%*	*48%*	*-%*	*45%*	*-%*	*36%*	*50%*
25-49%	**2**	2	*	2	2	2	2	2	2	-	2	-	*	2
	4%	*4%*	*1%*	*4%*	*4%*	*4%*	*5%*	*4%*	*5%*	*-%*	*6%*	*-%*	*1%*	*7%*
50-74%	**2**	2	2	2	2	2	2	2	2	-	2	-	-	2
	5%	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*6%*	*-%*	*7%*	*-%*	*-%*	*9%*
75-100%	**3**	3	3	3	3	3	3	3	3	-	*	-	2	-
	6%	*6%*	*7%*	*6%*	*6%*	*6%*	*7%*	*6%*	*8%*	*-%*	**%*	*-%*	*10%*	*-%*
Don't know	**20**	18	18	18	20	20	17	16	12	-	14	2	10	9
	39%	*37%*	*41%*	*37%*	*40%*	*39%*	*40%*	*34%*	*33%*	*-%*	*42%*	*100%*	*53%*	*34%*
Answered	**31**	30	25	30	30	31	26	31	25	-	20	-	9	18
Mean	**20.07**	20.08	20.79	20.08	20.43	20.07	21.95	20.07	23.56	-	14.06	-	23.67	15.86

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

International Tracked and Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	b	*c	*a	*b	c	a	b
Unweighted total	**84**	27	1	7	25	21	49	13	19	10	55	52	32
Weighted total	**51**	23	*	3	22	10	34	6	13	7	31	32	19
0-24%	**24**	11	*	1	11	5	16	2	7	4	12	14	10
	47%	*50%*	*100%*	*36%*	*49%*	*49%*	*48%*	*35%*	*53%*	*63%*	*40%*	*42%*	*55%*
25-49%	**2**	2	-	*	2	*	2	-	-	*	2	2	*
	4%	*8%*	*-%*	*6%*	*7%*	*3%*	*5%*	*-%*	*-%*	*2%*	*6%*	*6%*	*1%*
50-74%	**2**	-	-	*	2	2	1	-	*	-	2	2	*
	5%	*-%*	*-%*	*4%*	*7%*	*16%*	*2%*	*-%*	*4%*	*-%*	*6%*	*6%*	*3%*
75-100%	**3**	1	-	1	-	-	1	2	1	-	2	*	3
	6%	*5%*	*-%*	*37%*	*-%*	*-%*	*3%*	*32%*	*8%*	*-%*	*6%*	**%*	*16%* a
Don't know	**20**	9	-	*	8	3	15	2	5	2	13	15	5
	39%	*38%*	*-%*	*17%*	*37%*	*31%*	*42%*	*32%*	*35%*	*34%*	*42%*	*46%*	*26%*
Answered	**31**	14	*	2	14	7	20	4	9	5	18	17	14
Mean	**20.07**	17.87	2.00	52.43	16.60	18.28	14.70	49.42	19.06	7.05	23.92	13.12	28.82

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

International Tracked and Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	**84**	22	6	25	15	17	8	16	9	4	14	4	5
Weighted total	**51**	2	*	5	2	3	1	2	1	1	2	*	1
0-24%	**24**	2	*	3	1	2	*	1	*	1	1	*	*
	47%	*68%*	*47%*	*59%*	*29%*	*82%*	*57%*	*68%*	*61%*	*100%*	*48%*	*74%*	*65%*
25-49%	**2**	*	*	*	*	*	*	*	*	-	*	-	*
	4%	*9%*	*18%*	*5%*	*3%*	*2%*	*21%*	*3%*	*20%*	-%	*3%*	-%	*26%*
50-74%	**2**	-	-	-	-	-	-	-	-	-	-	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	**3**	-	-	1	1	-	-	-	-	-	*	-	-
	6%	-%	-%	*24%*	*48%*	-%	-%	-%	-%	-%	*3%*	-%	-%
Don't know	**20**	1	*	1	*	*	*	*	*	-	1	*	*
	39%	*23%*	*35%*	*12%*	*20%*	*16%*	*22%*	*29%*	*19%*	-%	*45%*	*26%*	*9%*
Answered	**31**	2	*	4	2	3	1	1	1	1	1	*	1
Mean	**20.07**	7.37	8.67	35.62	60.88	11.47	14.50	3.79	13.70	15.06	12.42	5.60	10.99

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

International Tracked and Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	***f**	***g**	***h**	***i**	***j**	***k**	***l**
Unweighted total	**84**	11	3	3	28	4	5	5	7	6	8	2	2
Weighted total	**51**	4	4	4	5	2	2	4	11	8	3	2	*
0-24%	**24**	1	4	2	3	2	2	1	6	-	3	*	-
	47%	*17%*	*100%*	*56%*	*56%*	*98%*	*87%*	*17%*	*52%*	*-%*	*87%*	*6%*	*-%*
25-49%	**2**	-	-	-	*	-	-	-	-	2	*	-	-
	4%	*-%*	*-%*	*-%*	*4%*	*-%*	*-%*	*-%*	*-%*	*21%*	*5%*	*-%*	*-%*
50-74%	**2**	1	-	-	-	-	-	-	2	-	*	-	-
	5%	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*15%*	*-%*	*2%*	*-%*	*-%*
75-100%	**3**	-	-	-	1	-	-	2	-	-	-	-	-
	6%	*-%*	*-%*	*-%*	*22%*	*-%*	*-%*	*43%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**20**	3	-	2	1	*	*	2	4	6	*	2	*
	39%	*69%*	*-%*	*44%*	*17%*	*2%*	*13%*	*40%*	*33%*	*79%*	*5%*	*94%*	*100%*
Answered	**31**	1	4	2	4	2	2	3	8	2	3	*	-
Mean	**20.07**	27.86	4.51	7.24	34.87	7.20	4.11	66.16	14.84	30.00	15.42	10.00	-

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

International Tracked and Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		***a**	b	***c**	***d**
Unweighted total	**84**	17	37	18	12
Weighted total	**51**	12	10	23	5
0-24%	**24**	7	7	7	3
	47%	*57%*	*74%*	*28%*	*53%*
25-49%	**2**	-	*	2	*
	4%	*-%*	*2%*	*7%*	*3%*
50-74%	**2**	1	-	2	*
	5%	*5%*	*-%*	*7%*	*1%*
75-100%	**3**	-	1	2	-
	6%	*-%*	*12%*	*8%*	*-%*
Don't know	**20**	5	1	12	2
	39%	*38%*	*12%*	*50%*	*42%*
Answered	**31**	8	9	12	3
Mean	**20.07**	9.41	19.96	28.31	15.23

Columns Tested: a,b,c,d

International Economy (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	**42**	17	16	4	5	25	7	7	3	5	5
Weighted total	**21**	19	1	*	1	2	8	5	1	*	1
0-24%	**11**	10	1	*	*	1	5	3	1	*	*
	52%	*53%*	*58%*	*28%*	*12%*	*40%*	*65%*	*62%*	*69%*	*51%*	*24%*
25-49%	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	**3**	3	-	*	-	*	1	2	-	-	-
	14%	*15%*	*-%*	*32%*	*-%*	*6%*	*14%*	*38%*	*-%*	*-%*	*-%*
75-100%	**2**	2	-	-	-	-	-	-	-	-	-
	8%	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**6**	4	1	*	1	1	2	-	*	*	*
	26%	*23%*	*42%*	*40%*	*88%*	*54%*	*21%*	*-%*	*31%*	*49%*	*76%*
Answered	**16**	15	1	*	*	1	6	5	1	*	*
Mean	**27.24**	28.40	4.24	31.43	3.00	10.48	15.36	24.61	1.35	6.59	3.00

Columns Tested: a,b,c,d,e - a,b,c,d,e

International Economy (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	42	2	2	10	1	-	1	3	2	1	22	8	5	7
Weighted total	21	2	2	7	1	-	*	2	4	*	18	2	1	1
0-24%	11	2	2	2	1	-	*	2	-	-	9	1	1	1
	52%	*89%*	*92%*	*31%*	*100%*	*-%*	*100%*	*93%*	*-%*	*-%*	*49%*	*69%*	*88%*	*55%*
25-49%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
50-74%	3	-	-	1	-	-	-	*	2	-	3	-	-	-
	14%	*-%*	*-%*	*16%*	*-%*	*-%*	*-%*	*7%*	*50%*	*-%*	*17%*	*-%*	*-%*	*-%*
75-100%	2	-	-	2	-	-	-	-	-	-	2	-	-	-
	8%	*-%*	*-%*	*25%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*10%*	*-%*	*-%*	*-%*
Don't know	6	*	*	2	-	-	-	-	2	*	4	*	*	1
	26%	*11%*	*8%*	*28%*	*-%*	*-%*	*-%*	*-%*	*50%*	*100%*	*25%*	*31%*	*12%*	*45%*
Answered	16	2	2	5	1	-	*	2	2	-	13	1	1	1
Mean	27.24	10.00	5.00	55.82	2.00	-	5.00	4.57	60.00	-	31.62	1.67	5.08	5.25

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

International Economy (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	a	*b
Unweighted total	**42**	1	10	-	2	16	2	2	9	28	14	35	7
Weighted total	**21**	*	4	-	1	10	*	2	4	17	4	20	1
0-24%	**11**	-	2	-	-	4	*	2	2	10	1	11	1
	52%	*-%*	*59%*	*-%*	*-%*	*41%*	*29%*	*100%*	*54%*	*58%*	*27%*	*52%*	*48%*
25-49%	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	**3**	-	1	-	-	2	-	-	-	1	2	3	*
	14%	*-%*	*29%*	*-%*	*-%*	*19%*	*-%*	*-%*	*-%*	*6%*	*48%*	*14%*	*11%*
75-100%	**2**	-	-	-	-	2	-	-	-	2	-	2	-
	8%	*-%*	*-%*	*-%*	*-%*	*18%*	*-%*	*-%*	*-%*	*10%*	*-%*	*8%*	*-%*
Don't know	**6**	*	1	-	1	2	*	-	2	4	1	5	*
	26%	*100%*	*12%*	*-%*	*100%*	*23%*	*71%*	*-%*	*46%*	*26%*	*26%*	*25%*	*41%*
Answered	**16**	-	4	-	-	8	*	2	2	13	3	15	1
Mean	**27.24**	-	22.54	-	-	38.67	3.00	16.20	9.08	24.36	39.14	27.97	11.09

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

International Economy (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	*c
Unweighted total	**42**	42	-	13	8	21
Weighted total	**21**	21	-	5	6	10
0-24%	**11**	11	-	3	3	6
	52%	*52%*	*-%*	*53%*	*41%*	*58%*
25-49%	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
50-74%	**3**	3	-	-	-	3
	14%	*14%*	*-%*	*-%*	*-%*	*30%*
75-100%	**2**	2	-	2	-	-
	8%	*8%*	*-%*	*33%*	*-%*	*-%*
Don't know	**6**	6	-	1	4	1
	26%	*26%*	*-%*	*14%*	*59%*	*12%*
Answered	**16**	16	-	4	3	9
Mean	**27.24**	27.24	-	47.31	8.48	22.65

Columns Tested: a,b - a,b,c

International Economy (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	*c
Unweighted total	**42**	18	14	9	1	-	-	-	-	32	10	1	17	24
Weighted total	**21**	11	6	3	*	-	-	-	-	18	4	2	9	10
0-24%	**11**	5	3	3	*	-	-	-	-	8	4	-	5	6
	52%	*42%*	*45%*	*91%*	*100%*	*-%*	*-%*	*-%*	*-%*	*43%*	*92%*	*-%*	*49%*	*63%*
25-49%	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	**3**	-	3	*	-	-	-	-	-	3	*	-	-	3
	14%	-%	*46%*	*4%*	-%	-%	-%	-%	-%	*17%*	*3%*	-%	-%	*30%*
75-100%	**2**	2	-	-	-	-	-	-	-	2	-	2	-	-
	8%	*15%*	-%	-%	-%	-%	-%	-%	-%	*10%*	-%	*100%*	-%	-%
Don't know	**6**	5	1	*	-	-	-	-	-	5	*	-	5	1
	26%	*43%*	*9%*	*5%*	-%	-%	-%	-%	-%	*31%*	*4%*	-%	*51%*	*7%*
Answered	**16**	6	6	3	*	-	-	-	-	12	4	2	5	9
Mean	**27.24**	36.06	32.01	4.52	5.00	-	-	-	-	34.13	4.58	100.00	12.56	21.33

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

International Economy (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**42**	31	31	35	42	21	38	27	5	1	2	-	-	-
Weighted total	**21**	15	14	17	21	9	19	13	2	*	2	-	-	-
0-24%	**11**	5	6	6	11	3	9	2	2	-	2	-	-	-
	52%	*32%*	*47%*	*38%*	*52%*	*35%*	*47%*	*19%*	*100%*	*-%*	*94%*	*-%*	*-%*	*-%*
25-49%	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
50-74%	**3**	3	2	3	3	1	3	3	-	-	*	-	-	-
	14%	*21%*	*15%*	*18%*	*14%*	*13%*	*16%*	*23%*	*-%*	*-%*	*6%*	*-%*	*-%*	*-%*
75-100%	**2**	2	-	2	2	-	2	2	-	-	-	-	-	-
	8%	*12%*	*-%*	*10%*	*8%*	*-%*	*9%*	*14%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**6**	5	5	6	6	5	5	5	-	*	-	-	-	-
	26%	*36%*	*39%*	*33%*	*26%*	*52%*	*28%*	*44%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*
Answered	**16**	9	8	11	16	4	14	7	2	-	2	-	-	-
Mean	**27.24**	39.49	16.57	33.48	27.24	18.67	29.82	49.84	2.76	-	7.87	-	-	-

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

International Economy (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**42**	38	2	2	-	-	-	-	-	4	6	13	11	1
Weighted total	**21**	20	1	1	-	-	-	-	-	2	4	8	3	*
0-24%	**11**	10	1	1	-	-	-	-	-	1	*	3	2	*
	52%	*48%*	*100%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*43%*	*3%*	*39%*	*83%*	*100%*
25-49%	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	**3**	3	-	-	-	-	-	-	-	1	-	2	*	-
	14%	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*45%*	*-%*	*24%*	*5%*	*-%*
75-100%	**2**	2	-	-	-	-	-	-	-	-	2	-	-	-
	8%	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*45%*	*-%*	*-%*	*-%*
Don't know	**6**	6	-	-	-	-	-	-	-	*	2	3	*	-
	26%	*28%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*12%*	*52%*	*37%*	*13%*	*-%*
Answered	**16**	14	1	1	-	-	-	-	-	2	2	5	2	*
Mean	**27.24**	29.79	4.83	2.00	-	-	-	-	-	32.01	94.43	25.12	5.60	5.00

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

International Economy (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Unweighted total	**42**	9	4	16	13	-	31	-	11	34	8	34	1
Weighted total	**21**	7	*	9	4	-	18	-	3	18	3	17	*
0-24%	**11**	3	*	5	4	-	8	-	3	8	3	6	-
	52%	*37%*	*48%*	*50%*	*83%*	*-%*	*46%*	*-%*	*85%*	*46%*	*84%*	*38%*	*-%*
25-49%	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	**3**	1	-	2	*	-	3	-	-	3	*	3	-
	14%	*14%*	*-%*	*20%*	*3%*	*-%*	*17%*	*-%*	*-%*	*16%*	*4%*	*18%*	*-%*
75-100%	**2**	2	-	-	-	-	2	-	-	2	-	2	-
	8%	*23%*	*-%*	*-%*	*-%*	*-%*	*9%*	*-%*	*-%*	*9%*	*-%*	*10%*	*-%*
Don't know	**6**	2	*	3	1	-	5	-	*	5	*	5	*
	26%	*26%*	*52%*	*30%*	*14%*	*-%*	*28%*	*-%*	*15%*	*28%*	*12%*	*33%*	*100%*
Answered	**16**	5	*	7	4	-	13	-	3	13	3	11	-
Mean	**27.24**	49.84	2.91	21.74	4.42	-	29.75	-	14.77	29.52	16.44	33.48	-

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

International Economy (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	***b**	***a**	***b**	a	***b**	***a**	***b**	***c**	***d**
Unweighted total	**42**	5	9	10	1	32	10	23	29	28	-
Weighted total	**21**	4	6	8	*	15	7	7	15	11	-
0-24%	**11**	2	4	4	-	7	5	2	5	5	-
	52%	*48%*	*65%*	*48%*	*-%*	*45%*	*68%*	*27%*	*32%*	*42%*	*-%*
25-49%	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	**3**	2	*	2	-	3	*	2	3	3	-
	14%	*46%*	*2%*	*25%*	*-%*	*20%*	*2%*	*30%*	*21%*	*28%*	*-%*
75-100%	**2**	-	2	2	-	-	2	-	2	-	-
	8%	-%	*27%*	*21%*	-%	-%	*25%*	-%	*12%*	-%	-%
Don't know	**6**	*	*	1	*	5	*	3	5	3	-
	26%	*5%*	*5%*	*6%*	*100%*	*35%*	*5%*	*43%*	*36%*	*31%*	*-%*
Answered	**16**	4	6	8	-	9	6	4	9	8	-
Mean	**27.24**	30.58	37.74	40.05	-	21.80	35.26	32.87	39.67	26.34	-

Columns Tested: a,b - a,b - a,b - a,b,c,d

International Economy (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		***a**	b	***c**	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**42**	21	30	26	-	34	36	35	1	31	31	35	32	30	3
Weighted total	**21**	6	14	11	-	15	16	21	*	15	14	17	13	15	*
0-24%	**11**	3	6	6	-	8	9	10	-	5	6	8	5	6	*
	52%	*50%*	*47%*	*53%*	*-%*	*55%*	*58%*	*51%*	*-%*	*32%*	*47%*	*50%*	*41%*	*43%*	*37%*
25-49%	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	**3**	2	2	2	-	2	3	3	-	3	2	3	1	3	-
	14%	*34%*	*15%*	*17%*	*-%*	*13%*	*19%*	*15%*	*-%*	*21%*	*15%*	*18%*	*9%*	*20%*	*-%*
75-100%	**2**	-	-	-	-	-	-	2	-	2	-	-	2	-	-
	8%	-%	-%	-%	-%	-%	-%	*8%*	-%	*12%*	-%	-%	*13%*	-%	-%
										c			b		
Don't know	**6**	1	5	3	-	5	4	5	*	5	5	5	5	6	*
	26%	*16%*	*38%*	*29%*	*-%*	*32%*	*23%*	*26%*	*100%*	*36%*	*39%*	*31%*	*38%*	*38%*	*63%*
Answered	**16**	5	8	8	-	10	12	15	-	9	8	11	8	9	*
Mean	**27.24**	25.62	16.57	16.97	-	15.56	18.35	28.37	-	39.49	16.57	19.28	31.11	21.33	8.67

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

International Economy (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	***a**	***b**	***c**	***d**
Unweighted total	**42**	33	33	34	32	42	35	30	3	1	1	-
Weighted total	**21**	15	15	12	14	21	15	14	*	*	2	-
0-24%	**11**	8	7	6	8	11	8	6	*	*	2	-
	52%	*57%*	*49%*	*49%*	*60%*	*52%*	*49%*	*47%*	*23%*	*100%*	*100%*	*-%*
25-49%	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	**3**	1	2	3	2	3	1	2	-	-	-	-
	14%	*8%*	*14%*	*25%*	*15%*	*14%*	*8%*	*14%*	-%	-%	-%	-%
75-100%	**2**	-	-	-	-	2	2	-	-	-	-	-
	8%	-%	-%	-%	-%	*8%*	*11%*	-%	-%	-%	-%	-%
Don't know	**6**	5	5	3	3	6	5	5	*	-	-	-
	26%	*35%*	*37%*	*26%*	*26%*	*26%*	*32%*	*39%*	*77%*	-%	-%	-%
Answered	**16**	9	9	9	10	16	10	8	*	*	2	-
Mean	**27.24**	11.77	15.33	23.66	18.32	27.24	26.70	15.97	1.00	15.00	20.00	-

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

International Economy (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	*a	*b
Unweighted total	**42**	42	41	42	39	42	30	42	32	-	32	3	12	28
Weighted total	**21**	21	20	21	18	21	11	21	15	-	12	3	8	13
0-24%	**11**	11	11	11	11	11	6	11	9	-	6	3	5	5
	52%	*52%*	*55%*	*52%*	*60%*	*52%*	*51%*	*52%*	*65%*	-%	*47%*	*97%*	*68%*	*39%*
25-49%	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	**3**	3	2	3	2	3	2	3	*	-	1	-	2	1
	14%	*14%*	*10%*	*14%*	*11%*	*14%*	*16%* c	*14%* c	*1%*	-%	*10%*	-%	*24%*	*9%*
75-100%	**2**	2	2	2	2	2	-	2	-	-	2	-	-	2
	8%	*8%*	*8%*	*8%*	*9%*	*8%*	-%	*8%*	-%	-%	*14%*	-%	-%	*13%*
Don't know	**6**	6	6	6	4	6	4	6	5	-	3	*	1	5
	26%	*26%*	*27%*	*26%*	*20%*	*26%*	*33%*	*26%*	*35%*	-%	*28%*	*3%*	*7%*	*38%*
Answered	**16**	16	15	16	15	16	8	16	10	-	9	3	7	8
Mean	**27.24**	27.24	24.89	27.24	24.89	27.24	20.70	27.24	8.48	-	30.47	7.35	20.67	35.33

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

International Economy (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	42	14	-	3	12	10	26	6	10	4	28	19	23
Weighted total	21	11	-	1	10	4	13	4	9	2	10	9	12
0-24%	11	7	-	*	6	4	7	*	5	2	4	2	9
	52%	*61%*	*-%*	*45%*	*62%*	*100%*	*51%*	*4%*	*57%*	*96%*	*37%*	*26%*	*71%*
25-49%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
50-74%	3	2	-	*	2	-	3	-	2	-	1	2	1
	14%	*17%*	*-%*	*19%*	*18%*	*-%*	*23%*	*-%*	*20%*	*-%*	*12%*	*22%*	*9%*
75-100%	2	2	-	-	2	-	2	-	-	-	2	2	-
	8%	*16%*	*-%*	*-%*	*17%*	*-%*	*13%*	*-%*	*-%*	*-%*	*18%*	*19%*	*-%*
Don't know	6	1	-	*	*	-	2	4	2	*	3	3	3
	26%	*5%*	*-%*	*36%*	*3%*	*-%*	*13%*	*96%*	*23%*	*4%*	*33%*	*33%*	*20%*
Answered	16	10	-	*	10	4	11	*	7	2	6	6	10
Mean	27.24	33.31	-	22.14	34.01	5.94	35.79	4.20	17.71	9.84	43.87	49.06	13.77

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

International Economy (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	**42**	12	3	12	8	8	5	8	5	2	7	3	2
Weighted total	**21**	3	*	3	2	2	1	2	1	1	1	*	*
0-24%	**11**	1	*	1	*	*	1	*	1	1	*	*	*
	52%	*49%*	*65%*	*49%*	*16%*	*16%*	*95%*	*16%*	*91%*	*100%*	*13%*	*100%*	*45%*
25-49%	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	**3**	1	-	1	1	1	-	1	-	-	1	-	-
	14%	*41%*	-%	*41%*	*70%*	*70%*	-%	*70%*	-%	-%	*73%*	-%	-%
75-100%	**2**	-	-	-	-	-	-	-	-	-	-	-	-
	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	**6**	*	*	*	*	*	*	*	*	-	*	-	*
	26%	*10%*	*35%*	*10%*	*14%*	*14%*	*5%*	*14%*	*9%*	-%	*14%*	-%	*55%*
Answered	**16**	2	*	2	1	1	1	1	1	1	1	*	*
Mean	**27.24**	28.69	8.67	28.45	49.66	49.16	2.15	49.23	2.12	2.17	51.16	7.37	5.00

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

International Economy (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	**42**	5	1	1	14	3	1	2	7	1	3	3	1
Weighted total	**21**	1	2	2	3	1	*	1	8	2	2	*	*
0-24%	**11**	*	-	-	1	*	*	*	6	-	2	*	-
	52%	*14%*	*-%*	*-%*	*51%*	*46%*	*100%*	*83%*	*77%*	*-%*	*92%*	*100%*	*-%*
25-49%	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
50-74%	**3**	*	2	-	1	-	-	-	-	-	-	-	-
	14%	*14%*	*100%*	*-%*	*39%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
75-100%	**2**	-	-	2	-	-	-	-	-	-	-	-	-
	8%	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**6**	1	-	-	*	*	-	*	2	2	*	-	*
	26%	*73%*	*-%*	*-%*	*10%*	*54%*	*-%*	*17%*	*23%*	*100%*	*8%*	*-%*	*100%*
Answered	**16**	*	2	2	2	*	*	*	6	-	2	*	-
Mean	**27.24**	26.00	60.00	100.00	27.71	10.00	1.00	5.00	4.92	-	19.36	7.01	-

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

International Economy (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		***a**	***b**	***c**	***d**
Unweighted total	**42**	7	18	10	7
Weighted total	**21**	5	4	11	2
0-24%	**11**	*	2	7	2
	52%	*3%*	*54%*	*64%*	*85%*
25-49%	**-**	-	-	-	-
	-%	-%	-%	-%	-%
50-74%	**3**	2	1	-	-
	14%	*44%*	*29%*	-%	-%
75-100%	**2**	2	-	-	-
	8%	*38%*	-%	-%	-%
Don't know	**6**	1	1	4	*
	26%	*15%*	*17%*	*36%*	*15%*
Answered	**16**	4	3	7	2
Mean	**27.24**	75.61	23.40	4.92	17.91

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	e
Unweighted total	**663**	414	139	69	41	249	136	124	38	28	54
Weighted total	**509**	481	16	7	5	28	160	127	29	15	15
This is a negative to me	**4**	4	-	-	-	-	1	-	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**30**	28	1	1	*	2	5	10	3	*	2
	6%	*6%*	*7%*	*8%*	*3%*	*6%*	*3%*	*8%*	*9%*	*1%*	*16%* a
This is mandatory to me - a must have	**155**	146	5	2	2	9	42	44	11	5	5
	30%	*30%*	*30%*	*29%*	*42%*	*32%*	*26%*	*35%*	*40%*	*32%*	*33%*
This is a 'nice to have' , but I can live without it being offered	**151**	144	4	2	1	7	41	43	9	8	3
	30%	*30%*	*26%*	*29%*	*21%*	*26%*	*26%*	*34%*	*33%*	*51%*	*20%*
This is a 'great to have' - makes a difference and can sway my decision	**169**	159	6	2	2	10	71	30	5	2	4
	33%	*33%*	*37%*	*34%*	*33%*	*35%*	*44%* **bc**	*23%*	*18%*	*16%*	*30%*
NET Important	**324**	305	11	5	4	19	113	74	17	7	9
	64%	*63%*	*67%*	*63%*	*76%*	*68%*	*71%* b	*58%*	*58%*	*48%*	*63%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**663**	51	25	86	12	36	78	50	49	44	431	93	71	68
Weighted total	**509**	60	35	82	9	37	85	48	49	39	443	26	22	18
This is a negative to me	**4**	-	-	3	-	-	1	-	-	-	4	-	*	-
	1%	*-%*	*-%*	*3%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	*2%*	*-%*
This is not important to me - don't mind if not offered	**30**	4	4	*	-	1	1	5	6	4	25	1	2	2
	6%	*7%* c	*11%*	**%*	*-%*	*2%*	*1%*	*11%* **cf**	*13%* **cf**	*9%* **cf**	*6%* c	*5%* c	*8%* **cf**	*10%* **cf**
This is mandatory to me - a must have	**155**	21	5	23	2	10	32	20	13	10	137	8	7	3
	30%	*35%* m	*15%*	*29%*	*22%*	*26%*	*37%* m	*42%* m	*28%*	*25%*	*31%* m	*31%*	*33%* m	*18%*
This is a 'nice to have' , but I can live without it being offered	**151**	17	16	23	4	14	19	11	13	16	132	8	5	6
	30%	*28%*	*47%*	*28%*	*43%*	*38%*	*22%*	*22%*	*27%*	*40%* f	*30%*	*32%*	*23%*	*35%*
This is a 'great to have' - makes a difference and can sway my decision	**169**	18	9	33	3	13	33	11	16	10	146	8	8	7
	33%	*30%*	*27%*	*40%*	*35%*	*34%*	*39%*	*24%*	*33%*	*25%*	*33%*	*32%*	*34%*	*38%*
NET Important	**324**	39	14	56	5	22	64	32	30	20	283	16	15	10
	64%	*65%*	*42%*	*69%* i	*57%*	*61%*	*76%* **ijm**	*66%*	*61%*	*51%*	*64%*	*63%*	*67%*	*55%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 72 (continuation)

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	d	e	***f**	g	h	a	b	a	b
Unweighted total	**663**	9	105	14	45	207	21	33	227	462	201	582	81
Weighted total	**509**	3	75	7	33	182	10	35	162	384	125	468	41
This is a negative to me	**4**	-	-	-	-	2	-	-	2	3	2	3	1
	1%	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*3%*
This is not important to me - don't mind if not offered	**30**	-	6	*	*	14	*	4	4	15	15	28	2
	6%	*-%*	*8%* h	*5%*	*2%*	*8%* h	*1%*	*11%* h	*3%*	*4%*	*12%* a	*6%*	*5%*
This is mandatory to me - a must have	**155**	2	22	4	8	51	5	9	55	115	40	140	15
	30%	*64%*	*29%*	*54%*	*24%*	*28%*	*47%*	*25%*	*34%*	*30%*	*32%*	*30%*	*36%*
This is a 'nice to have' , but I can live without it being offered	**151**	1	26	2	12	44	3	18	45	115	37	142	9
	30%	*17%*	*35%* e	*26%*	*38%*	*24%*	*30%*	*51%* **eh**	*28%*	*30%*	*29%*	*30%*	*21%*
This is a 'great to have' - makes a difference and can sway my decision	**169**	1	21	1	12	70	2	5	55	137	32	155	14
	33%	*19%*	*28%*	*15%*	*37%* g	*39%* g	*22%*	*14%*	*34%* g	*36%* b	*26%*	*33%*	*35%*
NET Important	**324**	3	43	5	20	122	7	13	110	252	72	295	29
	64%	*83%*	*57%*	*69%*	*61%*	*67%* g	*69%*	*38%*	*68%* **bg**	*66%* b	*57%*	*63%*	*71%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**663**	641	22	272	120	268
Weighted total	**509**	486	23	214	84	208
This is a negative to me	**4**	4	-	1	1	*
	1%	*1%*	*-%*	**%*	*1%*	**%*
This is not important to me - don't mind if not offered	**30**	30	-	12	1	16
	6%	*6%*	*-%*	*6%*	*2%*	*8%* b
This is mandatory to me - a must have	**155**	144	11	53	29	72
	30%	*30%*	*48%*	*25%*	*35%*	*35%* a
This is a 'nice to have' , but I can live without it being offered	**151**	148	3	72	23	56
	30%	*30%*	*13%*	*34%*	*27%*	*27%*
This is a 'great to have' - makes a difference and can sway my decision	**169**	160	9	75	30	63
	33%	*33%*	*38%*	*35%*	*35%*	*30%*
NET Important	**324**	304	20	128	59	135
	64%	*63%*	*87%*	*60%*	*70%*	*65%*

Columns Tested: a,b - a,b,c

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**663**	402	215	38	5	1	1	-	1	617	46	76	326	261
Weighted total	**509**	347	141	17	3	2	*	-	*	487	22	76	271	163
This is a negative to me	**4**	3	1	-	-	-	-	-	-	4	-	1	2	1
	1%	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	*1%*
This is not important to me - don't mind if not offered	**30**	23	5	*	-	2	-	-	-	28	2	2	21	7
	6%	*7%*	*3%*	*1%*	*-%*	*100%*	*-%*	*-%*	*-%*	*6%*	*9%*	*3%*	*8%*	*4%*
This is mandatory to me - a must have	**155**	96	53	5	-	-	*	-	-	149	6	17	79	59
	30%	*28%*	*38%* **ai**	*32%*	*-%*	*-%*	*100%*	*-%*	*-%*	*31%*	*26%*	*23%*	*29%*	*36%* a
This is a 'nice to have' , but I can live without it being offered	**151**	105	35	9	2	-	-	-	*	140	11	24	81	46
	30%	*30%*	*25%*	*50%* **abi**	*90%*	*-%*	*-%*	*-%*	*100%*	*29%*	*50%* **abi**	*32%*	*30%*	*28%*
This is a 'great to have' - makes a difference and can sway my decision	**169**	119	47	3	*	-	-	-	-	166	3	31	88	50
	33%	*34%* **cj**	*33%* **cj**	*17%*	*10%*	*-%*	*-%*	*-%*	*-%*	*34%* **cj**	*14%*	*41%*	*32%*	*31%*
NET Important	**324**	215	100	8	*	-	*	-	-	315	9	49	167	109
	64%	*62%* j	*71%* **acj**	*49%*	*10%*	*-%*	*100%*	*-%*	*-%*	*65%* **cj**	*40%*	*64%*	*62%*	*67%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	663	498	447	557	663	250	513	464	52	17	15	5	3	1
Weighted total	509	353	303	406	509	160	382	362	21	8	9	2	4	*
This is a negative to me	4	1	2	2	4	2	3	2	-	-	-	-	-	-
	1%	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	30	23	15	23	30	13	23	21	2	*	*	-	-	-
	6%	*7%*	*5%*	*6%*	*6%*	*8%*	*6%*	*6%*	*9%*	*1%*	*1%*	*-%*	*-%*	*-%*
This is mandatory to me - a must have	155	106	105	124	155	50	127	108	5	3	5	1	2	-
	30%	*30%*	*35%*	*30%*	*30%*	*31%*	*33%*	*30%*	*23%*	*39%*	*55%*	*91%*	*46%*	*-%*
This is a 'nice to have' , but I can live without it being offered	151	116	91	130	151	54	117	117	8	*	4	*	-	*
	30%	*33%*	*30%*	*32%*	*30%*	*34%*	*31%*	*32%*	*39%*	*6%*	*43%*	*3%*	*-%*	*100%*
This is a 'great to have' - makes a difference and can sway my decision	169	107	90	127	169	41	112	114	6	4	*	*	2	-
	33%	*30%*	*30%*	*31%*	*33%* e	*25%*	*29%*	*31%*	*29%*	*54%*	*1%*	*6%*	*54%*	*-%*
NET Important	324	213	195	251	324	91	239	222	11	8	5	2	4	-
	64%	*60%*	*64%*	*62%*	*64%*	*57%*	*63%*	*61%*	*52%*	*93%*	*56%*	*97%*	*100%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	663	638	11	8	3	-	3	-	3	110	134	156	152	5
Weighted total	509	492	8	5	4	-	*	-	*	105	103	117	78	4
This is a negative to me	4	4	-	-	-	-	-	-	-	-	1	1	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*
This is not important to me - don't mind if not offered	30	30	-	-	-	-	-	-	-	6	3	9	6	-
	6%	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*3%*	*8%* b	*8%*	*-%*
This is mandatory to me - a must have	155	148	4	3	*	-	*	-	*	29	32	38	25	1
	30%	*30%*	*44%*	*55%*	*1%*	*-%*	*56%*	*-%*	*56%*	*27%*	*31%*	*32%*	*32%*	*14%*
This is a 'nice to have' , but I can live without it being offered	151	143	5	2	2	-	*	-	*	36	28	41	24	1
	30%	*29%*	*55%*	*34%*	*50%*	*-%*	*30%*	*-%*	*30%*	*34%*	*28%*	*35%*	*31%*	*36%*
This is a 'great to have' - makes a difference and can sway my decision	169	166	*	1	2	-	*	-	*	35	39	28	23	2
	33%	*34%*	*1%*	*11%*	*49%*	*-%*	*13%*	*-%*	*13%*	*33%*	*38%* c	*24%*	*29%*	*50%*
NET Important	324	315	4	4	2	-	*	-	*	64	71	66	48	2
	64%	*64%*	*45%*	*66%*	*50%*	*-%*	*70%*	*-%*	*70%*	*60%*	*69%* c	*56%*	*62%*	*64%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted total	**663**	228	151	171	103	9	382	36	242	545	118	528	29
Weighted total	**509**	184	115	138	69	2	330	23	154	415	94	391	15
This is a negative to me	**4**	3	-	2	-	-	3	-	1	4	-	2	-
	1%	*2%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	*-%*	*1%*	*-%*
This is not important to me - don't mind if not offered	**30**	13	9	4	5	-	23	*	7	25	5	23	*
	6%	*7%*	*7%*	*3%*	*7%*	*-%*	*7%*	**%*	*5%*	*6%*	*5%*	*6%*	*3%*
This is mandatory to me - a must have	**155**	48	37	46	22	*	99	9	47	120	36	118	6
	30%	*26%*	*32%*	*34%*	*33%*	*24%*	*30%*	*40%*	*30%*	*29%*	*38%*	*30%*	*40%*
This is a 'nice to have' , but I can live without it being offered	**151**	60	31	40	20	1	91	6	53	135	16	129	1
	30%	*33%*	*27%*	*29%*	*29%*	*44%*	*28%*	*28%*	*35%*	*32%* b	*17%*	*33%*	*6%*
This is a 'great to have' - makes a difference and can sway my decision	**169**	61	39	46	22	*	114	7	46	131	37	119	8
	33%	*33%*	*34%*	*33%*	*32%*	*32%*	*34%*	*32%*	*30%*	*32%*	*40%*	*30%*	*51%*
NET Important	**324**	109	76	92	44	1	213	17	93	251	73	237	14
	64%	*59%*	*66%*	*67%*	*65%*	*56%*	*65%*	*72%*	*60%*	*60%*	*78%* a	*61%*	*91%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**663**	76	117	146	15	501	162	219	448	120	-
Weighted total	**509**	60	88	108	6	379	131	135	311	59	-
This is a negative to me	**4**	1	-	1	-	4	-	1	1	-	-
	1%	*2%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	**%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**30**	4	2	5	*	22	7	9	20	6	-
	6%	*6%*	*3%*	*5%*	*2%*	*6%*	*6%*	*7%*	*7%*	*9%*	*-%*
This is mandatory to me - a must have	**155**	22	32	38	4	109	46	38	96	12	-
	30%	*36%*	*37%*	*36%*	*63%*	*29%*	*35%*	*28%*	*31%* c	*20%*	*-%*
This is a 'nice to have' , but I can live without it being offered	**151**	16	24	31	1	124	27	48	96	26	-
	30%	*26%*	*28%*	*29%*	*10%*	*33%* b	*21%*	*35%*	*31%*	*44%* b	*-%*
This is a 'great to have' - makes a difference and can sway my decision	**169**	18	29	32	2	119	50	39	97	16	-
	33%	*30%*	*33%*	*30%*	*26%*	*31%*	*38%*	*29%*	*31%*	*27%*	*-%*
NET Important	**324**	39	61	70	6	228	96	77	193	28	-
	64%	*66%*	*70%*	*65%*	*89%*	*60%*	*74%* a	*57%*	*62%* c	*47%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**663**	206	384	104	-	428	459	160	5	477	425	565	438	341	10
Weighted total	**509**	136	253	54	-	319	332	107	3	341	294	419	311	224	2
This is a negative to me	**4**	2	2	-	-	4	2	2	-	1	2	4	2	1	-
	1%	*2%*	*1%*	*-%*	*-%*	*1%*	*1%*	*2%*	*-%*	**%*	*1%*	*1%*	*1%*	**%*	*-%*
This is not important to me - don't mind if not offered	**30**	5	13	2	-	18	16	6	-	23	14	25	21	10	-
	6%	*4%*	*5%*	*4%*	*-%*	*6%*	*5%*	*6%*	*-%*	*7%*	*5%*	*6%*	*7%*	*5%*	*-%*
This is mandatory to me - a must have	**155**	40	89	11	-	96	99	32	2	102	102	123	89	75	1
	30%	*29%*	*35%* c	*21%*	*-%*	*30%*	*30%*	*30%*	*72%*	*30%*	*35%*	*29%*	*29%*	*34%*	*33%*
This is a 'nice to have' , but I can live without it being offered	**151**	47	73	22	-	99	100	29	*	115	90	132	106	61	1
	30%	*34%*	*29%*	*41%* b	*-%*	*31%*	*30%*	*27%*	*9%*	*34%*	*31%*	*31%*	*34%* b	*27%*	*56%*
This is a 'great to have' - makes a difference and can sway my decision	**169**	42	76	19	-	102	115	38	*	100	86	136	92	76	*
	33%	*31%*	*30%*	*34%*	*-%*	*32%*	*35%*	*35%*	*18%*	*29%*	*29%*	*32%*	*30%*	*34%*	*11%*
NET Important	**324**	82	165	30	-	198	214	70	2	202	188	259	181	151	1
	64%	*60%*	*65%*	*55%*	*-%*	*62%*	*64%*	*65%*	*91%*	*59%*	*64%*	*62%*	*58%*	*67%* a	*44%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**663**	423	297	367	117	92	449	347	18	13	12	13
Weighted total	**509**	291	204	274	75	52	315	232	11	9	12	10
This is a negative to me	**4**	2	1	3	2	-	2	1	1	-	-	-
	1%	*1%*	*1%*	*1%*	*2%*	*-%*	*1%*	**%*	*9%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**30**	18	13	20	7	2	21	9	-	-	-	*
	6%	*6%*	*6%*	*7%*	*9%*	*4%*	*7%*	*4%*	*-%*	*-%*	*-%*	*5%*
This is mandatory to me - a must have	**155**	73	67	77	22	14	89	81	5	2	5	2
	30%	*25%*	*33%* a	*28%*	*29%*	*26%*	*28%*	*35%* a	*46%*	*24%*	*38%*	*18%*
This is a 'nice to have' , but I can live without it being offered	**151**	96	54	87	22	18	106	63	2	3	3	2
	30%	*33%*	*27%*	*32%*	*30%*	*34%*	*34%* b	*27%*	*13%*	*31%*	*25%*	*22%*
This is a 'great to have' - makes a difference and can sway my decision	**169**	103	69	87	22	18	97	78	4	4	4	6
	33%	*35%*	*34%*	*32%*	*30%*	*35%*	*31%*	*34%*	*31%*	*45%*	*37%*	*55%*
NET Important	**324**	176	136	164	44	32	187	160	9	6	9	8
	64%	*60%*	*67%*	*60%*	*59%*	*62%*	*59%*	*69%* a	*78%*	*69%*	*75%*	*73%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**663**	632	574	640	607	650	440	626	223	-	535	21	128	488
Weighted total	**509**	480	423	487	454	496	328	473	142	-	390	19	114	349
This is a negative to me	**4**	4	2	4	3	4	3	4	3	-	2	1	2	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*-%*	*1%*	*6%*	*2%*	*1%*
This is not important to me - don't mind if not offered	**30**	28	18	28	24	30	20	28	7	-	26	1	2	26
	6%	*6%*	*4%*	*6%*	*5%*	*6%*	*6%*	*6%*	*5%*	*-%*	*7%*	*6%*	*2%*	*7%* a
This is mandatory to me - a must have	**155**	147	136	149	141	153	105	147	40	-	109	7	42	97
	30%	*31%*	*32%*	*31%*	*31%*	*31%*	*32%*	*31%*	*28%*	*-%*	*28%*	*36%*	*37%* b	*28%*
This is a 'nice to have' , but I can live without it being offered	**151**	147	134	149	137	149	101	140	39	-	132	3	35	111
	30%	*31%*	*32%*	*31%*	*30%*	*30%*	*31%*	*30%*	*27%*	*-%*	*34%*	*18%*	*31%*	*32%*
This is a 'great to have' - makes a difference and can sway my decision	**169**	154	133	158	149	159	98	154	54	-	121	6	32	113
	33%	*32%*	*32%*	*32%*	*33%*	*32%*	*30%*	*33%*	*38%* a	*-%*	*31%*	*35%*	*28%*	*32%*
NET Important	**324**	301	269	307	290	312	204	300	94	-	230	13	75	210
	64%	*63%*	*64%*	*63%*	*64%*	*63%*	*62%*	*64%*	*66%*	*-%*	*59%*	*71%*	*65%*	*60%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	663	203	8	47	186	116	444	98	132	45	479	373	290
Weighted total	509	168	1	39	146	82	356	66	111	40	354	275	234
This is a negative to me	4	1	-	-	1	-	4	*	1	-	3	3	2
	1%	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*
This is not important to me - don't mind if not offered	30	8	*	*	8	3	26	1	5	4	21	18	11
	6%	*5%*	*8%*	*1%*	*5%*	*3%*	*7%* c	*1%*	*4%*	*10%*	*6%*	*7%*	*5%*
This is mandatory to me - a must have	155	58	*	14	52	35	91	26	48	11	94	91	65
	30%	*35%*	*27%*	*35%*	*36%*	*42%* b	*26%*	*39%* b	*43%* c	*27%*	*27%*	*33%*	*28%*
This is a 'nice to have' , but I can live without it being offered	151	38	1	9	33	16	117	17	23	7	119	87	64
	30%	*23%*	*42%*	*22%*	*23%*	*20%*	*33%* a	*26%*	*21%*	*18%*	*34%* **ab**	*32%*	*27%*
This is a 'great to have' - makes a difference and can sway my decision	169	63	*	16	52	29	118	22	34	18	116	76	92
	33%	*37%*	*23%*	*42%*	*36%*	*35%*	*33%*	*33%*	*31%*	*45%*	*33%*	*28%*	*40%* a
NET Important	324	121	1	30	104	63	209	48	82	29	210	167	157
	64%	*72%*	*50%*	*77%*	*71%*	*77%* b	*59%*	*72%* b	*74%* c	*72%*	*59%*	*61%*	*67%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	***b**	c	d	a	b	c	d	a	b	***c**	d
Unweighted total	**663**	154	21	167	81	121	56	105	64	45	77	15	34
Weighted total	**509**	54	3	64	29	47	20	41	23	15	28	4	16
This is a negative to me	**4**	1	-	1	-	1	-	1	-	-	1	-	-
	1%	*2%*	*-%*	*2%*	*-%*	*2%*	*-%*	*3%*	*-%*	*-%*	*4%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**30**	2	*	2	2	2	*	2	*	1	*	1	1
	6%	*4%*	*2%*	*3%*	*7%*	*3%*	*1%*	*4%*	*1%*	*4%*	*1%*	*24%*	*3%*
This is mandatory to me - a must have	**155**	16	*	23	8	16	7	13	8	6	9	1	3
	30%	*30%*	*15%*	*35%*	*28%*	*34%*	*35%*	*31%*	*37%*	*39%* d	*32%*	*18%*	*17%*
This is a 'nice to have' , but I can live without it being offered	**151**	16	1	18	8	13	6	12	8	5	8	2	4
	30%	*29%*	*34%*	*28%*	*29%*	*28%*	*30%*	*28%*	*33%*	*31%*	*27%*	*47%*	*23%*
This is a 'great to have' - makes a difference and can sway my decision	**169**	19	2	21	10	15	7	14	7	4	10	*	9
	33%	*35%*	*50%*	*32%*	*36%*	*33%*	*33%*	*34%*	*29%*	*26%*	*36%*	*10%*	*57%* **ab**
NET Important	**324**	35	2	43	18	31	14	27	15	10	19	1	12
	64%	*65%*	*64%*	*67%*	*64%*	*67%*	*69%*	*65%*	*66%*	*65%*	*68%*	*29%*	*74%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 72 (continuation)

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	e	f	g	h	i	j	k	*l
Unweighted total	663	100	28	8	179	33	40	53	48	49	61	35	29
Weighted total	509	73	34	11	69	24	28	39	51	61	46	45	29
This is a negative to me	4	-	-	2	1	-	1	-	-	*	-	-	-
	1%	-%	-%	15%	2%	-%	4%	-%	-%	1%	-%	-%	-%
This is not important to me - don't mind if not offered	30	2	2	-	2	2	4	2	8	2	3	1	4
	6%	2%	5%	-%	3%	7%	13%	5%	15%	4%	6%	1%	13%
							ad		adk				
This is mandatory to me - a must have	155	26	14	2	23	7	10	12	15	15	6	14	12
	30%	35%	40%	15%	33%	30%	38%	30%	30%	25%	12%	32%	41%
		j			j	j	j	j	j			j	
This is a 'nice to have' , but I can live without it being offered	151	20	8	4	19	8	6	13	17	22	14	14	4
	30%	27%	24%	34%	28%	36%	22%	33%	34%	37%	31%	32%	14%
This is a 'great to have' - makes a difference and can sway my decision	169	26	10	4	24	6	7	12	11	21	23	16	9
	33%	35%	30%	36%	35%	28%	24%	31%	21%	34%	51%	36%	31%
											defgh		
NET Important	324	51	24	6	47	14	17	24	26	36	29	30	21
	64%	70%	71%	51%	67%	57%	62%	61%	51%	59%	63%	67%	73%
		h			h								

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**663**	136	252	150	125
Weighted total	**509**	118	121	151	119
This is a negative to me	**4**	2	2	*	-
	1%	*1%*	*2%*	**%*	-%
This is not important to me - don't mind if not offered	**30**	3	7	12	7
	6%	*3%*	*6%*	*8%*	*6%*
This is mandatory to me - a must have	**155**	41	40	43	32
	30%	*35%*	*33%*	*28%*	*26%*
This is a 'nice to have' , but I can live without it being offered	**151**	32	34	53	33
	30%	*27%*	*28%*	*35%*	*27%*
This is a 'great to have' - makes a difference and can sway my decision	**169**	40	37	44	48
	33%	*34%*	*31%*	*29%*	*40%* c
NET Important	**324**	81	77	86	80
	64%	*68%* c	*64%*	*57%*	*67%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	e
Unweighted total	**663**	414	139	69	41	249	136	124	38	28	54
Weighted total	**509**	481	16	7	5	28	160	127	29	15	15
This is a negative to me	**1**	1	-	-	-	-	-	1	-	-	-
	%	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**25**	24	1	*	*	1	5	10	-	1	*
	5%	*5%*	*4%*	*4%*	*2%*	*4%*	*3%*	*7%*	*-%*	*4%*	*1%*
This is mandatory to me - a must have	**251**	237	8	3	3	14	59	66	22	10	7
	49%	*49%*	*51%*	*46%*	*55%*	*50%*	*37%*	*52%* a	*77%* **abe**	*67%*	*51%*
This is a 'nice to have' , but I can live without it being offered	**93**	89	2	1	1	4	37	24	2	2	1
	18%	*18%*	*15%*	*16%*	*11%*	*14%*	*23%* **ce**	*19%* e	*8%*	*15%*	*6%*
This is a 'great to have' - makes a difference and can sway my decision	**139**	130	5	2	2	9	59	26	4	2	6
	27%	*27%*	*31%*	*34%*	*32%*	*32%*	*37%* **bc**	*21%*	*14%*	*14%*	*42%* **bc**
NET Important	**390**	367	13	6	4	23	118	93	26	12	14
	77%	*76%*	*82%*	*80%*	*87%*	*82%*	*74%*	*73%*	*92%* **ab**	*81%*	*94%* **ab**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**663**	51	25	86	12	36	78	50	49	44	431	93	71	68
Weighted total	**509**	60	35	82	9	37	85	48	49	39	443	26	22	18
This is a negative to me	**1**	-	-	-	-	-	1	-	-	-	1	-	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**25**	5	*	3	-	1	3	4	4	4	24	*	*	1
	5%	*9%*	**%*	*4%*	*-%*	*3%*	*3%*	*7%*	*8%*	*11%*	*5%*	*2%*	*1%*	*5%*
		kl						l	l	**kl**				
This is mandatory to me - a must have	**251**	27	14	39	3	24	40	28	26	17	219	16	11	6
	49%	*44%*	*41%*	*47%*	*37%*	*66%*	*47%*	*59%*	*53%*	*44%*	*49%*	*61%*	*51%*	*31%*
				m		**am**	m	m	m		m	**jm**	m	
This is a 'nice to have' , but I can live without it being offered	**93**	16	13	11	4	5	14	8	3	6	81	3	4	5
	18%	*27%*	*38%*	*14%*	*40%*	*15%*	*17%*	*16%*	*7%*	*16%*	*18%*	*11%*	*18%*	*27%*
		hk									h			**chk**
This is a 'great to have' - makes a difference and can sway my decision	**139**	12	7	29	2	6	27	9	16	11	119	7	7	7
	27%	*19%*	*20%*	*36%*	*23%*	*16%*	*32%*	*18%*	*32%*	*29%*	*27%*	*26%*	*30%*	*37%*
				aeg										**aeg**
NET Important	**390**	38	21	68	5	30	67	37	42	28	337	23	18	12
	77%	*64%*	*61%*	*83%*	*60%*	*82%*	*79%*	*77%*	*86%*	*73%*	*76%*	*88%*	*81%*	*68%*
				am					**am**			**aijm**	a	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted total	663	9	105	14	45	207	21	33	227	462	201	582	81
Weighted total	509	3	75	7	33	182	10	35	162	384	125	468	41
This is a negative to me	1	-	-	-	-	-	-	-	1	1	-	1	-
	*%	-%	-%	-%	-%	-%	-%	-%	1%	*%	-%	*%	-%
This is not important to me - don't mind if not offered	25	1	3	-	-	11	*	3	8	14	11	21	4
	5%	33%	4%	-%	-%	6%	1%	8%	5%	4%	9% a	5%	10% a
This is mandatory to me - a must have	251	2	42	5	15	98	5	12	74	179	72	230	21
	49%	54%	55% g	67%	45%	54% g	46%	33%	46%	47%	57% a	49%	51%
This is a 'nice to have' , but I can live without it being offered	93	*	11	2	7	25	3	14	31	78	15	89	4
	18%	3%	15%	25%	21%	14%	29%	40% beh	19%	20% b	12%	19%	10%
This is a 'great to have' - makes a difference and can sway my decision	139	*	20	1	11	48	2	6	49	112	27	127	12
	27%	9%	26%	8%	34%	26%	24%	19%	30%	29%	22%	27%	29%
NET Important	390	2	61	6	26	146	7	18	122	291	99	357	33
	77%	64%	82% g	75%	79% g	80% g	70%	52%	76% g	76%	79%	76%	80%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**663**	641	22	272	120	268
Weighted total	**509**	486	23	214	84	208
This is a negative to me	**1**	1	-	1	-	-
	***%**	*%	-%	*%	-%	-%
This is not important to me - don't mind if not offered	**25**	24	1	11	7	8
	***5%**	*5%*	*5%*	*5%*	*8%*	*4%*
This is mandatory to me - a must have	**251**	241	10	91	42	118
	***49%**	*50%*	*42%*	*42%*	*50%*	*57%* a
This is a 'nice to have' , but I can live without it being offered	**93**	89	3	48	16	29
	***18%**	*18%*	*15%*	*22%* c	*19%*	*14%*
This is a 'great to have' - makes a difference and can sway my decision	**139**	130	9	64	19	53
	***27%**	*27%*	*39%*	*30%*	*23%*	*25%*
NET Important	**390**	371	19	154	61	171
	***77%**	*76%*	*81%*	*72%*	*73%*	*82%* **ab**

Columns Tested: a,b - a,b,c

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	663	402	215	38	5	1	1	-	1	617	46	76	326	261
Weighted total	509	347	141	17	3	2	*	-	*	487	22	76	271	163
This is a negative to me	1	1	-	-	-	-	-	-	-	1	-	-	1	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%
This is not important to me - don't mind if not offered	25	22	4	-	-	-	-	-	-	25	-	5	17	4
	5%	6% b	3%	-%	-%	-%	-%	-%	-%	5%	-%	7% c	6% c	2%
This is mandatory to me - a must have	251	157	82	8	2	2	-	-	-	239	12	26	132	94
	49%	45%	58% ai	48%	71%	100%	-%	-%	-%	49%	54%	34%	49% a	58% ab
This is a 'nice to have' , but I can live without it being offered	93	69	20	3	-	-	*	-	*	89	4	19	50	24
	18%	20%	14%	20%	-%	-%	100%	-%	100%	18%	17%	25% c	19%	14%
This is a 'great to have' - makes a difference and can sway my decision	139	97	36	5	1	-	-	-	-	133	6	26	71	42
	27%	28%	25%	32%	29%	-%	-%	-%	-%	27%	28%	34%	26%	26%
NET Important	390	255	118	14	3	2	-	-	-	372	18	52	203	136
	77%	73%	83% ai	80%	100%	100%	-%	-%	-%	76%	83%	68%	75%	83% ab

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	663	498	447	557	663	250	513	464	52	17	15	5	3	1
Weighted total	509	353	303	406	509	160	382	362	21	8	9	2	4	*
This is a negative to me	1	1	1	1	1	1	1	1	-	-	-	-	-	-
	*%	*%	*%	*%	*%	1%	*%	*%	-%	-%	-%	-%	-%	-%
This is not important to me - don't mind if not offered	25	18	16	19	25	3	20	17	2	-	*	-	-	-
	5%	5% e	5% e	5% e	5% e	2%	5% e	5%	9%	-%	1%	-%	-%	-%
This is mandatory to me - a must have	251	182	155	205	251	84	199	185	9	3	5	*	3	-
	49%	52%	51%	51%	49%	52%	52%	51%	42%	43%	49%	25%	97%	-%
This is a 'nice to have' , but I can live without it being offered	93	65	56	75	93	31	70	65	6	*	4	*	-	*
	18%	18%	19%	19%	18%	19%	18%	18%	28%	1%	45%	6%	-%	100%
This is a 'great to have' - makes a difference and can sway my decision	139	86	75	105	139	41	92	94	5	5	*	1	*	-
	27%	24%	25%	26%	27%	26%	24%	26%	22%	56%	5%	68%	3%	-%
NET Important	390	269	230	311	390	125	291	279	14	8	5	1	4	-
	77%	76%	76%	76%	77%	78%	76%	77% b	64%	99%	54%	94%	100%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**663**	638	11	8	3	-	3	-	3	110	134	156	152	5
Weighted total	**509**	492	8	5	4	-	*	-	*	105	103	117	78	4
This is a negative to me	**1**	1	-	-	-	-	-	-	-	-	-	1	-	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%
This is not important to me - don't mind if not offered	**25**	24	-	2	-	-	-	-	-	3	8	6	2	1
	***5%**	*5%*	-%	*35%*	-%	-%	-%	-%	-%	*3%*	*8%*	*5%*	*3%*	*28%*
This is mandatory to me - a must have	**251**	241	6	3	2	-	*	-	*	46	52	64	42	1
	***49%**	*49%*	*66%*	*53%*	*50%*	-%	*13%*	-%	*13%*	*44%*	*51%*	*55%*	*54%*	*14%*
This is a 'nice to have' , but I can live without it being offered	**93**	91	1	-	-	-	*	-	*	23	13	22	17	-
	***18%**	*19%*	*16%*	-%	-%	-%	*87%*	-%	*87%*	*22%*	*13%*	*19%*	*22%* b	-%
This is a 'great to have' - makes a difference and can sway my decision	**139**	135	2	1	2	-	-	-	-	33	29	24	17	2
	***27%**	*27%*	*18%*	*12%*	*50%*	-%	-%	-%	-%	*31%* c	*29%*	*21%*	*21%*	*58%*
NET Important	**390**	376	7	4	4	-	*	-	*	79	82	88	59	3
	***77%**	*76%*	*84%*	*65%*	*100%*	-%	*13%*	-%	*13%*	*75%*	*80%*	*76%*	*76%*	*72%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted total	**663**	228	151	171	103	9	382	36	242	545	118	528	29
Weighted total	**509**	184	115	138	69	2	330	23	154	415	94	391	15
This is a negative to me	**1**	-	-	1	-	-	1	-	-	1	-	1	-
	***%**	-%	-%	*1%*	-%	-%	*%	-%	-%	*%	-%	*%	-%
This is not important to me - don't mind if not offered	**25**	13	3	8	2	-	16	3	6	21	4	18	1
	***5%**	*7%* b	*2%*	*6%*	*3%*	-%	*5%*	*14%* **ac**	*4%*	*5%*	*4%*	*5%*	*8%*
This is mandatory to me - a must have	**251**	78	61	72	38	1	169	8	74	195	56	198	7
	***49%**	*42%*	*53%* a	*53%* a	*55%* a	*34%*	*51%*	*36%*	*48%*	*47%*	*59%* a	*51%*	*50%*
This is a 'nice to have' , but I can live without it being offered	**93**	41	13	29	10	*	56	5	31	86	7	75	*
	***18%**	*22%* b	*11%*	*21%* b	*14%*	*15%*	*17%*	*22%*	*20%*	*21%* b	*8%*	*19%*	*1%*
This is a 'great to have' - makes a difference and can sway my decision	**139**	53	39	27	19	1	88	6	43	112	27	99	6
	***27%**	*29%* c	*34%* c	*20%*	*27%*	*51%*	*27%*	*28%*	*28%*	*27%*	*29%*	*25%*	*41%*
NET Important	**390**	131	100	100	57	1	257	15	117	307	83	297	14
	***77%**	*71%*	*86%* **ac**	*73%*	*83%* a	*85%*	*78%*	*64%*	*76%*	*74%*	*88%* a	*76%*	*91%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	663	76	117	146	15	501	162	219	448	120	-
Weighted total	509	60	88	108	6	379	131	135	311	59	-
This is a negative to me	1	-	-	-	-	1	-	-	1	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%
This is not important to me - don't mind if not offered	25	4	1	4	*	23	2	6	16	2	-
	5%	7% b	1%	4%	2%	6% b	2%	4%	5%	3%	-%
This is mandatory to me - a must have	251	32	58	66	3	174	77	76	158	26	-
	49%	53%	66%	61%	44%	46%	59% a	56% c	51%	44%	-%
This is a 'nice to have' , but I can live without it being offered	93	5	13	10	1	79	14	21	60	18	-
	18%	8%	14%	9%	10%	21% b	11%	15%	19%	31% ab	-%
This is a 'great to have' - makes a difference and can sway my decision	139	19	16	28	3	101	38	33	76	14	-
	27%	32% b	19%	26%	45%	27%	29%	24%	25%	23%	-%
NET Important	390	51	74	94	6	276	115	109	234	39	-
	77%	85%	85%	87%	89%	73%	88% a	80% c	75%	66%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**663**	206	384	104	-	428	459	160	5	477	425	565	438	341	10
Weighted total	**509**	136	253	54	-	319	332	107	3	341	294	419	311	224	2
This is a negative to me	**1**	-	1	-	-	-	1	-	-	1	1	1	-	1	-
	%	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	**%*	*-%*	**%*	*-%*
This is not important to me - don't mind if not offered	**25**	7	15	-	-	10	22	2	-	17	15	23	12	15	-
	5%	*5%* c	*6%* c	*-%*	*-%*	*3%*	*7%* **ac**	*2%*	*-%*	*5%*	*5%*	*6%*	*4%*	*7%*	*-%*
This is mandatory to me - a must have	**251**	80	123	27	-	173	146	56	2	177	151	203	162	102	1
	49%	*59%* b	*49%*	*50%*	*-%*	*54%* b	*44%*	*53%*	*69%*	*52%*	*51%*	*48%*	*52%*	*45%*	*35%*
This is a 'nice to have' , but I can live without it being offered	**93**	20	51	10	-	56	67	25	*	65	56	81	59	42	-
	18%	*14%*	*20%*	*19%*	*-%*	*18%*	*20%*	*23%*	*13%*	*19%*	*19%*	*19%*	*19%*	*19%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	**139**	29	64	17	-	80	96	24	*	80	70	111	77	64	2
	27%	*22%*	*25%*	*32%*	*-%*	*25%*	*29%*	*22%*	*18%*	*24%*	*24%*	*26%*	*25%*	*28%*	*65%*
NET Important	**390**	109	187	44	-	253	242	80	2	257	222	314	239	166	2
	77%	*80%*	*74%*	*81%*	*-%*	*79%* b	*73%*	*75%*	*87%*	*75%*	*75%*	*75%*	*77%*	*74%*	*100%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**663**	423	297	367	117	92	449	347	18	13	12	13
Weighted total	**509**	291	204	274	75	52	315	232	11	9	12	10
This is a negative to me	**1**	-	1	-	-	-	-	1	-	-	-	-
	***%**	-%	*1%*	-%	-%	-%	-%	*%	-%	-%	-%	-%
This is not important to me - don't mind if not offered	**25**	15	16	8	-	2	13	18	*	-	-	-
	***5%**	*5%*	*8%*	*3%*	-%	*3%*	*4%*	*8%*	*1%*	-%	-%	-%
		d	**cd**			d		a				
This is mandatory to me - a must have	**251**	137	90	149	40	22	159	101	6	5	7	4
	***49%**	*47%*	*44%*	*55%*	*53%*	*43%*	*50%*	*44%*	*48%*	*55%*	*60%*	*40%*
				abe								
This is a 'nice to have' , but I can live without it being offered	**93**	61	35	40	22	19	62	45	2	2	2	1
	***18%**	*21%*	*17%*	*14%*	*30%*	*37%*	*20%*	*20%*	*18%*	*21%*	*15%*	*10%*
		c			**abc**	**abc**						
This is a 'great to have' - makes a difference and can sway my decision	**139**	79	62	76	13	8	82	66	4	2	3	5
	***27%**	*27%*	*30%*	*28%*	*17%*	*16%*	*26%*	*28%*	*33%*	*24%*	*25%*	*50%*
		de	**de**	**de**								
NET Important	**390**	216	152	226	52	31	241	167	9	7	10	9
	***77%**	*74%*	*74%*	*82%*	*70%*	*59%*	*76%*	*72%*	*81%*	*79%*	*85%*	*90%*
		e	e	**abde**								

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**663**	632	574	640	607	650	440	626	223	-	535	21	128	488
Weighted total	**509**	480	423	487	454	496	328	473	142	-	390	19	114	349
This is a negative to me	**1**	1	1	1	1	1	1	1	-	-	1	-	-	1
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%
This is not important to me - don't mind if not offered	**25**	25	18	25	21	25	13	23	4	-	20	-	3	22
	***5%**	*5%*	*4%*	*5%*	*5%*	*5%*	*4%*	*5%*	*3%*	-%	*5%*	-%	*2%*	*6%*
This is mandatory to me - a must have	**251**	241	214	243	226	249	180	235	74	-	189	14	57	171
	***49%**	*50%*	*51%*	*50%*	*50%*	*50%*	*55%*	*50%*	*52%*	-%	*48%*	*75%*	*50%*	*49%*
This is a 'nice to have' , but I can live without it being offered	**93**	86	78	88	84	91	56	85	23	-	75	3	23	66
	***18%**	*18%*	*18%*	*18%*	*18%*	*18%*	*17%*	*18%*	*16%*	-%	*19%*	*16%*	*20%*	*19%*
This is a 'great to have' - makes a difference and can sway my decision	**139**	127	112	131	122	129	77	129	41	-	104	2	31	89
	***27%**	*26%*	*27%*	*27%*	*27%*	*26%*	*24%*	*27%*	*29%*	-%	*27%*	*9%*	*27%*	*26%*
NET Important	**390**	368	326	373	348	378	257	364	115	-	293	16	88	260
	***77%**	*77%*	*77%*	*77%*	*77%*	*76%*	*79%*	*77%*	*81%*	-%	*75%*	*84%*	*77%*	*74%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**663**	203	8	47	186	116	444	98	132	45	479	373	290
Weighted total	**509**	168	1	39	146	82	356	66	111	40	354	275	234
This is a negative to me	**1**	-	-	-	-	-	1	-	-	-	1	-	1
	***%**	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	*%
This is not important to me - don't mind if not offered	**25**	6	-	1	5	*	22	3	*	2	22	11	14
	***5%**	*4%*	-%	*3%*	*4%*	**%*	*6%* a	*5%* a	**%*	*5%* a	*6%* a	*4%*	*6%*
This is mandatory to me - a must have	**251**	95	1	24	81	44	169	35	68	16	164	149	102
	***49%**	*57%*	*55%*	*62%*	*56%*	*53%*	*47%*	*53%*	*61%* **bc**	*39%*	*46%*	*54%* b	*44%*
This is a 'nice to have' , but I can live without it being offered	**93**	19	*	4	16	12	71	9	12	9	72	55	37
	***18%**	*11%*	*22%*	*9%*	*11%*	*15%*	*20%*	*14%*	*11%*	*23%* a	*20%* a	*20%*	*16%*
This is a 'great to have' - makes a difference and can sway my decision	**139**	48	*	10	44	26	93	18	31	13	95	59	80
	***27%**	*28%*	*22%*	*26%*	*30%*	*32%*	*26%*	*28%*	*28%*	*33%*	*27%*	*22%*	*34%* a
NET Important	**390**	143	1	34	125	70	262	54	99	29	259	209	182
	***77%**	*85%*	*78%*	*88%*	*86%*	*85%* b	*73%*	*81%*	*89%* **bc**	*72%*	*73%*	*76%*	*78%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	a	b	c	d	a	b	*c	d
Unweighted total	**663**	154	21	167	81	121	56	105	64	45	77	15	34
Weighted total	**509**	54	3	64	29	47	20	41	23	15	28	4	16
This is a negative to me	**1**	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
This is not important to me - don't mind if not offered	**25**	4	1	4	1	3	2	3	2	*	2	1	1
	5%	*8%*	*28%*	*7%*	*4%*	*7%*	*11%*	*8%*	*10%*	*1%*	*8%*	*24%*	*6%*
This is mandatory to me - a must have	**251**	24	2	29	11	22	8	18	8	6	13	1	7
	49%	*44%*	*55%*	*45%*	*38%*	*46%*	*38%*	*43%*	*34%*	*42%*	*47%*	*17%*	*46%*
This is a 'nice to have' , but I can live without it being offered	**93**	9	*	12	6	9	3	9	4	3	4	1	2
	18%	*17%*	*1%*	*19%*	*21%*	*20%*	*13%*	*22%*	*16%*	*22%*	*14%*	*24%*	*15%*
This is a 'great to have' - makes a difference and can sway my decision	**139**	16	1	19	11	13	8	11	9	5	9	2	5
	27%	*30%*	*16%*	*29%*	*37%*	*27%*	*37%*	*28%*	*40%*	*35%*	*31%*	*35%*	*33%*
NET Important	**390**	40	2	48	22	34	15	29	17	12	22	2	12
	77%	*75%*	*71%*	*75%*	*75%*	*74%*	*76%*	*71%*	*74%*	*77%*	*78%*	*53%*	*79%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	e	f	g	h	i	j	k	*l
Unweighted total	663	100	28	8	179	33	40	53	48	49	61	35	29
Weighted total	509	73	34	11	69	24	28	39	51	61	46	45	29
This is a negative to me	1	-	-	-	-	1	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	5% ad	-%	-%	-%	-%	-%	-%	-%
This is not important to me - don't mind if not offered	25	5	-	-	4	1	2	4	*	4	2	1	2
	5%	8%	-%	-%	6%	5%	9% h	10% h	*%	6%	4%	1%	6%
This is mandatory to me - a must have	251	34	18	3	31	11	15	18	29	33	18	18	22
	49%	46%	53%	30%	44%	48%	54%	47%	57%	54%	40%	40%	78%
This is a 'nice to have' , but I can live without it being offered	93	13	6	*	13	3	5	4	12	12	11	11	2
	18%	18%	18%	4%	19%	14%	19%	11%	23%	20%	24%	25%	7%
This is a 'great to have' - makes a difference and can sway my decision	139	21	10	7	21	7	5	13	10	12	14	15	2
	27%	29%	29%	66%	31%	28%	18%	33%	20%	21%	31%	34%	8%
NET Important	390	55	28	11	52	18	20	31	39	45	33	33	25
	77%	75%	82%	96%	75%	76%	72%	80%	77%	74%	72%	74%	87%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**663**	136	252	150	125
Weighted total	**509**	118	121	151	119
This is a negative to me	**1**	-	1	-	-
	%	*-%*	*1%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**25**	5	8	7	4
	5%	*5%*	*7%*	*5%*	*4%*
This is mandatory to me - a must have	**251**	55	57	80	59
	49%	*46%*	*47%*	*53%*	*49%*
This is a 'nice to have', but I can live without it being offered	**93**	20	22	28	24
	18%	*16%*	*18%*	*18%*	*20%*
This is a 'great to have' - makes a difference and can sway my decision	**139**	38	33	35	32
	27%	*32%*	*27%*	*23%*	*27%*
NET Important	**390**	93	90	116	91
	77%	*79%*	*75%*	*77%*	*76%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	e
Unweighted total	**663**	414	139	69	41	249	136	124	38	28	54
Weighted total	**509**	481	16	7	5	28	160	127	29	15	15
This is a negative to me	**6**	6	-	-	-	-	-	3	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**30**	28	1	1	*	2	10	11	*	*	*
	6%	*6%*	*8%*	*8%*	*2%*	*7%*	*6%*	*9%*	*1%*	*1%*	*2%*
This is mandatory to me - a must have	**203**	191	8	3	3	13	45	47	23	9	8
	40%	*40%*	*46%*	*35%*	*56%* **ac**	*45%*	*28%*	*37%*	*81%* **abe**	*62%*	*52%* a
This is a 'nice to have' , but I can live without it being offered	**133**	128	2	2	1	6	46	45	2	4	2
	26%	*27%* **be**	*15%*	*31%* **be**	*18%*	*19%*	*29%* **ce**	*36%* **ce**	*7%*	*29%*	*12%*
This is a 'great to have' - makes a difference and can sway my decision	**138**	130	5	2	1	8	59	21	3	1	5
	27%	*27%*	*31%*	*26%*	*24%*	*28%*	*37%* **bc**	*16%*	*11%*	*8%*	*34%* **bc**
NET Important	**341**	320	13	4	4	21	104	68	26	10	13
	67%	*67%*	*77%* **ac**	*61%*	*80%* c	*74%* c	*65%* b	*53%*	*92%* **ab**	*70%*	*86%* **ab**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 74 (continuation)

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	663	51	25	86	12	36	78	50	49	44	431	93	71	68
Weighted total	509	60	35	82	9	37	85	48	49	39	443	26	22	18
This is a negative to me	6	-	-	4	-	-	1	-	-	1	6	-	-	-
	1%	*-%*	*-%*	*4%* jk	*-%*	*-%*	*1%*	*-%*	*-%*	*2%*	*1%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	30	5	2	5	2	*	1	2	4	2	24	2	3	2
	6%	*8%*	*6%*	*6%*	*19%*	*1%*	*1%*	*4%*	*8%*	*6%*	*5%*	*7%*	*12%* efj	*9%* f
This is mandatory to me - a must have	203	25	12	30	3	22	29	19	28	12	180	13	6	5
	40%	*42%*	*35%*	*37%*	*36%*	*59%* cfijlm	*34%*	*40%*	*57%* cfijlm	*32%*	*41%* lm	*49%* flm	*26%*	*28%*
This is a 'nice to have' , but I can live without it being offered	133	16	13	16	2	7	22	15	7	15	115	5	8	6
	26%	*27%*	*39%*	*20%*	*20%*	*20%*	*26%*	*32%*	*15%*	*39%* chk	*26%*	*19%*	*34%* chk	*32%* h
This is a 'great to have' - makes a difference and can sway my decision	138	14	7	27	2	8	32	11	10	8	119	6	6	6
	27%	*23%*	*20%*	*33%*	*25%*	*21%*	*38%* hj	*24%*	*20%*	*21%*	*27%*	*24%*	*29%*	*31%*
NET Important	341	39	19	57	5	29	61	31	37	21	299	19	12	11
	67%	*64%*	*55%*	*70%*	*60%*	*80%* ilm	*72%* il	*64%*	*76%* ilm	*53%*	*68%* l	*73%* il	*54%*	*59%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted total	663	9	105	14	45	207	21	33	227	462	201	582	81
Weighted total	509	3	75	7	33	182	10	35	162	384	125	468	41
This is a negative to me	6	-	-	-	-	-	-	2	4	6	-	6	-
	1%	-%	-%	-%	-%	-%	-%	5% be	2% e	1%	-%	1%	-%
This is not important to me - don't mind if not offered	30	-	1	-	6	8	1	5	8	21	9	26	4
	6%	-%	1%	-%	19% beh	5%	6%	15% beh	5%	5%	7%	6%	9%
This is mandatory to me - a must have	203	2	34	2	8	81	2	13	61	148	55	188	15
	40%	51%	45% d	21%	26%	45% d	20%	38%	38%	39%	44%	40%	36%
This is a 'nice to have' , but I can live without it being offered	133	1	28	4	4	39	3	10	45	102	31	123	10
	26%	28%	37% de	49%	12%	21%	31%	28%	28% d	26%	25%	26%	23%
This is a 'great to have' - makes a difference and can sway my decision	138	1	12	2	14	53	4	5	44	108	30	125	13
	27%	21%	17%	30%	43% bgh	29% b	42%	13%	27% b	28%	24%	27%	31%
NET Important	341	2	47	4	22	135	6	18	105	256	85	313	28
	67%	72%	62%	51%	69%	74% bgh	62%	51%	65%	67%	68%	67%	67%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**663**	641	22	272	120	268
Weighted total	**509**	486	23	214	84	208
This is a negative to me	**6**	6	-	3	2	1
	1%	*1%*	*-%*	*1%*	*2%*	**%*
This is not important to me - don't mind if not offered	**30**	29	*	15	6	8
	6%	*6%*	*2%*	*7%*	*8%*	*4%*
This is mandatory to me - a must have	**203**	193	11	74	35	95
	40%	*40%*	*46%*	*34%*	*42%*	*45%* a
This is a 'nice to have' , but I can live without it being offered	**133**	129	4	59	18	54
	26%	*27%*	*16%*	*28%*	*22%*	*26%*
This is a 'great to have' - makes a difference and can sway my decision	**138**	129	8	63	23	50
	27%	*27%*	*36%*	*29%*	*27%*	*24%*
NET Important	**341**	322	19	136	58	145
	67%	*66%*	*82%*	*64%*	*69%*	*70%*

Columns Tested: a,b - a,b,c

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	663	402	215	38	5	1	1	-	1	617	46	76	326	261
Weighted total	509	347	141	17	3	2	*	-	*	487	22	76	271	163
This is a negative to me	6	6	-	-	-	-	-	-	-	6	-	-	6	-
	1%	2%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	2% c	-%
This is not important to me - don't mind if not offered	30	27	3	*	-	-	-	-	-	30	*	11	15	3
	6%	8% b	2%	1%	-%	-%	-%	-%	-%	6% b	1%	15% bc	6% c	2%
This is mandatory to me - a must have	203	114	78	7	2	2	*	-	-	192	11	15	99	89
	40%	33%	56% ai	41%	71%	100%	100%	-%	-%	39% a	50% a	20%	37% a	55% ab
This is a 'nice to have' , but I can live without it being offered	133	102	23	8	*	-	-	-	-	125	8	24	78	31
	26%	30% b	16%	44% bi	19%	-%	-%	-%	-%	26% b	37% b	32% c	29% c	19%
This is a 'great to have' - makes a difference and can sway my decision	138	98	37	2	*	-	-	-	*	135	3	25	73	40
	27%	28% j	26%	14%	10%	-%	-%	-%	100%	28% j	13%	33%	27%	24%
NET Important	341	212	115	9	2	2	*	-	*	327	14	41	171	129
	67%	61%	82% acij	55%	81%	100%	100%	-%	100%	67%	63%	54%	63%	79% ab

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**663**	498	447	557	663	250	513	464	52	17	15	5	3	1
Weighted total	**509**	353	303	406	509	160	382	362	21	8	9	2	4	*
This is a negative to me	**6**	3	1	3	6	1	5	3	-	-	-	-	-	-
	1%	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**30**	21	21	25	30	9	23	23	2	*	*	*	-	-
	6%	*6%*	*7%*	*6%*	*6%*	*6%*	*6%*	*6%*	*9%*	*1%*	*2%*	*6%*	*-%*	*-%*
This is mandatory to me - a must have	**203**	138	130	162	203	70	160	143	9	3	5	*	2	-
	40%	*39%*	*43%*	*40%*	*40%*	*44%*	*42%*	*39%*	*42%*	*41%*	*53%*	*7%*	*51%*	*-%*
This is a 'nice to have' , but I can live without it being offered	**133**	104	79	113	133	47	107	102	5	*	4	*	2	-
	26%	*29%*	*26%*	*28%*	*26%*	*30%*	*28%*	*28%*	*21%*	*3%*	*44%*	*19%*	*46%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	**138**	88	72	104	138	32	89	92	6	4	*	1	*	*
	27%	*25%*	*24%*	*26%*	*27% e*	*20%*	*23%*	*25%*	*28%*	*55%*	**%*	*68%*	*3%*	*100%*
NET Important	**341**	225	203	266	341	102	248	235	15	8	5	1	2	*
	67%	*64%*	*67%*	*65%*	*67%*	*64%*	*65%*	*65%*	*70%*	*96%*	*53%*	*75%*	*54%*	*100%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**663**	638	11	8	3	-	3	-	3	110	134	156	152	5
Weighted total	**509**	492	8	5	4	-	*	-	*	105	103	117	78	4
This is a negative to me	**6**	6	-	-	-	-	-	-	-	2	-	1	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*1%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**30**	30	-	*	-	-	-	-	-	9	3	7	4	1
	6%	*6%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*9%*	*3%*	*6%*	*5%*	*28%*
This is mandatory to me - a must have	**203**	193	5	3	2	-	*	-	*	32	45	49	36	1
	40%	*39%*	*66%*	*54%*	*50%*	*-%*	*70%*	*-%*	*70%*	*30%*	*43%* a	*42%*	*46%* a	*14%*
This is a 'nice to have' , but I can live without it being offered	**133**	128	3	2	-	-	-	-	-	32	27	30	23	-
	26%	*26%*	*33%*	*33%*	*-%*	*-%*	*-%*	*-%*	*-%*	*30%*	*27%*	*26%*	*30%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	**138**	135	*	1	2	-	*	-	*	30	28	29	15	2
	27%	*27%*	*1%*	*11%*	*50%*	*-%*	*30%*	*-%*	*30%*	*29%*	*27%*	*25%*	*19%*	*58%*
NET Important	**341**	328	6	4	4	-	*	-	*	62	72	78	51	3
	67%	*67%*	*67%*	*65%*	*100%*	*-%*	*100%*	*-%*	*100%*	*59%*	*70%*	*67%*	*65%*	*72%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted total	**663**	228	151	171	103	9	382	36	242	545	118	528	29
Weighted total	**509**	184	115	138	69	2	330	23	154	415	94	391	15
This is a negative to me	**6**	2	-	4	-	-	4	-	2	6	-	3	-
	1%	*1%*	*-%*	*3%* b	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	*-%*	*1%*	*-%*
This is not important to me - don't mind if not offered	**30**	21	3	5	1	-	16	*	14	27	2	25	*
	6%	*12%* **bcd**	*2%*	*4%*	*1%*	*-%*	*5%*	**%*	*9%* a	*7%*	*3%*	*6%*	*1%*
This is mandatory to me - a must have	**203**	52	45	65	40	*	142	7	54	151	53	154	8
	40%	*28%*	*39%* a	*47%* a	*58%* **ab**	*24%*	*43%* c	*29%*	*35%*	*36%*	*56%* a	*39%*	*55%*
This is a 'nice to have' , but I can live without it being offered	**133**	54	33	35	11	*	85	7	39	118	15	112	1
	26%	*29%* d	*29%* d	*26%*	*15%*	*19%*	*26%*	*32%*	*25%*	*29%* b	*16%*	*29%*	*6%*
This is a 'great to have' - makes a difference and can sway my decision	**138**	56	35	29	18	1	83	9	46	113	24	98	6
	27%	*30%* c	*30%*	*21%*	*26%*	*57%*	*25%*	*38%*	*30%*	*27%*	*26%*	*25%*	*38%*
NET Important	**341**	108	80	94	57	1	225	16	100	264	77	252	14
	67%	*58%*	*69%* a	*68%* a	*84%* **abc**	*81%*	*68%*	*67%*	*65%*	*64%*	*82%* a	*64%*	*93%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	663	76	117	146	15	501	162	219	448	120	-
Weighted total	509	60	88	108	6	379	131	135	311	59	-
This is a negative to me	6	-	-	-	-	6	-	-	3	-	-
	1%	-%	-%	-%	-%	*1%*	-%	-%	*1%*	-%	-%
This is not important to me - don't mind if not offered	30	1	2	1	*	27	3	2	20	1	-
	6%	*2%*	*2%*	*1%*	*2%*	*7%* b	*2%*	*1%*	*7%* ac	*1%*	-%
This is mandatory to me - a must have	203	23	54	54	2	132	72	60	118	25	-
	40%	*39%*	*61%* a	*50%*	*34%*	*35%*	*55%* a	*44%*	*38%*	*42%*	-%
This is a 'nice to have' , but I can live without it being offered	133	20	14	28	1	112	21	41	87	16	-
	26%	*34%* b	*16%*	*26%*	*8%*	*30%* b	*16%*	*31%*	*28%*	*26%*	-%
This is a 'great to have' - makes a difference and can sway my decision	138	15	18	25	4	102	35	32	82	18	-
	27%	*25%*	*21%*	*23%*	*57%*	*27%*	*27%*	*24%*	*26%*	*30%*	-%
NET Important	341	38	72	79	6	234	107	92	200	43	-
	67%	*64%*	*82%* a	*73%*	*90%*	*62%*	*82%* a	*68%*	*64%*	*73%*	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	663	206	384	104	-	428	459	160	5	477	425	565	438	341	10
Weighted total	509	136	253	54	-	319	332	107	3	341	294	419	311	224	2
This is a negative to me	6	-	1	-	-	1	5	-	-	3	1	6	2	3	-
	1%	-%	*%	-%	-%	*%	*1%*	-%	-%	*1%*	*%	*1%*	*1%*	*1%*	-%
This is not important to me - don't mind if not offered	30	5	20	-	-	3	25	2	-	21	21	26	22	16	-
	6%	*4%* c	*8%* **ac**	-%	-%	*1%*	*7%* **ac**	*2%*	-%	*6%*	*7%*	*6%*	*7%*	*7%*	-%
This is mandatory to me - a must have	203	70	101	25	-	155	109	53	2	131	127	153	130	79	2
	40%	*52%* b	*40%*	*47%*	-%	*49%* b	*33%*	*50%* b	*72%*	*38%*	*43%* c	*37%*	*42%*	*35%*	*70%*
This is a 'nice to have' , but I can live without it being offered	133	34	67	7	-	68	102	20	*	103	77	119	80	64	*
	26%	*25%* c	*26%* c	*13%*	-%	*21%*	*31%* **ac**	*19%*	*9%*	*30%*	*26%*	*28%*	*26%*	*29%*	*4%*
This is a 'great to have' - makes a difference and can sway my decision	138	27	64	22	-	92	91	30	*	82	69	115	77	61	1
	27%	*20%*	*25%*	*40%* **ab**	-%	*29%*	*27%*	*29%*	*18%*	*24%*	*23%*	*27%*	*25%*	*27%*	*26%*
NET Important	341	97	165	47	-	247	201	84	2	213	195	268	207	140	2
	67%	*72%*	*65%*	*87%* **ab**	-%	*77%* b	*60%*	*79%* b	*91%*	*63%*	*66%*	*64%*	*67%*	*63%*	*96%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**663**	423	297	367	117	92	449	347	18	13	12	13
Weighted total	**509**	291	204	274	75	52	315	232	11	9	12	10
This is a negative to me	**6**	2	3	1	-	-	2	5	-	-	-	-
	1%	*1%*	*1%*	**%*	*-%*	*-%*	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**30**	19	12	2	2	2	22	16	*	-	2	-
	6%	*7%* c	*6%* c	*1%*	*3%* c	*4%* c	*7%*	*7%*	*1%*	*-%*	*15%*	*-%*
This is mandatory to me - a must have	**203**	100	75	130	41	22	124	81	5	5	5	4
	40%	*34%*	*36%*	*47%* **ab**	*54%* **ab**	*42%*	*39%*	*35%*	*43%*	*54%*	*45%*	*43%*
This is a 'nice to have' , but I can live without it being offered	**133**	84	57	65	11	14	84	70	6	2	3	*
	26%	*29%* d	*28%* d	*24%* d	*15%*	*27%* d	*27%*	*30%*	*55%*	*22%*	*23%*	*5%*
This is a 'great to have' - makes a difference and can sway my decision	**138**	86	58	76	21	14	84	60	*	2	2	6
	27%	*30%*	*29%*	*28%*	*27%*	*28%*	*27%*	*26%*	*1%*	*24%*	*17%*	*53%*
NET Important	**341**	186	133	205	61	36	208	141	5	7	7	10
	67%	*64%*	*65%*	*75%* **ab**	*82%* **abe**	*70%*	*66%*	*61%*	*44%*	*78%*	*62%*	*95%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**663**	632	574	640	607	650	440	626	223	-	535	21	128	488
Weighted total	**509**	480	423	487	454	496	328	473	142	-	390	19	114	349
This is a negative to me	**6**	6	5	6	6	6	2	6	1	-	6	-	1	5
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*1%*	*1%*
This is not important to me - don't mind if not offered	**30**	27	24	27	20	29	14	27	8	-	27	*	1	28
	6%	*6%*	*6%*	*6%*	*4%*	*6%*	*4%*	*6%*	*6%*	*-%*	*7%*	*%*	*1%*	*8%* a
This is mandatory to me - a must have	**203**	193	172	197	188	201	156	185	60	-	143	11	46	132
	40%	*40%*	*41%*	*40%*	*41%*	*41%*	*48%* b	*39%*	*42%*	*-%*	*37%*	*61%*	*40%*	*38%*
This is a 'nice to have' , but I can live without it being offered	**133**	128	111	130	124	131	79	127	30	-	111	4	36	93
	26%	*27%*	*26%*	*27%*	*27%*	*27%*	*24%*	*27%*	*21%*	*-%*	*28%*	*24%*	*31%*	*27%*
This is a 'great to have' - makes a difference and can sway my decision	**138**	126	111	128	116	128	77	128	44	-	104	3	30	92
	27%	*26%*	*26%*	*26%*	*26%*	*26%*	*23%*	*27%*	*31%* a	*-%*	*27%*	*15%*	*27%*	*26%*
NET Important	**341**	320	283	325	305	330	232	313	104	-	247	14	76	224
	67%	*67%*	*67%*	*67%*	*67%*	*66%*	*71%*	*66%*	*73%*	*-%*	*63%*	*76%*	*67%*	*64%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	663	203	8	47	186	116	444	98	132	45	479	373	290
Weighted total	509	168	1	39	146	82	356	66	111	40	354	275	234
This is a negative to me	6	-	-	-	-	1	5	-	-	-	6	-	6
	1%	-%	-%	-%	-%	*1%*	*1%*	-%	-%	-%	*2%*	-%	*2%* a
This is not important to me - don't mind if not offered	30	4	-	-	4	*	26	3	1	1	28	17	12
	6%	*2%*	-%	-%	*3%*	*1%*	*7%* a	*5%* a	**%*	*2%*	*8%* a	*6%*	*5%*
This is mandatory to me - a must have	203	85	1	26	68	44	125	31	60	16	125	125	79
	40%	*50%*	*39%*	*66%* b	*46%*	*54%* b	*35%*	*46%* b	*54%* c	*40%*	*35%*	*45%* b	*34%*
This is a 'nice to have' , but I can live without it being offered	133	37	*	5	34	13	103	17	18	12	102	65	68
	26%	*22%*	*8%*	*14%*	*23%*	*16%*	*29%* a	*25%*	*16%*	*29%*	*29%* a	*24%*	*29%*
This is a 'great to have' - makes a difference and can sway my decision	138	43	1	8	41	23	98	16	33	11	94	68	69
	27%	*26%*	*53%*	*20%*	*28%*	*28%*	*27%*	*24%*	*29%*	*28%*	*26%*	*25%*	*30%*
NET Important	341	128	1	33	108	67	222	46	93	27	218	193	148
	67%	*76%*	*92%*	*86%*	*74%*	*82%* bc	*62%*	*70%*	*83%* bc	*69%*	*62%*	*70%*	*63%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 74 (continuation)

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	a	b	c	d	a	b	*c	d
Unweighted total	663	154	21	167	81	121	56	105	64	45	77	15	34
Weighted total	509	54	3	64	29	47	20	41	23	15	28	4	16
This is a negative to me	6	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
This is not important to me - don't mind if not offered	30	3	-	3	1	2	1	2	2	1	2	*	*
	6%	*6%*	-%	*5%*	*2%*	*5%*	*7%*	*4%*	*7%*	*8%*	*6%*	*6%*	*%*
This is mandatory to me - a must have	203	20	1	27	14	17	8	16	7	3	14	1	6
	40%	*38%*	*20%*	*41%*	*48%*	*37%*	*38%*	*39%*	*29%*	*22%*	*50%* a	*16%*	*38%*
This is a 'nice to have' , but I can live without it being offered	133	14	1	16	6	13	5	12	6	6	4	3	3
	26%	*26%*	*31%*	*26%*	*20%*	*27%*	*22%*	*29%*	*26%*	*42%* bd	*13%*	*69%*	*20%*
This is a 'great to have' - makes a difference and can sway my decision	138	16	2	18	9	15	7	11	9	4	9	*	7
	27%	*30%*	*50%*	*28%*	*30%*	*31%*	*33%*	*28%*	*38%*	*29%*	*30%*	*9%*	*42%*
NET Important	341	37	2	45	22	32	14	28	15	8	23	1	13
	67%	*68%*	*69%*	*69%*	*78%*	*68%*	*71%*	*67%*	*67%*	*50%*	*80%* a	*25%*	*80%* a

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 74 (continuation)

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	***b**	***c**	d	e	f	g	h	i	j	k	***l**
Unweighted total	**663**	100	28	8	179	33	40	53	48	49	61	35	29
Weighted total	**509**	73	34	11	69	24	28	39	51	61	46	45	29
This is a negative to me	**6**	2	-	-	-	1	1	-	-	-	-	2	-
	1%	*2%* d	*-%*	*-%*	*-%*	*5%* d	*3%* d	*-%*	*-%*	*-%*	*-%*	*4%* d	*-%*
This is not important to me - don't mind if not offered	**30**	2	*	-	3	*	*	7	*	3	6	6	1
	6%	*3%*	*1%*	*-%*	*5%*	*1%*	*1%*	*18%* **adefhi**	**%*	*6%*	*13%* **adfh**	*13%* **afh**	*2%*
This is mandatory to me - a must have	**203**	27	12	3	28	8	17	16	19	28	19	13	14
	40%	*37%*	*36%*	*30%*	*41%*	*34%*	*60%* **adehk**	*41%*	*37%*	*46%*	*41%*	*29%*	*48%*
This is a 'nice to have' , but I can live without it being offered	**133**	19	10	*	17	5	5	11	16	19	9	10	11
	26%	*26%*	*28%*	*4%*	*25%*	*20%*	*19%*	*28%*	*32%*	*31%*	*20%*	*23%*	*39%*
This is a 'great to have' - makes a difference and can sway my decision	**138**	23	12	7	20	10	5	5	16	11	12	14	3
	27%	*32%* g	*34%*	*66%*	*29%* g	*41%* **fgi**	*17%*	*13%*	*30%* g	*18%*	*27%*	*31%* g	*11%*
NET Important	**341**	50	24	11	48	17	21	21	34	38	31	27	17
	67%	*69%*	*70%*	*96%*	*70%* g	*74%*	*76%* g	*54%*	*68%*	*63%*	*67%*	*60%*	*58%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**663**	136	252	150	125
Weighted total	**509**	118	121	151	119
This is a negative to me	**6**	2	2	-	2
	1%	*1%*	*2%*	*-%*	*2%*
This is not important to me - don't mind if not offered	**30**	3	4	11	12
	6%	*2%*	*3%*	*7%*	*10%* **ab**
This is mandatory to me - a must have	**203**	43	53	63	45
	40%	*36%*	*44%*	*42%*	*38%*
This is a 'nice to have' , but I can live without it being offered	**133**	29	27	46	31
	26%	*24%*	*23%*	*31%*	*26%*
This is a 'great to have' - makes a difference and can sway my decision	**138**	42	34	31	29
	27%	*36%* **cd**	*29%*	*21%*	*25%*
NET Important	**341**	85	87	94	75
	67%	*72%*	*72%* c	*62%*	*63%*

Columns Tested: a,b,c,d

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	e
Unweighted total	**663**	414	139	69	41	249	136	124	38	28	54
Weighted total	**509**	481	16	7	5	28	160	127	29	15	15
This is a negative to me	**3**	3	-	-	*	*	-	2	-	-	-
	1%	*1%*	*-%*	*-%*	*2%*	**%*	*-%*	*1%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**39**	37	1	1	-	2	12	14	2	*	1
	8%	*8%*	*6%*	*12%* d	*-%*	*6%*	*7%*	*11%*	*6%*	*1%*	*4%*
This is mandatory to me - a must have	**163**	153	6	2	2	10	35	50	17	6	7
	32%	*32%*	*37%*	*28%*	*34%*	*34%*	*22%*	*39%* a	*61%* **ab**	*42%*	*46%* a
This is a 'nice to have' , but I can live without it being offered	**166**	157	5	3	2	9	57	39	4	8	5
	33%	*33%*	*29%*	*39%*	*31%*	*32%*	*36%* c	*31%* c	*14%*	*52%*	*32%*
This is a 'great to have' - makes a difference and can sway my decision	**139**	131	5	1	2	8	56	23	6	1	3
	27%	*27%*	*28%*	*20%*	*33%*	*27%*	*35%* **be**	*18%*	*20%*	*6%*	*18%*
NET Important	**302**	284	11	3	3	17	90	73	23	7	9
	59%	*59%*	*65%* c	*48%*	*67%*	*61%*	*57%*	*57%*	*80%* **ab**	*48%*	*64%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 75 (continuation)

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	663	51	25	86	12	36	78	50	49	44	431	93	71	68
Weighted total	509	60	35	82	9	37	85	48	49	39	443	26	22	18
This is a negative to me	3	-	-	-	-	-	2	-	-	-	2	-	1	*
	1%	-%	-%	-%	-%	-%	3%	-%	-%	-%	1%	-%	3%	2%
This is not important to me - don't mind if not offered	39	5	2	3	3	3	4	3	4	6	33	2	2	2
	8%	8%	7%	4%	30%	7%	5%	7%	8%	15% c	7%	9%	9%	10%
This is mandatory to me - a must have	163	15	15	32	1	13	21	18	21	6	142	8	7	5
	32%	26%	43%	39% i	15%	35% i	25%	37% i	42% fi	15%	32% i	32% i	32% i	26%
This is a 'nice to have' , but I can live without it being offered	166	32	11	17	2	12	31	13	11	16	147	8	5	6
	33%	54% cfghjkl m	33%	21%	26%	34%	36% c	27%	22%	40% cl	33% c	32%	23%	31%
This is a 'great to have' - makes a difference and can sway my decision	139	7	6	29	3	9	26	13	14	12	119	7	7	6
	27%	12%	18%	36% a	30%	24%	31% a	28% a	28% a	30% a	27% a	27% a	33% a	32% a
NET Important	302	23	21	62	4	22	47	31	34	18	261	15	15	11
	59%	38%	60%	75% afijkm	44%	59%	56% a	65% a	70% ai	45%	59% a	59% a	65% ai	58% a

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted total	663	9	105	14	45	207	21	33	227	462	201	582	81
Weighted total	509	3	75	7	33	182	10	35	162	384	125	468	41
This is a negative to me	3	-	-	-	-	1	-	-	2	2	1	3	-
	1%	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	**%*	*1%*	*1%*	*-%*
This is not important to me - don't mind if not offered	39	-	3	*	4	14	1	6	10	27	12	33	6
	8%	*-%*	*4%*	*7%*	*14%* b	*7%*	*7%*	*18%* **beh**	*6%*	*7%*	*10%*	*7%*	*14%* a
This is mandatory to me - a must have	163	*	29	2	5	61	*	10	54	121	42	149	14
	32%	*15%*	*39%* d	*33%*	*16%*	*34%* d	*2%*	*28%*	*34%* d	*31%*	*34%*	*32%*	*34%*
This is a 'nice to have' , but I can live without it being offered	166	2	25	2	8	58	9	13	49	126	40	158	8
	33%	*56%*	*33%*	*27%*	*26%*	*32%*	*84%*	*36%*	*30%*	*33%*	*32%*	*34%* b	*20%*
This is a 'great to have' - makes a difference and can sway my decision	139	1	18	2	14	49	1	6	46	109	30	126	13
	27%	*29%*	*23%*	*34%*	*44%* **begh**	*27%*	*6%*	*18%*	*28%*	*28%*	*24%*	*27%*	*32%*
NET Important	302	1	47	5	20	110	1	16	100	230	72	274	27
	59%	*44%*	*62%*	*66%*	*60%*	*60%*	*9%*	*45%*	*62%*	*60%*	*57%*	*59%*	*66%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**663**	641	22	272	120	268
Weighted total	**509**	486	23	214	84	208
This is a negative to me	**3**	3	-	2	1	*
	1%	*1%*	*-%*	*1%*	*1%*	**%*
This is not important to me - don't mind if not offered	**39**	37	2	10	15	14
	8%	*8%*	*8%*	*5%*	*18%* **ac**	*7%*
This is mandatory to me - a must have	**163**	155	8	62	21	79
	32%	*32%*	*33%*	*29%*	*25%*	*38%* **ab**
This is a 'nice to have' , but I can live without it being offered	**166**	159	7	77	25	63
	33%	*33%*	*29%*	*36%*	*30%*	*31%*
This is a 'great to have' - makes a difference and can sway my decision	**139**	132	7	63	22	51
	27%	*27%*	*31%*	*29%*	*26%*	*24%*
NET Important	**302**	287	15	125	43	130
	59%	*59%*	*63%*	*59%*	*51%*	*63%* b

Columns Tested: a,b - a,b,c

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	663	402	215	38	5	1	1	-	1	617	46	76	326	261
Weighted total	509	347	141	17	3	2	*	-	*	487	22	76	271	163
This is a negative to me	3	2	1	-	-	-	-	-	-	3	-	1	1	1
	1%	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	**%*	*1%*
This is not important to me - don't mind if not offered	39	25	12	1	*	-	-	-	-	38	1	5	20	14
	8%	*7%*	*9%*	*8%*	*4%*	*-%*	*-%*	*-%*	*-%*	*8%*	*6%*	*7%*	*7%*	*9%*
This is mandatory to me - a must have	163	96	55	8	2	2	*	-	-	151	12	15	81	67
	32%	*28%*	*39%* ai	*45%* a	*71%*	*100%*	*100%*	*-%*	*-%*	*31%*	*53%* ai	*20%*	*30%*	*41%* ab
This is a 'nice to have' , but I can live without it being offered	166	127	33	4	*	-	-	-	*	161	5	30	97	38
	33%	*37%* b	*24%*	*26%*	*19%*	*-%*	*-%*	*-%*	*100%*	*33%* b	*23%*	*40%* c	*36%* c	*24%*
This is a 'great to have' - makes a difference and can sway my decision	139	96	39	4	*	-	-	-	-	135	4	25	71	43
	27%	*28%*	*28%*	*22%*	*7%*	*-%*	*-%*	*-%*	*-%*	*28%*	*18%*	*33%*	*26%*	*26%*
NET Important	302	192	94	11	2	2	*	-	-	286	16	40	152	109
	59%	*55%*	*67%* ai	*67%*	*78%*	*100%*	*100%*	*-%*	*-%*	*59%*	*71%* a	*53%*	*56%*	*67%* ab

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	663	498	447	557	663	250	513	464	52	17	15	5	3	1
Weighted total	509	353	303	406	509	160	382	362	21	8	9	2	4	*
This is a negative to me	3	3	3	3	3	2	3	3	-	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	39	28	23	30	39	12	32	27	2	*	1	-	*	-
	8%	*8%*	*8%*	*7%*	*8%*	*8%*	*8%*	*7%*	*11%*	*1%*	*7%*	*-%*	*3%*	*-%*
This is mandatory to me - a must have	163	110	111	135	163	52	128	119	8	3	3	*	2	-
	32%	*31%*	*37%*	*33%*	*32%*	*33%*	*33%*	*33%*	*37%*	*38%*	*36%*	*25%*	*46%*	*-%*
This is a 'nice to have' , but I can live without it being offered	166	118	91	128	166	51	130	115	8	*	5	*	-	*
	33%	*33%*	*30%*	*32%*	*33%*	*32%*	*34%*	*32%*	*37%*	*5%*	*54%*	*6%*	*-%*	*100%*
This is a 'great to have' - makes a difference and can sway my decision	139	95	75	110	139	42	91	99	3	5	*	1	2	-
	27%	*27%*	*25%*	*27%*	*27%*	*27%*	*24%*	*27%* b	*14%*	*56%*	*3%*	*68%*	*51%*	*-%*
NET Important	302	205	186	245	302	94	218	218	11	8	4	1	3	-
	59%	*58%*	*61%*	*60%*	*59%*	*59%*	*57%*	*60%*	*51%*	*94%*	*39%*	*94%*	*97%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	663	638	11	8	3	-	3	-	3	110	134	156	152	5
Weighted total	509	492	8	5	4	-	*	-	*	105	103	117	78	4
This is a negative to me	3	3	-	-	-	-	-	-	-	-	1	2	*	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*	*%*	*-%*
This is not important to me - don't mind if not offered	39	38	-	1	-	-	-	-	-	8	5	10	6	1
	8%	*8%*	*-%*	*17%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*5%*	*8%*	*8%*	*28%*
This is mandatory to me - a must have	163	155	4	2	2	-	*	-	*	26	35	41	32	1
	32%	*31%*	*46%*	*36%*	*51%*	*-%*	*56%*	*-%*	*56%*	*25%*	*34%*	*35%*	*41%* a	*14%*
This is a 'nice to have' , but I can live without it being offered	166	160	3	2	-	-	*	-	*	44	25	33	24	2
	33%	*33%*	*41%*	*35%*	*-%*	*-%*	*44%*	*-%*	*44%*	*42%* bc	*25%*	*28%*	*31%*	*50%*
This is a 'great to have' - makes a difference and can sway my decision	139	135	1	1	2	-	-	-	-	26	36	31	15	*
	27%	*28%*	*13%*	*11%*	*49%*	*-%*	*-%*	*-%*	*-%*	*25%*	*35%* d	*27%*	*20%*	*8%*
NET Important	302	290	5	3	4	-	*	-	*	53	72	72	47	1
	59%	*59%*	*59%*	*47%*	*100%*	*-%*	*56%*	*-%*	*56%*	*50%*	*70%* a	*62%*	*61%*	*22%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted total	663	228	151	171	103	9	382	36	242	545	118	528	29
Weighted total	509	184	115	138	69	2	330	23	154	415	94	391	15
This is a negative to me	3	*	1	2	-	-	2	-	1	3	-	3	-
	1%	*%	1%	2%	-%	-%	1%	-%	1%	1%	-%	1%	-%
This is not important to me - don't mind if not offered	39	16	6	7	8	*	25	2	13	31	8	29	1
	8%	9%	6%	5%	12% c	15%	8%	7%	8%	8%	8%	7%	8%
This is mandatory to me - a must have	163	49	33	48	30	1	111	7	44	124	38	132	3
	32%	27%	29%	35%	44% ab	43%	34%	32%	29%	30%	41% a	34%	23%
This is a 'nice to have' , but I can live without it being offered	166	66	35	47	17	*	104	8	54	138	28	126	2
	33%	36% d	30%	34%	25%	7%	32%	33%	35%	33%	30%	32%	12%
This is a 'great to have' - makes a difference and can sway my decision	139	52	40	33	13	1	88	7	43	119	20	102	8
	27%	28%	35% cd	24%	19%	35%	27%	29%	28%	29%	21%	26%	57%
NET Important	302	101	73	81	43	1	199	14	87	243	58	233	12
	59%	55%	63%	59%	63%	78%	60%	60%	56%	59%	62%	60%	80%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**663**	76	117	146	15	501	162	219	448	120	-
Weighted total	**509**	60	88	108	6	379	131	135	311	59	-
This is a negative to me	**3**	1	-	1	-	3	-	1	3	-	-
	1%	*2%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*1%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**39**	1	3	2	*	32	7	4	28	4	-
	8%	*2%*	*3%*	*2%*	*2%*	*8%*	*6%*	*3%*	*9%* a	*7%*	*-%*
This is mandatory to me - a must have	**163**	19	35	45	2	111	51	54	93	19	-
	32%	*31%*	*39%*	*42%*	*29%*	*29%*	*39%* a	*40%* b	*30%*	*32%*	*-%*
This is a 'nice to have' , but I can live without it being offered	**166**	19	32	30	3	127	39	40	102	21	-
	33%	*32%*	*36%*	*28%*	*42%*	*34%*	*30%*	*29%*	*33%*	*36%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	**139**	20	19	29	2	105	33	36	85	15	-
	27%	*33%*	*21%*	*27%*	*28%*	*28%*	*26%*	*27%*	*28%*	*25%*	*-%*
NET Important	**302**	38	53	75	4	217	85	90	178	34	-
	59%	*64%*	*61%*	*69%*	*56%*	*57%*	*65%*	*67%* b	*57%*	*57%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**663**	206	384	104	-	428	459	160	5	477	425	565	438	341	10
Weighted total	**509**	136	253	54	-	319	332	107	3	341	294	419	311	224	2
This is a negative to me	**3**	1	3	-	-	1	3	-	-	3	3	3	1	3	-
	1%	*1%*	*1%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	**%*	*1%*	*-%*
This is not important to me - don't mind if not offered	**39**	8	23	1	-	15	31	6	-	26	23	32	20	20	-
	8%	*6%*	*9%* c	*3%*	*-%*	*5%*	*9%* a	*6%*	*-%*	*8%*	*8%*	*8%*	*7%*	*9%*	*-%*
This is mandatory to me - a must have	**163**	57	83	25	-	119	94	43	*	108	108	125	111	65	1
	32%	*42%* b	*33%*	*46%* b	*-%*	*37%* b	*28%*	*40%* b	*5%*	*32%*	*37%* c	*30%*	*36%*	*29%*	*26%*
This is a 'nice to have' , but I can live without it being offered	**166**	39	75	12	-	99	114	34	2	116	89	139	95	74	1
	33%	*29%*	*30%*	*23%*	*-%*	*31%*	*34%*	*31%*	*77%*	*34%*	*30%*	*33%*	*30%*	*33%*	*50%*
This is a 'great to have' - makes a difference and can sway my decision	**139**	31	69	15	-	85	90	24	*	88	71	120	84	61	1
	27%	*23%*	*27%*	*28%*	*-%*	*27%*	*27%*	*23%*	*18%*	*26%*	*24%*	*29%*	*27%*	*27%*	*23%*
NET Important	**302**	88	152	40	-	204	184	67	1	195	179	246	195	127	1
	59%	*65%*	*60%*	*74%* b	*-%*	*64%* b	*55%*	*63%*	*23%*	*57%*	*61%*	*59%*	*63%*	*57%*	*50%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**663**	423	297	367	117	92	449	347	18	13	12	13
Weighted total	**509**	291	204	274	75	52	315	232	11	9	12	10
This is a negative to me	**3**	1	3	1	-	-	2	3	1	-	-	-
	1%	**%*	*1%*	**%*	*-%*	*-%*	*1%*	*1%*	*9%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**39**	21	18	12	3	3	23	21	2	-	*	-
	8%	*7%*	*9%* c	*4%*	*4%*	*6%*	*7%*	*9%*	*14%*	*-%*	*4%*	*-%*
This is mandatory to me - a must have	**163**	85	68	103	29	17	99	68	3	2	5	3
	32%	*29%*	*33%*	*38%* a	*39%* a	*34%*	*32%*	*29%*	*23%*	*27%*	*40%*	*27%*
This is a 'nice to have' , but I can live without it being offered	**166**	98	62	80	27	21	104	79	6	2	2	6
	33%	*34%*	*30%*	*29%*	*36%*	*41%* c	*33%*	*34%*	*52%*	*22%*	*18%*	*53%*
This is a 'great to have' - makes a difference and can sway my decision	**139**	86	53	78	16	10	88	61	*	5	5	2
	27%	*29%*	*26%*	*28%*	*21%*	*20%*	*28%*	*26%*	*2%*	*51%*	*39%*	*20%*
NET Important	**302**	171	121	181	45	27	187	129	3	7	9	5
	59%	*59%*	*59%*	*66%* **ae**	*60%*	*53%*	*59%*	*56%*	*25%*	*78%*	*78%*	*47%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**663**	632	574	640	607	650	440	626	223	-	535	21	128	488
Weighted total	**509**	480	423	487	454	496	328	473	142	-	390	19	114	349
This is a negative to me	**3**	3	3	3	3	3	3	3	1	-	2	1	1	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*6%*	*1%*	*1%*
This is not important to me - don't mind if not offered	**39**	35	31	35	34	39	26	33	8	-	28	2	5	28
	8%	*7%*	*7%*	*7%*	*8%*	*8%*	*8%*	*7%*	*5%*	*-%*	*7%*	*10%*	*5%*	*8%*
This is mandatory to me - a must have	**163**	159	144	160	154	162	117	158	55	-	123	5	41	107
	32%	*33%*	*34%*	*33%*	*34%*	*33%*	*36%*	*33%*	*38%*	*-%*	*31%*	*25%*	*36%*	*30%*
This is a 'nice to have' , but I can live without it being offered	**166**	153	136	155	146	163	100	149	39	-	134	9	36	119
	33%	*32%*	*32%*	*32%*	*32%*	*33%*	*30%*	*31%*	*27%*	*-%*	*34%*	*48%*	*31%*	*34%*
This is a 'great to have' - makes a difference and can sway my decision	**139**	131	109	135	116	128	82	129	40	-	103	2	31	95
	27%	*27%*	*26%*	*28%*	*25%*	*26%*	*25%*	*27%*	*28%*	*-%*	*26%*	*12%*	*28%*	*27%*
NET Important	**302**	290	253	294	270	290	199	287	94	-	226	7	72	201
	59%	*60%*	*60%*	*60%*	*60%*	*59%*	*61%*	*61%*	*66%*	*-%*	*58%*	*37%*	*63%*	*58%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	663	203	8	47	186	116	444	98	132	45	479	373	290
Weighted total	509	168	1	39	146	82	356	66	111	40	354	275	234
This is a negative to me	3	1	-	-	1	-	3	-	1	-	2	2	1
	1%	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*1%*	*1%*
This is not important to me - don't mind if not offered	39	8	-	3	6	6	30	3	9	-	30	23	16
	8%	*5%*	*-%*	*7%*	*4%*	*8%*	*8%*	*5%*	*8%*	*-%*	*9%* b	*8%*	*7%*
This is mandatory to me - a must have	163	58	1	14	51	27	109	23	43	12	103	91	72
	32%	*35%*	*47%*	*36%*	*35%*	*33%*	*31%*	*35%*	*39%* c	*31%*	*29%*	*33%*	*31%*
This is a 'nice to have' , but I can live without it being offered	166	54	*	11	47	20	118	27	31	18	117	90	75
	33%	*32%*	*30%*	*29%*	*32%*	*24%*	*33%*	*41%* a	*28%*	*45%* a	*33%*	*33%*	*32%*
This is a 'great to have' - makes a difference and can sway my decision	139	47	*	11	41	29	96	12	27	9	102	70	69
	27%	*28%*	*22%*	*27%*	*28%*	*35%* c	*27%*	*19%*	*25%*	*24%*	*29%*	*25%*	*30%*
NET Important	302	105	1	24	92	56	205	36	71	22	205	161	141
	59%	*63%*	*70%*	*63%*	*63%*	*68%* bc	*58%*	*54%*	*63%*	*55%*	*58%*	*58%*	*60%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	***b**	c	d	a	b	c	d	a	b	***c**	d
Unweighted total	**663**	154	21	167	81	121	56	105	64	45	77	15	34
Weighted total	**509**	54	3	64	29	47	20	41	23	15	28	4	16
This is a negative to me	**3**	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
This is not important to me - don't mind if not offered	**39**	5	-	6	1	3	4	3	3	1	4	1	*
	8%	*9%*	*-%*	*10%*	*5%*	*6%*	*18%* **ac**	*7%*	*15%*	*7%*	*13%*	*24%*	*2%*
This is mandatory to me - a must have	**163**	14	*	19	9	13	4	11	4	2	10	*	4
	32%	*26%*	*8%*	*30%*	*31%*	*28%*	*21%*	*27%*	*17%*	*11%*	*37%* a	*7%*	*24%*
This is a 'nice to have' , but I can live without it being offered	**166**	17	1	20	9	16	4	14	5	8	5	2	5
	33%	*31%*	*44%*	*30%*	*30%*	*35%* b	*18%*	*35%* b	*22%*	*53%* **bd**	*19%*	*53%*	*29%*
This is a 'great to have' - makes a difference and can sway my decision	**139**	18	2	20	10	15	9	13	10	4	9	1	7
	27%	*34%*	*48%*	*30%*	*34%*	*31%*	*42%*	*31%*	*46%* **ac**	*28%*	*31%*	*16%*	*46%*
NET Important	**302**	32	2	39	19	28	13	24	14	6	19	1	11
	59%	*60%*	*56%*	*60%*	*65%*	*59%*	*64%*	*58%*	*64%*	*40%*	*67%* a	*23%*	*69%* a

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	e	f	g	h	i	j	k	*l
Unweighted total	663	100	28	8	179	33	40	53	48	49	61	35	29
Weighted total	509	73	34	11	69	24	28	39	51	61	46	45	29
This is a negative to me	3	-	-	-	-	1	1	-	-	-	*	1	-
	1%	-%	-%	-%	-%	*5%*	*5%*	-%	-%	-%	*%	*1%*	-%
						ad	ad						
This is not important to me - don't mind if not offered	39	4	*	-	6	2	2	9	2	6	2	1	4
	8%	*6%*	*1%*	-%	*9%*	*6%*	*5%*	*24%*	*3%*	*11%*	*4%*	*3%*	*15%*
								adefhjk					
This is mandatory to me - a must have	163	21	12	3	20	7	8	13	21	22	12	9	13
	32%	*29%*	*36%*	*30%*	*29%*	*30%*	*28%*	*34%*	*41%*	*36%*	*27%*	*19%*	*46%*
									k				
This is a 'nice to have' , but I can live without it being offered	166	28	12	*	22	6	10	8	17	14	19	20	10
	33%	*39%*	*35%*	*4%*	*31%*	*25%*	*36%*	*20%*	*33%*	*23%*	*42%*	*44%*	*36%*
		g									gi	g	
This is a 'great to have' - makes a difference and can sway my decision	139	19	9	7	21	8	7	9	12	18	12	15	1
	27%	*26%*	*28%*	*66%*	*30%*	*34%*	*26%*	*23%*	*23%*	*30%*	*27%*	*33%*	*3%*
NET Important	302	40	22	11	41	15	15	22	32	40	25	24	14
	59%	*55%*	*64%*	*96%*	*60%*	*64%*	*54%*	*56%*	*64%*	*66%*	*54%*	*52%*	*49%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**663**	136	252	150	125
Weighted total	**509**	118	121	151	119
This is a negative to me	**3**	-	2	-	1
	1%	*-%*	*2%*	*-%*	*1%*
This is not important to me - don't mind if not offered	**39**	5	9	17	8
	8%	*4%*	*8%*	*12%* a	*6%*
This is mandatory to me - a must have	**163**	37	35	56	34
	32%	*31%*	*29%*	*37%*	*29%*
This is a 'nice to have' , but I can live without it being offered	**166**	41	37	39	49
	33%	*34%*	*31%*	*26%*	*41%* c
This is a 'great to have' - makes a difference and can sway my decision	**139**	36	36	39	28
	27%	*30%*	*30%*	*26%*	*23%*
NET Important	**302**	73	72	95	62
	59%	*62%*	*59%*	*63%*	*52%*

Columns Tested: a,b,c,d

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	e
Unweighted total	**663**	414	139	69	41	249	136	124	38	28	54
Weighted total	**509**	481	16	7	5	28	160	127	29	15	15
This is a negative to me	**14**	14	*	-	-	*	1	7	*	-	2
	3%	*3%*	*2%*	*-%*	*-%*	*1%*	*1%*	*5%* a	**%*	*-%*	*12%* **ac**
This is not important to me - don't mind if not offered	**118**	113	3	2	*	5	43	31	2	3	*
	23%	*23%* **de**	*16%*	*23%* d	*8%*	*16%*	*27%* **ce**	*24%* **ce**	*7%*	*18%*	*3%*
This is mandatory to me - a must have	**81**	76	3	1	1	5	24	20	9	1	1
	16%	*16%*	*19%*	*16%*	*20%*	*18%*	*15%*	*16%*	*30%* **ae**	*5%*	*9%*
This is a 'nice to have' , but I can live without it being offered	**174**	163	6	2	2	10	47	48	9	9	8
	34%	*34%*	*35%*	*33%*	*46%*	*37%*	*29%*	*38%*	*30%*	*61%*	*55%* **abc**
This is a 'great to have' - makes a difference and can sway my decision	**123**	116	5	2	1	8	45	21	10	2	3
	24%	*24%*	*28%*	*28%*	*26%*	*28%*	*28%* b	*17%*	*33%* b	*16%*	*21%*
NET Important	**204**	191	8	3	2	13	69	42	18	3	4
	40%	*40%*	*47%*	*44%*	*47%*	*46%*	*43%*	*33%*	*63%* **abe**	*21%*	*29%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**663**	51	25	86	12	36	78	50	49	44	431	93	71	68
Weighted total	**509**	60	35	82	9	37	85	48	49	39	443	26	22	18
This is a negative to me	**14**	2	-	5	-	-	2	-	2	2	13	-	1	-
	3%	*4%*	*-%*	*6%* **km**	*-%*	*-%*	*2%*	*-%*	*4%*	*5%* k	*3%*	*-%*	*5%* k	*-%*
This is not important to me - don't mind if not offered	**118**	17	12	15	4	8	18	15	6	8	104	5	5	4
	23%	*29%*	*34%*	*18%*	*49%*	*21%*	*21%*	*31%* h	*13%*	*21%*	*23%*	*20%*	*20%*	*22%*
This is mandatory to me - a must have	**81**	9	4	11	1	6	13	9	9	7	69	5	4	3
	16%	*16%*	*11%*	*13%*	*15%*	*15%*	*15%*	*19%*	*18%*	*17%*	*16%*	*19%*	*19%*	*15%*
This is a 'nice to have' , but I can live without it being offered	**174**	19	13	24	1	13	30	16	22	13	150	10	7	6
	34%	*32%*	*36%*	*29%*	*6%*	*37%*	*35%*	*34%*	*45%*	*34%*	*34%*	*40%*	*33%*	*31%*
This is a 'great to have' - makes a difference and can sway my decision	**123**	11	6	28	3	10	22	8	10	9	107	5	5	6
	24%	*19%*	*18%*	*34%* **gk**	*31%*	*27%*	*26%*	*16%*	*20%*	*24%*	*24%*	*21%*	*22%*	*32%*
NET Important	**204**	21	10	39	4	15	35	17	19	16	176	10	9	9
	40%	*35%*	*29%*	*48%*	*46%*	*42%*	*42%*	*35%*	*38%*	*40%*	*40%*	*40%*	*42%*	*47%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	d	e	***f**	g	h	a	b	a	b
Unweighted total	**663**	9	105	14	45	207	21	33	227	462	201	582	81
Weighted total	**509**	3	75	7	33	182	10	35	162	384	125	468	41
This is a negative to me	**14**	*	2	-	-	5	-	2	5	13	1	13	1
	3%	*7%*	*3%*	*-%*	*-%*	*3%*	*-%*	*5%*	*3%*	*3%*	*1%*	*3%*	*1%*
This is not important to me - don't mind if not offered	**118**	2	14	2	5	38	6	12	37	87	30	108	9
	23%	*54%*	*18%*	*31%*	*15%*	*21%*	*60%*	*33%*	*23%*	*23%*	*24%*	*23%*	*22%*
This is mandatory to me - a must have	**81**	*	8	2	3	31	*	9	27	56	25	73	8
	16%	*9%*	*10%*	*33%*	*8%*	*17%*	*3%*	*26%* **bd**	*17%*	*15%*	*20%*	*16%*	*19%*
This is a 'nice to have' , but I can live without it being offered	**174**	1	34	*	7	64	2	9	57	128	46	162	12
	34%	*18%*	*46%* d	*2%*	*21%*	*35%*	*17%*	*27%*	*35%*	*33%*	*37%*	*35%*	*29%*
This is a 'great to have' - makes a difference and can sway my decision	**123**	*	18	2	18	43	2	3	36	100	23	111	12
	24%	*11%*	*24%*	*33%*	*56%* **begh**	*24%* g	*20%*	*8%*	*23%*	*26%* b	*18%*	*24%*	*29%*
NET Important	**204**	1	25	5	21	75	2	12	63	156	48	184	20
	40%	*20%*	*34%*	*66%*	*64%* **begh**	*41%*	*23%*	*35%*	*39%*	*41%*	*38%*	*39%*	*48%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**663**	641	22	272	120	268
Weighted total	**509**	486	23	214	84	208
This is a negative to me	**14**	14	-	5	2	6
	3%	*3%*	*-%*	*3%*	*2%*	*3%*
This is not important to me - don't mind if not offered	**118**	114	4	44	27	44
	23%	*23%*	*16%*	*21%*	*32%* ac	*21%*
This is mandatory to me - a must have	**81**	77	4	31	15	35
	16%	*16%*	*18%*	*14%*	*18%*	*17%*
This is a 'nice to have' , but I can live without it being offered	**174**	167	6	76	21	76
	34%	*34%*	*27%*	*36%* b	*25%*	*37%* b
This is a 'great to have' - makes a difference and can sway my decision	**123**	114	9	57	18	46
	24%	*24%*	*39%*	*27%*	*22%*	*22%*
NET Important	**204**	191	13	88	34	81
	40%	*39%*	*57%*	*41%*	*40%*	*39%*

Columns Tested: a,b - a,b,c

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**663**	402	215	38	5	1	1	-	1	617	46	76	326	261
Weighted total	**509**	347	141	17	3	2	*	-	*	487	22	76	271	163
This is a negative to me	**14**	9	4	*	-	-	-	-	-	13	*	1	8	5
	3%	*3%*	*3%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*2%*	*1%*	*3%*	*3%*
This is not important to me - don't mind if not offered	**118**	77	35	5	1	-	-	-	-	112	5	18	59	41
	23%	*22%*	*25%*	*27%*	*22%*	*-%*	*-%*	*-%*	*-%*	*23%*	*24%*	*24%*	*22%*	*25%*
This is mandatory to me - a must have	**81**	55	24	1	-	2	-	-	-	79	2	11	44	26
	16%	*16%* c	*17%* c	*3%*	*-%*	*100%*	*-%*	*-%*	*-%*	*16%* c	*11%*	*15%*	*16%*	*16%*
This is a 'nice to have' , but I can live without it being offered	**174**	116	48	8	2	-	*	-	*	163	10	28	88	58
	34%	*33%*	*34%*	*47%*	*71%*	*-%*	*100%*	*-%*	*100%*	*34%*	*47%*	*37%*	*32%*	*36%*
This is a 'great to have' - makes a difference and can sway my decision	**123**	90	30	3	*	-	-	-	-	120	4	18	72	33
	24%	*26%*	*21%*	*20%*	*7%*	*-%*	*-%*	*-%*	*-%*	*25%*	*16%*	*23%*	*27%*	*20%*
NET Important	**204**	145	53	4	*	2	-	-	-	198	6	29	116	59
	40%	*42%* c	*38%*	*23%*	*7%*	*100%*	*-%*	*-%*	*-%*	*41%* c	*27%*	*38%*	*43%*	*36%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	663	498	447	557	663	250	513	464	52	17	15	5	3	1
Weighted total	509	353	303	406	509	160	382	362	21	8	9	2	4	*
This is a negative to me	14	10	6	10	14	4	10	9	*	-	-	-	-	-
	3%	*3%*	*2%*	*2%*	*3%*	*3%*	*3%*	*3%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	118	82	71	95	118	27	88	85	6	2	2	-	*	-
	23%	*23%* e	*23%* e	*23%* e	*23%* e	*17%*	*23%* e	*23%*	*28%*	*23%*	*23%*	*-%*	*3%*	*-%*
This is mandatory to me - a must have	81	54	53	68	81	28	62	60	3	2	3	*	-	-
	16%	*15%*	*18%*	*17%*	*16%*	*18%*	*16%*	*17%*	*14%*	*24%*	*31%*	*7%*	*-%*	*-%*
This is a 'nice to have' , but I can live without it being offered	174	114	103	131	174	61	140	116	8	*	4	*	2	*
	34%	*32%*	*34%*	*32%*	*34%*	*38%*	*37%*	*32%*	*40%*	*6%*	*45%*	*25%*	*46%*	*100%*
This is a 'great to have' - makes a difference and can sway my decision	123	94	70	102	123	40	83	92	3	4	*	1	2	-
	24%	*27%*	*23%*	*25%*	*24%*	*25%*	*22%*	*25%*	*16%*	*47%*	*2%*	*68%*	*51%*	*-%*
NET Important	204	147	123	170	204	68	145	152	6	6	3	1	2	-
	40%	*42%*	*41%*	*42%*	*40%*	*42%*	*38%*	*42%*	*30%*	*71%*	*33%*	*75%*	*51%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	663	638	11	8	3	-	3	-	3	110	134	156	152	5
Weighted total	509	492	8	5	4	-	*	-	*	105	103	117	78	4
This is a negative to me	14	14	-	-	-	-	-	-	-	2	4	2	2	-
	3%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*4%*	*2%*	*2%*	*-%*
This is not important to me - don't mind if not offered	118	112	3	3	-	-	-	-	-	35	16	26	16	2
	23%	*23%*	*33%*	*53%*	*-%*	*-%*	*-%*	*-%*	*-%*	*34%* bcd	*16%*	*22%*	*20%*	*50%*
This is mandatory to me - a must have	81	79	2	*	-	-	-	-	-	13	23	15	15	1
	16%	*16%*	*21%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*13%*	*22%* ac	*13%*	*20%*	*14%*
This is a 'nice to have' , but I can live without it being offered	174	166	4	2	2	-	*	-	*	30	27	41	32	1
	34%	*34%*	*44%*	*34%*	*50%*	*-%*	*87%*	*-%*	*87%*	*28%*	*26%*	*35%*	*42%* ab	*36%*
This is a 'great to have' - makes a difference and can sway my decision	123	121	*	1	2	-	*	-	*	25	33	32	12	-
	24%	*25%*	*2%*	*11%*	*50%*	*-%*	*13%*	*-%*	*13%*	*24%*	*32%* d	*28%* d	*16%*	*-%*
NET Important	204	200	2	1	2	-	*	-	*	38	56	48	28	1
	40%	*41%*	*23%*	*13%*	*50%*	*-%*	*13%*	*-%*	*13%*	*36%*	*54%* acd	*41%*	*36%*	*14%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted total	**663**	228	151	171	103	9	382	36	242	545	118	528	29
Weighted total	**509**	184	115	138	69	2	330	23	154	415	94	391	15
This is a negative to me	**14**	4	2	5	4	-	10	-	4	10	4	10	-
	3%	*2%*	*1%*	*3%*	*6%* b	*-%*	*3%*	*-%*	*3%*	*2%*	*4%*	*3%*	*-%*
This is not important to me - don't mind if not offered	**118**	47	15	36	20	-	86	8	24	102	16	92	3
	23%	*26%* b	*13%*	*26%* b	*29%* b	*-%*	*26%* c	*33%* c	*15%*	*24%*	*17%*	*23%*	*23%*
This is mandatory to me - a must have	**81**	26	26	17	10	-	54	2	24	66	14	66	2
	16%	*14%*	*22%* **ac**	*13%*	*15%*	*-%*	*17%*	*10%*	*16%*	*16%*	*15%*	*17%*	*14%*
This is a 'nice to have' , but I can live without it being offered	**174**	70	36	46	20	1	105	9	59	138	36	129	2
	34%	*38%*	*32%*	*33%*	*30%*	*49%*	*32%*	*37%*	*38%*	*33%*	*38%*	*33%*	*15%*
This is a 'great to have' - makes a difference and can sway my decision	**123**	37	37	34	15	1	75	5	43	99	25	95	7
	24%	*20%*	*32%* a	*24%*	*21%*	*51%*	*23%*	*20%*	*28%*	*24%*	*26%*	*24%*	*48%*
NET Important	**204**	63	63	51	25	1	129	7	67	165	39	161	9
	40%	*34%*	*54%* **acd**	*37%*	*36%*	*51%*	*39%*	*29%*	*43%*	*40%*	*41%*	*41%*	*62%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	663	76	117	146	15	501	162	219	448	120	-
Weighted total	509	60	88	108	6	379	131	135	311	59	-
This is a negative to me	14	1	2	3	-	10	4	2	10	2	-
	3%	2%	2%	3%	-%	3%	3%	1%	3%	3%	-%
This is not important to me - don't mind if not offered	118	11	13	16	1	100	18	19	77	11	-
	23%	19%	15%	15%	17%	26% b	14%	14%	25% a	18%	-%
This is mandatory to me - a must have	81	4	16	15	*	59	22	26	44	7	-
	16%	6%	18% a	14%	7%	16%	17%	19%	14%	11%	-%
This is a 'nice to have' , but I can live without it being offered	174	26	38	43	3	125	48	50	98	28	-
	34%	43%	43%	40%	53%	33%	37%	37%	32%	47% b	-%
This is a 'great to have' - makes a difference and can sway my decision	123	18	20	30	1	84	39	38	82	12	-
	24%	30%	22%	28%	22%	22%	30% a	28%	26%	21%	-%
NET Important	204	22	35	46	2	143	61	64	126	19	-
	40%	36%	40%	42%	30%	38%	47% a	47% c	40%	32%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**663**	206	384	104	-	428	459	160	5	477	425	565	438	341	10
Weighted total	**509**	136	253	54	-	319	332	107	3	341	294	419	311	224	2
This is a negative to me	**14**	2	6	2	-	7	13	4	-	10	6	12	8	10	-
	3%	*1%*	*2%*	*3%*	*-%*	*2%*	*4%*	*4%*	*-%*	*3%*	*2%*	*3%*	*3%*	*4%*	*-%*
This is not important to me - don't mind if not offered	**118**	25	64	8	-	61	85	22	2	79	67	107	73	49	-
	23%	*19%*	*25%* c	*14%*	*-%*	*19%*	*26%* a	*21%*	*69%*	*23%*	*23%*	*25%*	*24%*	*22%*	*-%*
This is mandatory to me - a must have	**81**	30	39	11	-	57	45	18	-	52	51	67	57	36	1
	16%	*22%* b	*15%*	*20%*	*-%*	*18%*	*13%*	*17%*	*-%*	*15%*	*17%*	*16%*	*18%*	*16%*	*26%*
This is a 'nice to have' , but I can live without it being offered	**174**	46	86	20	-	111	117	42	1	113	103	137	97	70	1
	34%	*34%*	*34%*	*36%*	*-%*	*35%*	*35%*	*40%*	*28%*	*33%*	*35%*	*33%*	*31%*	*31%*	*26%*
This is a 'great to have' - makes a difference and can sway my decision	**123**	33	58	14	-	82	72	20	*	88	67	97	75	60	1
	24%	*24%*	*23%*	*26%*	*-%*	*26%*	*22%*	*19%*	*4%*	*26%*	*23%*	*23%*	*24%*	*27%*	*48%*
NET Important	**204**	63	97	25	-	139	117	38	*	139	118	164	132	95	2
	40%	*46%*	*38%*	*46%*	*-%*	*44%* b	*35%*	*36%*	*4%*	*41%*	*40%*	*39%*	*42%*	*43%*	*74%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**663**	423	297	367	117	92	449	347	18	13	12	13
Weighted total	**509**	291	204	274	75	52	315	232	11	9	12	10
This is a negative to me	**14**	7	9	5	2	-	10	11	2	-	-	*
	3%	*3%*	*4%* e	*2%*	*3%*	*-%*	*3%*	*5%*	*17%*	*-%*	*-%*	*2%*
This is not important to me - don't mind if not offered	**118**	66	50	50	12	12	76	58	2	-	2	2
	23%	*23%*	*25%* c	*18%*	*16%*	*24%*	*24%*	*25%*	*16%*	*-%*	*17%*	*21%*
This is mandatory to me - a must have	**81**	42	31	47	11	6	48	35	1	3	*	*
	16%	*14%*	*15%*	*17%*	*15%*	*12%*	*15%*	*15%*	*7%*	*30%*	*1%*	*3%*
This is a 'nice to have' , but I can live without it being offered	**174**	103	73	96	39	25	108	75	3	2	6	5
	34%	*35%*	*36%*	*35%*	*52%* **abc**	*49%* **abc**	*34%*	*32%*	*27%*	*26%*	*51%*	*53%*
This is a 'great to have' - makes a difference and can sway my decision	**123**	73	41	75	11	8	74	53	4	4	4	2
	24%	*25%* **de**	*20%*	*27%* **bde**	*14%*	*15%*	*23%*	*23%*	*33%*	*44%*	*30%*	*22%*
NET Important	**204**	115	72	122	22	14	122	88	5	7	4	3
	40%	*39%* **de**	*35%*	*45%* **bde**	*29%*	*27%*	*39%*	*38%*	*40%*	*74%*	*32%*	*24%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**663**	632	574	640	607	650	440	626	223	-	535	21	128	488
Weighted total	**509**	480	423	487	454	496	328	473	142	-	390	19	114	349
This is a negative to me	**14**	14	12	14	14	14	9	12	4	-	10	1	4	8
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*-%*	*3%*	*6%*	*3%*	*2%*
This is not important to me - don't mind if not offered	**118**	110	88	110	99	116	68	106	30	-	91	7	27	84
	23%	*23%*	*21%*	*23%*	*22%*	*23%*	*21%*	*22%*	*21%*	*-%*	*23%*	*37%*	*24%*	*24%*
This is mandatory to me - a must have	**81**	78	70	78	77	79	61	79	26	-	65	*	14	62
	16%	*16%*	*17%*	*16%*	*17%*	*16%*	*18%*	*17%*	*18%*	*-%*	*17%*	*2%*	*12%*	*18%*
This is a 'nice to have' , but I can live without it being offered	**174**	163	147	166	156	173	114	164	52	-	135	7	44	114
	34%	*34%*	*35%*	*34%*	*34%*	*35%*	*35%*	*35%*	*36%*	*-%*	*35%*	*35%*	*38%*	*33%*
This is a 'great to have' - makes a difference and can sway my decision	**123**	115	105	119	108	114	76	112	31	-	89	4	26	81
	24%	*24%*	*25%*	*24%*	*24%*	*23%*	*23%*	*24%*	*22%*	*-%*	*23%*	*19%*	*23%*	*23%*
NET Important	**204**	193	175	197	185	193	137	191	57	-	154	4	39	143
	40%	*40%*	*41%*	*40%*	*41%*	*39%*	*42%*	*40%*	*40%*	*-%*	*39%*	*22%*	*35%*	*41%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	663	203	8	47	186	116	444	98	132	45	479	373	290
Weighted total	509	168	1	39	146	82	356	66	111	40	354	275	234
This is a negative to me	14	5	-	-	5	3	11	*	1	4	9	10	4
	3%	*3%*	*-%*	*-%*	*3%*	*3%*	*3%*	**%*	*1%*	*9%* ac	*3%*	*4%*	*2%*
This is not important to me - don't mind if not offered	118	27	*	8	20	20	79	19	22	12	82	60	58
	23%	*16%*	*22%*	*21%*	*14%*	*24%*	*22%*	*28%*	*20%*	*31%*	*23%*	*22%*	*25%*
This is mandatory to me - a must have	81	20	1	3	20	14	49	15	14	3	62	45	36
	16%	*12%*	*47%*	*7%*	*14%*	*18%*	*14%*	*22%* b	*13%*	*9%*	*17%*	*16%*	*15%*
This is a 'nice to have' , but I can live without it being offered	174	68	*	17	59	23	128	22	51	12	109	101	73
	34%	*40%*	*18%*	*44%*	*41%*	*28%*	*36%*	*34%*	*46%* c	*31%*	*31%*	*37%*	*31%*
This is a 'great to have' - makes a difference and can sway my decision	123	49	*	11	42	22	89	11	23	8	92	59	64
	24%	*29%*	*12%*	*28%*	*29%*	*27%*	*25%*	*16%*	*21%*	*20%*	*26%*	*22%*	*27%*
NET Important	204	69	1	14	61	36	138	25	37	11	154	105	100
	40%	*41%*	*60%*	*35%*	*42%*	*44%*	*39%*	*38%*	*34%*	*29%*	*43%* a	*38%*	*43%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	a	b	c	d	a	b	*c	d
Unweighted total	**663**	154	21	167	81	121	56	105	64	45	77	15	34
Weighted total	**509**	54	3	64	29	47	20	41	23	15	28	4	16
This is a negative to me	**14**	1	-	1	1	1	-	1	1	1	*	1	-
	3%	*2%*	*-%*	*2%*	*3%*	*2%*	*-%*	*2%*	*4%*	*7%* b	**%*	*21%*	*-%*
This is not important to me - don't mind if not offered	**118**	12	*	13	6	8	6	7	6	3	6	1	1
	23%	*22%*	*1%*	*21%*	*21%*	*16%*	*30%* a	*17%*	*27%*	*22%*	*20%*	*25%*	*7%*
This is mandatory to me - a must have	**81**	9	*	13	4	11	2	8	4	2	6	1	3
	16%	*17%*	*4%*	*20%*	*14%*	*23%*	*12%*	*18%*	*17%*	*10%*	*22%*	*33%*	*17%*
This is a 'nice to have' , but I can live without it being offered	**174**	16	2	19	6	14	7	11	7	7	7	1	4
	34%	*29%*	*48%*	*30%*	*22%*	*30%*	*34%*	*27%*	*30%*	*47%* b	*27%*	*13%*	*28%*
This is a 'great to have' - makes a difference and can sway my decision	**123**	17	2	18	11	14	5	14	5	2	9	*	8
	24%	*31%*	*46%*	*27%*	*40%* c	*29%*	*24%*	*35%*	*22%*	*14%*	*30%* a	*8%*	*49%* a
NET Important	**204**	26	2	30	15	24	7	22	9	4	15	2	10
	40%	*48%*	*51%*	*47%*	*54%*	*52%*	*36%*	*53%* b	*39%*	*24%*	*53%* a	*41%*	*66%* a

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 76 (continuation)

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	e	f	g	h	i	j	k	*l
Unweighted total	663	100	28	8	179	33	40	53	48	49	61	35	29
Weighted total	509	73	34	11	69	24	28	39	51	61	46	45	29
This is a negative to me	14	-	-	-	2	1	2	2	-	2	-	4	-
	3%	-%	-%	-%	3%	5%	7%	5%	-%	4%	-%	9%	-%
						a	aj	a		a		ahj	
This is not important to me - don't mind if not offered	118	24	9	2	13	4	8	10	13	10	10	10	5
	23%	33%	26%	19%	19%	15%	29%	26%	26%	16%	21%	22%	17%
		di											
This is mandatory to me - a must have	81	10	6	2	13	3	4	5	8	13	6	4	5
	16%	14%	18%	15%	19%	15%	15%	14%	17%	21%	12%	10%	18%
This is a 'nice to have' , but I can live without it being offered	174	21	11	2	22	6	8	14	17	21	18	17	14
	34%	29%	34%	19%	31%	26%	30%	35%	34%	35%	40%	38%	51%
This is a 'great to have' - makes a difference and can sway my decision	123	17	8	5	19	9	5	8	12	14	12	9	4
	24%	24%	22%	46%	27%	39%	18%	20%	24%	24%	27%	21%	14%
NET Important	204	28	14	7	32	13	9	13	20	27	18	14	9
	40%	38%	40%	61%	46%	54%	34%	34%	40%	45%	39%	30%	32%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**663**	136	252	150	125
Weighted total	**509**	118	121	151	119
This is a negative to me	**14**	-	5	4	4
	3%	*-%*	*4%*	*3%*	*4%*
			a	a	a
This is not important to me - don't mind if not offered	**118**	35	25	33	24
	23%	*29%*	*21%*	*22%*	*20%*
This is mandatory to me - a must have	**81**	18	21	27	15
	16%	*15%*	*17%*	*18%*	*13%*
This is a 'nice to have' , but I can live without it being offered	**174**	35	36	53	50
	34%	*30%*	*30%*	*35%*	*42%*
					ab
This is a 'great to have' - makes a difference and can sway my decision	**123**	30	33	34	26
	24%	*26%*	*28%*	*23%*	*21%*
NET Important	**204**	48	54	61	41
	40%	*41%*	*45%*	*40%*	*34%*

Columns Tested: a,b,c,d

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	e
Unweighted total	**663**	414	139	69	41	249	136	124	38	28	54
Weighted total	**509**	481	16	7	5	28	160	127	29	15	15
This is a negative to me	**4**	4	-	-	-	-	2	1	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**36**	34	*	1	*	1	12	6	*	1	2
	7%	*7%*	*3%*	*7%*	*6%*	*4%*	*8%*	*5%*	*1%*	*5%*	*15%* **bc**
This is mandatory to me - a must have	**178**	167	7	2	2	11	50	48	15	5	6
	35%	*35%*	*40%*	*31%*	*48%*	*39%*	*31%*	*37%*	*51%* a	*31%*	*38%*
This is a 'nice to have' , but I can live without it being offered	**139**	132	3	3	1	7	36	41	4	8	4
	27%	*27%*	*20%*	*36%* **bde**	*17%*	*23%*	*23%*	*32%* c	*14%*	*55%*	*26%*
This is a 'great to have' - makes a difference and can sway my decision	**153**	143	6	2	1	9	60	32	10	1	3
	30%	*30%*	*37%*	*25%*	*30%*	*33%*	*37%* **be**	*25%*	*34%*	*8%*	*21%*
NET Important	**331**	311	13	4	4	21	109	79	25	6	9
	65%	*65%*	*77%* **ac**	*57%*	*78%* c	*72%* **ac**	*68%*	*62%*	*86%* **abe**	*40%*	*59%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	663	51	25	86	12	36	78	50	49	44	431	93	71	68
Weighted total	509	60	35	82	9	37	85	48	49	39	443	26	22	18
This is a negative to me	4	-	-	-	-	-	3	-	-	1	4	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*2%*	*1%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	36	5	*	9	-	1	7	1	4	5	31	1	2	2
	7%	*8%*	**%*	*10%* k	*-%*	*3%*	*8%*	*3%*	*8%*	*12%* k	*7%*	*3%*	*9%*	*9%*
This is mandatory to me - a must have	178	17	13	20	5	14	32	23	21	10	153	10	11	5
	35%	*28%*	*37%*	*24%*	*52%*	*38%*	*37%*	*47%* **acim**	*43%* c	*24%*	*35%*	*40%* c	*47%* **acijm**	*26%*
This is a 'nice to have' , but I can live without it being offered	139	25	15	25	2	9	11	11	13	12	123	6	4	5
	27%	*42%* **fgjkl**	*44%*	*30%* f	*26%*	*24%*	*13%*	*23%*	*27%*	*31%* f	*28%* f	*23%*	*19%*	*30%* f
This is a 'great to have' - makes a difference and can sway my decision	153	14	6	29	2	13	32	13	11	12	132	9	6	6
	30%	*23%*	*18%*	*35%*	*23%*	*36%*	*38%*	*27%*	*22%*	*30%*	*30%*	*34%*	*25%*	*35%*
NET Important	331	30	19	49	7	27	64	36	32	21	285	19	16	11
	65%	*50%*	*55%*	*60%*	*74%*	*74%* a	*75%* **aci**	*74%* **ai**	*65%*	*55%*	*64%*	*74%* **aci**	*72%* a	*61%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted total	663	9	105	14	45	207	21	33	227	462	201	582	81
Weighted total	509	3	75	7	33	182	10	35	162	384	125	468	41
This is a negative to me	4	-	-	-	-	2	-	-	2	4	-	4	-
	1%	-%	-%	-%	-%	*1%*	-%	-%	*1%*	*1%*	-%	*1%*	-%
This is not important to me - don't mind if not offered	36	-	5	-	*	15	*	5	11	26	9	31	4
	7%	-%	*7%*	-%	*%	*8%*	*1%*	*13%* d	*7%*	*7%*	*7%*	*7%*	*10%*
This is mandatory to me - a must have	178	1	29	5	11	69	3	10	51	125	54	164	15
	35%	*47%*	*38%*	*67%*	*32%*	*38%*	*27%*	*29%*	*31%*	*32%*	*43%* a	*35%*	*36%*
This is a 'nice to have' , but I can live without it being offered	139	2	23	-	12	39	5	10	48	113	26	133	6
	27%	*53%*	*30%*	-%	*37%* e	*21%*	*46%*	*29%*	*30%* e	*29%* b	*21%*	*28%* b	*14%*
This is a 'great to have' - makes a difference and can sway my decision	153	-	18	2	10	58	3	10	50	117	36	136	16
	30%	-%	*24%*	*33%*	*30%*	*32%*	*26%*	*29%*	*31%*	*30%*	*29%*	*29%*	*40%* a
NET Important	331	1	47	7	20	127	5	20	101	242	90	300	31
	65%	*47%*	*63%*	*100%*	*62%*	*70%*	*53%*	*58%*	*62%*	*63%*	*72%* a	*64%*	*76%* a

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**663**	641	22	272	120	268
Weighted total	**509**	486	23	214	84	208
This is a negative to me	**4**	4	-	3	-	1
	1%	*1%*	*-%*	*1%*	*-%*	**%*
This is not important to me - don't mind if not offered	**36**	36	-	15	8	12
	7%	*7%*	*-%*	*7%*	*9%*	*6%*
This is mandatory to me - a must have	**178**	170	8	62	25	89
	35%	*35%*	*34%*	*29%*	*30%*	*43%* **ab**
This is a 'nice to have' , but I can live without it being offered	**139**	129	10	62	29	48
	27%	*27%*	*43%*	*29%*	*34%* c	*23%*
This is a 'great to have' - makes a difference and can sway my decision	**153**	147	5	71	22	58
	30%	*30%*	*23%*	*33%*	*26%*	*28%*
NET Important	**331**	318	13	133	48	147
	65%	*65%*	*57%*	*62%*	*56%*	*71%* **ab**

Columns Tested: a,b - a,b,c

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	**d**	**e**	**f**	**g**	**h**	i	j	a	b	c
Unweighted total	**663**	402	215	38	5	1	1	-	1	617	46	76	326	261
Weighted total	**509**	347	141	17	3	2	*	-	*	487	22	76	271	163
This is a negative to me	**4**	4	-	-	-	-	-	-	-	4	-	2	2	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*2%* c	*1%*	*-%*
This is not important to me - don't mind if not offered	**36**	28	8	-	*	-	-	-	-	35	*	8	20	8
	7%	*8%*	*5%*	*-%*	*4%*	*-%*	*-%*	*-%*	*-%*	*7%*	**%*	*10%*	*7%*	*5%*
This is mandatory to me - a must have	**178**	105	63	9	-	2	*	-	-	167	11	18	87	74
	35%	*30%*	*45%* **ai**	*53%* **ai**	*-%*	*100%*	*100%*	*-%*	*-%*	*34%*	*51%* **ai**	*23%*	*32%*	*45%* **ab**
This is a 'nice to have' , but I can live without it being offered	**139**	107	25	5	2	-	-	-	*	132	7	24	83	32
	27%	*31%* b	*18%*	*31%*	*71%*	*-%*	*-%*	*-%*	*100%*	*27%* b	*33%* b	*32%* c	*31%* c	*20%*
This is a 'great to have' - makes a difference and can sway my decision	**153**	104	46	3	1	-	-	-	-	149	3	24	79	49
	30%	*30%* j	*32%* **cj**	*16%*	*25%*	*-%*	*-%*	*-%*	*-%*	*31%* j	*15%*	*32%*	*29%*	*30%*
NET Important	**331**	208	108	12	1	2	*	-	-	317	15	42	166	123
	65%	*60%*	*77%* **ai**	*69%*	*25%*	*100%*	*100%*	*-%*	*-%*	*65%*	*67%*	*55%*	*61%*	*76%* **ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**663**	498	447	557	663	250	513	464	52	17	15	5	3	1
Weighted total	**509**	353	303	406	509	160	382	362	21	8	9	2	4	*
This is a negative to me	**4**	1	1	1	4	1	3	1	-	-	-	-	-	-
	1%	**%*	**%*	**%*	*1%*	*1%*	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**36**	21	14	23	36	3	26	21	2	-	*	*	*	-
	7%	*6%* e	*5%*	*6%* e	*7%* e	*2%*	*7%* e	*6%*	*9%*	*-%*	*1%*	*6%*	*3%*	*-%*
This is mandatory to me - a must have	**178**	121	117	141	178	60	141	124	8	3	3	*	2	-
	35%	*34%*	*39%*	*35%*	*35%*	*38%*	*37%*	*34%*	*39%*	*42%*	*35%*	*25%*	*46%*	*-%*
This is a 'nice to have' , but I can live without it being offered	**139**	103	90	115	139	49	106	105	6	*	4	-	-	*
	27%	*29%*	*30%*	*28%*	*27%*	*31%*	*28%*	*29%*	*30%*	*2%*	*39%*	*-%*	*-%*	*100%*
This is a 'great to have' - makes a difference and can sway my decision	**153**	108	81	126	153	46	107	112	5	4	2	1	2	-
	30%	*30%*	*27%*	*31%*	*30%*	*29%*	*28%*	*31%*	*22%*	*56%*	*25%*	*68%*	*51%*	*-%*
NET Important	**331**	228	198	267	331	106	247	235	13	8	6	1	3	-
	65%	*65%*	*65%*	*66%*	*65%*	*66%*	*65%*	*65%*	*61%*	*98%*	*60%*	*94%*	*97%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	663	638	11	8	3	-	3	-	3	110	134	156	152	5
Weighted total	509	492	8	5	4	-	*	-	*	105	103	117	78	4
This is a negative to me	4	4	-	-	-	-	-	-	-	-	-	1	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*
This is not important to me - don't mind if not offered	36	35	-	*	-	-	-	-	-	9	6	4	3	1
	7%	*7%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*6%*	*4%*	*4%*	*28%*
This is mandatory to me - a must have	178	172	4	3	*	-	*	-	*	32	33	42	32	1
	35%	*35%*	*44%*	*53%*	*1%*	*-%*	*56%*	*-%*	*56%*	*30%*	*33%*	*36%*	*42%*	*14%*
This is a 'nice to have' , but I can live without it being offered	139	131	4	2	2	-	*	-	*	31	22	41	22	-
	27%	*27%*	*49%*	*33%*	*50%*	*-%*	*30%*	*-%*	*30%*	*30%*	*21%*	*35%* b	*28%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	153	150	1	1	2	-	*	-	*	34	41	29	21	2
	30%	*30%*	*6%*	*12%*	*49%*	*-%*	*13%*	*-%*	*13%*	*32%*	*40%* **cd**	*25%*	*26%*	*58%*
NET Important	331	321	4	4	2	-	*	-	*	66	75	71	53	3
	65%	*65%*	*51%*	*65%*	*50%*	*-%*	*70%*	*-%*	*70%*	*62%*	*73%* c	*61%*	*68%*	*72%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted total	663	228	151	171	103	9	382	36	242	545	118	528	29
Weighted total	509	184	115	138	69	2	330	23	154	415	94	391	15
This is a negative to me	4	2	-	2	-	-	4	-	-	2	2	1	-
	1%	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*2%*	**%*	*-%*
This is not important to me - don't mind if not offered	36	21	3	5	7	-	20	4	12	30	5	23	-
	7%	*12%* bc	*3%*	*3%*	*10%* bc	*-%*	*6%*	*19%* ac	*7%*	*7%*	*6%*	*6%*	*-%*
This is mandatory to me - a must have	178	49	42	57	31	1	131	4	43	139	40	136	5
	35%	*26%*	*36%* a	*41%* a	*45%* a	*49%*	*40%* bc	*16%*	*28%*	*33%*	*42%*	*35%*	*33%*
This is a 'nice to have' , but I can live without it being offered	139	55	26	43	12	*	86	10	43	122	17	114	2
	27%	*30%* d	*23%*	*32%* d	*17%*	*15%*	*26%*	*42%* a	*28%*	*29%* b	*18%*	*29%*	*11%*
This is a 'great to have' - makes a difference and can sway my decision	153	57	44	31	19	1	89	5	56	123	30	118	8
	30%	*31%*	*39%* c	*23%*	*28%*	*35%*	*27%*	*24%*	*36%* a	*30%*	*32%*	*30%*	*56%*
NET Important	331	106	86	88	50	1	221	9	99	262	70	254	13
	65%	*57%*	*75%* ac	*64%*	*73%* a	*85%*	*67%* b	*39%*	*64%* b	*63%*	*74%* a	*65%*	*89%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**663**	76	117	146	15	501	162	219	448	120	-
Weighted total	**509**	60	88	108	6	379	131	135	311	59	-
This is a negative to me	**4**	-	-	-	-	2	2	-	1	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	**%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**36**	3	4	2	*	30	6	7	20	3	-
	7%	*4%*	*4%*	*2%*	*2%*	*8%*	*4%*	*5%*	*6%*	*5%*	*-%*
This is mandatory to me - a must have	**178**	28	38	46	3	125	53	51	104	18	-
	35%	*46%*	*43%*	*43%*	*47%*	*33%*	*41%*	*38%*	*33%*	*30%*	*-%*
This is a 'nice to have' , but I can live without it being offered	**139**	16	21	27	1	113	26	37	88	18	-
	27%	*26%*	*24%*	*25%*	*23%*	*30%* b	*20%*	*27%*	*28%*	*31%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	**153**	14	25	33	2	109	44	41	98	20	-
	30%	*23%*	*29%*	*30%*	*27%*	*29%*	*34%*	*30%*	*32%*	*34%*	*-%*
NET Important	**331**	42	63	78	5	234	97	92	202	38	-
	65%	*70%*	*72%*	*73%*	*75%*	*62%*	*74%* a	*68%*	*65%*	*64%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**663**	206	384	104	-	428	459	160	5	477	425	565	438	341	10
Weighted total	**509**	136	253	54	-	319	332	107	3	341	294	419	311	224	2
This is a negative to me	**4**	-	1	-	-	1	3	-	-	1	1	2	-	1	-
	1%	-%	*%	-%	-%	*%	*1%*	-%	-%	*%	*%	*%	-%	*%	-%
This is not important to me - don't mind if not offered	**36**	8	14	*	-	12	28	7	-	20	14	31	15	19	-
	7%	*6%* c	*5%* c	*1%*	-%	*4%*	*8%* a	*6%*	-%	*6%*	*5%*	*7%*	*5%*	*8%* a	-%
This is mandatory to me - a must have	**178**	56	91	23	-	133	100	44	2	118	113	141	114	67	2
	35%	*41%*	*36%*	*42%*	-%	*42%* b	*30%*	*41%* b	*72%*	*34%*	*38%*	*34%*	*37%* b	*30%*	*79%*
This is a 'nice to have' , but I can live without it being offered	**139**	37	74	10	-	80	94	24	*	102	89	119	87	65	-
	27%	*27%*	*29%* c	*18%*	-%	*25%*	*28%*	*23%*	*9%*	*30%*	*30%*	*28%*	*28%*	*29%*	-%
This is a 'great to have' - makes a difference and can sway my decision	**153**	35	73	21	-	92	108	31	*	100	77	126	94	72	1
	30%	*26%*	*29%*	*39%* **ab**	-%	*29%*	*32%*	*29%*	*18%*	*29%*	*26%*	*30%*	*30%*	*32%*	*21%*
NET Important	**331**	91	163	44	-	225	207	76	2	218	190	268	209	139	2
	65%	*67%*	*65%*	*81%* **ab**	-%	*71%* b	*62%*	*71%*	*91%*	*64%*	*64%*	*64%*	*67%*	*62%*	*100%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**663**	423	297	367	117	92	449	347	18	13	12	13
Weighted total	**509**	291	204	274	75	52	315	232	11	9	12	10
This is a negative to me	**4**	2	1	1	-	-	-	1	-	-	-	-
	1%	*1%*	*1%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**36**	14	22	10	3	5	18	22	1	-	2	-
	7%	*5%*	*11%* acd	*4%*	*4%*	*9%* c	*6%*	*10%* a	*9%*	*-%*	*15%*	*-%*
This is mandatory to me - a must have	**178**	91	57	116	32	14	110	62	6	3	6	3
	35%	*31%*	*28%*	*42%* abe	*43%* abe	*27%*	*35%* b	*27%*	*55%*	*34%*	*46%*	*25%*
This is a 'nice to have' , but I can live without it being offered	**139**	85	60	68	23	18	94	74	2	2	2	3
	27%	*29%*	*30%*	*25%*	*31%*	*36%* c	*30%*	*32%*	*20%*	*21%*	*21%*	*33%*
This is a 'great to have' - makes a difference and can sway my decision	**153**	99	64	78	17	15	93	72	2	4	2	4
	30%	*34%* d	*31%*	*29%*	*22%*	*28%*	*29%*	*31%*	*16%*	*44%*	*18%*	*42%*
NET Important	**331**	191	121	194	49	29	203	135	8	7	8	7
	65%	*65%*	*59%*	*71%* be	*66%*	*55%*	*64%*	*58%*	*71%*	*79%*	*64%*	*67%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**663**	632	574	640	607	650	440	626	223	-	535	21	128	488
Weighted total	**509**	480	423	487	454	496	328	473	142	-	390	19	114	349
This is a negative to me	**4**	2	1	2	4	4	4	4	1	-	2	-	1	1
	1%	**%*	**%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*1%*	**%*
This is not important to me - don't mind if not offered	**36**	34	22	34	28	35	20	34	7	-	26	1	4	30
	7%	*7%*	*5%*	*7%*	*6%*	*7%*	*6%*	*7%*	*5%*	*-%*	*7%*	*5%*	*3%*	*9%* a
This is mandatory to me - a must have	**178**	172	155	173	164	178	126	170	54	-	131	8	42	117
	35%	*36%*	*37%*	*36%*	*36%*	*36%*	*39%*	*36%*	*38%*	*-%*	*34%*	*44%*	*37%*	*33%*
This is a 'nice to have' , but I can live without it being offered	**139**	128	117	130	124	135	88	125	34	-	116	5	33	101
	27%	*27%*	*28%*	*27%*	*27%*	*27%*	*27%*	*26%*	*24%*	*-%*	*30%*	*29%*	*29%*	*29%*
This is a 'great to have' - makes a difference and can sway my decision	**153**	145	128	148	134	144	89	140	46	-	115	4	34	100
	30%	*30%*	*30%*	*30%*	*30%*	*29%*	*27%*	*30%*	*33%*	*-%*	*30%*	*22%*	*30%*	*29%*
NET Important	**331**	317	283	322	298	322	216	310	101	-	246	12	77	217
	65%	*66%*	*67%*	*66%*	*66%*	*65%*	*66%*	*66%*	*71%*	*-%*	*63%*	*66%*	*67%*	*62%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**663**	203	8	47	186	116	444	98	132	45	479	373	290
Weighted total	**509**	168	1	39	146	82	356	66	111	40	354	275	234
This is a negative to me	**4**	2	-	2	-	1	3	-	-	-	4	2	2
	1%	*1%*	*-%*	*5%* b	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*1%*	*1%*	*1%*
This is not important to me - don't mind if not offered	**36**	8	-	1	7	2	30	3	4	2	30	19	17
	7%	*5%*	*-%*	*3%*	*5%*	*3%*	*8%* a	*5%*	*3%*	*6%*	*8%* a	*7%*	*7%*
This is mandatory to me - a must have	**178**	69	*	17	59	34	113	30	49	14	113	107	72
	35%	*41%*	*35%*	*44%*	*41%*	*42%* b	*32%*	*45%* b	*44%* c	*35%*	*32%*	*39%* b	*31%*
This is a 'nice to have' , but I can live without it being offered	**139**	37	1	10	31	15	100	23	22	12	103	73	66
	27%	*22%*	*61%*	*25%*	*21%*	*18%*	*28%* a	*34%* a	*20%*	*30%*	*29%* a	*26%*	*28%*
This is a 'great to have' - makes a difference and can sway my decision	**153**	53	*	9	48	29	111	11	37	12	104	75	77
	30%	*31%*	*4%*	*23%*	*33%*	*36%* c	*31%* c	*16%*	*33%*	*30%*	*29%*	*27%*	*33%*
NET Important	**331**	122	1	26	108	64	224	40	86	25	217	182	149
	65%	*72%*	*39%*	*67%*	*74%*	*78%* **bc**	*63%*	*61%*	*77%* c	*64%*	*61%*	*66%*	*64%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	***b**	c	d	a	b	c	d	a	b	***c**	d
Unweighted total	**663**	154	21	167	81	121	56	105	64	45	77	15	34
Weighted total	**509**	54	3	64	29	47	20	41	23	15	28	4	16
This is a negative to me	**4**	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
This is not important to me - don't mind if not offered	**36**	6	1	6	4	4	1	5	2	*	4	1	2
	7%	*11%*	*30%*	*9%*	*14%*	*8%*	*7%*	*12%*	*10%*	*2%*	*15%* a	*21%*	*10%*
This is mandatory to me - a must have	**178**	19	*	24	11	17	7	16	7	5	9	2	5
	35%	*36%*	*11%*	*38%*	*39%*	*37%*	*35%*	*39%*	*29%*	*30%*	*32%*	*40%*	*30%*
This is a 'nice to have' , but I can live without it being offered	**139**	11	*	15	4	11	4	8	5	7	6	1	3
	27%	*21%*	*5%*	*24%* d	*12%*	*24%*	*20%*	*19%*	*21%*	*45%* **bd**	*20%*	*27%*	*18%*
This is a 'great to have' - makes a difference and can sway my decision	**153**	18	2	19	10	14	8	12	9	4	9	1	7
	30%	*32%*	*55%*	*29%*	*35%*	*31%*	*39%*	*30%*	*39%*	*23%*	*32%*	*12%*	*43%*
NET Important	**331**	37	2	43	21	32	15	29	16	8	18	2	11
	65%	*68%*	*66%*	*67%*	*74%*	*68%*	*73%*	*70%*	*69%*	*53%*	*65%*	*52%*	*73%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	***b**	***c**	d	e	f	g	h	i	j	k	***l**
Unweighted total	**663**	100	28	8	179	33	40	53	48	49	61	35	29
Weighted total	**509**	73	34	11	69	24	28	39	51	61	46	45	29
This is a negative to me	**4**	2	-	-	-	1	1	-	-	-	-	-	-
	1%	*3%* d	*-%*	*-%*	*-%*	*5%* d	*3%* d	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**36**	6	-	-	7	2	1	4	*	5	4	5	-
	7%	*9%* h	*-%*	*-%*	*10%* h	*10%* h	*5%*	*9%* h	**%*	*9%*	*9%*	*12%* h	*-%*
This is mandatory to me - a must have	**178**	18	12	3	24	8	12	13	22	14	17	16	18
	35%	*25%*	*36%*	*30%*	*35%*	*34%*	*44%* **ai**	*33%*	*44%* **ai**	*22%*	*37%*	*36%*	*63%*
This is a 'nice to have' , but I can live without it being offered	**139**	27	11	2	18	4	7	12	15	20	13	6	6
	27%	*36%* k	*31%*	*19%*	*26%*	*19%*	*25%*	*30%*	*29%*	*32%* k	*27%*	*12%*	*21%*
This is a 'great to have' - makes a difference and can sway my decision	**153**	20	11	6	20	8	6	11	14	22	12	18	5
	30%	*27%*	*33%*	*51%*	*29%*	*34%*	*23%*	*28%*	*27%*	*37%*	*27%*	*39%*	*16%*
NET Important	**331**	38	23	9	45	16	18	24	36	36	29	34	23
	65%	*52%*	*69%*	*81%*	*64%* a	*67%*	*67%*	*61%*	*70%* a	*59%*	*64%*	*75%* a	*79%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**663**	136	252	150	125
Weighted total	**509**	118	121	151	119
This is a negative to me	**4**	2	2	-	-
	1%	*2%*	*2%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**36**	6	11	9	9
	7%	*5%*	*9%*	*6%*	*8%*
This is mandatory to me - a must have	**178**	34	44	49	51
	35%	*29%*	*37%*	*32%*	*43%* a
This is a 'nice to have' , but I can live without it being offered	**139**	39	29	46	24
	27%	*33%* d	*24%*	*31%*	*20%*
This is a 'great to have' - makes a difference and can sway my decision	**153**	37	34	47	35
	30%	*31%*	*29%*	*31%*	*29%*
NET Important	**331**	71	79	96	86
	65%	*60%*	*65%*	*63%*	*72%* a

Columns Tested: a,b,c,d

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	e
Unweighted total	**663**	414	139	69	41	249	136	124	38	28	54
Weighted total	**509**	481	16	7	5	28	160	127	29	15	15
This is a negative to me	**19**	18	1	*	*	1	4	8	2	*	*
	4%	*4%*	*4%*	*1%*	*5%*	*3%*	*2%*	*6%*	*6%*	**%*	*2%*
This is not important to me - don't mind if not offered	**61**	55	3	2	*	6	13	19	5	1	1
	12%	*11%*	*20%* a	*31%* **ad**	*9%*	*21%* a	*8%*	*15%*	*17%*	*4%*	*9%*
This is mandatory to me - a must have	**152**	147	3	1	1	5	42	36	11	7	4
	30%	*31%* **bce**	*19%*	*13%*	*25%*	*18%*	*26%*	*28%*	*37%*	*44%*	*27%*
This is a 'nice to have' , but I can live without it being offered	**128**	119	6	3	1	10	39	38	3	6	7
	25%	*25%*	*33%* a	*39%* a	*29%*	*34%* a	*25%*	*29%* c	*10%*	*43%*	*49%* **abc**
This is a 'great to have' - makes a difference and can sway my decision	**148**	142	4	1	2	7	62	27	9	1	2
	29%	*29%* c	*23%*	*16%*	*32%*	*23%*	*39%* **be**	*21%*	*30%* e	*8%*	*13%*
NET Important	**300**	289	7	2	3	12	104	63	19	8	6
	59%	*60%* **bce**	*42%*	*29%*	*57%* c	*41%*	*65%* **be**	*50%*	*67%* e	*52%*	*40%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**663**	51	25	86	12	36	78	50	49	44	431	93	71	68
Weighted total	**509**	60	35	82	9	37	85	48	49	39	443	26	22	18
This is a negative to me	**19**	3	3	5	*	-	3	*	2	2	18	1	1	*
	4%	*5%*	*8%*	*6%*	*2%*	*-%*	*3%*	**%*	*4%*	*5%*	*4%*	*2%*	*5%*	**%*
This is not important to me - don't mind if not offered	**61**	4	3	13	*	2	8	9	6	5	50	2	5	4
	12%	*8%*	*9%*	*16%*	*3%*	*5%*	*9%*	*19%*	*12%*	*12%*	*11%*	*9%*	*22%* **aefjk**	*22%* **aefjk**
This is mandatory to me - a must have	**152**	20	8	23	3	12	26	11	20	13	136	7	4	6
	30%	*34%* l	*23%*	*28%*	*31%*	*33%*	*31%* l	*23%*	*40%* l	*33%* l	*31%* l	*28%*	*17%*	*31%*
This is a 'nice to have' , but I can live without it being offered	**128**	13	8	11	4	11	24	17	12	8	108	9	7	5
	25%	*22%*	*22%*	*13%*	*43%*	*31%* c	*28%* c	*36%* c	*24%*	*21%*	*24%* c	*37%* **cj**	*30%* c	*26%*
This is a 'great to have' - makes a difference and can sway my decision	**148**	19	13	30	2	11	25	11	10	11	132	6	6	4
	29%	*32%*	*38%*	*37%* **hm**	*21%*	*31%*	*29%*	*22%*	*20%*	*29%*	*30%*	*25%*	*27%*	*22%*
NET Important	**300**	39	21	53	5	23	51	22	29	24	268	13	10	10
	59%	*66%* **gl**	*60%*	*65%* **gl**	*52%*	*64%* l	*60%* l	*45%*	*60%*	*62%* l	*60%* **gl**	*52%*	*43%*	*52%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	d	e	***f**	g	h	a	b	a	b
Unweighted total	**663**	9	105	14	45	207	21	33	227	462	201	582	81
Weighted total	**509**	3	75	7	33	182	10	35	162	384	125	468	41
This is a negative to me	**19**	-	3	-	3	6	-	-	7	16	3	18	2
	4%	*-%*	*4%*	*-%*	*9%*	*3%*	*-%*	*-%*	*5%*	*4%*	*3%*	*4%*	*4%*
This is not important to me - don't mind if not offered	**61**	*	10	*	5	25	1	2	18	48	13	55	6
	12%	*1%*	*13%*	*2%*	*16%*	*14%*	*6%*	*5%*	*11%*	*12%*	*11%*	*12%*	*15%*
This is mandatory to me - a must have	**152**	1	22	5	5	46	*	17	56	106	46	138	14
	30%	*24%*	*30%*	*64%*	*16%*	*25%*	*1%*	*47%* **de**	*35%* **de**	*28%*	*37%* a	*29%*	*34%*
This is a 'nice to have' , but I can live without it being offered	**128**	1	16	*	6	64	5	7	30	99	29	122	6
	25%	*23%*	*21%*	*1%*	*17%*	*35%* **bdh**	*51%*	*21%*	*18%*	*26%*	*23%*	*26%* b	*15%*
This is a 'great to have' - makes a difference and can sway my decision	**148**	2	24	2	14	41	4	10	50	115	33	135	13
	29%	*52%*	*32%*	*33%*	*42%* e	*22%*	*43%*	*27%*	*31%* e	*30%*	*26%*	*29%*	*32%*
NET Important	**300**	2	47	7	19	87	4	26	106	221	79	273	28
	59%	*76%*	*62%* e	*97%*	*58%*	*48%*	*43%*	*74%* e	*66%* e	*58%*	*63%*	*58%*	*67%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**663**	641	22	272	120	268
Weighted total	**509**	486	23	214	84	208
This is a negative to me	**19**	18	2	11	3	6
	4%	*4%*	*8%*	*5%*	*3%*	*3%*
This is not important to me - don't mind if not offered	**61**	60	1	20	12	29
	12%	*12%*	*5%*	*9%*	*14%*	*14%*
This is mandatory to me - a must have	**152**	147	5	56	25	72
	30%	*30%*	*23%*	*26%*	*29%*	*34%* a
This is a 'nice to have' , but I can live without it being offered	**128**	122	6	57	23	48
	25%	*25%*	*26%*	*27%*	*27%*	*23%*
This is a 'great to have' - makes a difference and can sway my decision	**148**	139	9	70	22	53
	29%	*29%*	*39%*	*33%*	*26%*	*26%*
NET Important	**300**	286	14	126	46	125
	59%	*59%*	*62%*	*59%*	*55%*	*60%*

Columns Tested: a,b - a,b,c

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	663	402	215	38	5	1	1	-	1	617	46	76	326	261
Weighted total	509	347	141	17	3	2	*	-	*	487	22	76	271	163
This is a negative to me	19	13	6	1	-	-	-	-	-	19	1	5	9	6
	4%	*4%*	*4%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*2%*	*6%*	*3%*	*4%*
This is not important to me - don't mind if not offered	61	38	16	6	1	-	-	-	*	54	7	6	32	23
	12%	*11%*	*12%*	*36%* abi	*22%*	*-%*	*-%*	*-%*	*100%*	*11%*	*31%* abi	*7%*	*12%*	*14%*
This is mandatory to me - a must have	152	93	51	5	2	2	-	-	-	144	8	16	77	59
	30%	*27%*	*36%* a	*27%*	*71%*	*100%*	*-%*	*-%*	*-%*	*29%*	*38%*	*21%*	*28%*	*37%* ab
This is a 'nice to have' , but I can live without it being offered	128	97	28	3	-	-	*	-	-	125	4	25	72	32
	25%	*28%* b	*20%*	*20%*	*-%*	*-%*	*100%*	*-%*	*-%*	*26%*	*17%*	*33%* c	*26%* c	*19%*
This is a 'great to have' - makes a difference and can sway my decision	148	106	40	2	*	-	-	-	-	146	3	25	81	43
	29%	*31%* cj	*28%* j	*14%*	*7%*	*-%*	*-%*	*-%*	*-%*	*30%* cj	*12%*	*33%*	*30%*	*26%*
NET Important	300	199	91	7	2	2	-	-	-	290	11	41	158	102
	59%	*57%*	*65%* c	*41%*	*78%*	*100%*	*-%*	*-%*	*-%*	*59%* c	*50%*	*53%*	*58%*	*63%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	663	498	447	557	663	250	513	464	52	17	15	5	3	1
Weighted total	509	353	303	406	509	160	382	362	21	8	9	2	4	*
This is a negative to me	19	13	8	15	19	7	14	14	1	-	-	*	-	-
	4%	*4%*	*3%*	*4%*	*4%*	*5%*	*4%*	*4%*	*3%*	*-%*	*-%*	*4%*	*-%*	*-%*
This is not important to me - don't mind if not offered	61	40	36	47	61	14	42	42	3	1	*	*	*	*
	12%	*11%*	*12%*	*12%*	*12%*	*9%*	*11%*	*12%*	*15%*	*9%*	*3%*	*6%*	*3%*	*100%*
This is mandatory to me - a must have	152	112	107	124	152	54	122	109	6	3	6	*	-	-
	30%	*32%*	*35%*	*31%*	*30%*	*34%*	*32%*	*30%*	*28%*	*38%*	*67%*	*19%*	*-%*	*-%*
This is a 'nice to have' , but I can live without it being offered	128	88	63	96	128	35	103	88	4	2	*	*	2	-
	25%	*25%*	*21%*	*24%*	*25%*	*22%*	*27%* b	*24%*	*18%*	*26%*	*5%*	*3%*	*46%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	148	101	89	124	148	49	101	110	7	2	2	1	2	-
	29%	*29%*	*29%*	*31%*	*29%*	*31%*	*26%*	*30%*	*35%*	*26%*	*25%*	*68%*	*51%*	*-%*
NET Important	300	213	196	249	300	103	222	218	13	5	9	1	2	-
	59%	*60%*	*65%* f	*61%*	*59%*	*64%*	*58%*	*60%*	*63%*	*65%*	*92%*	*87%*	*51%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	663	638	11	8	3	-	3	-	3	110	134	156	152	5
Weighted total	509	492	8	5	4	-	*	-	*	105	103	117	78	4
This is a negative to me	19	19	-	*	-	-	-	-	-	3	9	2	*	-
	4%	*4%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*9%* cd	*2%*	**%*	*-%*
This is not important to me - don't mind if not offered	61	57	2	2	-	-	*	-	*	14	6	15	12	-
	12%	*12%*	*30%*	*33%*	*-%*	*-%*	*44%*	*-%*	*44%*	*13%* b	*6%*	*13%* b	*16%* b	*-%*
This is mandatory to me - a must have	152	142	6	3	2	-	-	-	-	32	30	30	32	1
	30%	*29%*	*68%*	*53%*	*50%*	*-%*	*-%*	*-%*	*-%*	*30%*	*29%*	*26%*	*41%* bc	*14%*
This is a 'nice to have' , but I can live without it being offered	128	128	*	*	-	-	*	-	*	23	21	37	13	1
	25%	*26%*	*1%*	*2%*	*-%*	*-%*	*56%*	*-%*	*56%*	*22%*	*21%*	*32%* bd	*17%*	*28%*
This is a 'great to have' - makes a difference and can sway my decision	148	146	*	1	2	-	-	-	-	33	37	32	20	2
	29%	*30%*	*2%*	*11%*	*50%*	*-%*	*-%*	*-%*	*-%*	*31%*	*36%*	*28%*	*26%*	*58%*
NET Important	300	288	6	3	4	-	-	-	-	65	67	63	52	3
	59%	*58%*	*69%*	*64%*	*100%*	*-%*	*-%*	*-%*	*-%*	*62%*	*65%*	*54%*	*66%* c	*72%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted total	**663**	228	151	171	103	9	382	36	242	545	118	528	29
Weighted total	**509**	184	115	138	69	2	330	23	154	415	94	391	15
This is a negative to me	**19**	6	4	7	2	*	14	2	3	13	6	14	1
	4%	*3%*	*4%*	*5%*	*3%*	*7%*	*4%*	*8%* c	*2%*	*3%*	*7%*	*3%*	*8%*
This is not important to me - don't mind if not offered	**61**	13	15	15	16	*	43	1	17	46	15	43	4
	12%	*7%*	*13%* a	*11%*	*24%* **abc**	*15%*	*13%*	*3%*	*11%*	*11%*	*16%*	*11%*	*24%*
This is mandatory to me - a must have	**152**	54	34	40	23	-	98	7	47	126	27	121	4
	30%	*29%*	*30%*	*29%*	*34%*	*-%*	*30%*	*31%*	*31%*	*30%*	*28%*	*31%*	*24%*
This is a 'nice to have' , but I can live without it being offered	**128**	55	28	36	9	1	83	5	40	106	22	95	1
	25%	*30%* d	*24%* d	*26%* d	*13%*	*55%*	*25%*	*24%*	*26%*	*26%*	*24%*	*24%*	*9%*
This is a 'great to have' - makes a difference and can sway my decision	**148**	57	33	40	18	*	92	8	46	124	24	119	5
	29%	*31%*	*29%*	*29%*	*27%*	*23%*	*28%*	*35%*	*30%*	*30%*	*26%*	*30%*	*35%*
NET Important	**300**	111	68	80	42	*	189	15	94	249	51	240	9
	59%	*60%*	*59%*	*58%*	*61%*	*23%*	*57%*	*66%*	*61%*	*60%*	*54%*	*61%*	*59%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	663	76	117	146	15	501	162	219	448	120	-
Weighted total	509	60	88	108	6	379	131	135	311	59	-
This is a negative to me	19	1	9	8	*	8	12	2	12	2	-
	4%	*2%*	*10%* a	*7%*	*2%*	*2%*	*9%* a	*2%*	*4%*	*3%*	*-%*
This is not important to me - don't mind if not offered	61	9	11	12	3	44	17	23	29	7	-
	12%	*15%*	*12%*	*11%*	*53%*	*12%*	*13%*	*17%* b	*9%*	*11%*	*-%*
This is mandatory to me - a must have	152	15	24	29	*	118	34	38	99	17	-
	30%	*25%*	*28%*	*27%*	*7%*	*31%*	*26%*	*28%*	*32%*	*30%*	*-%*
This is a 'nice to have' , but I can live without it being offered	128	16	17	21	*	103	26	35	75	14	-
	25%	*27%*	*19%*	*19%*	*1%*	*27%*	*20%*	*26%*	*24%*	*23%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	148	18	27	38	2	106	42	38	95	20	-
	29%	*31%*	*31%*	*36%*	*36%*	*28%*	*32%*	*28%*	*31%*	*33%*	*-%*
NET Important	300	33	52	68	3	224	76	75	194	37	-
	59%	*55%*	*59%*	*63%*	*43%*	*59%*	*58%*	*55%*	*63%*	*63%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**663**	206	384	104	-	428	459	160	5	477	425	565	438	341	10
Weighted total	**509**	136	253	54	-	319	332	107	3	341	294	419	311	224	2
This is a negative to me	**19**	4	6	2	-	13	10	5	-	12	7	11	11	6	-
	4%	*3%*	*2%*	*3%*	*-%*	*4%*	*3%*	*5%*	*-%*	*4%*	*2%*	*3%*	*4%*	*3%*	*-%*
This is not important to me - don't mind if not offered	**61**	22	27	6	-	43	38	15	*	36	35	52	33	26	-
	12%	*16%*	*11%*	*11%*	*-%*	*14%*	*12%*	*14%*	*5%*	*11%*	*12%*	*12%*	*11%*	*12%*	*-%*
This is mandatory to me - a must have	**152**	44	89	15	-	97	92	29	3	109	104 c	123	99	68	1
	30%	*32%*	*35%*	*27%*	*-%*	*30%*	*28%*	*27%*	*95%*	*32%*	*35%*	*29%*	*32%*	*31%*	*28%*
This is a 'nice to have' , but I can live without it being offered	**128**	28	52	12	-	84	88	24	-	87	62	107	69	52	*
	25%	*21%*	*21%*	*23%*	*-%*	*26%*	*26%*	*23%*	*-%*	*26%*	*21%*	*25%*	*22%*	*23%*	*7%*
This is a 'great to have' - makes a difference and can sway my decision	**148**	39	79	19	-	81	104	33	-	96	85	128	99	71	2
	29%	*29%*	*31%*	*36%*	*-%*	*26%*	*31%*	*31%*	*-%*	*28%*	*29%*	*30%*	*32%*	*32%*	*65%*
NET Important	**300**	82	168	34	-	178	196	62	3	205	189	250	198	139	2
	59%	*61%*	*66%*	*63%*	*-%*	*56%*	*59%*	*58%*	*95%*	*60%*	*64%*	*60%*	*64%*	*62%*	*93%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**663**	423	297	367	117	92	449	347	18	13	12	13
Weighted total	**509**	291	204	274	75	52	315	232	11	9	12	10
This is a negative to me	**19**	10	7	8	5	4	12	6	1	-	2	-
	4%	*3%*	*3%*	*3%*	*7%*	*7%*	*4%*	*3%*	*5%*	*-%*	*14%*	*-%*
This is not important to me - don't mind if not offered	**61**	37	21	37	11	5	30	25	2	2	1	*
	12%	*13%*	*10%*	*14%*	*14%*	*10%*	*9%*	*11%*	*16%*	*24%*	*9%*	*5%*
This is mandatory to me - a must have	**152**	79	74	80	19	12	100	72	4	4	4	4
	30%	*27%*	*36%* **ade**	*29%*	*25%*	*24%*	*32%*	*31%*	*36%*	*41%*	*36%*	*35%*
This is a 'nice to have' , but I can live without it being offered	**128**	67	46	73	21	16	75	61	3	1	*	4
	25%	*23%*	*23%*	*27%*	*28%*	*32%*	*24%*	*26%*	*28%*	*8%*	**%*	*38%*
This is a 'great to have' - makes a difference and can sway my decision	**148**	98	56	75	19	14	98	68	2	2	5	2
	29%	*34%*	*27%*	*27%*	*26%*	*27%*	*31%*	*29%*	*16%*	*27%*	*41%*	*22%*
NET Important	**300**	178	130	155	38	26	198	140	6	6	9	6
	59%	*61%* d	*64%* **de**	*57%*	*51%*	*51%*	*63%*	*60%*	*52%*	*68%*	*77%*	*57%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**663**	632	574	640	607	650	440	626	223	-	535	21	128	488
Weighted total	**509**	480	423	487	454	496	328	473	142	-	390	19	114	349
This is a negative to me	**19**	19	18	19	19	19	15	18	6	-	9	1	5	11
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*5%*	*4%*	*4%*	*-%*	*2%*	*6%*	*5%*	*3%*
This is not important to me - don't mind if not offered	**61**	54	47	54	53	59	45	50	19	-	48	*	14	40
	12%	*11%*	*11%*	*11%*	*12%*	*12%*	*14%*	*11%*	*13%*	*-%*	*12%*	*2%*	*12%*	*12%*
This is mandatory to me - a must have	**152**	150	134	150	138	152	101	144	46	-	112	9	42	97
	30%	*31%*	*32%*	*31%*	*30%*	*31%*	*31%*	*31%*	*32%*	*-%*	*29%*	*48%*	*37%* b	*28%*
This is a 'nice to have' , but I can live without it being offered	**128**	118	108	121	119	128	83	123	31	-	102	4	25	92
	25%	*25%*	*25%*	*25%*	*26%*	*26%*	*25%*	*26%*	*22%*	*-%*	*26%*	*21%*	*22%*	*26%*
This is a 'great to have' - makes a difference and can sway my decision	**148**	139	117	143	125	137	84	137	40	-	119	4	28	109
	29%	*29%*	*28%*	*29%*	*27%*	*28%*	*26%*	*29%*	*28%*	*-%*	*31%*	*23%*	*25%*	*31%*
NET Important	**300**	289	251	293	263	289	185	282	86	-	231	13	70	206
	59%	*60%*	*59%*	*60%*	*58%*	*58%*	*56%*	*60%*	*60%*	*-%*	*59%*	*71%*	*62%*	*59%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	663	203	8	47	186	116	444	98	132	45	479	373	290
Weighted total	509	168	1	39	146	82	356	66	111	40	354	275	234
This is a negative to me	19	13	*	2	11	2	13	4	3	*	16	15	4
	4%	8%	8%	4%	8%	3%	4%	6%	2%	*%	4%	6% b	2%
This is not important to me - don't mind if not offered	61	22	*	9	16	9	39	11	17	7	38	29	32
	12%	13%	9%	24% b	11%	11%	11%	16%	15%	16%	11%	10%	14%
This is mandatory to me - a must have	152	40	-	7	39	30	96	24	31	12	107	94	58
	30%	24%	-%	19%	27%	37% b	27%	36%	28%	31%	30%	34% b	25%
This is a 'nice to have' , but I can live without it being offered	128	41	1	14	29	15	97	15	28	8	91	69	59
	25%	24%	50%	35% b	20%	19%	27%	22%	25%	21%	26%	25%	25%
This is a 'great to have' - makes a difference and can sway my decision	148	52	*	7	50	25	110	13	33	13	103	68	80
	29%	31%	33%	18%	34% a	30%	31% c	20%	30%	32%	29%	25%	34% a
NET Important	300	93	*	14	89	55	207	37	64	25	210	162	139
	59%	55%	33%	36%	61% a	67%	58%	56%	57%	63%	59%	59%	59%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	a	b	c	d	a	b	*c	d
Unweighted total	**663**	154	21	167	81	121	56	105	64	45	77	15	34
Weighted total	**509**	54	3	64	29	47	20	41	23	15	28	4	16
This is a negative to me	**19**	4	*	4	1	2	1	3	1	-	2	*	1
	4%	*6%*	*2%*	*6%*	*4%*	*5%*	*6%*	*8%*	*5%*	*-%*	*8%*	*5%*	*7%*
This is not important to me - don't mind if not offered	**61**	4	*	6	3	2	3	2	3	1	4	*	*
	12%	*8%*	*2%*	*10%*	*9%*	*5%*	*15%* **ac**	*5%*	*12%*	*10%*	*15%* d	*9%*	*1%*
This is mandatory to me - a must have	**152**	14	1	19	9	14	6	11	7	5	6	1	5
	30%	*27%*	*31%*	*30%*	*32%*	*30%*	*30%*	*27%*	*29%*	*29%*	*22%*	*30%*	*29%*
This is a 'nice to have' , but I can live without it being offered	**128**	11	1	16	4	13	4	9	4	6	6	2	2
	25%	*21%*	*18%*	*25%*	*15%*	*27%*	*19%*	*22%*	*20%*	*41%* **bd**	*20%*	*49%*	*11%*
This is a 'great to have' - makes a difference and can sway my decision	**148**	20	2	19	12	15	6	15	8	3	10	*	8
	29%	*38%*	*48%*	*30%*	*40%*	*33%*	*30%*	*38%*	*34%*	*20%*	*35%*	*8%*	*52%* a
NET Important	**300**	35	3	39	21	29	12	26	14	8	16	2	13
	59%	*64%*	*79%*	*60%*	*72%*	*63%*	*60%*	*64%*	*63%*	*49%*	*58%*	*38%*	*80%* **ab**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 78 (continuation)

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	e	f	g	h	i	j	k	*l
Unweighted total	663	100	28	8	179	33	40	53	48	49	61	35	29
Weighted total	509	73	34	11	69	24	28	39	51	61	46	45	29
This is a negative to me	19	2	2	2	4	1	2	*	*	4	*	-	2
	4%	3%	7%	15%	5%	5%	8% j	*%	*%	7%	*%	-%	7%
This is not important to me - don't mind if not offered	61	13	7	*	6	2	2	7	2	6	6	2	7
	12%	18% dhk	21%	4%	9%	8%	9%	17% h	4%	11%	12%	4%	23%
This is mandatory to me - a must have	152	24	10	2	20	6	9	10	18	17	17	12	8
	30%	33%	29%	15%	28%	28%	31%	25%	35%	28%	37%	26%	27%
This is a 'nice to have' , but I can live without it being offered	128	16	8	*	17	8	4	9	12	20	10	15	10
	25%	21%	24%	4%	24%	35%	16%	22%	24%	32%	21%	32%	34%
This is a 'great to have' - makes a difference and can sway my decision	148	18	6	7	23	6	10	14	18	14	13	17	2
	29%	24%	19%	61%	33%	25%	37%	36%	36%	22%	29%	37%	8%
NET Important	300	42	16	9	43	12	19	24	36	31	31	28	10
	59%	58%	48%	76%	61%	52%	68%	60%	72% i	51%	67%	63%	35%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**663**	136	252	150	125
Weighted total	**509**	118	121	151	119
This is a negative to me	**19**	6	7	4	2
	4%	*5%*	*6%*	*3%*	*2%*
This is not important to me - don't mind if not offered	**61**	21	11	15	14
	12%	*18%* b	*9%*	*10%*	*12%*
This is mandatory to me - a must have	**152**	36	35	45	37
	30%	*30%*	*29%*	*30%*	*31%*
This is a 'nice to have' , but I can live without it being offered	**128**	24	30	40	34
	25%	*21%*	*25%*	*27%*	*28%*
This is a 'great to have' - makes a difference and can sway my decision	**148**	31	39	46	32
	29%	*26%*	*32%*	*31%*	*27%*
NET Important	**300**	67	74	91	69
	59%	*57%*	*61%*	*60%*	*58%*

Columns Tested: a,b,c,d

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	e
Unweighted total	**663**	414	139	69	41	249	136	124	38	28	54
Weighted total	**509**	481	16	7	5	28	160	127	29	15	15
This is a negative to me	**27**	26	1	*	-	1	10	10	*	*	-
	5%	*5%*	*4%*	*1%*	*-%*	*3%*	*6%*	*8%* e	**%*	*1%*	*-%*
This is not important to me - don't mind if not offered	**113**	110	2	1	1	4	34	30	7	3	5
	22%	*23%* **be**	*13%*	*13%*	*15%*	*13%*	*21%*	*24%*	*26%*	*19%*	*32%*
This is mandatory to me - a must have	**87**	80	4	2	1	7	24	24	6	1	4
	17%	*17%*	*21%*	*28%* a	*26%*	*24%* a	*15%*	*19%*	*22%*	*4%*	*29%* a
This is a 'nice to have' , but I can live without it being offered	**152**	142	6	2	1	10	48	40	4	10	2
	30%	*30%*	*39%* a	*33%*	*25%*	*35%*	*30%* e	*31%* e	*15%*	*65%*	*15%*
This is a 'great to have' - makes a difference and can sway my decision	**130**	123	4	2	2	7	44	24	11	2	3
	26%	*26%*	*23%*	*26%*	*34%*	*26%*	*28%*	*19%*	*37%* b	*11%*	*24%*
NET Important	**217**	203	7	4	3	14	68	47	17	2	8
	43%	*42%*	*45%*	*53%*	*60%* a	*50%*	*43%*	*37%*	*58%* b	*15%*	*53%* b

Columns Tested: a,b,c,d,e - a,b,c,d,e

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**663**	51	25	86	12	36	78	50	49	44	431	93	71	68
Weighted total	**509**	60	35	82	9	37	85	48	49	39	443	26	22	18
This is a negative to me	**27**	4	2	4	*	2	5	-	2	4	23	1	2	1
	5%	*7%*	*5%*	*5%*	*1%*	*6%*	*6%*	*-%*	*4%*	*9%* g	*5%*	*5%*	*8%* g	*3%*
This is not important to me - don't mind if not offered	**113**	18	6	16	5	8	10	17	13	4	98	3	7	5
	22%	*31%* **fik**	*17%*	*19%*	*59%*	*23%*	*12%*	*36%* **cfijk**	*27%* **fik**	*10%*	*22%* **fk**	*13%*	*30%* **fik**	*30%* **fik**
This is mandatory to me - a must have	**87**	13	4	12	1	8	14	10	8	6	75	5	3	3
	17%	*21%*	*12%*	*14%*	*15%*	*21%*	*16%*	*22%*	*15%*	*15%*	*17%*	*20%*	*15%*	*16%*
This is a 'nice to have' , but I can live without it being offered	**152**	20	12	26	*	7	33	14	14	13	138	7	3	4
	30%	*33%* l	*33%*	*31%* l	*3%*	*18%*	*39%* **elm**	*29%*	*28%*	*34%* l	*31%* l	*27%*	*15%*	*22%*
This is a 'great to have' - makes a difference and can sway my decision	**130**	5	11	25	2	12	22	7	13	12	109	9	7	5
	26%	*8%*	*32%*	*30%* **ag**	*21%*	*32%* a	*26%* a	*14%*	*26%* a	*31%* a	*25%* a	*35%* **agj**	*32%* **ag**	*29%* a
NET Important	**217**	17	15	37	3	20	36	17	20	18	184	14	11	8
	43%	*29%*	*44%*	*45%*	*36%*	*53%* a	*42%*	*36%*	*41%*	*46%*	*41%*	*55%* **agj**	*47%* a	*45%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	d	e	***f**	g	h	a	b	a	b
Unweighted total	**663**	9	105	14	45	207	21	33	227	462	201	582	81
Weighted total	**509**	3	75	7	33	182	10	35	162	384	125	468	41
This is a negative to me	**27**	-	-	-	*	8	*	*	19	23	4	21	6
	5%	*-%*	*-%*	*-%*	*1%*	*4%* b	*2%*	**%*	*12%* **bdeg**	*6%*	*3%*	*4%*	*15%* a
This is not important to me - don't mind if not offered	**113**	2	12	*	5	56	1	11	27	76	38	100	14
	22%	*53%*	*16%*	*1%*	*16%*	*31%* **bdh**	*8%*	*32%* h	*17%*	*20%*	*30%* a	*21%*	*33%* a
This is mandatory to me - a must have	**87**	1	15	1	6	30	2	5	27	59	28	82	4
	17%	*27%*	*20%*	*16%*	*18%*	*16%*	*19%*	*15%*	*16%*	*15%*	*22%* a	*18%*	*11%*
This is a 'nice to have' , but I can live without it being offered	**152**	1	24	3	8	51	6	8	49	133	19	149	3
	30%	*18%*	*31%*	*45%*	*24%*	*28%*	*63%*	*24%*	*30%*	*35%* b	*15%*	*32%* b	*8%*
This is a 'great to have' - makes a difference and can sway my decision	**130**	*	24	3	14	38	1	10	41	94	36	116	14
	26%	*1%*	*32%* e	*38%*	*42%* **eh**	*21%*	*8%*	*30%*	*25%*	*24%*	*29%*	*25%*	*34%*
NET Important	**217**	1	39	4	19	67	3	16	67	153	64	198	18
	43%	*29%*	*52%* e	*54%*	*60%* **eh**	*37%*	*27%*	*45%*	*42%*	*40%*	*51%* a	*42%*	*44%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**663**	641	22	272	120	268
Weighted total	**509**	486	23	214	84	208
This is a negative to me	**27**	26	1	8	3	15
	5%	*5%*	*4%*	*4%*	*3%*	*7%*
This is not important to me - don't mind if not offered	**113**	109	5	51	18	45
	22%	*22%*	*21%*	*24%*	*21%*	*22%*
This is mandatory to me - a must have	**87**	80	6	36	16	35
	17%	*17%*	*27%*	*17%*	*18%*	*17%*
This is a 'nice to have' , but I can live without it being offered	**152**	148	4	61	30	60
	30%	*31%*	*17%*	*29%*	*35%*	*29%*
This is a 'great to have' - makes a difference and can sway my decision	**130**	123	7	59	19	53
	26%	*25%*	*32%*	*27%*	*22%*	*26%*
NET Important	**217**	203	14	94	34	88
	43%	*42%*	*58%*	*44%*	*40%*	*42%*

Columns Tested: a,b - a,b,c

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	663	402	215	38	5	1	1	-	1	617	46	76	326	261
Weighted total	509	347	141	17	3	2	*	-	*	487	22	76	271	163
This is a negative to me	27	18	7	2	-	-	-	-	-	25	2	5	12	9
	5%	*5%*	*5%*	*14%* abi	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*11%*	*7%*	*5%*	*6%*
This is not important to me - don't mind if not offered	113	77	32	4	*	-	-	-	-	109	4	12	65	36
	22%	*22%*	*23%*	*21%*	*19%*	*-%*	*-%*	*-%*	*-%*	*22%*	*19%*	*16%*	*24%*	*22%*
This is mandatory to me - a must have	87	54	26	6	-	-	*	-	-	80	6	15	40	32
	17%	*16%*	*19%*	*34%* abi	*-%*	*-%*	*100%*	*-%*	*-%*	*17%*	*28%* ai	*19%*	*15%*	*20%*
This is a 'nice to have' , but I can live without it being offered	152	114	32	3	2	2	-	-	*	145	7	29	85	38
	30%	*33%* bc	*22%*	*17%*	*71%*	*100%*	*-%*	*-%*	*100%*	*30%* b	*31%*	*38%* c	*31%* c	*24%*
This is a 'great to have' - makes a difference and can sway my decision	130	83	44	2	*	-	-	-	-	127	3	15	69	47
	26%	*24%*	*31%* acj	*14%*	*10%*	*-%*	*-%*	*-%*	*-%*	*26%* j	*12%*	*19%*	*25%*	*29%*
NET Important	217	138	70	8	*	-	*	-	-	208	9	30	108	79
	43%	*40%*	*50%* a	*48%*	*10%*	*-%*	*100%*	*-%*	*-%*	*43%*	*40%*	*39%*	*40%*	*49%* b

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**663**	498	447	557	663	250	513	464	52	17	15	5	3	1
Weighted total	**509**	353	303	406	509	160	382	362	21	8	9	2	4	*
This is a negative to me	**27**	13	18	22	27	7	17	21	1	-	*	-	-	-
	5%	*4%*	*6%*	*5%*	*5%*	*4%*	*4%*	*6%*	*3%*	*-%*	*5%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**113**	80	61	88	113	26	91	82	5	1	*	*	-	-
	22%	*23%*	*20%*	*22%*	*22%*	*17%*	*24% e*	*23%*	*24%*	*14%*	*2%*	*6%*	*-%*	*-%*
This is mandatory to me - a must have	**87**	57	54	68	87	26	68	58	3	2	3	*	2	-
	17%	*16%*	*18%*	*17%*	*17%*	*17%*	*18%*	*16%*	*15%*	*29%*	*28%*	*7%*	*46%*	*-%*
This is a 'nice to have' , but I can live without it being offered	**152**	108	96	123	152	55	117	112	8	*	2	-	-	*
	30%	*30%*	*32%*	*30%*	*30%*	*34%*	*31%*	*31%*	*38%*	*5%*	*22%*	*-%*	*-%*	*100%*
This is a 'great to have' - makes a difference and can sway my decision	**130**	95	74	105	130	45	90	89	4	4	4	1	2	-
	26%	*27%*	*24%*	*26%*	*26%*	*28%*	*24%*	*25%*	*20%*	*53%*	*42%*	*87%*	*54%*	*-%*
NET Important	**217**	152	128	173	217	72	158	147	8	7	7	1	4	-
	43%	*43%*	*42%*	*43%*	*43%*	*45%*	*41%*	*41%*	*35%*	*82%*	*71%*	*94%*	*100%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	663	638	11	8	3	-	3	-	3	110	134	156	152	5
Weighted total	509	492	8	5	4	-	*	-	*	105	103	117	78	4
This is a negative to me	27	25	-	2	-	-	-	-	-	7	5	6	4	-
	5%	*5%*	*-%*	*34%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*5%*	*5%*	*5%*	*-%*
This is not important to me - don't mind if not offered	113	110	2	1	-	-	-	-	-	24	20	26	18	-
	22%	*22%*	*26%*	*18%*	*-%*	*-%*	*-%*	*-%*	*-%*	*23%*	*20%*	*22%*	*23%*	*-%*
This is mandatory to me - a must have	87	84	*	2	-	-	*	-	*	17	17	15	18	-
	17%	*17%*	*1%*	*35%*	*-%*	*-%*	*56%*	*-%*	*56%*	*16%*	*17%*	*13%*	*23%* c	*-%*
This is a 'nice to have' , but I can live without it being offered	152	146	4	*	2	-	*	-	*	33	29	36	22	3
	30%	*30%*	*49%*	*2%*	*50%*	*-%*	*30%*	*-%*	*30%*	*31%*	*28%*	*31%*	*28%*	*78%*
This is a 'great to have' - makes a difference and can sway my decision	130	126	2	1	2	-	*	-	*	24	31	33	16	1
	26%	*26%*	*24%*	*11%*	*50%*	*-%*	*13%*	*-%*	*13%*	*23%*	*30%*	*28%*	*21%*	*22%*
NET Important	217	210	2	3	2	-	*	-	*	41	48	48	34	1
	43%	*43%*	*25%*	*46%*	*50%*	*-%*	*70%*	*-%*	*70%*	*39%*	*47%*	*41%*	*44%*	*22%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted total	**663**	228	151	171	103	9	382	36	242	545	118	528	29
Weighted total	**509**	184	115	138	69	2	330	23	154	415	94	391	15
This is a negative to me	**27**	10	7	5	6	-	20	2	5	27	1	22	1
	5%	*5%*	*6%*	*4%*	*8%*	*-%*	*6%*	*8%*	*3%*	*6%* b	*1%*	*6%*	*4%*
This is not important to me - don't mind if not offered	**113**	39	32	26	14	*	78	8	27	96	17	84	4
	22%	*21%*	*28%*	*19%*	*20%*	*15%*	*24%*	*36%* c	*17%*	*23%*	*18%*	*22%*	*26%*
This is mandatory to me - a must have	**87**	25	19	28	14	*	61	2	23	61	26	64	3
	17%	*14%*	*17%*	*20%*	*21%*	*24%*	*19%*	*10%*	*15%*	*15%*	*27%* a	*16%*	*23%*
This is a 'nice to have' , but I can live without it being offered	**152**	65	27	42	18	*	93	5	51	131	22	122	1
	30%	*35%* b	*23%*	*30%*	*27%*	*32%*	*28%*	*23%*	*33%*	*31%*	*23%*	*31%*	*10%*
This is a 'great to have' - makes a difference and can sway my decision	**130**	46	30	37	16	*	77	5	47	101	29	100	6
	26%	*25%*	*26%*	*27%*	*24%*	*29%*	*23%*	*23%*	*31%* a	*24%*	*31%*	*25%*	*38%*
NET Important	**217**	71	49	65	31	1	138	8	71	162	55	164	9
	43%	*39%*	*43%*	*47%*	*45%*	*52%*	*42%*	*33%*	*46%*	*39%*	*58%* a	*42%*	*61%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	663	76	117	146	15	501	162	219	448	120	-
Weighted total	509	60	88	108	6	379	131	135	311	59	-
This is a negative to me	27	3	-	3	-	27	*	4	13	2	-
	5%	*6%* b	*-%*	*3%*	*-%*	*7%* b	**%*	*3%*	*4%*	*3%*	*-%*
This is not important to me - don't mind if not offered	113	12	14	19	*	91	23	30	65	10	-
	22%	*20%*	*16%*	*18%*	*2%*	*24%*	*17%*	*22%*	*21%*	*17%*	*-%*
This is mandatory to me - a must have	87	5	22	19	1	57	30	20	49	8	-
	17%	*9%*	*25%* a	*17%*	*9%*	*15%*	*23%* a	*15%*	*16%*	*13%*	*-%*
This is a 'nice to have' , but I can live without it being offered	152	17	26	31	1	122	30	42	97	20	-
	30%	*28%*	*30%*	*28%*	*13%*	*32%* b	*23%*	*31%*	*31%*	*34%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	130	23	25	36	5	82	48	40	86	19	-
	26%	*38%*	*29%*	*33%*	*76%*	*22%*	*37%* a	*30%*	*28%*	*32%*	*-%*
NET Important	217	28	47	54	6	139	78	61	135	27	-
	43%	*47%*	*54%*	*51%*	*86%*	*37%*	*60%* a	*45%*	*44%*	*46%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 79 (continuation)

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	663	206	384	104	-	428	459	160	5	477	425	565	438	341	10
Weighted total	509	136	253	54	-	319	332	107	3	341	294	419	311	224	2
This is a negative to me	27	5	16	2	-	12	22	4	-	13	18	27	15	13	-
	5%	3%	6%	3%	-%	4%	7% a	4%	-%	4%	6%	6%	5%	6%	-%
This is not important to me - don't mind if not offered	113	32	47	9	-	69	76	20	-	75	58	101	65	53	1
	22%	24%	19%	17%	-%	22%	23%	19%	-%	22%	20%	24%	21%	24%	44%
This is mandatory to me - a must have	87	25	42	7	-	56	53	19	2	55	51	65	53	32	*
	17%	19%	16%	13%	-%	18%	16%	18%	64%	16%	17%	16%	17%	14%	8%
This is a 'nice to have' , but I can live without it being offered	152	42	86	18	-	92	101	32	*	106	96	124	90	74	*
	30%	31%	34%	34%	-%	29%	31%	30%	13%	31%	32%	30%	29%	33%	7%
This is a 'great to have' - makes a difference and can sway my decision	130	32	62	17	-	91	80	31	1	91	72	102	89	52	1
	26%	24%	25%	32%	-%	29%	24%	29%	23%	27%	24%	24%	29%	23%	42%
NET Important	217	57	104	25	-	147	133	50	2	146	123	167	142	84	1
	43%	42%	41%	45%	-%	46%	40%	47%	87%	43%	42%	40%	46% b	38%	50%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**663**	423	297	367	117	92	449	347	18	13	12	13
Weighted total	**509**	291	204	274	75	52	315	232	11	9	12	10
This is a negative to me	**27**	16	11	10	2	-	17	16	1	-	*	2
	5%	*6%* e	*5%* e	*4%*	*2%*	*-%*	*5%*	*7%*	*10%*	*-%*	*4%*	*17%*
This is not important to me - don't mind if not offered	**113**	60	46	61	18	10	66	59	1	*	*	*
	22%	*21%*	*22%*	*22%*	*24%*	*19%*	*21%*	*25%*	*10%*	*3%*	*2%*	*5%*
This is mandatory to me - a must have	**87**	45	31	53	8	6	49	34	6	4	2	*
	17%	*15%*	*15%*	*19%* d	*11%*	*12%*	*16%*	*15%*	*49%*	*41%*	*14%*	*2%*
This is a 'nice to have' , but I can live without it being offered	**152**	85	75	75	28	25	97	76	3	2	6	5
	30%	*29%*	*37%* **ac**	*27%*	*37%* c	*49%* **abc**	*31%*	*33%*	*26%*	*22%*	*47%*	*45%*
This is a 'great to have' - makes a difference and can sway my decision	**130**	85	42	74	19	10	86	47	1	3	4	3
	26%	*29%* b	*20%*	*27%* b	*25%*	*20%*	*27%* b	*20%*	*5%*	*34%*	*34%*	*30%*
NET Important	**217**	130	73	127	27	16	136	81	6	7	6	3
	43%	*45%* **be**	*36%*	*47%* **be**	*36%*	*32%*	*43%* b	*35%*	*54%*	*75%*	*47%*	*32%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**663**	632	574	640	607	650	440	626	223	-	535	21	128	488
Weighted total	**509**	480	423	487	454	496	328	473	142	-	390	19	114	349
This is a negative to me	**27**	27	23	27	24	27	15	25	8	-	25	2	10	17
	5%	*6%*	*5%*	*6%*	*5%*	*5%*	*5%*	*5%*	*6%*	*-%*	*6%*	*8%*	*9%*	*5%*
This is not important to me - don't mind if not offered	**113**	111	90	111	99	113	71	109	29	-	87	7	27	77
	22%	*23%*	*21%*	*23%*	*22%*	*23%*	*22%*	*23%*	*21%*	*-%*	*22%*	*39%*	*24%*	*22%*
This is mandatory to me - a must have	**87**	79	67	79	83	84	64	74	23	-	68	*	14	62
	17%	*16%*	*16%*	*16%*	*18%*	*17%*	*20%*	*16%*	*16%*	*-%*	*17%*	*1%*	*12%*	*18%*
This is a 'nice to have' , but I can live without it being offered	**152**	139	135	144	136	148	98	145	41	-	118	5	32	113
	30%	*29%*	*32%*	*29%*	*30%*	*30%*	*30%*	*31%*	*29%*	*-%*	*30%*	*27%*	*28%*	*32%*
This is a 'great to have' - makes a difference and can sway my decision	**130**	125	108	127	112	123	79	120	41	-	93	5	31	81
	26%	*26%*	*25%*	*26%*	*25%*	*25%*	*24%*	*25%*	*29%*	*-%*	*24%*	*24%*	*27%*	*23%*
NET Important	**217**	204	175	206	195	207	143	193	63	-	160	5	45	142
	43%	*42%*	*41%*	*42%*	*43%*	*42%*	*44%*	*41%*	*45%*	*-%*	*41%*	*26%*	*39%*	*41%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	663	203	8	47	186	116	444	98	132	45	479	373	290
Weighted total	509	168	1	39	146	82	356	66	111	40	354	275	234
This is a negative to me	27	3	-	-	3	4	20	4	5	2	20	11	16
	5%	2%	-%	-%	2%	4%	6%	5%	5%	5%	6%	4%	7%
This is not important to me - don't mind if not offered	113	30	*	10	23	13	79	20	27	10	77	68	46
	22%	18%	9%	25%	16%	15%	22%	30% a	24%	25%	22%	25%	20%
This is mandatory to me - a must have	87	31	1	10	25	17	56	13	15	4	65	48	38
	17%	18%	38%	25%	17%	20%	16%	19%	14%	9%	18%	17%	16%
This is a 'nice to have' , but I can live without it being offered	152	46	*	10	40	23	111	18	30	12	108	87	65
	30%	27%	26%	25%	28%	29%	31%	27%	27%	31%	31%	32%	28%
This is a 'great to have' - makes a difference and can sway my decision	130	58	*	10	54	26	90	12	34	12	85	61	69
	26%	35%	27%	25%	37%	31% c	25%	19%	30%	30%	24%	22%	30% a
NET Important	217	89	1	20	79	42	146	25	49	15	149	109	108
	43%	53%	65%	51%	54%	52% bc	41%	38%	44%	39%	42%	40%	46%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	a	b	c	d	a	b	*c	d
Unweighted total	**663**	154	21	167	81	121	56	105	64	45	77	15	34
Weighted total	**509**	54	3	64	29	47	20	41	23	15	28	4	16
This is a negative to me	**27**	2	-	5	*	4	*	2	1	2	*	*	2
	5%	*4%*	*-%*	*7%* d	**%*	*9%*	*2%*	*6%*	*5%*	*15%* b	*1%*	*1%*	*13%* b
This is not important to me - don't mind if not offered	**113**	17	1	20	8	14	7	14	6	2	9	1	7
	22%	*32%*	*29%*	*31%*	*28%*	*31%*	*33%*	*34%*	*26%*	*15%*	*31%* a	*33%*	*42%* a
This is mandatory to me - a must have	**87**	6	*	11	4	7	1	6	2	3	6	*	*
	17%	*11%*	*7%*	*17%*	*14%*	*15%*	*7%*	*13%*	*7%*	*16%*	*21%* d	*2%*	*3%*
This is a 'nice to have' , but I can live without it being offered	**152**	12	*	13	6	8	4	7	7	5	5	2	2
	30%	*22%*	*6%*	*21%*	*20%*	*18%*	*21%*	*18%*	*30%*	*33%* **bd**	*17%*	*52%*	*12%*
This is a 'great to have' - makes a difference and can sway my decision	**130**	16	2	16	11	13	7	12	7	3	8	1	5
	26%	*31%*	*57%*	*24%*	*39%* c	*27%*	*37%*	*29%*	*33%*	*21%*	*29%*	*12%*	*31%*
NET Important	**217**	22	2	26	15	20	9	17	9	6	14	1	5
	43%	*42%*	*64%*	*41%*	*53%*	*43%*	*44%*	*42%*	*40%*	*37%*	*50%*	*14%*	*34%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	***b**	***c**	d	e	f	g	h	i	j	k	***l**
Unweighted total	**663**	100	28	8	179	33	40	53	48	49	61	35	29
Weighted total	**509**	73	34	11	69	24	28	39	51	61	46	45	29
This is a negative to me	**27**	2	2	2	5	1	3	4	-	3	2	4	*
	5%	*3%*	*5%*	*15%*	*7%*	*6%*	*9%* h	*10%* **ah**	*-%*	*4%*	*4%*	*9%* h	**%*
This is not important to me - don't mind if not offered	**113**	13	8	*	20	6	6	15	11	10	5	10	7
	22%	*18%*	*23%*	*4%*	*29%* **aj**	*24%*	*23%*	*39%* **aij**	*22%*	*17%*	*12%*	*23%*	*25%*
This is mandatory to me - a must have	**87**	15	4	2	11	3	6	1	6	7	9	7	15
	17%	*20%* g	*13%*	*15%*	*16%* g	*12%*	*23%* g	*4%*	*12%*	*12%*	*19%* g	*15%*	*52%*
This is a 'nice to have' , but I can live without it being offered	**152**	32	7	*	15	8	6	10	16	24	19	12	2
	30%	*44%* **dfg**	*22%*	*4%*	*22%*	*36%*	*20%*	*26%*	*31%*	*40%* **df**	*41%* **df**	*27%*	*8%*
This is a 'great to have' - makes a difference and can sway my decision	**130**	11	13	7	18	5	7	9	18	16	11	11	4
	26%	*15%*	*37%*	*61%*	*26%* a	*23%*	*25%*	*22%*	*35%* a	*27%*	*24%*	*25%*	*15%*
NET Important	**217**	26	17	9	29	8	13	10	24	24	20	18	19
	43%	*36%*	*50%*	*76%*	*42%* g	*34%*	*48%* g	*26%*	*47%* g	*39%*	*43%* g	*40%*	*67%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**663**	136	252	150	125
Weighted total	**509**	118	121	151	119
This is a negative to me	**27**	6	9	7	6
	5%	*5%*	*7%*	*4%*	*5%*
This is not important to me - don't mind if not offered	**113**	21	32	37	23
	22%	*18%*	*27%*	*24%*	*19%*
This is mandatory to me - a must have	**87**	21	20	15	31
	17%	*18%*	*17%*	*10%*	*26%* **bc**
This is a 'nice to have' , but I can live without it being offered	**152**	40	29	50	33
	30%	*33%*	*24%*	*33%*	*28%*
This is a 'great to have' - makes a difference and can sway my decision	**130**	31	30	43	26
	26%	*26%*	*25%*	*28%*	*22%*
NET Important	**217**	52	50	57	57
	43%	*44%*	*42%*	*38%*	*48%*

Columns Tested: a,b,c,d

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	e
Unweighted total	**663**	414	139	69	41	249	136	124	38	28	54
Weighted total	**509**	481	16	7	5	28	160	127	29	15	15
This is a negative to me	**5**	5	-	-	-	-	2	2	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**52**	49	2	1	*	3	13	11	2	1	1
	10%	*10%*	*10%*	*9%*	*8%*	*10%*	*8%*	*8%*	*8%*	*5%*	*4%*
This is mandatory to me - a must have	**141**	133	4	2	2	8	41	39	10	2	3
	28%	*28%*	*24%*	*25%*	*42%* b	*28%*	*26%*	*31%*	*36%*	*13%*	*18%*
This is a 'nice to have' , but I can live without it being offered	**164**	155	6	3	1	10	48	46	6	11	7
	32%	*32%*	*39%* d	*37%* d	*18%*	*35%* d	*30%*	*36%*	*20%*	*74%*	*51%* **ac**
This is a 'great to have' - makes a difference and can sway my decision	**147**	139	4	2	2	8	55	30	10	1	4
	29%	*29%*	*26%*	*28%*	*32%*	*28%*	*34%*	*23%*	*36%*	*8%*	*27%*
NET Important	**288**	272	8	4	4	16	96	69	21	3	7
	57%	*57%*	*51%*	*54%*	*74%* **abce**	*55%*	*60%*	*54%*	*72%* e	*21%*	*45%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	663	51	25	86	12	36	78	50	49	44	431	93	71	68
Weighted total	509	60	35	82	9	37	85	48	49	39	443	26	22	18
This is a negative to me	5	-	-	2	-	-	1	-	1	-	4	-	1	*
	1%	*-%*	*-%*	*3%*	*-%*	*-%*	*1%*	*-%*	*2%*	*-%*	*1%*	*-%*	*3%*	*2%*
This is not important to me - don't mind if not offered	52	7	*	17	-	1	6	6	3	5	45	2	2	2
	10%	*11%*	**%*	*21%* efhjkl	*-%*	*3%*	*7%*	*13%*	*7%*	*12%*	*10%*	*9%*	*8%*	*13%*
This is mandatory to me - a must have	141	17	7	17	2	8	24	18	17	10	121	10	6	3
	28%	*29%*	*20%*	*21%*	*22%*	*23%*	*28%*	*39%* cm	*36%* m	*25%*	*27%*	*40%* cjm	*27%*	*16%*
This is a 'nice to have' , but I can live without it being offered	164	20	15	17	4	17	29	13	14	16	145	7	6	7
	32%	*33%*	*42%*	*20%*	*47%*	*46%* cl	*34%* c	*26%*	*30%*	*41%* c	*33%* c	*28%*	*27%*	*36%* c
This is a 'great to have' - makes a difference and can sway my decision	147	16	13	29	3	10	25	10	13	9	128	6	8	6
	29%	*26%*	*38%*	*35%*	*31%*	*28%*	*29%*	*22%*	*26%*	*22%*	*29%*	*23%*	*35%*	*33%*
NET Important	288	33	20	46	5	19	49	29	30	19	249	16	14	9
	57%	*55%*	*58%*	*56%*	*53%*	*51%*	*58%*	*60%*	*61%*	*48%*	*56%*	*63%*	*62%*	*49%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted total	663	9	105	14	45	207	21	33	227	462	201	582	81
Weighted total	509	3	75	7	33	182	10	35	162	384	125	468	41
This is a negative to me	5	-	1	-	-	1	-	-	3	4	1	4	1
	1%	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*2%*	*1%*	*1%*	*1%*	*3%*
This is not important to me - don't mind if not offered	52	-	4	-	2	18	3	6	20	37	15	46	6
	10%	*-%*	*5%*	*-%*	*7%*	*10%*	*27%*	*17%* b	*12%* b	*10%*	*12%*	*10%*	*14%*
This is mandatory to me - a must have	141	1	26	1	8	50	*	6	49	98	43	129	11
	28%	*29%*	*34%*	*16%*	*23%*	*28%*	*2%*	*18%*	*30%*	*26%*	*34%* a	*28%*	*28%*
This is a 'nice to have' , but I can live without it being offered	164	1	24	4	9	61	7	15	42	128	36	156	9
	32%	*42%*	*32%*	*50%*	*28%*	*34%*	*66%*	*43%* h	*26%*	*33%*	*29%*	*33%* b	*21%*
This is a 'great to have' - makes a difference and can sway my decision	147	1	21	2	14	52	*	8	49	117	30	133	14
	29%	*29%*	*28%*	*34%*	*42%*	*29%*	*5%*	*23%*	*30%*	*31%*	*24%*	*28%*	*34%*
NET Important	288	2	47	4	21	103	1	14	97	215	73	263	26
	57%	*58%*	*62%* g	*50%*	*65%* g	*56%*	*7%*	*41%*	*60%* g	*56%*	*58%*	*56%*	*62%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**663**	641	22	272	120	268
Weighted total	**509**	486	23	214	84	208
This is a negative to me	**5**	5	-	4	*	1
	1%	*1%*	*-%*	*2%*	**%*	*1%*
This is not important to me - don't mind if not offered	**52**	51	*	27	9	14
	10%	*11%*	*2%*	*13%* c	*10%*	*7%*
This is mandatory to me - a must have	**141**	131	10	42	26	72
	28%	*27%*	*42%*	*20%*	*31%* a	*35%* a
This is a 'nice to have' , but I can live without it being offered	**164**	158	7	73	26	66
	32%	*32%*	*30%*	*34%*	*31%*	*32%*
This is a 'great to have' - makes a difference and can sway my decision	**147**	141	6	68	23	55
	29%	*29%*	*27%*	*32%*	*27%*	*27%*
NET Important	**288**	272	16	110	49	127
	57%	*56%*	*69%*	*51%*	*59%*	*61%* a

Columns Tested: a,b - a,b,c

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	663	402	215	38	5	1	1	-	1	617	46	76	326	261
Weighted total	509	347	141	17	3	2	*	-	*	487	22	76	271	163
This is a negative to me	5	4	1	-	-	-	-	-	-	5	-	2	2	1
	1%	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*3%*	*1%*	*1%*
This is not important to me - don't mind if not offered	52	38	12	1	-	-	-	-	*	50	1	12	27	13
	10%	*11%*	*9%*	*6%*	*-%*	*-%*	*-%*	*-%*	*100%*	*10%*	*5%*	*15%*	*10%*	*8%*
This is mandatory to me - a must have	141	85	49	5	-	2	-	-	-	134	7	13	72	56
	28%	*24%*	*35%* ai	*29%*	*-%*	*100%*	*-%*	*-%*	*-%*	*28%*	*31%*	*17%*	*27%*	*34%* ab
This is a 'nice to have' , but I can live without it being offered	164	125	30	7	2	-	*	-	-	155	9	32	93	39
	32%	*36%* b	*22%*	*38%* b	*90%*	*-%*	*100%*	*-%*	*-%*	*32%* b	*41%* b	*42%* c	*34%* c	*24%*
This is a 'great to have' - makes a difference and can sway my decision	147	94	48	5	*	-	-	-	-	142	5	18	76	53
	29%	*27%*	*34%*	*27%*	*10%*	*-%*	*-%*	*-%*	*-%*	*29%*	*22%*	*24%*	*28%*	*33%*
NET Important	288	179	97	10	*	2	-	-	-	276	12	31	149	109
	57%	*52%*	*69%* aij	*56%*	*10%*	*100%*	*-%*	*-%*	*-%*	*57%*	*53%*	*40%*	*55%* a	*67%* ab

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**663**	498	447	557	663	250	513	464	52	17	15	5	3	1
Weighted total	**509**	353	303	406	509	160	382	362	21	8	9	2	4	*
This is a negative to me	**5**	3	3	4	5	1	4	4	-	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**52**	34	27	40	52	12	38	36	2	2	*	*	-	*
	10%	*10%*	*9%*	*10%*	*10%*	*8%*	*10%*	*10%*	*7%*	*23%*	*1%*	*6%*	*-%*	*100%*
This is mandatory to me - a must have	**141**	97	88	110	141	58	115	95	8	1	5	*	-	-
	28%	*27%*	*29%*	*27%*	*28%*	*36%* **abcd**	*30%*	*26%*	*36%*	*16%*	*51%*	*22%*	*-%*	*-%*
This is a 'nice to have' , but I can live without it being offered	**164**	117	99	135	164	50	129	121	8	2	3	*	2	-
	32%	*33%*	*33%*	*33%*	*32%*	*31%*	*34%*	*33%*	*36%*	*28%*	*27%*	*4%*	*46%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	**147**	103	87	118	147	39	96	106	4	3	2	1	2	-
	29%	*29%*	*29%*	*29%*	*29%*	*24%*	*25%*	*29%*	*20%*	*33%*	*20%*	*68%*	*54%*	*-%*
NET Important	**288**	200	175	227	288	97	210	201	12	4	7	1	2	-
	57%	*57%*	*58%*	*56%*	*57%*	*60%*	*55%*	*56%*	*57%*	*49%*	*71%*	*90%*	*54%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	663	638	11	8	3	-	3	-	3	110	134	156	152	5
Weighted total	509	492	8	5	4	-	*	-	*	105	103	117	78	4
This is a negative to me	5	5	-	-	-	-	-	-	-	1	2	1	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	-%	1%	2%	1%	-%	-%
This is not important to me - don't mind if not offered	52	51	1	-	-	-	*	-	*	12	13	9	6	-
	10%	10%	11%	-%	-%	-%	44%	-%	44%	11%	13%	8%	7%	-%
This is mandatory to me - a must have	141	132	5	3	*	-	-	-	-	20	30	35	24	1
	28%	27%	66%	54%	1%	-%	-%	-%	-%	19%	30%	30% a	31% a	14%
This is a 'nice to have' , but I can live without it being offered	164	159	2	2	2	-	*	-	*	44	27	38	24	2
	32%	32%	22%	34%	50%	-%	56%	-%	56%	42% b	26%	33%	31%	50%
This is a 'great to have' - makes a difference and can sway my decision	147	145	*	1	2	-	-	-	-	28	31	34	24	1
	29%	29%	1%	12%	49%	-%	-%	-%	-%	27%	30%	29%	31%	36%
NET Important	288	277	6	4	2	-	-	-	-	48	61	68	48	2
	57%	56%	67%	66%	50%	-%	-%	-%	-%	46%	59% a	58% a	62% a	50%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted total	**663**	228	151	171	103	9	382	36	242	545	118	528	29
Weighted total	**509**	184	115	138	69	2	330	23	154	415	94	391	15
This is a negative to me	**5**	1	2	2	-	-	3	-	2	4	1	4	-
	1%	*1%*	*1%*	*2%*	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*-%*
This is not important to me - don't mind if not offered	**52**	29	9	7	5	-	30	5	17	47	5	38	2
	10%	*16%* **bcd**	*7%*	*5%*	*7%*	*-%*	*9%*	*21%* a	*11%*	*11%*	*5%*	*10%*	*14%*
This is mandatory to me - a must have	**141**	36	28	53	24	*	100	3	37	102	39	106	4
	28%	*19%*	*24%*	*39%* **ab**	*35%* a	*8%*	*30%* b	*14%*	*24%*	*25%*	*41%* a	*27%*	*26%*
This is a 'nice to have' , but I can live without it being offered	**164**	69	35	42	18	1	110	7	47	139	25	130	5
	32%	*37%* d	*30%*	*30%*	*26%*	*63%*	*33%*	*29%*	*30%*	*33%*	*27%*	*33%*	*36%*
This is a 'great to have' - makes a difference and can sway my decision	**147**	49	42	33	22	*	86	8	52	124	24	114	4
	29%	*27%*	*37%* **ac**	*24%*	*32%*	*29%*	*26%*	*36%*	*33%* a	*30%*	*25%*	*29%*	*24%*
NET Important	**288**	85	70	87	46	1	186	11	89	226	63	220	7
	57%	*46%*	*61%* a	*63%* a	*67%* a	*37%*	*56%*	*50%*	*58%*	*54%*	*67%* a	*56%*	*50%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	663	76	117	146	15	501	162	219	448	120	-
Weighted total	509	60	88	108	6	379	131	135	311	59	-
This is a negative to me	5	-	1	1	-	4	1	-	3	-	-
	1%	*-%*	*1%*	*1%*	*-%*	*1%*	*1%*	*-%*	*1%*	*-%*	*-%*
This is not important to me - don't mind if not offered	52	1	4	3	*	45	7	9	32	5	-
	10%	*2%*	*4%*	*3%*	*3%*	*12%* b	*5%*	*7%*	*10%*	*9%*	*-%*
This is mandatory to me - a must have	141	19	32	37	1	96	45	44	82	15	-
	28%	*32%*	*37%*	*34%*	*11%*	*25%*	*35%* a	*33%*	*27%*	*25%*	*-%*
This is a 'nice to have' , but I can live without it being offered	164	18	21	29	1	129	35	42	98	19	-
	32%	*30%*	*24%*	*27%*	*13%*	*34%*	*27%*	*31%*	*32%*	*32%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	147	22	30	38	5	104	43	40	95	20	-
	29%	*37%*	*34%*	*35%*	*73%*	*28%*	*33%*	*29%*	*31%*	*34%*	*-%*
NET Important	288	41	62	74	5	200	88	84	177	35	-
	57%	*68%*	*71%*	*69%*	*84%*	*53%*	*67%* a	*62%*	*57%*	*59%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	663	206	384	104	-	428	459	160	5	477	425	565	438	341	10
Weighted total	509	136	253	54	-	319	332	107	3	341	294	419	311	224	2
This is a negative to me	5	1	3	-	-	2	4	1	-	3	3	4	2	3	-
	1%	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*
This is not important to me - don't mind if not offered	52	8	25	2	-	21	40	11	*	32	25	47	30	22	-
	10%	*6%*	*10%*	*4%*	*-%*	*6%*	*12%* a	*11%*	*5%*	*9%*	*8%*	*11%*	*10%*	*10%*	*-%*
This is mandatory to me - a must have	141	42	73	14	-	100	83	39	2	94	86	108	90	56	1
	28%	*31%*	*29%*	*27%*	*-%*	*31%* b	*25%*	*37%* b	*67%*	*28%*	*29%*	*26%*	*29%*	*25%*	*30%*
This is a 'nice to have' , but I can live without it being offered	164	48	80	14	-	102	107	25	*	112	98	133	101	70	1
	32%	*35%*	*31%*	*26%*	*-%*	*32%* c	*32%* c	*23%*	*9%*	*33%*	*33%*	*32%*	*32%*	*31%*	*48%*
This is a 'great to have' - makes a difference and can sway my decision	147	38	73	23	-	94	99	30	*	100	83	127	88	73	1
	29%	*28%*	*29%*	*43%* ab	*-%*	*29%*	*30%*	*28%*	*18%*	*29%*	*28%*	*30%*	*28%*	*33%*	*22%*
NET Important	288	79	146	37	-	194	182	69	2	194	169	235	178	129	1
	57%	*58%*	*58%*	*69%* b	*-%*	*61%*	*55%*	*65%* b	*86%*	*57%*	*57%*	*56%*	*57%*	*58%*	*52%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**663**	423	297	367	117	92	449	347	18	13	12	13
Weighted total	**509**	291	204	274	75	52	315	232	11	9	12	10
This is a negative to me	**5**	3	2	1	1	-	4	4	-	-	-	-
	1%	*1%*	*1%*	**%*	*1%*	*-%*	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**52**	29	26	18	6	5	28	27	2	-	3	-
	10%	*10%*	*13%* c	*6%*	*8%*	*10%*	*9%*	*11%*	*14%*	*-%*	*23%*	*-%*
This is mandatory to me - a must have	**141**	71	54	88	27	18	83	61	2	2	4	2
	28%	*24%*	*27%*	*32%* a	*37%* **ab**	*36%* a	*26%*	*26%*	*17%*	*28%*	*34%*	*23%*
This is a 'nice to have' , but I can live without it being offered	**164**	95	62	88	22	17	106	74	6	2	2	5
	32%	*33%*	*30%*	*32%*	*29%*	*34%*	*34%*	*32%*	*53%*	*22%*	*21%*	*48%*
This is a 'great to have' - makes a difference and can sway my decision	**147**	93	61	79	18	11	94	67	2	5	3	3
	29%	*32%* e	*30%*	*29%*	*24%*	*20%*	*30%*	*29%*	*15%*	*51%*	*23%*	*30%*
NET Important	**288**	164	115	167	46	29	177	127	4	7	7	5
	57%	*56%*	*56%*	*61%*	*61%*	*56%*	*56%*	*55%*	*33%*	*78%*	*56%*	*52%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**663**	632	574	640	607	650	440	626	223	-	535	21	128	488
Weighted total	**509**	480	423	487	454	496	328	473	142	-	390	19	114	349
This is a negative to me	**5**	5	5	5	5	5	4	5	1	-	3	1	1	4
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*6%*	*1%*	*1%*
This is not important to me - don't mind if not offered	**52**	49	35	49	39	50	31	48	17	-	42	1	6	43
	10%	*10%*	*8%*	*10%*	*9%*	*10%*	*9%*	*10%*	*12%*	*-%*	*11%*	*3%*	*5%*	*12%* a
This is mandatory to me - a must have	**141**	135	124	136	131	140	102	132	46	-	101	10	38	84
	28%	*28%*	*29%*	*28%*	*29%*	*28%*	*31%*	*28%*	*32%*	*-%*	*26%*	*55%*	*33%* b	*24%*
This is a 'nice to have' , but I can live without it being offered	**164**	154	133	156	147	164	94	155	40	-	130	3	33	119
	32%	*32%*	*32%*	*32%*	*32%*	*33%*	*29%*	*33%*	*28%*	*-%*	*33%*	*18%*	*29%*	*34%*
This is a 'great to have' - makes a difference and can sway my decision	**147**	137	125	141	132	136	97	132	39	-	114	4	37	99
	29%	*29%*	*30%*	*29%*	*29%*	*28%*	*30%*	*28%*	*27%*	*-%*	*29%*	*19%*	*33%*	*28%*
NET Important	**288**	272	249	277	263	276	199	264	84	-	215	14	75	183
	57%	*57%*	*59%*	*57%*	*58%*	*56%*	*61%*	*56%*	*59%*	*-%*	*55%*	*74%*	*66%* b	*53%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**663**	203	8	47	186	116	444	98	132	45	479	373	290
Weighted total	**509**	168	1	39	146	82	356	66	111	40	354	275	234
This is a negative to me	**5**	1	-	-	1	-	5	-	1	-	4	3	2
	1%	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*1%*	*1%*
This is not important to me - don't mind if not offered	**52**	8	-	1	7	6	35	9	5	2	45	27	25
	10%	*5%*	*-%*	*2%*	*5%*	*7%*	*10%*	*14%*	*4%*	*4%*	*13%* a	*10%*	*11%*
This is mandatory to me - a must have	**141**	57	*	10	51	31	88	18	48	3	85	89	52
	28%	*34%*	*19%*	*25%*	*35%*	*38%* b	*25%*	*27%*	*43%* **bc**	*9%*	*24%* b	*32%* b	*22%*
This is a 'nice to have' , but I can live without it being offered	**164**	48	1	15	37	23	118	23	25	23	116	79	86
	32%	*29%*	*58%*	*38%*	*26%*	*28%*	*33%*	*35%*	*23%*	*57%* **ac**	*33%* a	*29%*	*37%* a
This is a 'great to have' - makes a difference and can sway my decision	**147**	54	*	13	49	22	110	16	33	12	103	78	69
	29%	*32%*	*22%*	*34%*	*34%*	*26%*	*31%*	*24%*	*29%*	*30%*	*29%*	*28%*	*30%*
NET Important	**288**	111	1	23	101	53	198	34	80	15	188	167	121
	57%	*66%*	*42%*	*60%*	*69%*	*65%*	*56%*	*51%*	*72%* **bc**	*39%*	*53%*	*61%* b	*52%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	a	b	c	d	a	b	*c	d
Unweighted total	**663**	154	21	167	81	121	56	105	64	45	77	15	34
Weighted total	**509**	54	3	64	29	47	20	41	23	15	28	4	16
This is a negative to me	**5**	1	-	2	-	2	-	1	-	1	1	-	*
	1%	*3%*	*-%*	*4%*	*-%*	*5%*	*-%*	*3%*	*-%*	*7%*	*4%*	*-%*	*2%*
This is not important to me - don't mind if not offered	**52**	6	*	7	4	4	3	4	3	1	4 d	1	-
	10%	*10%*	*11%*	*10%*	*13%*	*9%*	*15%*	*10%*	*13%*	*8%*	*14%*	*30%*	*-%*
This is mandatory to me - a must have	**141**	10	*	17	8	9	4	8	3	4	5	1	3
	28%	*19%*	*6%*	*26%*	*26%*	*20%*	*19%*	*21%*	*13%*	*23%*	*17%*	*33%*	*17%*
This is a 'nice to have' , but I can live without it being offered	**164**	17	1	18	8	17	6	14	8	5	7	1	7
	32%	*31%*	*34%*	*28%*	*26%*	*35%*	*28%*	*35%*	*35%*	*31%*	*24%*	*28%*	*42%*
This is a 'great to have' - makes a difference and can sway my decision	**147**	20	2	21	10	14	8	13	9	5	11	*	6
	29%	*37%*	*49%*	*32%*	*35%*	*30%*	*38%*	*32%*	*39%*	*30%*	*41%*	*8%*	*40%*
NET Important	**288**	30	2	37	18	24	12	21	12	8	16	2	9
	57%	*56%*	*55%*	*58%*	*61%*	*50%*	*58%*	*52%*	*52%*	*54%*	*58%*	*41%*	*56%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	e	f	g	h	i	j	k	*l
Unweighted total	663	100	28	8	179	33	40	53	48	49	61	35	29
Weighted total	509	73	34	11	69	24	28	39	51	61	46	45	29
This is a negative to me	5	-	-	-	2	1	1	-	-	-	-	1	-
	1%	*-%*	*-%*	*-%*	*3%*	*5%* a	*4%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*
This is not important to me - don't mind if not offered	52	8	4	2	7	4	2	6	2	6	6	5	1
	10%	*10%*	*12%*	*15%*	*10%*	*17%*	*9%*	*15%*	*4%*	*9%*	*14%*	*11%*	*3%*
This is mandatory to me - a must have	141	21	7	3	17	7	10	10	13	19	15	9	11
	28%	*29%*	*21%*	*30%*	*24%*	*28%*	*34%*	*26%*	*26%*	*31%*	*32%*	*19%*	*39%*
This is a 'nice to have' , but I can live without it being offered	164	22	10	*	19	7	9	14	24	23	12	12	12
	32%	*30%*	*30%*	*4%*	*28%*	*28%*	*31%*	*34%*	*47%* adj	*38%*	*27%*	*27%*	*41%*
This is a 'great to have' - makes a difference and can sway my decision	147	23	13	6	24	5	6	10	12	13	12	19	5
	29%	*31%*	*38%*	*51%*	*35%*	*23%*	*22%*	*24%*	*23%*	*22%*	*27%*	*41%*	*17%*
NET Important	288	44	20	9	41	12	16	20	25	32	27	27	16
	57%	*60%*	*59%*	*81%*	*59%*	*51%*	*56%*	*50%*	*49%*	*53%*	*59%*	*61%*	*56%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**663**	136	252	150	125
Weighted total	**509**	118	121	151	119
This is a negative to me	**5**	-	5	-	1
	1%	*-%*	*4%*	*-%*	*1%*
			ac		
This is not important to me - don't mind if not offered	**52**	13	13	14	12
	10%	*11%*	*11%*	*9%*	*10%*
This is mandatory to me - a must have	**141**	32	33	42	35
	28%	*27%*	*27%*	*28%*	*29%*
This is a 'nice to have' , but I can live without it being offered	**164**	32	35	61	37
	32%	*27%*	*29%*	*40%*	*31%*
				ab	
This is a 'great to have' - makes a difference and can sway my decision	**147**	41	36	35	36
	29%	*35%*	*30%*	*23%*	*30%*
		c			
NET Important	**288**	73	68	77	70
	57%	*61%*	*57%*	*51%*	*59%*

Columns Tested: a,b,c,d

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	e
Unweighted total	**663**	414	139	69	41	249	136	124	38	28	54
Weighted total	**509**	481	16	7	5	28	160	127	29	15	15
This is a negative to me	**13**	12	1	-	-	1	3	6	-	*	*
	2%	*3%*	*4%*	*-%*	*-%*	*2%*	*2%*	*4%*	*-%*	**%*	*3%*
This is not important to me - don't mind if not offered	**78**	74	2	1	1	4	24	23	4	4	1
	15%	*15%*	*13%*	*14%*	*21%*	*15%*	*15%*	*18%*	*14%*	*28%*	*7%*
This is mandatory to me - a must have	**164**	156	4	2	1	7	38	37	14	5	6
	32%	*33%*	*27%*	*22%*	*28%*	*26%*	*24%*	*29%*	*47%* **ab**	*31%*	*44%* a
This is a 'nice to have' , but I can live without it being offered	**137**	129	4	3	1	8	43	47	4	5	2
	27%	*27%*	*27%*	*36%* d	*17%*	*27%*	*27%* e	*37%* **ce**	*13%*	*31%*	*12%*
This is a 'great to have' - makes a difference and can sway my decision	**118**	110	5	2	2	8	51	15	7	2	5
	23%	*23%*	*30%*	*27%*	*34%*	*30%* a	*32%* b	*12%*	*25%* b	*10%*	*35%* b
NET Important	**282**	266	9	4	3	16	90	52	21	6	11
	55%	*55%*	*56%*	*49%*	*62%*	*56%*	*56%* b	*41%*	*73%* b	*41%*	*79%* **ab**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**663**	51	25	86	12	36	78	50	49	44	431	93	71	68
Weighted total	**509**	60	35	82	9	37	85	48	49	39	443	26	22	18
This is a negative to me	**13**	2	-	3	*	-	5	-	-	1	11	-	1	*
	2%	*3%*	*-%*	*4%*	*1%*	*-%*	*6%* k	*-%*	*-%*	*2%*	*2%*	*-%*	*7%* k	*2%*
This is not important to me - don't mind if not offered	**78**	22	8	10	4	3	10	4	4	4	69	4	3	2
	15%	*37%* **cefghij klm**	*24%*	*12%*	*40%*	*7%*	*12%*	*8%*	*9%*	*10%*	*16%*	*15%*	*14%*	*13%*
This is mandatory to me - a must have	**164**	15	11	20	1	19	20	21	26	11	143	9	7	5
	32%	*25%*	*32%*	*25%*	*12%*	*51%* **acfijlm**	*23%*	*44%* **cfacfijklm**	*53%*	*27%*	*32%*	*34%*	*30%*	*28%*
This is a 'nice to have' , but I can live without it being offered	**137**	14	10	29	2	6	23	15	11	14	123	6	4	3
	27%	*23%*	*28%*	*35%* **elm**	*23%*	*16%*	*27%*	*31%*	*22%*	*37%* **elm**	*28%*	*24%*	*20%*	*18%*
This is a 'great to have' - makes a difference and can sway my decision	**118**	7	6	20	2	10	28	8	8	9	97	7	7	7
	23%	*12%*	*17%*	*24%*	*23%*	*26%*	*33%* **aj**	*17%*	*17%*	*24%*	*22%*	*27%* a	*30%* a	*39%* **acghj**
NET Important	**282**	22	17	40	3	28	47	29	34	20	241	16	13	12
	55%	*37%*	*48%*	*49%*	*35%*	*77%* **acfij**	*56%* a	*61%* a	*70%* **acj**	*51%*	*54%* a	*61%* a	*60%* a	*67%* **acj**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	d	e	***f**	g	h	a	b	a	b
Unweighted total	**663**	9	105	14	45	207	21	33	227	462	201	582	81
Weighted total	**509**	3	75	7	33	182	10	35	162	384	125	468	41
This is a negative to me	**13**	-	*	-	*	1	2	2	7	10	3	13	*
	2%	*-%*	**%*	*-%*	*1%*	*1%*	*18%*	*5%* **be**	*4%* **be**	*3%*	*2%*	*3%*	**%*
This is not important to me - don't mind if not offered	**78**	-	8	*	6	25	3	11	26	60	18	66	12
	15%	*-%*	*10%*	*5%*	*20%*	*14%*	*25%*	*31%* **beh**	*16%*	*16%*	*15%*	*14%*	*30%* a
This is mandatory to me - a must have	**164**	2	30	4	10	68	2	7	42	114	50	152	12
	32%	*61%*	*39%* h	*49%*	*29%*	*37%* h	*23%*	*21%*	*26%*	*30%*	*40%* a	*33%*	*28%*
This is a 'nice to have' , but I can live without it being offered	**137**	*	19	2	7	48	1	12	45	113	24	131	6
	27%	*11%*	*25%*	*27%*	*23%*	*26%*	*14%*	*36%*	*28%*	*29%* b	*19%*	*28%* b	*14%*
This is a 'great to have' - makes a difference and can sway my decision	**118**	1	19	1	9	41	2	3	42	88	30	107	11
	23%	*29%*	*25%* g	*19%*	*27%* g	*22%*	*20%*	*8%*	*26%* g	*23%*	*24%*	*23%*	*28%*
NET Important	**282**	3	49	5	18	109	4	10	84	202	80	259	23
	55%	*89%*	*64%* **gh**	*68%*	*57%* g	*60%* g	*43%*	*29%*	*52%* g	*53%*	*64%* a	*55%*	*56%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**663**	641	22	272	120	268
Weighted total	**509**	486	23	214	84	208
This is a negative to me	**13**	13	-	7	1	5
	2%	*3%*	*-%*	*3%*	*1%*	*2%*
This is not important to me - don't mind if not offered	**78**	78	*	33	15	30
	15%	*16%*	*2%*	*15%*	*17%*	*15%*
This is mandatory to me - a must have	**164**	152	11	65	21	76
	32%	*31%*	*49%*	*30%*	*25%*	*37%* b
This is a 'nice to have' , but I can live without it being offered	**137**	135	2	55	30	51
	27%	*28%*	*7%*	*26%*	*36%* **ac**	*25%*
This is a 'great to have' - makes a difference and can sway my decision	**118**	108	10	54	17	45
	23%	*22%*	*42%*	*25%*	*20%*	*22%*
NET Important	**282**	261	21	118	38	122
	55%	*54%*	*91%*	*55%*	*45%*	*58%* b

Columns Tested: a,b - a,b,c

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	663	402	215	38	5	1	1	-	1	617	46	76	326	261
Weighted total	509	347	141	17	3	2	*	-	*	487	22	76	271	163
This is a negative to me	13	10	2	*	-	-	-	-	-	13	*	2	8	2
	2%	*3%*	*2%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	**%*	*3%*	*3%*	*1%*
This is not important to me - don't mind if not offered	78	51	24	3	*	-	-	-	*	75	3	13	38	27
	15%	*15%*	*17%*	*19%*	*4%*	*-%*	*-%*	*-%*	*100%*	*15%*	*16%*	*18%*	*14%*	*17%*
This is mandatory to me - a must have	164	103	52	7	2	-	-	-	-	155	8	15	88	61
	32%	*30%*	*37%*	*38%*	*71%*	*-%*	*-%*	*-%*	*-%*	*32%*	*38%*	*20%*	*32%* a	*37%* a
This is a 'nice to have' , but I can live without it being offered	137	100	30	5	-	2	*	-	-	130	7	25	75	37
	27%	*29%* b	*21%*	*30%*	*-%*	*100%*	*100%*	*-%*	*-%*	*27%*	*33%*	*33%*	*28%*	*23%*
This is a 'great to have' - makes a difference and can sway my decision	118	83	33	2	1	-	-	-	-	115	3	20	62	36
	23%	*24%*	*23%*	*12%*	*25%*	*-%*	*-%*	*-%*	*-%*	*24%*	*13%*	*26%*	*23%*	*22%*
NET Important	282	186	85	9	3	-	-	-	-	271	11	36	150	96
	55%	*54%*	*60%*	*51%*	*96%*	*-%*	*-%*	*-%*	*-%*	*56%*	*51%*	*47%*	*56%*	*59%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**663**	498	447	557	663	250	513	464	52	17	15	5	3	1
Weighted total	**509**	353	303	406	509	160	382	362	21	8	9	2	4	*
This is a negative to me	**13**	9	6	10	13	3	8	10	-	-	-	-	-	-
	2%	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**78**	54	52	63	78	20	58	55	3	*	4	*	*	*
	15%	*15%*	*17%*	*15%*	*15%*	*12%*	*15%*	*15%*	*16%*	*3%*	*40%*	*19%*	*3%*	*100%*
This is mandatory to me - a must have	**164**	111	89	128	164	48	126	112	8	3	3	*	2	-
	32%	*31%*	*29%*	*31%*	*32%*	*30%*	*33%*	*31%*	*37%*	*38%*	*33%*	*4%*	*46%*	*-%*
This is a 'nice to have' , but I can live without it being offered	**137**	103	95	119	137	54	109	110	7	*	2	*	-	-
	27%	*29%*	*31%*	*29%*	*27%*	*34%* d	*28%*	*30%*	*33%*	*2%*	*25%*	*3%*	*-%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	**118**	77	61	87	118	36	81	76	3	5	*	1	2	-
	23%	*22%*	*20%*	*21%*	*23%*	*22%*	*21%*	*21%*	*14%*	*57%*	*2%*	*75%*	*51%*	*-%*
NET Important	**282**	188	150	214	282	83	207	188	11	8	3	1	3	-
	55%	*53%*	*50%*	*53%*	*55%*	*52%*	*54%*	*52%*	*51%*	*95%*	*35%*	*78%*	*97%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	663	638	11	8	3	-	3	-	3	110	134	156	152	5
Weighted total	509	492	8	5	4	-	*	-	*	105	103	117	78	4
This is a negative to me	13	13	-	*	-	-	-	-	-	4	2	4	*	-
	2%	*3%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%* d	*2%*	*4%* d	**%*	*-%*
This is not important to me - don't mind if not offered	78	74	3	1	-	-	*	-	*	16	10	21	16	-
	15%	*15%*	*34%*	*19%*	*-%*	*-%*	*30%*	*-%*	*30%*	*15%*	*10%*	*18%*	*20%* b	*-%*
This is mandatory to me - a must have	164	156	4	2	2	-	*	-	*	32	35	42	19	*
	32%	*32%*	*46%*	*36%*	*51%*	*-%*	*13%*	*-%*	*13%*	*30%*	*34%*	*36%* d	*25%*	*1%*
This is a 'nice to have' , but I can live without it being offered	137	134	1	2	-	-	*	-	*	30	27	32	27	3
	27%	*27%*	*13%*	*33%*	*-%*	*-%*	*56%*	*-%*	*56%*	*29%*	*26%*	*28%*	*35%*	*86%*
This is a 'great to have' - makes a difference and can sway my decision	118	115	1	1	2	-	-	-	-	24	29	18	16	*
	23%	*23%*	*6%*	*11%*	*49%*	*-%*	*-%*	*-%*	*-%*	*22%*	*28%* c	*15%*	*20%*	*13%*
NET Important	282	271	4	3	4	-	*	-	*	55	64	60	35	1
	55%	*55%*	*52%*	*47%*	*100%*	*-%*	*13%*	*-%*	*13%*	*53%*	*62%* d	*51%*	*45%*	*14%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted total	**663**	228	151	171	103	9	382	36	242	545	118	528	29
Weighted total	**509**	184	115	138	69	2	330	23	154	415	94	391	15
This is a negative to me	**13**	4	2	7	*	*	10	-	3	12	*	10	*
	2%	*2%*	*2%*	*5%* d	**%*	*19%*	*3%*	*-%*	*2%*	*3%*	**%*	*3%*	*1%*
This is not important to me - don't mind if not offered	**78**	31	16	19	11	-	46	5	26	64	14	61	2
	15%	*17%*	*14%*	*14%*	*16%*	*-%*	*14%*	*23%*	*17%*	*15%*	*15%*	*15%*	*13%*
This is mandatory to me - a must have	**164**	49	33	56	25	*	109	4	51	124	40	123	5
	32%	*27%*	*29%*	*41%* **ab**	*37%*	*8%*	*33%*	*19%*	*33%*	*30%*	*42%* a	*31%*	*34%*
This is a 'nice to have' , but I can live without it being offered	**137**	59	25	38	15	1	91	8	38	122	15	115	4
	27%	*32%* b	*21%*	*28%*	*22%*	*48%*	*27%*	*34%*	*25%*	*29%* b	*16%*	*29%*	*28%*
This is a 'great to have' - makes a difference and can sway my decision	**118**	42	39	18	18	*	74	5	37	93	25	83	3
	23%	*23%* c	*34%* **ac**	*13%*	*26%* c	*25%*	*23%*	*24%*	*24%*	*22%*	*27%*	*21%*	*23%*
NET Important	**282**	91	73	74	43	1	183	10	87	217	65	206	9
	55%	*49%*	*63%* a	*54%*	*62%* a	*34%*	*55%*	*43%*	*57%*	*52%*	*69%* a	*53%*	*58%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	663	76	117	146	15	501	162	219	448	120	-
Weighted total	509	60	88	108	6	379	131	135	311	59	-
This is a negative to me	13	1	-	1	-	12	*	3	9	*	-
	2%	2%	-%	1%	-%	3% b	*%	2%	3%	*%	-%
This is not important to me - don't mind if not offered	78	2	16	12	2	59	19	16	48	8	-
	15%	3%	19% a	11%	38%	16%	15%	12%	15%	14%	-%
This is mandatory to me - a must have	164	23	36	42	2	112	52	53	91	22	-
	32%	38%	41%	39%	25%	30%	40% a	39% b	29%	37%	-%
This is a 'nice to have' , but I can live without it being offered	137	22	19	33	*	111	25	37	91	20	-
	27%	36% b	22%	30%	6%	29% b	19%	27%	29%	33%	-%
This is a 'great to have' - makes a difference and can sway my decision	118	12	17	20	2	84	34	27	72	9	-
	23%	21%	19%	19%	31%	22%	26%	20%	23%	16%	-%
NET Important	282	35	52	62	4	196	86	80	163	31	-
	55%	59%	60%	58%	56%	52%	65% a	59%	52%	52%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**663**	206	384	104	-	428	459	160	5	477	425	565	438	341	10
Weighted total	**509**	136	253	54	-	319	332	107	3	341	294	419	311	224	2
This is a negative to me	**13**	3	6	*	-	5	11	2	-	9	6	12	8	5	-
	2%	*2%*	*2%*	*1%*	*-%*	*2%*	*3%*	*2%*	*-%*	*3%*	*2%*	*3%*	*3%*	*2%*	*-%*
This is not important to me - don't mind if not offered	**78**	19	43	8	-	31	63 a	15	-	53	51	69	43	47 a	-
	15%	*14%*	*17%*	*15%*	*-%*	*10%*	*19%*	*14%*	*-%*	*16%*	*17%*	*16%*	*14%*	*21%*	*-%*
This is mandatory to me - a must have	**164**	44	70	17	-	125 b	84	39 b	2	105	86	131	101 b	52	1
	32%	*32%*	*28%*	*31%*	*-%*	*39%*	*25%*	*37%*	*72%*	*31%*	*29%*	*31%*	*33%*	*23%*	*33%*
This is a 'nice to have' , but I can live without it being offered	**137**	42	82	19	-	80	95	29	*	100	93	115	88	68	1
	27%	*31%*	*33%*	*35%*	*-%*	*25%*	*29%*	*27%*	*9%*	*29%*	*32%*	*28%*	*28%*	*30%*	*60%*
This is a 'great to have' - makes a difference and can sway my decision	**118**	28	51	10	-	78	79	21	*	74	58	92	70	52	*
	23%	*21%*	*20%*	*19%*	*-%*	*24%*	*24%*	*19%*	*18%*	*22%*	*20%*	*22%*	*23%*	*23%*	*6%*
NET Important	**282**	72	121	27	-	203 b	163	60	2	179	144	223	171 b	104	1
	55%	*53%*	*48%*	*49%*	*-%*	*64%*	*49%*	*56%*	*91%*	*53%*	*49%*	*53%*	*55%*	*47%*	*40%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**663**	423	297	367	117	92	449	347	18	13	12	13
Weighted total	**509**	291	204	274	75	52	315	232	11	9	12	10
This is a negative to me	**13**	10	4	5	*	*	10	6	2	-	-	-
	2%	*3%*	*2%*	*2%*	**%*	**%*	*3%*	*3%*	*19%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**78**	48	31	19	8	11	43	40	*	-	3	-
	15%	*16%* c	*15%* c	*7%*	*11%*	*20%* c	*14%*	*17%*	*2%*	*-%*	*27%*	*-%*
This is mandatory to me - a must have	**164**	75	53	114	31	12	94	56	4	2	3	4
	32%	*26%*	*26%*	*42%* **abe**	*42%* **abe**	*24%*	*30%*	*24%*	*36%*	*23%*	*28%*	*38%*
This is a 'nice to have' , but I can live without it being offered	**137**	84	62	72	21	20	92	76	3	2	4	4
	27%	*29%*	*30%*	*26%*	*29%*	*39%* c	*29%*	*33%*	*27%*	*25%*	*36%*	*35%*
This is a 'great to have' - makes a difference and can sway my decision	**118**	74	54	63	14	9	76	54	2	5	1	3
	23%	*26%*	*26%*	*23%*	*19%*	*17%*	*24%*	*23%*	*16%*	*52%*	*9%*	*27%*
NET Important	**282**	150	107	177	45	21	170	110	6	7	4	7
	55%	*51%*	*52%* e	*65%* **abe**	*60%* e	*40%*	*54%*	*47%*	*52%*	*75%*	*36%*	*65%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**663**	632	574	640	607	650	440	626	223	-	535	21	128	488
Weighted total	**509**	480	423	487	454	496	328	473	142	-	390	19	114	349
This is a negative to me	**13**	13	9	13	11	11	7	12	2	-	11	1	3	9
	2%	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*	*3%*	*6%*	*3%*	*3%*
This is not important to me - don't mind if not offered	**78**	71	64	71	61	78	42	72	18	-	59	4	20	53
	15%	*15%*	*15%*	*15%*	*13%*	*16%*	*13%*	*15%*	*13%*	*-%*	*15%*	*20%*	*18%*	*15%*
This is mandatory to me - a must have	**164**	159	134	161	152	161	120	153	46	-	122	9	34	111
	32%	*33%*	*32%*	*33%*	*34%*	*33%*	*37%*	*32%*	*32%*	*-%*	*31%*	*50%*	*30%*	*32%*
This is a 'nice to have' , but I can live without it being offered	**137**	132	121	134	125	135	90	129	41	-	113	1	32	98
	27%	*28%*	*29%*	*28%*	*28%*	*27%*	*28%*	*27%*	*28%*	*-%*	*29%*	*7%*	*28%*	*28%*
This is a 'great to have' - makes a difference and can sway my decision	**118**	104	95	108	105	111	68	107	35	-	84	3	24	78
	23%	*22%*	*22%*	*22%*	*23%*	*22%*	*21%*	*23%*	*25%*	*-%*	*22%*	*18%*	*21%*	*22%*
NET Important	**282**	264	228	269	257	272	189	259	81	-	207	13	59	189
	55%	*55%*	*54%*	*55%*	*57%*	*55%*	*58%*	*55%*	*57%*	*-%*	*53%*	*68%*	*51%*	*54%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**663**	203	8	47	186	116	444	98	132	45	479	373	290
Weighted total	**509**	168	1	39	146	82	356	66	111	40	354	275	234
This is a negative to me	**13**	2	-	-	2	1	8	4	1	1	10	7	6
	2%	*1%*	*-%*	*-%*	*1%*	*1%*	*2%*	*6%*	*1%*	*3%*	*3%*	*3%*	*2%*
This is not important to me - don't mind if not offered	**78**	19	*	11	11	9	60	8	19	3	56	31	47
	15%	*11%*	*21%*	*27%* b	*7%*	*10%*	*17%*	*12%*	*17%*	*7%*	*16%*	*11%*	*20%* a
This is mandatory to me - a must have	**164**	65	*	13	58	27	118	17	40	11	109	102	62
	32%	*39%*	*33%*	*35%*	*39%*	*33%*	*33%*	*25%*	*36%*	*29%*	*31%*	*37%* b	*26%*
This is a 'nice to have', but I can live without it being offered	**137**	44	*	8	39	19	96	22	24	12	100	71	66
	27%	*26%*	*28%*	*19%*	*27%*	*23%*	*27%*	*33%*	*22%*	*31%*	*28%*	*26%*	*28%*
This is a 'great to have' - makes a difference and can sway my decision	**118**	39	*	7	37	26	75	15	27	12	79	65	53
	23%	*23%*	*18%*	*19%*	*26%*	*32%* b	*21%*	*23%*	*24%*	*31%*	*22%*	*23%*	*23%*
NET Important	**282**	104	1	21	95	54	193	32	67	23	188	166	115
	55%	*62%*	*51%*	*53%*	*65%*	*65%* **bc**	*54%*	*49%*	*60%*	*59%*	*53%*	*60%* b	*49%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	a	b	c	d	a	b	*c	d
Unweighted total	**663**	154	21	167	81	121	56	105	64	45	77	15	34
Weighted total	**509**	54	3	64	29	47	20	41	23	15	28	4	16
This is a negative to me	**13**	1	-	3	1	2	1	1	1	1	1	-	-
	2%	*3%*	*-%*	*4%*	*4%*	*5%*	*6%*	*4%*	*5%*	*8%*	*5%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**78**	10	*	11	3	8	3	8	3	3	4	*	4
	15%	*18%*	*1%*	*16%*	*11%*	*17%*	*12%*	*18%*	*15%*	*22%*	*13%*	*1%*	*23%*
This is mandatory to me - a must have	**164**	17	1	20	10	14	4	14	3	3	10	2	5
	32%	*31%*	*18%*	*32%*	*35%*	*30%* d	*22%*	*35%* d	*15%*	*21%*	*37%*	*34%*	*31%*
This is a 'nice to have' , but I can live without it being offered	**137**	16	2	16	7	12	6	10	8	5	7	2	4
	27%	*29%*	*64%*	*25%*	*25%*	*27%*	*28%*	*24%*	*34%*	*32%*	*25%*	*50%*	*25%*
This is a 'great to have' - makes a difference and can sway my decision	**118**	10	1	15	7	10	7	8	7	3	6	1	3
	23%	*19%*	*16%*	*23%*	*25%*	*21%*	*32%*	*19%*	*31%*	*18%*	*20%*	*14%*	*21%*
NET Important	**282**	27	1	35	17	24	11	22	10	6	16	2	8
	55%	*50%*	*34%*	*54%*	*60%*	*51%*	*54%*	*54%*	*46%*	*39%*	*57%*	*49%*	*52%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	e	f	g	h	i	j	k	*l
Unweighted total	663	100	28	8	179	33	40	53	48	49	61	35	29
Weighted total	509	73	34	11	69	24	28	39	51	61	46	45	29
This is a negative to me	13	2	-	-	3	1	2	*	*	*	-	2	2
	2%	3%	-%	-%	4%	5%	7% j	1%	1%	1%	-%	5%	6%
This is not important to me - don't mind if not offered	78	11	3	-	11	2	5	10	6	8	9	10	5
	15%	15%	8%	-%	15%	8%	18%	25% e	12%	13%	19%	22%	16%
This is mandatory to me - a must have	164	17	12	3	22	10	7	9	21	21	16	11	13
	32%	24%	34%	30%	32%	45% a	27%	24%	41% a	34%	36%	25%	45%
This is a 'nice to have' , but I can live without it being offered	137	22	7	2	19	6	8	14	17	22	7	9	4
	27%	30% j	22%	19%	28%	24%	28%	36% j	33% j	36% j	16%	19%	14%
This is a 'great to have' - makes a difference and can sway my decision	118	21	12	6	15	5	6	6	7	9	14	13	5
	23%	29% h	37%	51%	21%	19%	20%	15%	14%	15%	30%	28%	18%
NET Important	282	38	24	9	37	15	13	15	28	30	30	24	18
	55%	53%	70%	81%	53%	64% g	47%	39%	55%	50%	66% g	54%	63%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**663**	136	252	150	125
Weighted total	**509**	118	121	151	119
This is a negative to me	**13**	2	6	1	4
	2%	*2%*	*5%* c	*1%*	*4%*
This is not important to me - don't mind if not offered	**78**	14	17	24	23
	15%	*11%*	*14%*	*16%*	*19%*
This is mandatory to me - a must have	**164**	32	40	51	41
	32%	*27%*	*33%*	*34%*	*34%*
This is a 'nice to have' , but I can live without it being offered	**137**	32	33	53	20
	27%	*27%*	*27%* d	*35%* d	*17%*
This is a 'great to have' - makes a difference and can sway my decision	**118**	39	25	22	32
	23%	*33%* **bc**	*21%*	*15%*	*26%* c
NET Important	**282**	72	65	73	72
	55%	*60%* c	*54%*	*49%*	*60%*

Columns Tested: a,b,c,d

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	e
Unweighted total	**663**	414	139	69	41	249	136	124	38	28	54
Weighted total	**509**	481	16	7	5	28	160	127	29	15	15
This is a negative to me	**9**	9	-	-	-	-	3	2	-	-	-
	2%	*2%* e	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**36**	34	1	1	*	2	12	4	7	*	*
	7%	*7%*	*8%*	*9%*	*3%*	*8%*	*8%*	*3%*	*26%* **abe**	*1%*	*3%*
This is mandatory to me - a must have	**154**	145	6	2	1	9	45	48	12	5	5
	30%	*30%*	*34%*	*33%*	*30%*	*33%*	*28%*	*38%*	*41%*	*31%*	*33%*
This is a 'nice to have' , but I can live without it being offered	**158**	151	5	2	1	8	44	41	3	8	7
	31%	*31%*	*28%*	*26%*	*22%*	*27%*	*28%*	*32%* c	*12%*	*56%*	*45%* **ac**
This is a 'great to have' - makes a difference and can sway my decision	**152**	143	5	2	2	9	56	32	6	2	3
	30%	*30%*	*29%*	*31%*	*45%* a	*32%*	*35%* e	*25%*	*22%*	*12%*	*20%*
NET Important	**306**	288	10	5	4	19	101	80	18	7	8
	60%	*60%*	*63%*	*65%*	*75%*	*66%*	*63%*	*63%*	*62%*	*44%*	*52%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**663**	51	25	86	12	36	78	50	49	44	431	93	71	68
Weighted total	**509**	60	35	82	9	37	85	48	49	39	443	26	22	18
This is a negative to me	**9**	1	-	3	-	-	1	-	-	2	7	*	1	-
	2%	*2%*	*-%*	*4%*	*-%*	*-%*	*1%*	*-%*	*-%*	*5%*	*2%*	*2%*	*3%*	*-%*
This is not important to me - don't mind if not offered	**36**	5	2	7	-	2	5	5	4	2	32	1	1	2
	7%	*9%*	*7%*	*9%*	*-%*	*6%*	*6%*	*9%*	*8%*	*5%*	*7%*	*4%*	*4%*	*10%*
This is mandatory to me - a must have	**154**	15	12	23	2	12	30	21	14	7	135	10	6	3
	30%	*26%*	*34%*	*28%*	*21%*	*32%*	*35%* **im**	*43%* **im**	*28%*	*18%*	*30%* m	*39%* **im**	*27%*	*18%*
This is a 'nice to have' , but I can live without it being offered	**158**	22	7	19	5	15	22	15	16	19	140	6	6	6
	31%	*37%*	*21%*	*23%*	*55%*	*40%*	*26%*	*32%*	*32%*	*48%* **cfjkl**	*32%*	*25%*	*26%*	*33%*
This is a 'great to have' - makes a difference and can sway my decision	**152**	16	13	30	2	8	27	7	15	10	128	8	9	7
	30%	*27%*	*39%*	*37%* g	*24%*	*22%*	*31%* g	*15%*	*31%*	*25%*	*29%* g	*30%* g	*39%* g	*39%* g
NET Important	**306**	31	25	53	4	20	57	28	29	17	264	18	15	10
	60%	*52%*	*73%*	*64%* i	*45%*	*54%*	*67%* i	*58%*	*59%*	*43%*	*59%* i	*69%* **ai**	*66%* i	*57%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted total	663	9	105	14	45	207	21	33	227	462	201	582	81
Weighted total	509	3	75	7	33	182	10	35	162	384	125	468	41
This is a negative to me	9	-	-	-	*	4	-	-	4	8	1	6	2
	2%	-%	-%	-%	*1%*	*2%*	-%	-%	*2%*	*2%*	*1%*	*1%*	*6%* a
This is not important to me - don't mind if not offered	36	-	6	*	1	13	-	4	11	27	9	31	5
	7%	-%	*9%*	*4%*	*2%*	*7%*	-%	*11%*	*7%*	*7%*	*7%*	*7%*	*12%*
This is mandatory to me - a must have	154	1	21	3	6	56	3	10	55	107	47	139	15
	30%	*26%*	*28%*	*35%*	*19%*	*31%*	*30%*	*28%*	*34%* d	*28%*	*38%* a	*30%*	*36%*
This is a 'nice to have' , but I can live without it being offered	158	1	28	2	11	57	5	11	41	127	31	154	4
	31%	*36%*	*37%* h	*28%*	*33%*	*31%*	*48%*	*32%*	*25%*	*33%* b	*25%*	*33%* b	*10%*
This is a 'great to have' - makes a difference and can sway my decision	152	1	20	2	15	51	2	10	50	116	36	137	15
	30%	*38%*	*27%*	*33%*	*46%* be	*28%*	*22%*	*29%*	*31%*	*30%*	*29%*	*29%*	*35%*
NET Important	306	2	41	5	21	107	5	20	105	223	84	277	30
	60%	*64%*	*54%*	*68%*	*64%*	*59%*	*52%*	*57%*	*65%*	*58%*	*67%* a	*59%*	*72%* a

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**663**	641	22	272	120	268
Weighted total	**509**	486	23	214	84	208
This is a negative to me	**9**	8	1	3	-	4
	2%	*2%*	*4%*	*1%*	*-%*	*2%*
This is not important to me - don't mind if not offered	**36**	34	2	19	4	13
	7%	*7%*	*8%*	*9%*	*5%*	*6%*
This is mandatory to me - a must have	**154**	150	4	57	25	72
	30%	*31%*	*18%*	*27%*	*29%*	*35%* a
This is a 'nice to have' , but I can live without it being offered	**158**	154	4	69	28	61
	31%	*32%*	*19%*	*32%*	*34%*	*29%*
This is a 'great to have' - makes a difference and can sway my decision	**152**	140	12	66	27	57
	30%	*29%*	*52%*	*31%*	*32%*	*28%*
NET Important	**306**	290	16	123	52	130
	60%	*60%*	*70%*	*58%*	*61%*	*62%*

Columns Tested: a,b - a,b,c

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**663**	402	215	38	5	1	1	-	1	617	46	76	326	261
Weighted total	**509**	347	141	17	3	2	*	-	*	487	22	76	271	163
This is a negative to me	**9**	7	1	*	-	-	-	-	-	8	*	2	5	1
	2%	*2%*	*1%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*2%*	*3%*	*2%*	*1%*
This is not important to me - don't mind if not offered	**36**	30	6	-	-	-	-	-	-	36	-	6	24	6
	7%	*9%* **bj**	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*-%*	*8%*	*9%* c	*4%*
This is mandatory to me - a must have	**154**	88	58	7	-	2	*	-	-	145	9	18	70	67
	30%	*25%*	*41%* **ai**	*40%* a	*-%*	*100%*	*100%*	*-%*	*-%*	*30%*	*41%* a	*23%*	*26%*	*41%* **ab**
This is a 'nice to have' , but I can live without it being offered	**158**	116	33	7	2	-	-	-	-	149	9	21	95	42
	31%	*33%* b	*24%*	*40%* b	*90%*	*-%*	*-%*	*-%*	*-%*	*31%*	*42%* b	*28%*	*35%* c	*26%*
This is a 'great to have' - makes a difference and can sway my decision	**152**	105	43	3	*	-	-	-	*	149	3	29	76	47
	30%	*30%* j	*31%* j	*17%*	*10%*	*-%*	*-%*	*-%*	*100%*	*31%* j	*15%*	*38%*	*28%*	*29%*
NET Important	**306**	193	101	10	*	2	*	-	*	294	12	47	146	113
	60%	*56%*	*72%* **aij**	*57%*	*10%*	*100%*	*100%*	*-%*	*100%*	*60%*	*56%*	*62%*	*54%*	*70%* b

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**663**	498	447	557	663	250	513	464	52	17	15	5	3	1
Weighted total	**509**	353	303	406	509	160	382	362	21	8	9	2	4	*
This is a negative to me	**9**	5	3	5	9	2	5	4	*	-	*	-	-	-
	2%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*-%*	*5%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**36**	21	22	24	36	10	24	24	*	-	-	-	-	-
	7%	*6%*	*7%*	*6%*	*7%*	*6%*	*6%*	*7%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
This is mandatory to me - a must have	**154**	112	99	127	154	50	130	111	7	3	3	*	3	-
	30%	*32%*	*33%*	*31%*	*30%*	*31%*	*34%*	*31%*	*32%*	*41%*	*30%*	*4%*	*97%*	*-%*
This is a 'nice to have' , but I can live without it being offered	**158**	111	101	128	158	49	119	120	5	*	2	*	-	-
	31%	*31%*	*33%*	*32%*	*31%*	*31%*	*31%*	*33%*	*25%*	*4%*	*23%*	*19%*	*-%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	**152**	104	78	122	152	48	105	104	8	4	4	1	*	*
	30%	*30%*	*26%*	*30%*	*30%*	*30%*	*27%*	*29%*	*39%*	*54%*	*42%*	*78%*	*3%*	*100%*
NET Important	**306**	216	177	249	306	99	235	215	15	8	7	1	4	*
	60%	*61%*	*58%*	*61%*	*60%*	*62%*	*61%*	*59%*	*72%*	*96%*	*72%*	*81%*	*100%*	*100%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**663**	638	11	8	3	-	3	-	3	110	134	156	152	5
Weighted total	**509**	492	8	5	4	-	*	-	*	105	103	117	78	4
This is a negative to me	**9**	9	-	-	-	-	-	-	-	-	4	1	-	-
	2%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%* **ad**	*1%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**36**	36	-	-	-	-	-	-	-	7	5	11	1	1
	7%	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%* d	*5%*	*9%* d	*1%*	*29%*
This is mandatory to me - a must have	**154**	146	5	3	*	-	*	-	*	29	31	31	36	*
	30%	*30%*	*66%*	*53%*	*1%*	*-%*	*70%*	*-%*	*70%*	*27%*	*30%*	*27%*	*46%* **abc**	*13%*
This is a 'nice to have' , but I can live without it being offered	**158**	152	3	2	2	-	-	-	-	37	28	43	19	-
	31%	*31%*	*33%*	*36%*	*50%*	*-%*	*-%*	*-%*	*-%*	*35%*	*28%*	*37%* d	*25%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	**152**	149	*	1	2	-	*	-	*	32	35	31	22	2
	30%	*30%*	*2%*	*11%*	*49%*	*-%*	*30%*	*-%*	*30%*	*31%*	*34%*	*26%*	*28%*	*58%*
NET Important	**306**	295	6	3	2	-	*	-	*	61	66	62	58	3
	60%	*60%*	*67%*	*64%*	*50%*	*-%*	*100%*	*-%*	*100%*	*58%*	*64%*	*53%*	*74%* **ac**	*71%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted total	**663**	228	151	171	103	9	382	36	242	545	118	528	29
Weighted total	**509**	184	115	138	69	2	330	23	154	415	94	391	15
This is a negative to me	**9**	4	2	3	-	-	9	-	-	8	*	4	*
	2%	*2%*	*2%*	*2%*	*-%*	*-%*	*3%* c	*-%*	*-%*	*2%*	*1%*	*1%*	*3%*
This is not important to me - don't mind if not offered	**36**	17	14	4	1	-	20	3	13	21	15	22	2
	7%	*9%* **cd**	*12%* **cd**	*3%*	*2%*	*-%*	*6%*	*13%*	*8%*	*5%*	*16%* a	*6%*	*11%*
This is mandatory to me - a must have	**154**	43	32	45	34	*	104	2	48	123	31	123	4
	30%	*23%*	*27%*	*33%* a	*50%* **abc**	*30%*	*32%* b	*9%*	*31%* b	*30%*	*33%*	*32%*	*27%*
This is a 'nice to have' , but I can live without it being offered	**158**	60	30	51	17	-	111	5	42	130	29	125	3
	31%	*32%*	*26%*	*37%* **bd**	*24%*	*-%*	*34%*	*21%*	*27%*	*31%*	*30%*	*32%*	*19%*
This is a 'great to have' - makes a difference and can sway my decision	**152**	61	37	35	17	1	86	13	51	133	19	116	6
	30%	*33%*	*32%*	*25%*	*24%*	*70%*	*26%*	*57%* **ac**	*33%*	*32%* b	*20%*	*30%*	*40%*
NET Important	**306**	104	69	80	51	2	190	15	99	256	50	239	10
	60%	*56%*	*60%*	*58%*	*74%* **abc**	*100%*	*58%*	*66%*	*64%*	*62%*	*54%*	*61%*	*67%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	663	76	117	146	15	501	162	219	448	120	-
Weighted total	509	60	88	108	6	379	131	135	311	59	-
This is a negative to me	9	*	2	2	-	7	2	-	5	-	-
	2%	1%	2%	2%	-%	2%	1%	-%	2%	-%	-%
This is not important to me - don't mind if not offered	36	3	12	8	2	17	19	11	16	4	-
	7%	6%	13%	7%	26%	5%	15% a	8%	5%	7%	-%
This is mandatory to me - a must have	154	19	30	34	1	118	36	42	103	17	-
	30%	31%	35%	31%	22%	31%	28%	31%	33%	28%	-%
This is a 'nice to have' , but I can live without it being offered	158	21	28	40	1	120	38	48	87	21	-
	31%	35%	32%	37%	16%	32%	29%	35%	28%	35%	-%
This is a 'great to have' - makes a difference and can sway my decision	152	16	16	24	2	116	36	35	100	18	-
	30%	28%	18%	22%	36%	31%	27%	26%	32%	31%	-%
NET Important	306	35	46	58	4	234	72	76	203	35	-
	60%	59%	53%	54%	58%	62%	55%	56%	65% a	59%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**663**	206	384	104	-	428	459	160	5	477	425	565	438	341	10
Weighted total	**509**	136	253	54	-	319	332	107	3	341	294	419	311	224	2
This is a negative to me	**9**	-	3	-	-	4	4	3	-	5	3	7	3	2	-
	2%	*-%*	*1%*	*-%*	*-%*	*1%*	*1%*	*3%*	*-%*	*1%*	*1%*	*2%*	*1%*	*1%*	*-%*
This is not important to me - don't mind if not offered	**36**	12	16	4	-	21	15	6	-	20	20	21	18	15	1
	7%	*9%*	*6%*	*7%*	*-%*	*7%*	*4%*	*6%*	*-%*	*6%*	*7%*	*5%*	*6%*	*7%*	*44%*
This is mandatory to me - a must have	**154**	48	87	20	-	103	102	40	2	108	96	126	102	71	1
	30%	*35%*	*34%*	*37%*	*-%*	*32%*	*31%*	*38%*	*72%*	*32%*	*33%*	*30%*	*33%*	*32%*	*35%*
This is a 'nice to have' , but I can live without it being offered	**158**	48	72	10	-	106	100	30	1	109	99	134	98	59	-
	31%	*36%* c	*28%* c	*18%*	*-%*	*33%*	*30%*	*28%*	*28%*	*32%*	*34%*	*32%*	*31%*	*27%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	**152**	27	75	20	-	85	111	27	-	99	76	130	90	76	1
	30%	*20%*	*30%* a	*37%* a	*-%*	*27%*	*34%* a	*25%*	*-%*	*29%*	*26%*	*31%*	*29%*	*34%*	*22%*
NET Important	**306**	75	162	40	-	187	214	68	2	207	173	257	192	148	1
	60%	*55%*	*64%* a	*75%* **ab**	*-%*	*59%*	*64%*	*63%*	*72%*	*61%*	*59%*	*61%*	*62%*	*66%*	*56%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**663**	423	297	367	117	92	449	347	18	13	12	13
Weighted total	**509**	291	204	274	75	52	315	232	11	9	12	10
This is a negative to me	**9**	2	2	3	2	2	4	2	-	-	*	-
	2%	*1%*	*1%*	*1%*	*2%*	*3%*	*1%*	*1%*	*-%*	*-%*	*4%*	*-%*
This is not important to me - don't mind if not offered	**36**	13	11	20	4	2	12	11	-	2	2	*
	7%	*5%*	*5%*	*7%*	*6%*	*4%*	*4%*	*5%*	*-%*	*20%*	*15%*	*5%*
This is mandatory to me - a must have	**154**	91	63	87	24	18	102	77	5	5	4	2
	30%	*31%*	*31%*	*32%*	*33%*	*35%*	*32%*	*33%*	*42%*	*51%*	*30%*	*23%*
This is a 'nice to have' , but I can live without it being offered	**158**	84	61	94	28	21	96	61	6	2	2	3
	31%	*29%*	*30%*	*34%*	*37%*	*41%* a	*31%*	*26%*	*53%*	*21%*	*20%*	*28%*
This is a 'great to have' - makes a difference and can sway my decision	**152**	101	68	69	17	9	101	80	1	1	4	5
	30%	*35%* **cde**	*33%* **cde**	*25%*	*23%*	*17%*	*32%*	*35%*	*5%*	*8%*	*30%*	*45%*
NET Important	**306**	192	131	156	41	27	203	157	5	5	7	7
	60%	*66%* **cde**	*64%* e	*57%*	*55%*	*52%*	*64%*	*68%*	*47%*	*59%*	*60%*	*68%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**663**	632	574	640	607	650	440	626	223	-	535	21	128	488
Weighted total	**509**	480	423	487	454	496	328	473	142	-	390	19	114	349
This is a negative to me	**9**	9	5	9	7	9	4	9	3	-	8	-	3	6
	2%	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*-%*	*2%*	*-%*	*3%*	*2%*
This is not important to me - don't mind if not offered	**36**	34	27	34	29	34	27	32	11	-	22	-	6	22
	7%	*7%*	*6%*	*7%*	*6%*	*7%*	*8%*	*7%*	*8%*	*-%*	*6%*	*-%*	*5%*	*6%*
This is mandatory to me - a must have	**154**	147	132	147	141	154	102	145	41	-	114	15	45	97
	30%	*31%*	*31%*	*30%*	*31%*	*31%*	*31%*	*31%*	*29%*	*-%*	*29%*	*83%*	*39%* b	*28%*
This is a 'nice to have' , but I can live without it being offered	**158**	149	135	152	145	158	106	145	48	-	128	2	33	116
	31%	*31%*	*32%*	*31%*	*32%*	*32%*	*32%*	*31%*	*34%*	*-%*	*33%*	*13%*	*29%*	*33%*
This is a 'great to have' - makes a difference and can sway my decision	**152**	141	124	145	131	141	89	143	40	-	117	1	27	109
	30%	*29%*	*29%*	*30%*	*29%*	*28%*	*27%*	*30%*	*28%*	*-%*	*30%*	*4%*	*24%*	*31%*
NET Important	**306**	288	256	292	273	295	191	287	81	-	232	16	72	206
	60%	*60%*	*61%*	*60%*	*60%*	*59%*	*58%*	*61%*	*57%*	*-%*	*59%*	*87%*	*63%*	*59%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**663**	203	8	47	186	116	444	98	132	45	479	373	290
Weighted total	**509**	168	1	39	146	82	356	66	111	40	354	275	234
This is a negative to me	**9**	2	-	-	2	1	7	-	*	-	8	2	6
	2%	*1%*	*-%*	*-%*	*2%*	*2%*	*2%*	*-%*	**%*	*-%*	*2%*	*1%*	*3%*
This is not important to me - don't mind if not offered	**36**	17	*	6	16	4	27	5	15	-	21	22	14
	7%	*10%*	*8%*	*14%*	*11%*	*5%*	*8%*	*8%*	*14%* **bc**	*-%*	*6%*	*8%*	*6%*
This is mandatory to me - a must have	**154**	50	*	9	46	33	103	18	39	12	102	88	66
	30%	*30%*	*17%*	*23%*	*32%*	*40%* b	*29%*	*28%*	*35%*	*29%*	*29%*	*32%*	*28%*
This is a 'nice to have' , but I can live without it being offered	**158**	54	1	15	43	23	117	19	32	16	109	92	66
	31%	*32%*	*42%*	*40%*	*29%*	*28%*	*33%*	*28%*	*29%*	*41%*	*31%*	*33%*	*28%*
This is a 'great to have' - makes a difference and can sway my decision	**152**	45	*	9	39	21	102	24	24	12	114	71	81
	30%	*27%*	*33%*	*23%*	*27%*	*26%*	*29%*	*37%*	*22%*	*30%*	*32%* a	*26%*	*35%* a
NET Important	**306**	95	1	18	85	54	205	42	63	23	216	159	147
	60%	*56%*	*50%*	*46%*	*59%*	*66%*	*58%*	*64%*	*57%*	*59%*	*61%*	*58%*	*63%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	a	b	c	d	a	b	*c	d
Unweighted total	**663**	154	21	167	81	121	56	105	64	45	77	15	34
Weighted total	**509**	54	3	64	29	47	20	41	23	15	28	4	16
This is a negative to me	**9**	1	-	2	-	2	*	1	-	1	*	-	1
	2%	*2%*	*-%*	*4%*	*-%*	*4%*	*1%*	*3%*	*-%*	*7%*	*1%*	*-%*	*6%*
This is not important to me - don't mind if not offered	**36**	5	*	6	2	4	1	4	1	*	3	1	1
	7%	*9%*	*2%*	*9%*	*9%*	*8%*	*6%*	*9%*	*6%*	*1%*	*12%* a	*25%*	*9%*
This is mandatory to me - a must have	**154**	15	*	22	8	16	5	11	5	6	8	*	4
	30%	*28%*	*15%*	*34%*	*27%*	*34%*	*24%*	*28%*	*23%*	*38%*	*29%*	*10%*	*26%*
This is a 'nice to have' , but I can live without it being offered	**158**	15	1	17	10	11	7	13	7	4	5	2	5
	31%	*29%*	*31%*	*26%*	*33%*	*24%*	*33%*	*31%*	*29%*	*27%*	*19%*	*50%*	*35%*
This is a 'great to have' - makes a difference and can sway my decision	**152**	17	2	18	9	14	7	12	10	4	11	1	4
	30%	*32%*	*52%*	*28%*	*30%*	*31%*	*36%*	*30%*	*42%*	*27%*	*39%*	*16%*	*25%*
NET Important	**306**	33	2	39	17	30	12	24	15	10	19	1	8
	60%	*60%*	*67%*	*61%*	*58%*	*65%*	*60%*	*58%*	*65%*	*65%*	*68%*	*25%*	*50%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	e	f	g	h	i	j	k	*l
Unweighted total	663	100	28	8	179	33	40	53	48	49	61	35	29
Weighted total	509	73	34	11	69	24	28	39	51	61	46	45	29
This is a negative to me	9	-	-	3	2	1	1	-	-	1	-	-	-
	2%	-%	-%	*30%*	*3%*	*5%* a	*3%*	-%	-%	*2%*	-%	-%	-%
This is not important to me - don't mind if not offered	36	4	2	-	6	1	*	2	2	4	8	2	4
	7%	*6%*	*5%*	-%	*9%*	*5%*	*1%*	*6%*	*4%*	*7%*	*17%* afh	*4%*	*15%*
This is mandatory to me - a must have	154	23	13	-	22	6	8	14	22	13	8	14	11
	30%	*31%*	*38%*	-%	*31%* j	*26%*	*29%*	*37%* j	*43%* ij	*22%*	*17%*	*32%*	*39%*
This is a 'nice to have' , but I can live without it being offered	158	30	9	*	19	7	11	9	13	21	15	15	8
	31%	*40%* dg	*26%*	*4%*	*28%*	*31%*	*39%*	*24%*	*26%*	*34%*	*33%*	*34%*	*29%*
This is a 'great to have' - makes a difference and can sway my decision	152	16	10	7	20	8	8	13	14	21	15	14	5
	30%	*23%*	*31%*	*66%*	*29%*	*34%*	*28%*	*33%*	*27%*	*35%*	*33%*	*30%*	*17%*
NET Important	306	39	23	7	42	14	16	27	36	35	23	28	16
	60%	*53%*	*69%*	*66%*	*60%*	*60%*	*56%*	*70%* j	*70%* j	*57%*	*51%*	*62%*	*57%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**663**	136	252	150	125
Weighted total	**509**	118	121	151	119
This is a negative to me	**9**	3	4	1	-
	2%	*3%*	*4%* d	*1%*	*-%*
This is not important to me - don't mind if not offered	**36**	6	8	9	14
	7%	*5%*	*6%*	*6%*	*11%*
This is mandatory to me - a must have	**154**	36	36	50	33
	30%	*30%*	*30%*	*33%*	*28%*
This is a 'nice to have' , but I can live without it being offered	**158**	39	37	43	39
	31%	*33%*	*31%*	*29%*	*32%*
This is a 'great to have' - makes a difference and can sway my decision	**152**	34	36	48	34
	30%	*29%*	*30%*	*32%*	*28%*
NET Important	**306**	70	71	98	67
	60%	*59%*	*59%*	*65%*	*56%*

Columns Tested: a,b,c,d

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	e
Unweighted total	**663**	414	139	69	41	249	136	124	38	28	54
Weighted total	**509**	481	16	7	5	28	160	127	29	15	15
This is a negative to me	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**38**	37	*	*	*	1	7	15	4	*	*
	8%	*8%* **be**	*3%*	*6%*	*1%*	*3%*	*5%*	*12%* **ae**	*14%* e	*1%*	*1%*
This is mandatory to me - a must have	**249**	236	8	3	3	13	58	71	18	11	8
	49%	*49%*	*47%*	*40%*	*53%*	*46%*	*36%*	*56%* a	*62%* a	*74%*	*55%* a
This is a 'nice to have' , but I can live without it being offered	**95**	88	4	2	1	7	29	26	2	3	3
	19%	*18%*	*22%*	*31%* a	*20%*	*24%*	*18%*	*20%* c	*6%*	*22%*	*23%* c
This is a 'great to have' - makes a difference and can sway my decision	**128**	120	5	2	1	8	65	16	5	*	3
	25%	*25%*	*28%*	*24%*	*26%*	*27%*	*41%* **bce**	*12%*	*19%*	*3%*	*21%*
NET Important	**376**	356	12	5	4	21	123	87	23	11	11
	74%	*74%*	*75%*	*64%*	*79%*	*73%*	*77%*	*68%*	*81%*	*77%*	*76%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	663	51	25	86	12	36	78	50	49	44	431	93	71	68
Weighted total	509	60	35	82	9	37	85	48	49	39	443	26	22	18
This is a negative to me	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
This is not important to me - don't mind if not offered	38	6	4	7	3	-	9	3	2	1	35	1	2	1
	8%	9%	11%	8%	30%	-%	10% e	7%	4%	3%	8%	4%	9%	4%
This is mandatory to me - a must have	249	30	18	44	2	21	35	30	28	12	219	12	10	8
	49%	50%	52%	54% i	25%	57% i	41%	62% film	58% i	31%	50% i	45%	44%	43%
This is a 'nice to have' , but I can live without it being offered	95	15	7	10	2	8	8	6	7	15	78	7	4	5
	19%	25% cf	20%	12%	20%	20%	10%	13%	14%	39% cfghjl	18%	27% cfj	19%	30% cfgj
This is a 'great to have' - makes a difference and can sway my decision	128	9	6	21	2	8	33	9	12	11	111	6	6	4
	25%	15%	17%	26%	25%	23%	39% agjkm	18%	24%	27%	25%	24%	28%	23%
NET Important	376	39	24	66	4	29	68	38	40	23	331	18	16	12
	74%	66%	69%	80% i	50%	80% i	80% i	80% i	81% i	58%	75% i	69%	71%	66%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	d	e	***f**	g	h	a	b	a	b
Unweighted total	**663**	9	105	14	45	207	21	33	227	462	201	582	81
Weighted total	**509**	3	75	7	33	182	10	35	162	384	125	468	41
This is a negative to me	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
This is not important to me - don't mind if not offered	**38**	-	3	-	6	8	-	4	18	30	9	38	-
	8%	*-%*	*4%*	*-%*	*18%* **be**	*4%*	*-%*	*10%*	*11%* e	*8%*	*7%*	*8%* b	*-%*
This is mandatory to me - a must have	**249**	2	36	4	9	94	3	17	83	188	61	224	25
	49%	*65%*	*48%* d	*59%*	*28%*	*52%* d	*27%*	*50%*	*51%* d	*49%*	*48%*	*48%*	*61%* a
This is a 'nice to have' , but I can live without it being offered	**95**	1	19	2	6	34	4	8	23	72	22	91	4
	19%	*26%*	*25%* h	*26%*	*17%*	*19%*	*35%*	*22%*	*14%*	*19%*	*18%*	*19%* b	*9%*
This is a 'great to have' - makes a difference and can sway my decision	**128**	*	17	1	12	46	4	6	39	94	34	115	12
	25%	*9%*	*23%*	*15%*	*37%*	*25%*	*38%*	*18%*	*24%*	*24%*	*27%*	*25%*	*30%*
NET Important	**376**	2	53	5	21	140	7	24	122	282	94	339	38
	74%	*74%*	*71%*	*74%*	*65%*	*77%*	*65%*	*68%*	*75%*	*73%*	*75%*	*72%*	*91%* a

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**663**	641	22	272	120	268
Weighted total	**509**	486	23	214	84	208
This is a negative to me	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**38**	38	-	16	13	9
	8%	*8%*	*-%*	*8%*	*15%* **ac**	*4%*
This is mandatory to me - a must have	**249**	238	11	89	38	120
	49%	*49%*	*45%*	*41%*	*45%*	*58%* **ab**
This is a 'nice to have' , but I can live without it being offered	**95**	87	8	46	18	29
	19%	*18%*	*33%*	*22%* c	*22%* c	*14%*
This is a 'great to have' - makes a difference and can sway my decision	**128**	123	5	63	15	50
	25%	*25%*	*21%*	*29%* b	*18%*	*24%*
NET Important	**376**	361	16	151	53	170
	74%	*74%*	*67%*	*71%*	*63%*	*82%* **ab**

Columns Tested: a,b - a,b,c

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	663	402	215	38	5	1	1	-	1	617	46	76	326	261
Weighted total	509	347	141	17	3	2	*	-	*	487	22	76	271	163
This is a negative to me	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
This is not important to me - don't mind if not offered	38	25	10	3	-	-	-	-	-	35	3	9	16	13
	8%	7%	7%	17% abi	-%	-%	-%	-%	-%	7%	13%	12%	6%	8%
This is mandatory to me - a must have	249	156	80	8	2	2	*	-	-	236	12	17	139	93
	49%	45%	57% ai	49%	71%	100%	100%	-%	-%	48%	57%	22%	52% a	57% a
This is a 'nice to have' , but I can live without it being offered	95	72	20	1	1	-	-	-	*	93	2	20	53	22
	19%	21% b	14%	8%	22%	-%	-%	-%	100%	19%	10%	26% c	20%	14%
This is a 'great to have' - makes a difference and can sway my decision	128	93	30	4	*	-	-	-	-	123	4	31	62	35
	25%	27%	21%	25%	7%	-%	-%	-%	-%	25%	20%	40% bc	23%	21%
NET Important	376	249	110	13	2	2	*	-	-	359	17	47	202	127
	74%	72%	78%	75%	78%	100%	100%	-%	-%	74%	77%	62%	75% a	78% a

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 83 (continuation)

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**663**	498	447	557	663	250	513	464	52	17	15	5	3	1
Weighted total	**509**	353	303	406	509	160	382	362	21	8	9	2	4	*
This is a negative to me	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**38**	28	29	33	38	14	32	29	*	2	2	-	-	-
	8%	*8%*	*9%*	*8%*	*8%*	*9%*	*8%*	*8%*	*2%*	*23%*	*20%*	*-%*	*-%*	*-%*
This is mandatory to me - a must have	**249**	171	153	196	249	83	196	172	11	2	7	*	3	-
	49%	*48%*	*50%*	*48%*	*49%*	*52%*	*51%*	*48%*	*51%*	*21%*	*75%*	*4%*	*97%*	*-%*
This is a 'nice to have' , but I can live without it being offered	**95**	71	54	80	95	28	70	76	3	-	*	*	*	*
	19%	*20%*	*18%*	*20%*	*19%*	*18%*	*18%*	*21%*	*16%*	*-%*	*3%*	*22%*	*3%*	*100%*
This is a 'great to have' - makes a difference and can sway my decision	**128**	84	68	98	128	35	86	85	6	5	*	1	-	-
	25%	*24%*	*22%*	*24%*	*25%*	*22%*	*22%*	*24%*	*30%*	*56%*	*2%*	*75%*	*-%*	*-%*
NET Important	**376**	255	221	293	376	118	281	258	17	6	7	1	3	-
	74%	*72%*	*73%*	*72%*	*74%*	*74%*	*73%*	*71%*	*81%*	*77%*	*76%*	*78%*	*97%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**663**	638	11	8	3	-	3	-	3	110	134	156	152	5
Weighted total	**509**	492	8	5	4	-	*	-	*	105	103	117	78	4
This is a negative to me	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**38**	35	2	1	-	-	*	-	*	12	6	10	4	-
	8%	*7%*	*24%*	*19%*	*-%*	*-%*	*13%*	*-%*	*13%*	*11%*	*6%*	*9%*	*6%*	*-%*
This is mandatory to me - a must have	**249**	237	6	4	2	-	*	-	*	39	49	62	44	2
	49%	*48%*	*66%*	*70%*	*50%*	*-%*	*56%*	*-%*	*56%*	*37%*	*48%*	*53%* a	*57%* a	*42%*
This is a 'nice to have' , but I can live without it being offered	**95**	94	1	-	*	-	*	-	*	25	19	21	15	-
	19%	*19%*	*9%*	*-%*	*1%*	*-%*	*30%*	*-%*	*30%*	*24%*	*18%*	*18%*	*19%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	**128**	125	*	1	2	-	-	-	-	29	29	23	14	2
	25%	*25%*	*1%*	*11%*	*49%*	*-%*	*-%*	*-%*	*-%*	*28%*	*28%*	*20%*	*18%*	*58%*
NET Important	**376**	362	6	4	4	-	*	-	*	68	78	85	58	4
	74%	*74%*	*67%*	*81%*	*99%*	*-%*	*56%*	*-%*	*56%*	*64%*	*75%*	*73%*	*75%*	*100%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted total	**663**	228	151	171	103	9	382	36	242	545	118	528	29
Weighted total	**509**	184	115	138	69	2	330	23	154	415	94	391	15
This is a negative to me	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
This is not important to me - don't mind if not offered	**38**	14	7	13	5	-	25	-	13	34	5	29	3
	8%	*7%*	*6%*	*9%*	*7%*	*-%*	*8%*	*-%*	*9%*	*8%*	*5%*	*8%*	*23%*
This is mandatory to me - a must have	**249**	78	49	82	37	1	169	5	74	189	60	189	7
	49%	*42%*	*42%*	*60%* **ab**	*54%* a	*49%*	*51%* b	*22%*	*48%* b	*45%*	*64%* a	*48%*	*45%*
This is a 'nice to have' , but I can live without it being offered	**95**	45	20	18	12	*	58	10	25	83	12	77	3
	19%	*25%* c	*17%*	*13%*	*17%*	*15%*	*18%*	*45%* **ac**	*16%*	*20%*	*12%*	*20%*	*21%*
This is a 'great to have' - makes a difference and can sway my decision	**128**	47	40	25	15	1	78	8	42	110	18	96	2
	25%	*26%*	*35%* **cd**	*18%*	*22%*	*35%*	*24%*	*33%*	*27%*	*26%*	*19%*	*25%*	*11%*
NET Important	**376**	126	89	107	52	1	247	13	116	298	78	285	8
	74%	*68%*	*77%*	*78%* a	*76%*	*85%*	*75%* b	*55%*	*75%* b	*72%*	*83%* a	*73%*	*56%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**663**	76	117	146	15	501	162	219	448	120	-
Weighted total	**509**	60	88	108	6	379	131	135	311	59	-
This is a negative to me	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
This is not important to me - don't mind if not offered	**38**	2	3	4	-	32	7	3	28	6	-
	8%	*4%*	*4%*	*4%*	*-%*	*8%*	*5%*	*2%*	*9%* a	*10%* a	*-%*
This is mandatory to me - a must have	**249**	32	60	66	3	171	78	77	148	31	-
	49%	*53%*	*69%* a	*61%*	*39%*	*45%*	*59%* a	*57%* b	*48%*	*52%*	*-%*
This is a 'nice to have' , but I can live without it being offered	**95**	8	7	12	*	80	14	29	60	10	-
	19%	*14%*	*8%*	*11%*	*6%*	*21%* b	*11%*	*21%*	*19%*	*18%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	**128**	17	18	26	4	95	32	26	75	12	-
	25%	*29%*	*20%*	*24%*	*55%*	*25%*	*25%*	*19%*	*24%*	*20%*	*-%*
NET Important	**376**	49	78	92	6	266	110	104	223	43	-
	74%	*82%*	*89%*	*85%*	*94%*	*70%*	*84%* a	*77%*	*72%*	*72%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**663**	206	384	104	-	428	459	160	5	477	425	565	438	341	10
Weighted total	**509**	136	253	54	-	319	332	107	3	341	294	419	311	224	2
This is a negative to me	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
This is not important to me - don't mind if not offered	**38**	6	27	6	-	14	32	10	-	25	25	33	22	19	1
	8%	*5%*	*11%* a	*11%* a	*-%*	*4%*	*10%* a	*9%* a	*-%*	*7%*	*9%*	*8%*	*7%*	*8%*	*44%*
This is mandatory to me - a must have	**249**	78	122	30	-	170	147	61	2	167	149	196	156	103	1
	49%	*57%* b	*48%*	*56%*	*-%*	*53%* b	*44%*	*57%* b	*91%*	*49%*	*51%*	*47%*	*50%*	*46%*	*42%*
This is a 'nice to have' , but I can live without it being offered	**95**	23	49	7	-	59	68	18	*	68	53	83	59	44	-
	19%	*17%*	*19%*	*12%*	*-%*	*18%*	*20%*	*16%*	*9%*	*20%*	*18%*	*20%*	*19%*	*20%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	**128**	29	55	11	-	76	85	19	-	81	67	107	74	59	*
	25%	*21%*	*22%*	*21%*	*-%*	*24%*	*25%* c	*17%*	*-%*	*24%*	*23%*	*26%*	*24%*	*26%*	*14%*
NET Important	**376**	107	177	41	-	246	232	79	2	248	216	303	230	161	1
	74%	*79%* b	*70%*	*77%*	*-%*	*77%* b	*70%*	*74%*	*91%*	*73%*	*73%*	*72%*	*74%*	*72%*	*56%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**663**	423	297	367	117	92	449	347	18	13	12	13
Weighted total	**509**	291	204	274	75	52	315	232	11	9	12	10
This is a negative to me	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**38**	24	17	12	4	6	26	21	2	-	1	*
	8%	*8%* c	*8%* c	*4%*	*6%*	*11%* c	*8%*	*9%*	*15%*	*-%*	*8%*	*3%*
This is mandatory to me - a must have	**249**	136	100	144	45	26	148	112	3	8	7	4
	49%	*47%*	*49%*	*53%*	*60%* **ab**	*51%*	*47%*	*48%*	*29%*	*93%*	*60%*	*37%*
This is a 'nice to have' , but I can live without it being offered	**95**	62	35	53	13	12	65	42	2	-	3	1
	19%	*21%*	*17%*	*20%*	*18%*	*24%*	*21%*	*18%*	*18%*	*-%*	*23%*	*12%*
This is a 'great to have' - makes a difference and can sway my decision	**128**	70	52	64	12	7	76	57	4	1	1	5
	25%	*24%* e	*26%* e	*24%* e	*17%*	*13%*	*24%*	*25%*	*38%*	*7%*	*9%*	*48%*
NET Important	**376**	206	153	208	57	33	224	169	8	9	8	9
	74%	*71%*	*75%*	*76%* e	*77%*	*65%*	*71%*	*73%*	*67%*	*100%*	*69%*	*85%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**663**	632	574	640	607	650	440	626	223	-	535	21	128	488
Weighted total	**509**	480	423	487	454	496	328	473	142	-	390	19	114	349
This is a negative to me	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**38**	34	32	34	34	38	21	33	11	-	31	4	11	24
	8%	*7%*	*7%*	*7%*	*7%*	*8%*	*6%*	*7%*	*8%*	*-%*	*8%*	*21%*	*10%*	*7%*
This is mandatory to me - a must have	**249**	238	206	241	224	245	181	230	70	-	186	9	64	159
	49%	*50%*	*49%*	*49%*	*49%*	*49%*	*55%* b	*49%*	*49%*	*-%*	*48%*	*50%*	*56%* b	*46%*
This is a 'nice to have' , but I can live without it being offered	**95**	89	81	92	85	89	53	87	26	-	76	2	16	72
	19%	*19%*	*19%*	*19%*	*19%*	*18%*	*16%*	*19%*	*18%*	*-%*	*19%*	*8%*	*14%*	*21%*
This is a 'great to have' - makes a difference and can sway my decision	**128**	119	104	121	112	123	73	122	35	-	98	4	23	94
	25%	*25%*	*25%*	*25%*	*25%*	*25%*	*22%*	*26%*	*24%*	*-%*	*25%*	*21%*	*20%*	*27%*
NET Important	**376**	357	310	362	335	368	254	352	105	-	284	13	87	253
	74%	*74%*	*73%*	*74%*	*74%*	*74%*	*78%*	*74%*	*74%*	*-%*	*73%*	*71%*	*76%*	*72%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**663**	203	8	47	186	116	444	98	132	45	479	373	290
Weighted total	**509**	168	1	39	146	82	356	66	111	40	354	275	234
This is a negative to me	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**38**	9	-	3	6	10	23	5	10	3	25	16	22
	8%	*5%*	*-%*	*7%*	*4%*	*13%* b	*6%*	*7%*	*9%*	*8%*	*7%*	*6%*	*9%*
This is mandatory to me - a must have	**249**	96	1	28	81	43	175	27	62	17	164	158	91
	49%	*57%*	*78%*	*71%*	*56%*	*53%*	*49%*	*41%*	*56%*	*44%*	*46%*	*57%* b	*39%*
This is a 'nice to have' , but I can live without it being offered	**95**	20	-	3	19	9	71	15	13	9	72	50	45
	19%	*12%*	*-%*	*7%*	*13%*	*11%*	*20%* a	*23%* a	*12%*	*24%*	*20%* a	*18%*	*19%*
This is a 'great to have' - makes a difference and can sway my decision	**128**	43	*	6	40	19	88	19	26	10	92	52	76
	25%	*26%*	*22%*	*15%*	*27%*	*23%*	*25%*	*29%*	*23%*	*25%*	*26%*	*19%*	*32%* a
NET Important	**376**	139	1	34	121	62	263	46	88	27	256	209	167
	74%	*83%*	*100%*	*86%*	*83%*	*76%*	*74%*	*70%*	*79%*	*69%*	*72%*	*76%*	*71%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	a	b	c	d	a	b	*c	d
Unweighted total	**663**	154	21	167	81	121	56	105	64	45	77	15	34
Weighted total	**509**	54	3	64	29	47	20	41	23	15	28	4	16
This is a negative to me	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
This is not important to me - don't mind if not offered	**38**	7	*	7	1	5	3	5	5	3	1	1	1
	8%	*13%* d	*1%*	*11%*	*4%*	*10%*	*16%*	*11%*	*20%*	*21%* b	*5%*	*25%*	*9%*
This is mandatory to me - a must have	**249**	21	1	28	12	19	9	15	7	5	13	2	6
	49%	*39%*	*39%*	*43%*	*43%*	*40%*	*42%*	*36%*	*29%*	*35%*	*47%*	*38%*	*36%*
This is a 'nice to have' , but I can live without it being offered	**95**	13	1	14	8	11	3	12	5	3	6	1	5
	19%	*24%*	*43%*	*21%*	*28%*	*24%*	*14%*	*28%*	*22%*	*17%*	*23%*	*28%*	*29%*
This is a 'great to have' - makes a difference and can sway my decision	**128**	12	1	16	7	12	5	10	7	4	7	*	4
	25%	*23%*	*16%*	*25%*	*26%*	*25%*	*27%*	*24%*	*29%*	*27%*	*25%*	*9%*	*27%*
NET Important	**376**	34	2	44	20	31	14	25	13	10	20	2	10
	74%	*63%*	*56%*	*68%*	*68%*	*65%*	*70%*	*61%*	*58%*	*63%*	*72%*	*47%*	*63%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	***b**	***c**	d	e	f	g	h	i	j	k	***l**
Unweighted total	**663**	100	28	8	179	33	40	53	48	49	61	35	29
Weighted total	**509**	73	34	11	69	24	28	39	51	61	46	45	29
This is a negative to me	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**38**	7	2	-	7	1	2	5	6	2	2	3	*
	8%	*10%*	*6%*	*-%*	*10%*	*6%*	*9%*	*13%*	*11%*	*4%*	*4%*	*7%*	**%*
This is mandatory to me - a must have	**249**	26	11	5	30	13	17	23	24	33	26	19	22
	49%	*35%*	*31%*	*45%*	*44%*	*55%* a	*60%* a	*59%* **ad**	*48%*	*55%* a	*57%* a	*41%*	*77%*
This is a 'nice to have' , but I can live without it being offered	**95**	18	6	*	16	5	4	6	9	11	10	7	2
	19%	*25%*	*18%*	*4%*	*23%*	*20%*	*14%*	*16%*	*18%*	*19%*	*22%*	*15%*	*7%*
This is a 'great to have' - makes a difference and can sway my decision	**128**	22	15	6	16	4	5	5	12	14	8	17	5
	25%	*30%* g	*44%*	*51%*	*23%*	*19%*	*18%*	*12%*	*23%*	*22%*	*17%*	*37%* **gj**	*16%*
NET Important	**376**	48	26	11	46	17	22	28	36	47	34	35	26
	74%	*65%*	*76%*	*96%*	*67%*	*74%*	*78%*	*71%*	*71%*	*77%*	*74%*	*78%*	*93%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**663**	136	252	150	125
Weighted total	**509**	118	121	151	119
This is a negative to me	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**38**	9	11	13	5
	8%	*8%*	*9%*	*9%*	*4%*
This is mandatory to me - a must have	**249**	41	60	81	67
	49%	*35%*	*50%*	*54%*	*56%*
			a	a	a
This is a 'nice to have' , but I can live without it being offered	**95**	25	24	27	19
	19%	*21%*	*20%*	*18%*	*16%*
This is a 'great to have' - makes a difference and can sway my decision	**128**	43	26	30	29
	25%	*36%*	*21%*	*20%*	*24%*
		bcd			
NET Important	**376**	85	85	111	95
	74%	*71%*	*71%*	*74%*	*80%*

Columns Tested: a,b,c,d

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	e
Unweighted total	**663**	414	139	69	41	249	136	124	38	28	54
Weighted total	**509**	481	16	7	5	28	160	127	29	15	15
This is a negative to me	**3**	3	-	-	-	-	-	1	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**32**	31	*	1	-	1	10	14	*	*	*
	6%	*6%*	*3%*	*8%*	*-%*	*4%*	*6%*	*11%* **ce**	**%*	**%*	*1%*
This is mandatory to me - a must have	**228**	215	8	3	2	13	61	54	18	12	8
	45%	*45%*	*48%*	*45%*	*46%*	*47%*	*38%*	*42%*	*63%* **ab**	*79%*	*56%* a
This is a 'nice to have' , but I can live without it being offered	**113**	107	3	2	1	6	34	38	4	2	1
	22%	*22%*	*19%*	*21%*	*22%*	*20%*	*21%* e	*30%* **ce**	*12%*	*16%*	*7%*
This is a 'great to have' - makes a difference and can sway my decision	**133**	125	5	2	2	8	55	20	7	1	5
	26%	*26%*	*30%*	*26%*	*33%*	*29%*	*35%* b	*16%*	*24%*	*5%*	*36%* b
NET Important	**361**	340	13	5	4	22	116	74	25	13	13
	71%	*71%*	*78%*	*71%*	*78%*	*76%*	*73%* b	*58%*	*87%* b	*84%*	*92%* **ab**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**663**	51	25	86	12	36	78	50	49	44	431	93	71	68
Weighted total	**509**	60	35	82	9	37	85	48	49	39	443	26	22	18
This is a negative to me	**3**	-	-	2	-	-	1	-	-	-	3	-	-	*
	1%	*-%*	*-%*	*2%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*2%*
This is not important to me - don't mind if not offered	**32**	9	2	4	3	-	4	3	5	1	30	1	*	1
	6%	*16%* **cefijkl** m	*6%*	*4%*	*30%*	*-%*	*4%*	*6%*	*10%* l	*2%*	*7%*	*4%*	*1%*	*4%*
This is mandatory to me - a must have	**228**	25	17	32	2	23	36	27	22	15	199	12	10	7
	45%	*42%*	*49%*	*39%*	*25%*	*64%* **acfijm**	*42%*	*55%*	*44%*	*38%*	*45%*	*46%*	*46%*	*41%*
This is a 'nice to have' , but I can live without it being offered	**113**	8	8	21	2	6	17	12	4	18	96	7	5	5
	22%	*13%*	*22%*	*26%* h	*20%*	*16%*	*20%*	*25%* h	*9%*	*46%* **acefghjkl** m	*22%* h	*26%* h	*23%*	*27%* h
This is a 'great to have' - makes a difference and can sway my decision	**133**	18	8	23	2	7	27	6	18	5	116	6	7	5
	26%	*29%*	*24%*	*28%* g	*25%*	*20%*	*32%* **gi**	*13%*	*37%* **gi**	*14%*	*26%* g	*24%*	*30%* **gi**	*27%*
NET Important	**361**	43	25	56	4	31	63	33	39	20	314	18	17	12
	71%	*71%*	*72%*	*68%*	*50%*	*84%* i	*74%* i	*69%*	*81%* i	*52%*	*71%* i	*70%* i	*76%* i	*68%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted total	663	9	105	14	45	207	21	33	227	462	201	582	81
Weighted total	509	3	75	7	33	182	10	35	162	384	125	468	41
This is a negative to me	3	-	-	-	-	*	-	-	3	3	*	3	-
	1%	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*2%*	*1%*	**%*	*1%*	*-%*
This is not important to me - don't mind if not offered	32	*	3	-	4	13	2	4	8	23	9	31	1
	6%	*1%*	*3%*	*-%*	*11%*	*7%*	*18%*	*10%*	*5%*	*6%*	*7%*	*7%*	*3%*
This is mandatory to me - a must have	228	3	32	2	12	84	3	18	76	165	63	212	17
	45%	*79%*	*42%*	*21%*	*36%*	*46%*	*28%*	*50%*	*47%*	*43%*	*50%*	*45%*	*40%*
This is a 'nice to have' , but I can live without it being offered	113	*	26	4	5	36	1	8	31	88	24	105	7
	22%	*11%*	*35%* deh	*49%*	*15%*	*20%*	*11%*	*21%*	*19%*	*23%*	*19%*	*22%*	*18%*
This is a 'great to have' - makes a difference and can sway my decision	133	*	15	2	12	49	4	6	45	105	28	117	16
	26%	*9%*	*19%*	*30%*	*37%* b	*27%*	*43%*	*18%*	*28%*	*27%*	*23%*	*25%*	*39%* a
NET Important	361	3	46	4	24	133	7	24	121	270	91	329	33
	71%	*88%*	*62%*	*51%*	*73%*	*73%* b	*70%*	*68%*	*75%* b	*70%*	*73%*	*70%*	*79%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**663**	641	22	272	120	268
Weighted total	**509**	486	23	214	84	208
This is a negative to me	**3**	3	-	1	2	*
	1%	*1%*	*-%*	**%*	*2%* c	**%*
This is not important to me - don't mind if not offered	**32**	32	-	14	11	7
	6%	*7%*	*-%*	*7%*	*13%* **ac**	*3%*
This is mandatory to me - a must have	**228**	219	9	87	33	106
	45%	*45%*	*39%*	*41%*	*40%*	*51%* **ab**
This is a 'nice to have' , but I can live without it being offered	**113**	106	7	50	17	46
	22%	*22%*	*29%*	*23%*	*20%*	*22%*
This is a 'great to have' - makes a difference and can sway my decision	**133**	126	7	62	21	49
	26%	*26%*	*32%*	*29%*	*25%*	*24%*
NET Important	**361**	345	16	149	55	155
	71%	*71%*	*71%*	*69%*	*65%*	*74%*

Columns Tested: a,b - a,b,c

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	663	402	215	38	5	1	1	-	1	617	46	76	326	261
Weighted total	509	347	141	17	3	2	*	-	*	487	22	76	271	163
This is a negative to me	3	3	-	-	-	-	-	-	-	3	-	-	3	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*
This is not important to me - don't mind if not offered	32	24	5	3	-	-	-	-	*	29	3	12	12	8
	6%	*7%*	*4%*	*16%* abi	*-%*	*-%*	*-%*	*-%*	*100%*	*6%*	*13%* b	*15%* bc	*4%*	*5%*
This is mandatory to me - a must have	228	140	77	8	2	2	-	-	-	217	11	25	115	89
	45%	*40%*	*55%* ai	*45%*	*71%*	*100%*	*-%*	*-%*	*-%*	*44%*	*52%*	*33%*	*42%*	*54%* ab
This is a 'nice to have' , but I can live without it being offered	113	83	25	4	-	-	*	-	-	108	4	14	69	30
	22%	*24%*	*18%*	*24%*	*-%*	*-%*	*100%*	*-%*	*-%*	*22%*	*20%*	*19%*	*25%* c	*18%*
This is a 'great to have' - makes a difference and can sway my decision	133	97	33	3	1	-	-	-	-	130	3	25	72	36
	26%	*28%*	*23%*	*15%*	*29%*	*-%*	*-%*	*-%*	*-%*	*27%*	*15%*	*33%* c	*27%*	*22%*
NET Important	361	237	110	10	3	2	-	-	-	347	15	50	187	125
	71%	*68%*	*78%* ac	*60%*	*100%*	*100%*	*-%*	*-%*	*-%*	*71%*	*67%*	*66%*	*69%*	*77%* b

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	663	498	447	557	663	250	513	464	52	17	15	5	3	1
Weighted total	509	353	303	406	509	160	382	362	21	8	9	2	4	*
This is a negative to me	3	1	1	1	3	1	3	1	-	-	-	-	-	-
	1%	**%*	**%*	**%*	*1%*	*1%*	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	32	21	22	27	32	9	25	24	2	1	-	-	-	*
	6%	*6%*	*7%*	*7%*	*6%*	*5%*	*7%*	*7%*	*9%*	*15%*	*-%*	*-%*	*-%*	*100%*
This is mandatory to me - a must have	228	160	148	189	228	73	179	170	11	2	4	*	2	-
	45%	*45%*	*49%*	*46%*	*45%*	*46%*	*47%*	*47%*	*52%*	*27%*	*46%*	*4%*	*46%*	*-%*
This is a 'nice to have' , but I can live without it being offered	113	83	68	94	113	38	88	85	4	*	5	*	-	-
	22%	*23%*	*23%*	*23%*	*22%*	*24%*	*23%*	*23%*	*20%*	*4%*	*52%*	*22%*	*-%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	133	88	64	95	133	39	87	83	4	4	*	1	2	-
	26%	*25%*	*21%*	*23%*	*26%* b	*25%*	*23%*	*23%*	*19%*	*54%*	*1%*	*75%*	*54%*	*-%*
NET Important	361	249	212	284	361	112	266	253	15	7	4	1	4	-
	71%	*70%*	*70%*	*70%*	*71%*	*70%*	*70%*	*70%*	*71%*	*82%*	*48%*	*78%*	*100%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	663	638	11	8	3	-	3	-	3	110	134	156	152	5
Weighted total	509	492	8	5	4	-	*	-	*	105	103	117	78	4
This is a negative to me	3	3	-	-	-	-	-	-	-	-	*	1	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*
This is not important to me - don't mind if not offered	32	31	-	1	-	-	*	-	*	13	1	4	7	2
	6%	*6%*	*-%*	*19%*	*-%*	*-%*	*30%*	*-%*	*30%*	*12%* **bc**	*1%*	*4%*	*9%* b	*50%*
This is mandatory to me - a must have	228	219	4	4	2	-	*	-	*	41	54	57	36	2
	45%	*45%*	*43%*	*70%*	*50%*	*-%*	*13%*	*-%*	*13%*	*39%*	*53%* a	*49%*	*46%*	*42%*
This is a 'nice to have' , but I can live without it being offered	113	108	4	-	-	-	*	-	*	30	21	27	17	-
	22%	*22%*	*49%*	*-%*	*-%*	*-%*	*56%*	*-%*	*56%*	*28%*	*20%*	*23%*	*22%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	133	130	1	1	2	-	-	-	-	22	26	28	18	*
	26%	*26%*	*8%*	*11%*	*50%*	*-%*	*-%*	*-%*	*-%*	*21%*	*26%*	*24%*	*23%*	*8%*
NET Important	361	349	4	4	4	-	*	-	*	62	80	85	54	2
	71%	*71%*	*51%*	*81%*	*100%*	*-%*	*13%*	*-%*	*13%*	*59%*	*78%* a	*73%* a	*70%*	*50%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted total	663	228	151	171	103	9	382	36	242	545	118	528	29
Weighted total	509	184	115	138	69	2	330	23	154	415	94	391	15
This is a negative to me	3	*	-	3	-	-	3	-	-	3	-	1	-
	1%	*%	-%	2%	-%	-%	1%	-%	-%	1%	-%	*%	-%
This is not important to me - don't mind if not offered	32	17	4	7	4	-	22	*	10	29	3	27	*
	6%	9% b	4%	5%	6%	-%	7%	2%	6%	7%	4%	7%	1%
This is mandatory to me - a must have	228	68	58	62	37	*	151	7	69	172	56	177	12
	45%	37%	51% a	45%	54% a	30%	46%	31%	45%	42%	59% a	45%	78%
This is a 'nice to have' , but I can live without it being offered	113	52	16	34	10	1	71	8	34	100	12	94	1
	22%	28% bd	14%	25% bd	15%	41%	21%	33%	22%	24% b	13%	24%	6%
This is a 'great to have' - makes a difference and can sway my decision	133	47	37	31	17	*	82	8	41	111	23	92	2
	26%	26%	32%	23%	25%	29%	25%	35%	27%	27%	24%	24%	15%
NET Important	361	116	95	94	54	1	234	15	110	283	78	270	14
	71%	63%	82% ac	68%	79% ac	59%	71%	65%	72%	68%	83% a	69%	93%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	663	76	117	146	15	501	162	219	448	120	-
Weighted total	509	60	88	108	6	379	131	135	311	59	-
This is a negative to me	3	-	-	-	-	3	-	-	1	-	-
	1%	-%	-%	-%	-%	*1%*	-%	-%	*%	-%	-%
This is not important to me - don't mind if not offered	32	2	1	3	*	29	3	1	21	1	-
	6%	*3%*	*1%*	*3%*	*2%*	*8%* b	*3%*	*1%*	*7%* a	*2%*	-%
This is mandatory to me - a must have	228	33	50	59	3	158	71	74	134	26	-
	45%	*56%*	*57%*	*55%*	*41%*	*42%*	*54%* a	*55%* b	*43%*	*45%*	-%
This is a 'nice to have' , but I can live without it being offered	113	14	14	23	*	92	20	29	72	13	-
	22%	*23%*	*16%*	*21%*	*2%*	*24%* b	*16%*	*21%*	*23%*	*22%*	-%
This is a 'great to have' - makes a difference and can sway my decision	133	11	23	23	4	97	37	31	83	18	-
	26%	*18%*	*26%*	*22%*	*55%*	*26%*	*28%*	*23%*	*27%*	*31%*	-%
NET Important	361	44	73	82	6	254	107	105	217	45	-
	71%	*74%*	*83%*	*76%*	*97%*	*67%*	*82%* a	*78%* b	*70%*	*76%*	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	663	206	384	104	-	428	459	160	5	477	425	565	438	341	10
Weighted total	509	136	253	54	-	319	332	107	3	341	294	419	311	224	2
This is a negative to me	3	-	1	-	-	-	3	-	-	1	1	3	*	1	-
	1%	-%	*1%*	-%	-%	-%	*1%* a	-%	-%	*%*	*%*	*1%*	*%*	*%*	-%
This is not important to me - don't mind if not offered	32	6	20	3	-	7	27	4	-	21	22	29	22	15	-
	6%	*4%*	*8%*	*6%*	-%	*2%*	*8%* a	*4%*	-%	*6%*	*7%*	*7%*	*7%*	*7%*	-%
This is mandatory to me - a must have	228	80	111	26	-	162	125	51	2	151	141	176	153	90	1
	45%	*59%* b	*44%*	*49%*	-%	*51%* b	*37%*	*48%* b	*82%*	*44%*	*48%*	*42%*	*49%* b	*40%*	*26%*
This is a 'nice to have' , but I can live without it being offered	113	23	63	8	-	64	83	23	-	83	68	98	65	54	1
	22%	*17%*	*25%* ac	*15%*	-%	*20%*	*25%*	*21%*	-%	*24%*	*23%*	*23%*	*21%*	*24%*	*50%*
This is a 'great to have' - makes a difference and can sway my decision	133	28	57	17	-	87	95	28	*	85	62	113	70	64	1
	26%	*20%*	*23%*	*31%* a	-%	*27%*	*28%*	*27%*	*18%*	*25%*	*21%*	*27%* b	*23%*	*28%*	*23%*
NET Important	361	107	168	43	-	248	219	80	3	236	203	289	224	154	1
	71%	*79%* b	*66%*	*80%* b	-%	*78%* b	*66%*	*75%* b	*100%*	*69%*	*69%*	*69%*	*72%*	*69%*	*50%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**663**	423	297	367	117	92	449	347	18	13	12	13
Weighted total	**509**	291	204	274	75	52	315	232	11	9	12	10
This is a negative to me	**3**	*	3	-	-	-	*	3	-	-	-	-
	1%	**%*	*1%* **ac**	*-%*	*-%*	*-%*	**%*	*1%* a	*-%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**32**	21	10	6	1	3	22	20	2	-	-	2
	6%	*7%* **cd**	*5%*	*2%*	*2%*	*6%*	*7%*	*9%*	*16%*	*-%*	*-%*	*18%*
This is mandatory to me - a must have	**228**	123	84	141	38	21	142	87	5	3	3	4
	45%	*42%*	*41%*	*51%* **abe**	*51%*	*40%*	*45%* b	*37%*	*48%*	*31%*	*25%*	*42%*
This is a 'nice to have' , but I can live without it being offered	**113**	66	49	51	14	15	71	60	2	2	8	1
	22%	*23%*	*24%*	*19%*	*19%*	*29%* c	*23%*	*26%*	*19%*	*21%*	*66%*	*10%*
This is a 'great to have' - makes a difference and can sway my decision	**133**	81	59	75	22	13	81	62	2	4	1	3
	26%	*28%*	*29%*	*27%*	*29%*	*26%*	*26%*	*27%*	*17%*	*48%*	*9%*	*30%*
NET Important	**361**	204	143	216	60	34	222	149	7	7	4	8
	71%	*70%*	*70%*	*79%* **abe**	*80%* **abe**	*66%*	*70%*	*64%*	*65%*	*79%*	*34%*	*72%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**663**	632	574	640	607	650	440	626	223	-	535	21	128	488
Weighted total	**509**	480	423	487	454	496	328	473	142	-	390	19	114	349
This is a negative to me	**3**	3	3	3	3	3	1	3	*	-	3	-	-	3
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	**%*	*-%*	*1%*	*-%*	*-%*	*1%*
This is not important to me - don't mind if not offered	**32**	28	22	28	25	30	16	29	5	-	27	3	5	25
	6%	*6%*	*5%*	*6%*	*5%*	*6%*	*5%*	*6%*	*4%*	*-%*	*7%*	*17%*	*4%*	*7%*
This is mandatory to me - a must have	**228**	219	186	221	210	226	166	213	66	-	166	10	51	154
	45%	*46%*	*44%*	*45%*	*46%*	*46%*	*51%*	*45%*	*46%*	*-%*	*43%*	*51%*	*45%*	*44%*
This is a 'nice to have' , but I can live without it being offered	**113**	112	103	112	99	110	67	107	29	-	95	2	29	78
	22%	*23%*	*24%*	*23%*	*22%*	*22%*	*21%*	*23%*	*20%*	*-%*	*24%*	*9%*	*26%*	*22%*
This is a 'great to have' - makes a difference and can sway my decision	**133**	118	109	124	117	126	77	120	42	-	99	4	29	90
	26%	*25%*	*26%*	*25%*	*26%*	*25%*	*24%*	*25%*	*29%*	*-%*	*25%*	*23%*	*25%*	*26%*
NET Important	**361**	337	295	344	327	352	243	333	108	-	265	14	80	243
	71%	*70%*	*70%*	*71%*	*72%*	*71%*	*74%*	*71%*	*76%*	*-%*	*68%*	*74%*	*70%*	*70%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**663**	203	8	47	186	116	444	98	132	45	479	373	290
Weighted total	**509**	168	1	39	146	82	356	66	111	40	354	275	234
This is a negative to me	**3**	-	-	-	-	*	3	-	*	-	3	-	3
	1%	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	**%*	*-%*	*1%*	*-%*	*1%* a
This is not important to me - don't mind if not offered	**32**	5	-	4	2	3	23	6	5	*	27	15	17
	6%	*3%*	*-%*	*9%* b	*1%*	*4%*	*7%*	*8%*	*5%*	**%*	*8%*	*5%*	*7%*
This is mandatory to me - a must have	**228**	91	1	24	77	39	158	28	59	13	153	139	89
	45%	*54%*	*78%*	*61%*	*53%*	*47%*	*44%*	*43%*	*53%* **bc**	*34%*	*43%*	*50%* b	*38%*
This is a 'nice to have' , but I can live without it being offered	**113**	31	-	6	26	14	80	18	20	11	80	56	57
	22%	*18%*	*-%*	*15%*	*18%*	*17%*	*23%*	*28%*	*18%*	*29%*	*22%*	*20%*	*24%*
This is a 'great to have' - makes a difference and can sway my decision	**133**	42	*	6	42	26	92	14	27	15	92	66	67
	26%	*25%*	*22%*	*15%*	*29%*	*31%*	*26%*	*21%*	*24%*	*37%*	*26%*	*24%*	*29%*
NET Important	**361**	132	1	30	118	64	250	42	86	28	244	205	157
	71%	*79%*	*100%*	*76%*	*81%*	*78%* c	*70%*	*64%*	*77%*	*71%*	*69%*	*74%* b	*67%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	a	b	c	d	a	b	*c	d
Unweighted total	**663**	154	21	167	81	121	56	105	64	45	77	15	34
Weighted total	**509**	54	3	64	29	47	20	41	23	15	28	4	16
This is a negative to me	**3**	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
This is not important to me - don't mind if not offered	**32**	4	-	4	1	3	1	2	3	1	*	-	1
	6%	*7%*	-%	*6%*	*5%*	*6%*	*6%*	*5%*	*11%*	*7%*	*1%*	-%	*7%*
This is mandatory to me - a must have	**228**	20	2	26	12	17	8	14	7	4	14	1	6
	45%	*37%*	*50%*	*40%*	*41%*	*37%*	*38%*	*35%*	*29%*	*29%*	*51%* a	*20%*	*38%*
This is a 'nice to have' , but I can live without it being offered	**113**	14	1	16	7	13	4	13	6	6	5	2	4
	22%	*27%*	*34%*	*25%*	*24%*	*29%*	*20%*	*31%*	*26%*	*36%* b	*18%*	*47%*	*22%*
This is a 'great to have' - makes a difference and can sway my decision	**133**	16	1	18	9	13	7	12	8	4	8	1	5
	26%	*29%*	*16%*	*28%*	*30%*	*28%*	*37%*	*28%*	*33%*	*28%*	*30%*	*33%*	*32%*
NET Important	**361**	36	2	44	21	31	15	26	14	9	23	2	11
	71%	*66%*	*66%*	*69%*	*72%*	*66%*	*75%*	*63%*	*63%*	*57%*	*81%* a	*53%*	*70%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Month											
	Total base	Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	***b**	***c**	d	e	f	g	h	i	j	k	***l**
Unweighted total	**663**	100	28	8	179	33	40	53	48	49	61	35	29
Weighted total	**509**	73	34	11	69	24	28	39	51	61	46	45	29
This is a negative to me	**3**	2	-	-	-	1	*	-	-	-	-	-	-
	1%	*2%* d	*-%*	*-%*	*-%*	*5%* d	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**32**	6	2	-	4	2	2	5	2	4	4	2	-
	6%	*8%*	*5%*	*-%*	*5%*	*7%*	*7%*	*14%* d	*4%*	*6%*	*8%*	*5%*	*-%*
This is mandatory to me - a must have	**228**	28	12	5	29	8	14	20	22	33	19	15	24
	45%	*39%*	*36%*	*45%*	*42%*	*34%*	*51%*	*50%*	*43%*	*54%*	*41%*	*33%*	*84%*
This is a 'nice to have' , but I can live without it being offered	**113**	20	7	*	17	5	6	9	15	13	9	7	2
	22%	*28%*	*22%*	*4%*	*25%*	*21%*	*21%*	*24%*	*30%*	*22%*	*19%*	*16%*	*7%*
This is a 'great to have' - makes a difference and can sway my decision	**133**	17	13	6	19	8	5	5	12	11	14	20	3
	26%	*23%*	*37%*	*51%*	*28%* g	*34%* g	*19%*	*12%*	*23%*	*18%*	*32%* g	*45%* **adfghi**	*10%*
NET Important	**361**	45	25	11	48	16	20	24	34	43	33	35	27
	71%	*62%*	*73%*	*96%*	*70%*	*67%*	*70%*	*62%*	*66%*	*72%*	*72%*	*78%*	*93%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**663**	136	252	150	125
Weighted total	**509**	118	121	151	119
This is a negative to me	**3**	2	1	-	-
	1%	*1%*	*1%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**32**	7	7	11	6
	6%	*6%*	*6%*	*8%*	*5%*
This is mandatory to me - a must have	**228**	46	51	74	58
	45%	*39%*	*42%*	*49%*	*48%*
This is a 'nice to have' , but I can live without it being offered	**113**	28	28	38	18
	22%	*24%*	*23%*	*25%*	*15%*
				d	
This is a 'great to have' - makes a difference and can sway my decision	**133**	35	33	28	38
	26%	*30%*	*27%*	*18%*	*31%*
		c	c		c
NET Important	**361**	81	84	102	95
	71%	*68%*	*69%*	*67%*	*80%*
					abc

Columns Tested: a,b,c,d

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	e
Unweighted total	**663**	414	139	69	41	249	136	124	38	28	54
Weighted total	**509**	481	16	7	5	28	160	127	29	15	15
This is a negative to me	**1**	1	-	-	-	-	-	1	-	-	-
	%	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**20**	19	1	-	-	1	8	5	-	*	-
	4%	*4%*	*3%*	*-%*	*-%*	*2%*	*5%*	*4%*	*-%*	*1%*	*-%*
This is mandatory to me - a must have	**257**	243	8	3	3	15	61	69	25	11	9
	51%	*50%*	*50%*	*48%*	*60%*	*51%*	*38%*	*54%* a	*86%* **abe**	*72%*	*62%* a
This is a 'nice to have' , but I can live without it being offered	**82**	77	3	1	*	4	28	23	1	3	1
	16%	*16%*	*17%*	*13%*	*7%*	*14%*	*18%* **ce**	*18%* **ce**	*3%*	*22%*	*5%*
This is a 'great to have' - makes a difference and can sway my decision	**150**	141	5	3	2	9	63	30	3	1	5
	29%	*29%*	*30%*	*39%*	*34%*	*33%*	*39%* **bc**	*23%*	*11%*	*5%*	*33%* c
NET Important	**407**	383	13	6	5	24	124	99	28	11	14
	80%	*80%*	*80%*	*87%*	*93%* **ab**	*84%*	*78%*	*78%*	*97%* **ab**	*77%*	*95%* **ab**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**663**	51	25	86	12	36	78	50	49	44	431	93	71	68
Weighted total	**509**	60	35	82	9	37	85	48	49	39	443	26	22	18
This is a negative to me	**1**	-	-	-	-	-	1	-	-	-	1	-	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**20**	6	-	5	-	1	2	2	2	2	19	*	*	*
	4%	*10%* **klm**	*-%*	*6%*	*-%*	*3%*	*2%*	*4%*	*4%*	*5%*	*4%*	*2%*	**%*	*1%*
This is mandatory to me - a must have	**257**	32	15	41	3	22	41	29	26	16	225	14	10	8
	51%	*53%*	*43%*	*50%*	*37%*	*59%*	*49%*	*62%* **im**	*54%*	*40%*	*51%*	*53%*	*46%*	*43%*
This is a 'nice to have' , but I can live without it being offered	**82**	7	9	8	4	7	16	5	5	7	68	6	4	4
	16%	*12%*	*25%*	*10%*	*42%*	*20%*	*18%*	*11%*	*10%*	*17%*	*15%*	*22%* **c**	*19%*	*22%* **c**
This is a 'great to have' - makes a difference and can sway my decision	**150**	15	11	28	2	7	25	12	16	15	130	6	8	6
	29%	*26%*	*32%*	*34%*	*21%*	*19%*	*29%*	*24%*	*33%*	*38%*	*29%*	*23%*	*34%*	*34%*
NET Important	**407**	47	26	69	5	28	66	41	42	31	356	20	18	14
	80%	*78%*	*75%*	*84%*	*58%*	*77%*	*78%*	*86%*	*86%*	*78%*	*80%*	*76%*	*80%*	*77%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted total	**663**	9	105	14	45	207	21	33	227	462	201	582	81
Weighted total	**509**	3	75	7	33	182	10	35	162	384	125	468	41
This is a negative to me	**1**	-	-	-	-	-	-	-	1	1	-	1	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*1%*	**%*	-%	**%*	-%
This is not important to me - don't mind if not offered	**20**	1	*	*	2	8	*	1	8	16	4	16	4
	***4%**	*33%*	**%*	*1%*	*6%* b	*4%* b	*1%*	*3%*	*5%* b	*4%*	*3%*	*3%*	*9%* a
This is mandatory to me - a must have	**257**	2	38	6	14	93	3	18	85	181	76	234	23
	***51%**	*50%*	*50%*	*79%*	*43%*	*51%*	*28%*	*50%*	*53%*	*47%*	*61%* a	*50%*	*56%*
This is a 'nice to have' , but I can live without it being offered	**82**	*	15	*	7	30	1	7	21	65	17	79	3
	***16%**	*7%*	*20%*	*5%*	*20%*	*17%*	*13%*	*20%*	*13%*	*17%*	*13%*	*17%* b	*7%*
This is a 'great to have' - makes a difference and can sway my decision	**150**	*	23	1	10	51	6	9	47	121	29	138	12
	***29%**	*9%*	*30%*	*15%*	*31%*	*28%*	*58%*	*26%*	*29%*	*32%* b	*23%*	*30%*	*28%*
NET Important	**407**	2	60	7	24	144	9	27	132	303	105	373	35
	***80%**	*59%*	*80%*	*94%*	*74%*	*79%*	*86%*	*77%*	*82%*	*79%*	*84%*	*80%*	*84%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**663**	641	22	272	120	268
Weighted total	**509**	486	23	214	84	208
This is a negative to me	**1**	1	-	1	-	-
	***%**	*%	-%	*%	-%	-%
This is not important to me - don't mind if not offered	**20**	18	1	7	8	4
	4%	*4%*	*5%*	*3%*	*10%* **ac**	*2%*
This is mandatory to me - a must have	**257**	248	10	95	40	122
	51%	*51%*	*42%*	*45%*	*47%*	*59%* **ab**
This is a 'nice to have' , but I can live without it being offered	**82**	78	3	45	12	25
	16%	*16%*	*14%*	*21%* c	*14%*	*12%*
This is a 'great to have' - makes a difference and can sway my decision	**150**	141	9	66	24	57
	29%	*29%*	*39%*	*31%*	*28%*	*28%*
NET Important	**407**	388	19	161	64	179
	80%	*80%*	*81%*	*75%*	*76%*	*86%* **ab**

Columns Tested: a,b - a,b,c

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	663	402	215	38	5	1	1	-	1	617	46	76	326	261
Weighted total	509	347	141	17	3	2	*	-	*	487	22	76	271	163
This is a negative to me	1	1	-	-	-	-	-	-	-	1	-	-	1	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%
This is not important to me - don't mind if not offered	20	18	1	-	-	-	-	-	-	20	-	5	14	1
	4%	5% b	1%	-%	-%	-%	-%	-%	-%	4% b	-%	6% c	5% c	1%
This is mandatory to me - a must have	257	163	81	10	2	2	*	-	-	244	13	25	137	94
	51%	47%	58% a	56%	71%	100%	100%	-%	-%	50%	61%	33%	51% a	58% a
This is a 'nice to have' , but I can live without it being offered	82	59	19	3	-	-	-	-	-	78	3	15	44	22
	16%	17%	14%	18%	-%	-%	-%	-%	-%	16%	14%	20%	16%	14%
This is a 'great to have' - makes a difference and can sway my decision	150	105	40	4	1	-	-	-	*	145	5	31	74	45
	29%	30%	28%	26%	29%	-%	-%	-%	100%	30%	24%	40% bc	27%	28%
NET Important	407	268	121	14	3	2	*	-	*	388	19	56	212	139
	80%	77%	86% a	82%	100%	100%	100%	-%	100%	80%	86%	74%	78%	86% ab

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**663**	498	447	557	663	250	513	464	52	17	15	5	3	1
Weighted total	**509**	353	303	406	509	160	382	362	21	8	9	2	4	*
This is a negative to me	**1**	1	1	1	1	1	1	1	-	-	-	-	-	-
	%	**%*	**%*	**%*	**%*	*1%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**20**	9	11	13	20	5	11	13	-	-	*	-	-	-
	4%	*3%*	*4%*	*3%*	*4%*	*3%*	*3%*	*4%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
This is mandatory to me - a must have	**257**	183	164	211	257	83	203	188	11	3	5	*	3	-
	51%	*52%*	*54%*	*52%*	*51%*	*52%*	*53%*	*52%*	*53%*	*42%*	*56%*	*25%*	*97%*	*-%*
This is a 'nice to have' , but I can live without it being offered	**82**	56	45	63	82	29	62	54	5	*	4	-	-	-
	16%	*16%*	*15%*	*15%*	*16%*	*18%*	*16%*	*15%*	*23%*	*2%*	*42%*	*-%*	*-%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	**150**	104	82	118	150	41	107	107	5	5	*	1	*	*
	29%	*29%*	*27%*	*29%*	*29%*	*26%*	*28%*	*30%*	*24%*	*56%*	*1%*	*75%*	*3%*	*100%*
NET Important	**407**	287	247	329	407	124	309	295	16	8	5	2	4	*
	80%	*81%*	*81%*	*81%*	*80%*	*78%*	*81%*	*81%*	*77%*	*98%*	*57%*	*100%*	*100%*	*100%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	663	638	11	8	3	-	3	-	3	110	134	156	152	5
Weighted total	509	492	8	5	4	-	*	-	*	105	103	117	78	4
This is a negative to me	1	1	-	-	-	-	-	-	-	-	-	1	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
This is not important to me - don't mind if not offered	20	20	-	-	-	-	-	-	-	5	3	2	-	3
	4%	4%	-%	-%	-%	-%	-%	-%	-%	4% d	3% d	2%	-%	78%
This is mandatory to me - a must have	257	245	5	5	2	-	*	-	*	50	56	58	46	1
	51%	50%	66%	86%	51%	-%	70%	-%	70%	48%	54%	50%	60%	14%
This is a 'nice to have' , but I can live without it being offered	82	79	2	*	-	-	-	-	-	15	15	26	8	-
	16%	16%	27%	2%	-%	-%	-%	-%	-%	14%	14%	22% d	10%	-%
This is a 'great to have' - makes a difference and can sway my decision	150	147	1	1	2	-	*	-	*	36	29	29	24	*
	29%	30%	8%	12%	49%	-%	30%	-%	30%	34%	29%	25%	30%	8%
NET Important	407	392	6	5	4	-	*	-	*	86	85	87	70	1
	80%	80%	73%	98%	100%	-%	100%	-%	100%	82%	83%	75%	90% c	22%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted total	**663**	228	151	171	103	9	382	36	242	545	118	528	29
Weighted total	**509**	184	115	138	69	2	330	23	154	415	94	391	15
This is a negative to me	**1**	-	-	1	-	-	1	-	-	1	-	1	-
	***%**	-%	-%	*1%*	-%	-%	*%	-%	-%	*%	-%	*%	-%
This is not important to me - don't mind if not offered	**20**	11	2	7	-	-	12	1	7	18	1	13	*
	***4%**	*6%* d	*2%*	*5%* d	-%	-%	*4%*	*4%*	*4%*	*4%*	*1%*	*3%*	*1%*
This is mandatory to me - a must have	**257**	83	59	77	37	1	168	9	79	200	57	204	7
	***51%**	*45%*	*51%*	*56%* a	*53%*	*49%*	*51%*	*39%*	*52%*	*48%*	*61%* a	*52%*	*46%*
This is a 'nice to have' , but I can live without it being offered	**82**	34	21	15	11	*	52	5	24	67	14	60	3
	***16%**	*18%*	*19%*	*11%*	*16%*	*6%*	*16%*	*22%*	*16%*	*16%*	*15%*	*15%*	*19%*
This is a 'great to have' - makes a difference and can sway my decision	**150**	57	33	38	21	1	97	8	43	129	21	113	5
	***29%**	*31%*	*29%*	*27%*	*31%*	*44%*	*29%*	*35%*	*28%*	*31%*	*23%*	*29%*	*33%*
NET Important	**407**	140	92	114	58	1	265	17	123	329	78	318	12
	***80%**	*76%*	*80%*	*83%*	*84%*	*94%*	*80%*	*73%*	*80%*	*79%*	*83%*	*81%*	*79%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	663	76	117	146	15	501	162	219	448	120	-
Weighted total	509	60	88	108	6	379	131	135	311	59	-
This is a negative to me	1	-	-	-	-	1	-	-	1	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%
This is not important to me - don't mind if not offered	20	1	1	1	*	18	1	2	9	*	-
	4%	2%	1%	1%	2%	5% b	1%	1%	3%	*%	-%
This is mandatory to me - a must have	257	29	56	64	2	184	73	78	162	27	-
	51%	49%	64% a	60%	24%	49%	56%	57%	52%	46%	-%
This is a 'nice to have' , but I can live without it being offered	82	11	10	14	*	62	19	17	45	13	-
	16%	18%	11%	13%	2%	16%	15%	12%	15%	23% ab	-%
This is a 'great to have' - makes a difference and can sway my decision	150	19	21	28	5	113	37	39	93	18	-
	29%	32%	24%	26%	72%	30%	29%	29%	30%	31%	-%
NET Important	407	48	77	92	6	297	110	117	255	46	-
	80%	80%	88%	86%	96%	78%	84%	86% c	82%	77%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**663**	206	384	104	-	428	459	160	5	477	425	565	438	341	10
Weighted total	**509**	136	253	54	-	319	332	107	3	341	294	419	311	224	2
This is a negative to me	**1**	-	1	-	-	-	1	-	-	1	1	1	-	1	-
	***%**	-%	*%	-%	-%	-%	*%	-%	-%	*%	*%	*%	-%	*%	-%
This is not important to me - don't mind if not offered	**20**	*	11	2	-	3	18	4	-	8	11	18	11	8	-
	***4%**	*%	*4%* a	*4%* a	-%	*1%*	*6%* a	*4%* a	-%	*2%*	*4%*	*4%*	*3%*	*3%*	-%
This is mandatory to me - a must have	**257**	85	128	28	-	178	149	57	3	180	160	203	167	108	2
	***51%**	*62%* b	*51%*	*51%*	-%	*56%* b	*45%*	*54%*	*100%*	*53%*	*54%*	*48%*	*54%*	*48%*	*77%*
This is a 'nice to have' , but I can live without it being offered	**82**	11	42	7	-	48	59	14	-	53	44	68	46	36	-
	***16%**	*8%*	*17%* a	*14%*	-%	*15%*	*18%*	*13%*	-%	*16%*	*15%*	*16%*	*15%*	*16%*	-%
This is a 'great to have' - makes a difference and can sway my decision	**150**	39	71	17	-	89	105	31	-	99	78	129	87	71	1
	***29%**	*29%*	*28%*	*31%*	-%	*28%*	*32%*	*29%*	-%	*29%*	*27%*	*31%*	*28%*	*32%*	*23%*
NET Important	**407**	124	198	45	-	267	254	88	3	278	238	332	254	179	2
	***80%**	*91%* bc	*78%*	*83%*	-%	*84%* b	*76%*	*83%*	*100%*	*82%*	*81%*	*79%*	*82%*	*80%*	*100%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**663**	423	297	367	117	92	449	347	18	13	12	13
Weighted total	**509**	291	204	274	75	52	315	232	11	9	12	10
This is a negative to me	**1**	-	1	-	-	-	-	1	-	-	-	-
	***%**	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**20**	12	13	2	2	4	13	13	-	-	-	2
	***4%**	*4%*	*6%*	*1%*	*3%*	*7%*	*4%*	*5%*	*-%*	*-%*	*-%*	*18%*
		c	c			c						
This is mandatory to me - a must have	**257**	138	97	153	40	28	158	109	7	5	7	4
	***51%**	*47%*	*48%*	*56%*	*54%*	*54%*	*50%*	*47%*	*58%*	*54%*	*58%*	*38%*
				ab								
This is a 'nice to have' , but I can live without it being offered	**82**	53	32	41	12	10	54	38	1	2	3	1
	***16%**	*18%*	*16%*	*15%*	*16%*	*18%*	*17%*	*17%*	*9%*	*21%*	*25%*	*13%*
This is a 'great to have' - makes a difference and can sway my decision	**150**	89	61	77	20	10	90	71	4	2	2	3
	***29%**	*31%*	*30%*	*28%*	*27%*	*20%*	*28%*	*31%*	*33%*	*25%*	*17%*	*32%*
NET Important	**407**	227	158	230	61	38	248	180	10	7	9	7
	***80%**	*78%*	*77%*	*84%*	*81%*	*74%*	*79%*	*78%*	*91%*	*79%*	*75%*	*69%*
				abe								

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**663**	632	574	640	607	650	440	626	223	-	535	21	128	488
Weighted total	**509**	480	423	487	454	496	328	473	142	-	390	19	114	349
This is a negative to me	**1**	1	1	1	1	1	1	1	-	-	1	-	-	1
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%
This is not important to me - don't mind if not offered	**20**	18	14	18	13	20	5	18	4	-	17	2	2	17
	***4%**	*4%*	*3%*	*4%*	*3%*	*4%*	*2%*	*4%* a	*3%*	-%	*4%*	*10%*	*2%*	*5%*
This is mandatory to me - a must have	**257**	248	223	252	235	255	189	238	76	-	191	15	62	172
	***51%**	*52%*	*53%*	*52%*	*52%*	*51%*	*58%* b	*50%*	*54%*	-%	*49%*	*80%*	*54%*	*49%*
This is a 'nice to have' , but I can live without it being offered	**82**	77	71	77	79	81	53	77	22	-	66	1	19	54
	***16%**	*16%*	*17%*	*16%*	*17%*	*16%*	*16%*	*16%*	*16%*	-%	*17%*	*5%*	*17%*	*15%*
This is a 'great to have' - makes a difference and can sway my decision	**150**	136	113	140	125	139	79	139	40	-	115	1	31	106
	***29%**	*28%*	*27%*	*29%*	*28%*	*28%*	*24%*	*29%*	*28%*	-%	*29%*	*5%*	*28%*	*30%*
NET Important	**407**	385	337	392	360	394	268	377	116	-	305	16	93	277
	***80%**	*80%*	*80%*	*80%*	*79%*	*79%*	*82%*	*80%*	*82%*	-%	*78%*	*85%*	*81%*	*79%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**663**	203	8	47	186	116	444	98	132	45	479	373	290
Weighted total	**509**	168	1	39	146	82	356	66	111	40	354	275	234
This is a negative to me	**1**	-	-	-	-	-	1	-	-	-	1	-	1
	***%**	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	*%
This is not important to me - don't mind if not offered	**20**	2	-	1	1	4	15	*	2	2	15	8	12
	***4%**	*1%*	-%	*3%*	*1%*	*5%*	*4%*	*%	*2%*	*5%*	*4%*	*3%*	*5%*
This is mandatory to me - a must have	**257**	90	1	23	77	46	169	39	66	20	168	160	97
	***51%**	*54%*	*55%*	*60%*	*53%*	*56%*	*47%*	*59%* b	*60%* c	*52%*	*47%*	*58%* b	*42%*
This is a 'nice to have' , but I can live without it being offered	**82**	28	-	7	22	8	65	7	14	6	59	42	40
	***16%**	*17%*	-%	*18%*	*15%*	*10%*	*18%* a	*10%*	*13%*	*16%*	*17%*	*15%*	*17%*
This is a 'great to have' - makes a difference and can sway my decision	**150**	47	1	8	45	24	106	20	28	11	110	66	84
	***29%**	*28%*	*45%*	*19%*	*31%*	*29%*	*30%*	*30%*	*26%*	*28%*	*31%*	*24%*	*36%* a
NET Important	**407**	138	1	31	122	70	275	59	95	31	278	226	181
	***80%**	*82%*	*100%*	*79%*	*84%*	*85%*	*77%*	*90%* b	*85%*	*79%*	*79%*	*82%*	*77%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	a	b	c	d	a	b	*c	d
Unweighted total	**663**	154	21	167	81	121	56	105	64	45	77	15	34
Weighted total	**509**	54	3	64	29	47	20	41	23	15	28	4	16
This is a negative to me	**1**	-	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
This is not important to me - don't mind if not offered	**20**	2	-	2	-	1	1	1	1	-	2	-	-
	4%	*4%*	*-%*	*3%*	*-%*	*2%*	*5%*	*3%*	*5%*	*-%*	*8%*	*-%*	*-%*
This is mandatory to me - a must have	**257**	25	2	33	14	23	8	20	8	7	13	1	8
	51%	*46%*	*50%*	*51%*	*47%*	*49%*	*41%*	*48%*	*37%*	*47%*	*47%*	*16%*	*51%*
This is a 'nice to have' , but I can live without it being offered	**82**	14	1	13	7	11	5	11	6	4	5	2	4
	16%	*25%*	*31%*	*20%*	*24%*	*23%*	*27%*	*26%*	*28%*	*23%*	*17%*	*51%*	*22%*
This is a 'great to have' - makes a difference and can sway my decision	**150**	14	1	16	8	12	5	10	7	5	8	1	4
	29%	*25%*	*19%*	*25%*	*28%*	*26%*	*27%*	*23%*	*30%*	*30%*	*28%*	*33%*	*27%*
NET Important	**407**	38	2	49	22	35	14	29	15	12	21	2	12
	80%	*71%*	*69%*	*76%*	*76%*	*75%*	*68%*	*72%*	*67%*	*77%*	*76%*	*49%*	*78%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	e	f	g	h	i	j	k	*l
Unweighted total	663	100	28	8	179	33	40	53	48	49	61	35	29
Weighted total	509	73	34	11	69	24	28	39	51	61	46	45	29
This is a negative to me	1	-	-	-	-	1	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	5% ad	-%	-%	-%	-%	-%	-%	-%
This is not important to me - don't mind if not offered	20	5	-	-	2	1	1	*	4	-	4	2	-
	4%	8%	-%	-%	3%	5%	4%	1%	7%	-%	8% i	4%	-%
This is mandatory to me - a must have	257	33	16	3	35	12	17	16	26	33	23	20	24
	51%	45%	46%	30%	50%	50%	62% g	40%	51%	54%	50%	45%	84%
This is a 'nice to have' , but I can live without it being offered	82	13	4	*	14	4	4	5	13	11	3	7	4
	16%	18% j	11%	4%	20% j	15%	14%	13%	25% j	18%	6%	16%	13%
This is a 'great to have' - makes a difference and can sway my decision	150	22	15	7	19	6	6	18	8	17	16	16	1
	29%	30%	43%	66%	27%	25%	21%	46% adefh	16%	28%	36% h	34%	3%
NET Important	407	55	30	11	53	18	23	34	34	50	39	36	25
	80%	75%	89%	96%	77%	75%	82%	86% h	67%	82%	85% h	80%	87%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**663**	136	252	150	125
Weighted total	**509**	118	121	151	119
This is a negative to me	**1**	-	1	-	-
	%	*-%*	*1%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**20**	5	4	4	6
	4%	*5%*	*4%*	*3%*	*5%*
This is mandatory to me - a must have	**257**	52	64	75	67
	51%	*44%*	*53%*	*50%*	*56%* a
This is a 'nice to have' , but I can live without it being offered	**82**	17	21	29	14
	16%	*14%*	*18%*	*19%*	*12%*
This is a 'great to have' - makes a difference and can sway my decision	**150**	44	30	43	33
	29%	*37%* b	*25%*	*29%*	*27%*
NET Important	**407**	96	94	118	100
	80%	*81%*	*78%*	*78%*	*83%*

Columns Tested: a,b,c,d

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	e
Unweighted total	**663**	414	139	69	41	249	136	124	38	28	54
Weighted total	**509**	481	16	7	5	28	160	127	29	15	15
This is a negative to me	**20**	20	*	*	-	*	6	8	*	-	*
	4%	*4%* e	*1%*	*1%*	*-%*	*1%*	*4%*	*7%*	**%*	*-%*	*1%*
This is not important to me - don't mind if not offered	**114**	111	2	*	1	3	46	19	9	3	4
	22%	*23%* **bce**	*13%*	*6%*	*12%*	*11%*	*29%* b	*15%*	*30%* b	*23%*	*29%* b
This is mandatory to me - a must have	**154**	143	6	3	3	12	34	52	7	4	5
	30%	*30%*	*34%*	*49%* **ab**	*56%* **ab**	*41%* a	*22%*	*41%* a	*24%*	*27%*	*32%*
This is a 'nice to have' , but I can live without it being offered	**109**	102	5	2	*	7	38	19	3	7	3
	21%	*21%* d	*29%* d	*24%* d	*1%*	*23%* d	*24%*	*15%*	*11%*	*46%*	*22%*
This is a 'great to have' - makes a difference and can sway my decision	**112**	105	4	2	2	7	36	28	10	1	2
	22%	*22%*	*23%*	*21%*	*31%*	*24%*	*23%*	*22%*	*35%* e	*4%*	*16%*
NET Important	**267**	248	9	5	4	19	71	80	17	5	7
	52%	*52%*	*57%*	*70%* a	*87%* **abce**	*66%* a	*44%*	*63%* a	*59%*	*31%*	*49%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

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Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	663	51	25	86	12	36	78	50	49	44	431	93	71	68
Weighted total	509	60	35	82	9	37	85	48	49	39	443	26	22	18
This is a negative to me	20	5	1	6	-	3	3	-	-	1	18	*	2	*
	4%	*8%* ghk	*3%*	*7%* k	*-%*	*7%*	*3%*	*-%*	*-%*	*2%*	*4%*	*1%*	*7%*	*2%*
This is not important to me - don't mind if not offered	114	15	8	16	4	3	23	11	9	12	99	3	5	6
	22%	*25%* e	*22%*	*19%*	*42%*	*7%*	*27%* ek	*22%*	*19%*	*31%* ek	*22%* e	*13%*	*24%* e	*31%* ek
This is mandatory to me - a must have	154	15	6	29	1	13	27	18	18	8	134	9	7	4
	30%	*26%*	*16%*	*35%*	*10%*	*35%*	*32%*	*38%*	*36%*	*20%*	*30%*	*37%* im	*31%*	*22%*
This is a 'nice to have' , but I can live without it being offered	109	10	14	11	2	10	15	10	12	10	95	6	4	3
	21%	*17%*	*39%*	*14%*	*24%*	*28%*	*17%*	*22%*	*25%*	*25%*	*22%*	*25%*	*17%*	*18%*
This is a 'great to have' - makes a difference and can sway my decision	112	14	7	20	2	8	18	9	9	9	96	6	5	5
	22%	*24%*	*20%*	*24%*	*24%*	*22%*	*21%*	*18%*	*19%*	*22%*	*22%*	*24%*	*22%*	*28%*
NET Important	267	30	13	49	3	21	45	27	27	16	230	16	12	9
	52%	*50%*	*36%*	*60%*	*34%*	*57%*	*53%*	*56%*	*55%*	*42%*	*52%*	*61%* i	*52%*	*50%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	d	e	***f**	g	h	a	b	a	b
Unweighted total	**663**	9	105	14	45	207	21	33	227	462	201	582	81
Weighted total	**509**	3	75	7	33	182	10	35	162	384	125	468	41
This is a negative to me	**20**	-	2	-	-	6	-	4	9	17	3	18	2
	4%	*-%*	*3%*	*-%*	*-%*	*3%*	*-%*	*10%* d	*5%*	*4%*	*2%*	*4%*	*4%*
This is not important to me - don't mind if not offered	**114**	*	23	1	6	50	1	5	29	90	24	101	13
	22%	*7%*	*30%* h	*14%*	*18%*	*27%* h	*7%*	*13%*	*18%*	*24%*	*19%*	*22%*	*30%*
This is mandatory to me - a must have	**154**	2	24	1	7	48	2	12	59	112	42	145	10
	30%	*49%*	*32%*	*15%*	*21%*	*26%*	*22%*	*34%*	*36%* e	*29%*	*34%*	*31%*	*23%*
This is a 'nice to have' , but I can live without it being offered	**109**	1	13	2	9	40	5	7	32	83	25	108	1
	21%	*33%*	*17%*	*32%*	*27%*	*22%*	*48%*	*19%*	*20%*	*22%*	*20%*	*23%* b	*3%*
This is a 'great to have' - makes a difference and can sway my decision	**112**	*	14	3	11	39	2	8	32	81	31	96	17
	22%	*11%*	*19%*	*38%*	*34%* **bh**	*22%*	*23%*	*24%*	*20%*	*21%*	*25%*	*20%*	*40%* a
NET Important	**267**	2	38	4	18	87	5	20	91	194	73	241	26
	52%	*59%*	*51%*	*53%*	*55%*	*48%*	*46%*	*58%*	*56%*	*50%*	*59%*	*51%*	*63%* a

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**663**	641	22	272	120	268
Weighted total	**509**	486	23	214	84	208
This is a negative to me	**20**	20	-	11	2	6
	4%	*4%*	*-%*	*5%*	*3%*	*3%*
This is not important to me - don't mind if not offered	**114**	106	8	52	13	47
	22%	*22%*	*35%*	*24%*	*16%*	*23%*
This is mandatory to me - a must have	**154**	149	5	52	25	78
	30%	*31%*	*23%*	*24%*	*29%*	*37%* a
This is a 'nice to have', but I can live without it being offered	**109**	102	7	49	22	36
	21%	*21%*	*28%*	*23%*	*26%*	*17%*
This is a 'great to have' - makes a difference and can sway my decision	**112**	109	3	50	23	40
	22%	*22%*	*13%*	*23%*	*27%*	*19%*
NET Important	**267**	258	9	102	47	118
	52%	*53%*	*37%*	*48%*	*56%*	*57%* a

Columns Tested: a,b - a,b,c

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**663**	402	215	38	5	1	1	-	1	617	46	76	326	261
Weighted total	**509**	347	141	17	3	2	*	-	*	487	22	76	271	163
This is a negative to me	**20**	14	5	*	-	-	-	-	-	20	*	2	13	6
	4%	*4%*	*4%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*2%*	*3%*	*5%*	*3%*
This is not important to me - don't mind if not offered	**114**	88	22	2	-	2	-	-	-	110	4	17	71	26
	22%	*25%* b	*16%*	*12%*	*-%*	*100%*	*-%*	*-%*	*-%*	*23%* b	*18%*	*23%*	*26%* c	*16%*
This is mandatory to me - a must have	**154**	96	49	8	2	-	*	-	-	145	10	19	77	58
	30%	*28%*	*34%*	*45%* **ai**	*71%*	*-%*	*100%*	*-%*	*-%*	*30%*	*45%* **ai**	*25%*	*28%*	*36%*
This is a 'nice to have' , but I can live without it being offered	**109**	78	28	3	*	-	-	-	-	105	3	16	62	31
	21%	*22%*	*20%*	*18%*	*19%*	*-%*	*-%*	*-%*	*-%*	*22%*	*16%*	*21%*	*23%*	*19%*
This is a 'great to have' - makes a difference and can sway my decision	**112**	71	37	4	*	-	-	-	*	108	4	22	48	42
	22%	*20%*	*27%*	*23%*	*10%*	*-%*	*-%*	*-%*	*100%*	*22%*	*19%*	*29%* b	*18%*	*26%* b
NET Important	**267**	167	86	12	2	-	*	-	*	253	14	41	125	100
	52%	*48%*	*61%* **ai**	*68%* a	*81%*	*-%*	*100%*	*-%*	*100%*	*52%*	*64%* a	*54%*	*46%*	*62%* b

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**663**	498	447	557	663	250	513	464	52	17	15	5	3	1
Weighted total	**509**	353	303	406	509	160	382	362	21	8	9	2	4	*
This is a negative to me	**20**	12	13	17	20	4	11	17	*	-	-	-	-	-
	4%	*4%*	*4%*	*4%*	*4%*	*3%*	*3%*	*5%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**114**	68	66	83	114	31	79	77	4	1	*	1	-	-
	22%	*19%*	*22%*	*20%*	*22%*	*19%*	*21%*	*21%*	*17%*	*14%*	*5%*	*75%*	*-%*	*-%*
This is mandatory to me - a must have	**154**	113	101	123	154	51	125	106	7	2	5	*	2	-
	30%	*32%*	*33%*	*30%*	*30%*	*32%*	*33%*	*29%*	*33%*	*30%*	*53%*	*22%*	*46%*	*-%*
This is a 'nice to have' , but I can live without it being offered	**109**	80	68	92	109	36	88	84	5	*	4	-	-	-
	21%	*23%*	*22%*	*23%*	*21%*	*23%*	*23%*	*23%*	*21%*	*1%*	*41%*	*-%*	*-%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	**112**	81	56	92	112	37	80	79	6	4	*	*	2	*
	22%	*23%*	*18%*	*23%*	*22%*	*23%*	*21%*	*22%*	*26%*	*54%*	*%*	*3%*	*54%*	*100%*
NET Important	**267**	194	156	214	267	88	205	186	13	7	5	*	4	*
	52%	*55%*	*52%*	*53%*	*52%*	*55%*	*54%*	*51%*	*60%*	*85%*	*53%*	*25%*	*100%*	*100%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**663**	638	11	8	3	-	3	-	3	110	134	156	152	5
Weighted total	**509**	492	8	5	4	-	*	-	*	105	103	117	78	4
This is a negative to me	**20**	20	-	-	-	-	-	-	-	9	3	3	2	-
	4%	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%* cd	*3%*	*3%*	*2%*	*-%*
This is not important to me - don't mind if not offered	**114**	111	2	1	-	-	-	-	-	26	22	21	10	3
	22%	*23%*	*20%*	*17%*	*-%*	*-%*	*-%*	*-%*	*-%*	*25%* d	*22%*	*18%*	*13%*	*78%*
This is mandatory to me - a must have	**154**	150	*	2	2	-	*	-	*	23	31	30	37	1
	30%	*30%*	*4%*	*38%*	*50%*	*-%*	*70%*	*-%*	*70%*	*22%*	*30%*	*26%*	*48%* abc	*14%*
This is a 'nice to have' , but I can live without it being offered	**109**	104	3	2	-	-	-	-	-	24	22	36	10	-
	21%	*21%*	*39%*	*34%*	*-%*	*-%*	*-%*	*-%*	*-%*	*23%* d	*22%* d	*31%* d	*13%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	**112**	107	3	1	2	-	*	-	*	23	24	26	19	*
	22%	*22%*	*37%*	*11%*	*50%*	*-%*	*30%*	*-%*	*30%*	*22%*	*23%*	*22%*	*24%*	*8%*
NET Important	**267**	257	3	3	4	-	*	-	*	46	55	56	56	1
	52%	*52%*	*41%*	*49%*	*100%*	*-%*	*100%*	*-%*	*100%*	*44%*	*53%*	*48%*	*72%* abc	*22%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted total	**663**	228	151	171	103	9	382	36	242	545	118	528	29
Weighted total	**509**	184	115	138	69	2	330	23	154	415	94	391	15
This is a negative to me	**20**	11	3	4	2	-	9	-	11	18	2	17	-
	4%	*6%*	*3%*	*3%*	*3%*	*-%*	*3%*	*-%*	*7%* a	*4%*	*2%*	*4%*	*-%*
This is not important to me - don't mind if not offered	**114**	44	32	24	14	-	82	10	22	94	20	80	3
	22%	*24%*	*28%* c	*18%*	*21%*	*-%*	*25%* c	*41%* **ac**	*14%*	*23%*	*21%*	*20%*	*20%*
This is mandatory to me - a must have	**154**	47	32	52	22	1	103	3	48	117	37	119	4
	30%	*25%*	*27%*	*38%* a	*31%*	*46%*	*31%* b	*12%*	*31%* b	*28%*	*40%* a	*30%*	*27%*
This is a 'nice to have' , but I can live without it being offered	**109**	41	21	32	15	*	70	5	33	93	15	90	2
	21%	*22%*	*18%*	*24%*	*21%*	*19%*	*21%*	*20%*	*21%*	*22%*	*16%*	*23%*	*14%*
This is a 'great to have' - makes a difference and can sway my decision	**112**	42	28	25	16	1	66	6	40	93	20	86	6
	22%	*23%*	*24%*	*18%*	*24%*	*35%*	*20%*	*27%*	*26%*	*22%*	*21%*	*22%*	*39%*
NET Important	**267**	89	59	77	38	1	169	9	88	210	57	204	10
	52%	*48%*	*51%*	*56%*	*56%*	*81%*	*51%*	*39%*	*57%* b	*51%*	*60%*	*52%*	*66%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**663**	76	117	146	15	501	162	219	448	120	-
Weighted total	**509**	60	88	108	6	379	131	135	311	59	-
This is a negative to me	**20**	1	2	1	-	18	2	4	10	-	-
	4%	*2%*	*2%*	*1%*	*-%*	*5%*	*1%*	*3%*	*3%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**114**	9	19	19	3	85	29	26	57	10	-
	22%	*15%*	*21%*	*18%*	*43%*	*22%*	*22%*	*19%*	*19%*	*17%*	*-%*
This is mandatory to me - a must have	**154**	17	35	38	3	105	49 a	41	100	23	-
	30%	*28%*	*40%*	*36%*	*42%*	*28%*	*37%*	*30%*	*32%*	*39%*	*-%*
This is a 'nice to have' , but I can live without it being offered	**109**	15	18	22	*	84	25	33	69	12	-
	21%	*25%*	*21%*	*21%*	*1%*	*22%*	*19%*	*24%*	*22%*	*20%*	*-%*
This is a 'great to have' - makes a difference and can sway my decision	**112**	18	14	27	1	86	26	32	74	14	-
	22%	*29%* b	*16%*	*25%*	*14%*	*23%*	*20%*	*24%*	*24%*	*23%*	*-%*
NET Important	**267**	34	49	65	4	192	75	73	174	37	-
	52%	*57%*	*56%*	*60%*	*56%*	*51%*	*57%*	*54%*	*56%*	*62%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**663**	206	384	104	-	428	459	160	5	477	425	565	438	341	10
Weighted total	**509**	136	253	54	-	319	332	107	3	341	294	419	311	224	2
This is a negative to me	**20**	3	11	1	-	11	11	3	-	12	13	18	11	12	-
	4%	*3%*	*4%*	*3%*	*-%*	*3%*	*3%*	*3%*	*-%*	*4%*	*4%*	*4%*	*3%*	*5%*	*-%*
This is not important to me - don't mind if not offered	**114**	37	51	11	-	70	72	24	2	65	63	94	64	46	1
	22%	*27%*	*20%*	*21%*	*-%*	*22%*	*22%*	*23%*	*64%*	*19%*	*21%*	*22%*	*21%*	*20%*	*44%*
This is mandatory to me - a must have	**154**	43	87	21	-	101	93	38	*	110	97	121	98	64	1
	30%	*32%*	*34%*	*39%*	*-%*	*32%*	*28%*	*35%*	*8%*	*32%*	*33%*	*29%*	*32%*	*29%*	*28%*
This is a 'nice to have' , but I can live without it being offered	**109**	31	53	9	-	72	74	19	*	78	68	94	70	47	*
	21%	*23%*	*21%*	*17%*	*-%*	*22%*	*22%*	*18%*	*9%*	*23%*	*23%*	*23%*	*23%*	*21%*	*4%*
This is a 'great to have' - makes a difference and can sway my decision	**112**	22	50	11	-	65	82	22	*	75	54	91	67	55	1
	22%	*16%*	*20%*	*20%*	*-%*	*20%*	*25%*	*21%*	*18%*	*22%*	*18%*	*22%*	*22%*	*25%*	*23%*
NET Important	**267**	65	137	32	-	167	175	60	1	185	151	213	166	119	1
	52%	*48%*	*54%*	*59%*	*-%*	*52%*	*53%*	*56%*	*27%*	*54%*	*51%*	*51%*	*53%*	*53%*	*52%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**663**	423	297	367	117	92	449	347	18	13	12	13
Weighted total	**509**	291	204	274	75	52	315	232	11	9	12	10
This is a negative to me	**20**	8	7	10	3	3	11	12	-	-	2	-
	4%	*3%*	*4%*	*4%*	*4%*	*6%*	*4%*	*5%*	*-%*	*-%*	*15%*	*-%*
This is not important to me - don't mind if not offered	**114**	60	47	50	14	13	68	47	1	*	2	3
	22%	*21%*	*23%*	*18%*	*19%*	*26%*	*22%*	*20%*	*9%*	*3%*	*13%*	*30%*
This is mandatory to me - a must have	**154**	85	68	96	27	17	98	70	6	5	4	-
	30%	*29%*	*33%*	*35%*	*36%*	*32%*	*31%*	*30%*	*49%*	*51%*	*31%*	*-%*
This is a 'nice to have' , but I can live without it being offered	**109**	64	44	57	17	11	66	47	3	2	1	5
	21%	*22%*	*22%*	*21%*	*23%*	*22%*	*21%*	*20%*	*26%*	*22%*	*8%*	*48%*
This is a 'great to have' - makes a difference and can sway my decision	**112**	75	39	61	14	7	72	55	2	2	4	2
	22%	*26%* **be**	*19%*	*22%*	*18%*	*14%*	*23%*	*24%*	*15%*	*24%*	*33%*	*23%*
NET Important	**267**	160	106	157	41	24	170	125	7	7	8	2
	52%	*55%*	*52%*	*57%*	*54%*	*46%*	*54%*	*54%*	*64%*	*76%*	*64%*	*23%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**663**	632	574	640	607	650	440	626	223	-	535	21	128	488
Weighted total	**509**	480	423	487	454	496	328	473	142	-	390	19	114	349
This is a negative to me	**20**	20	17	20	17	20	13	20	7	-	15	*	6	14
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*5%*	*-%*	*4%*	*2%*	*6%*	*4%*
This is not important to me - don't mind if not offered	**114**	108	91	110	101	114	70	107	37	-	84	6	29	74
	22%	*23%*	*21%*	*23%*	*22%*	*23%*	*21%*	*23%*	*26%*	*-%*	*21%*	*32%*	*26%*	*21%*
This is mandatory to me - a must have	**154**	145	130	146	139	150	108	137	42	-	120	3	38	102
	30%	*30%*	*31%*	*30%*	*31%*	*30%*	*33%*	*29%*	*29%*	*-%*	*31%*	*15%*	*33%*	*29%*
This is a 'nice to have' , but I can live without it being offered	**109**	101	93	102	99	107	65	101	24	-	84	7	19	82
	21%	*21%*	*22%*	*21%*	*22%*	*22%*	*20%*	*21%*	*17%*	*-%*	*22%*	*35%*	*17%*	*24%*
This is a 'great to have' - makes a difference and can sway my decision	**112**	106	92	108	98	105	72	108	33	-	88	3	22	77
	22%	*22%*	*22%*	*22%*	*22%*	*21%*	*22%*	*23%*	*23%*	*-%*	*22%*	*17%*	*19%*	*22%*
NET Important	**267**	251	222	255	237	255	179	244	74	-	207	6	59	179
	52%	*52%*	*53%*	*52%*	*52%*	*51%*	*55%*	*52%*	*52%*	*-%*	*53%*	*32%*	*52%*	*51%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**663**	203	8	47	186	116	444	98	132	45	479	373	290
Weighted total	**509**	168	1	39	146	82	356	66	111	40	354	275	234
This is a negative to me	**20**	3	-	-	3	2	16	2	4	*	16	7	13
	4%	*2%*	*-%*	*-%*	*2%*	*2%*	*5%*	*3%*	*4%*	*1%*	*4%*	*2%*	*6%* a
This is not important to me - don't mind if not offered	**114**	34	*	9	29	19	71	24	32	10	72	54	60
	22%	*20%*	*8%*	*22%*	*20%*	*23%*	*20%*	*37%* **ab**	*29%* c	*25%*	*20%*	*20%*	*26%*
This is mandatory to me - a must have	**154**	54	*	13	50	21	112	17	33	12	105	92	62
	30%	*32%*	*17%*	*32%*	*34%*	*26%*	*31%*	*26%*	*29%*	*30%*	*30%*	*33%*	*27%*
This is a 'nice to have' , but I can live without it being offered	**109**	38	*	5	34	16	79	14	25	7	77	73	36
	21%	*22%*	*31%*	*13%*	*23%*	*19%*	*22%*	*21%*	*22%*	*17%*	*22%*	*26%* b	*15%*
This is a 'great to have' - makes a difference and can sway my decision	**112**	39	1	13	30	24	77	9	18	11	84	50	63
	22%	*23%*	*45%*	*33%*	*21%*	*30%* c	*22%*	*13%*	*16%*	*27%*	*24%*	*18%*	*27%* a
NET Important	**267**	93	1	25	80	46	190	26	50	23	189	142	125
	52%	*55%*	*62%*	*65%*	*55%*	*56%* c	*53%* c	*39%*	*45%*	*58%*	*53%*	*52%*	*53%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	***b**	c	d	a	b	c	d	a	b	***c**	d
Unweighted total	**663**	154	21	167	81	121	56	105	64	45	77	15	34
Weighted total	**509**	54	3	64	29	47	20	41	23	15	28	4	16
This is a negative to me	**20**	3	-	4	1	3	2	3	1	1	1	-	1
	4%	*6%*	*-%*	*6%*	*4%*	*6%*	*10%*	*8%*	*4%*	*6%*	*5%*	*-%*	*9%*
This is not important to me - don't mind if not offered	**114**	19	1	23	8	18	6	16	7	3	9	2	7
	22%	*35%*	*28%*	*36%*	*29%*	*38%*	*30%*	*40%*	*31%*	*20%*	*30%*	*56%*	*44%* a
This is mandatory to me - a must have	**154**	9	*	14	6	10	3	7	2	4	8	*	1
	30%	*16%*	*15%*	*22%*	*21%*	*20%* d	*12%*	*17%*	*7%*	*27%* d	*28%* d	*9%*	*6%*
This is a 'nice to have' , but I can live without it being offered	**109**	6	*	7	4	6	2	4	3	4	2	1	1
	21%	*12%*	*6%*	*12%*	*13%*	*14%*	*10%*	*10%*	*15%*	*25%* **bd**	*9%*	*27%*	*7%*
This is a 'great to have' - makes a difference and can sway my decision	**112**	17	2	16	10	11	8	10	10	3	8	*	5
	22%	*31%*	*51%*	*25%*	*33%*	*23%*	*37%* a	*25%*	*42%* **ac**	*21%*	*28%*	*8%*	*33%*
NET Important	**267**	25	2	30	16	20	10	17	11	8	16	1	6
	52%	*47%*	*66%*	*47%*	*55%*	*43%*	*49%*	*42%*	*49%*	*49%*	*56%*	*17%*	*40%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	e	f	g	h	i	j	k	*l
Unweighted total	663	100	28	8	179	33	40	53	48	49	61	35	29
Weighted total	509	73	34	11	69	24	28	39	51	61	46	45	29
This is a negative to me	20	5	-	-	4	3	1	*	-	*	2	4	-
	4%	*7%*	*-%*	*-%*	*5%*	*15%* ghi	*3%*	**%*	*-%*	*1%*	*4%*	*9%* gh	*-%*
This is not important to me - don't mind if not offered	114	17	6	2	23	5	3	10	10	11	4	17	7
	22%	*23%* j	*17%*	*15%*	*34%* fij	*21%*	*9%*	*26%* fj	*19%*	*19%*	*8%*	*37%* fj	*24%*
This is mandatory to me - a must have	154	26	13	3	15	6	9	10	16	21	13	8	14
	30%	*36%* d	*38%*	*30%*	*22%*	*24%*	*34%*	*25%*	*31%*	*35%*	*28%*	*18%*	*48%*
This is a 'nice to have' , but I can live without it being offered	109	9	7	*	9	5	9	9	12	11	20	10	8
	21%	*13%*	*21%*	*4%*	*12%*	*20%*	*31%* ad	*23%*	*23%*	*18%*	*44%* adeghik	*22%*	*26%*
This is a 'great to have' - makes a difference and can sway my decision	112	15	8	6	18	5	6	10	13	16	8	6	1
	22%	*21%*	*24%*	*51%*	*26%*	*19%*	*22%*	*25%*	*26%*	*27%*	*17%*	*14%*	*2%*
NET Important	267	41	21	9	34	10	16	20	29	38	20	14	14
	52%	*57%* k	*62%*	*81%*	*49%*	*44%*	*56%* k	*50%*	*58%* k	*62%* k	*44%*	*32%*	*50%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**663**	136	252	150	125
Weighted total	**509**	118	121	151	119
This is a negative to me	**20**	5	8	1	6
	4%	*4%*	*7%*	**%*	*5%*
		c	c		c
This is not important to me - don't mind if not offered	**114**	24	31	32	27
	22%	*21%*	*26%*	*21%*	*23%*
This is mandatory to me - a must have	**154**	42	31	47	35
	30%	*36%*	*25%*	*31%*	*29%*
		b			
This is a 'nice to have' , but I can live without it being offered	**109**	17	22	32	37
	21%	*15%*	*18%*	*21%*	*31%*
					ab
This is a 'great to have' - makes a difference and can sway my decision	**112**	29	29	40	14
	22%	*25%*	*24%*	*26%*	*12%*
		d	d	d	
NET Important	**267**	72	59	87	49
	52%	*60%*	*49%*	*57%*	*41%*
		bd		d	

Columns Tested: a,b,c,d

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**775**	483	181	70	41	292	157	159	51	40	63
Weighted total	**585**	552	21	8	5	33	179	155	33	18	24
Royal Mail signed for 1st Class	**340**	319	13	5	4	22	103	96	22	9	18
	58%	*58%*	*62%*	*64%*	*80%* **ab**	*65%* a	*57%*	*62%*	*65%*	*50%*	*77%* **abd**
Royal Mail signed for 2nd Class	**138**	129	5	2	2	9	39	37	10	7	5
	24%	*23%*	*23%*	*27%*	*48%* **abce**	*28%*	*22%*	*24%*	*30%*	*37%* a	*20%*
Royal Mail Tracked	**232**	217	9	4	2	15	62	70	14	8	11
	40%	*39%*	*44%*	*46%*	*47%*	*45%*	*35%*	*45%*	*42%*	*46%*	*46%*
Special delivery - Next Day (by 1pm)	**212**	198	7	3	3	13	58	68	15	7	9
	36%	*36%*	*36%*	*41%*	*53%* **ab**	*40%*	*32%*	*43%* a	*44%*	*41%*	*40%*
Special delivery - Next Day (by 9am)	**125**	114	6	2	2	10	33	32	14	6	5
	21%	*21%*	*30%* a	*24%*	*45%* **ac**	*30%* a	*18%*	*21%*	*43%* **abe**	*32%*	*23%*
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	**70**	63	4	2	1	7	16	19	9	2	5
	12%	*11%*	*19%* a	*20%* a	*23%* a	*20%* a	*9%*	*12%*	*27%* **abd**	*10%*	*23%* **ab**
None of these	**30**	30	1	-	-	1	10	6	2	2	2
	5%	*5%* **ce**	*3%*	*-%*	*-%*	*2%*	*6%*	*4%*	*7%*	*10%*	*8%*
Don't know	**6**	5	-	*	*	*	-	1	1	-	-
	1%	*1%*	*-%*	*2%* b	*1%*	*1%*	*-%*	*1%*	*2%*	*-%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**775**	61	31	97	10	43	86	62	54	51	495	101	96	83
Weighted total	**585**	69	36	88	10	47	91	62	55	47	504	29	31	22
Royal Mail signed for 1st Class	**340**	40	25	51	6	29	54	33	24	35	297	17	16	11
	58%	*58%*	*69%* h	*58%*	*62%*	*62%*	*59%*	*53%*	*44%*	*74%* **ghjlm**	*59%* h	*58%*	*51%*	*50%*
Royal Mail signed for 2nd Class	**138**	20	7	17	5	12	18	11	14	16	120	6	7	5
	24%	*28%*	*20%*	*19%*	*50%*	*25%*	*20%*	*18%*	*26%*	*33%*	*24%*	*21%*	*21%*	*24%*
Royal Mail Tracked	**232**	33	18	36	*	14	29	27	24	19	200	11	12	9
	40%	*48%*	*50%*	*41%*	*4%*	*29%*	*32%*	*43%*	*44%*	*40%*	*40%*	*39%*	*37%*	*41%*
Special delivery - Next Day (by 1pm)	**212**	22	10	39	7	13	37	21	23	10	182	11	11	7
	36%	*32%*	*28%*	*45%* i	*70%*	*27%*	*41%* i	*34%*	*43%* i	*20%*	*36%* i	*38%* i	*35%*	*33%*
Special delivery - Next Day (by 9am)	**125**	14	8	30	2	4	10	15	13	14	112	6	4	2
	21%	*20%*	*22%*	*34%* **efjklm**	*24%*	*9%*	*12%*	*25%* **efm**	*24%* **fm**	*29%* **eflm**	*22%* **efm**	*22%* m	*14%*	*10%*
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	**70**	12	3	17	1	1	11	7	9	2	62	4	2	1
	12%	*17%* **eilm**	*9%*	*19%* **eilm**	*11%*	*2%*	*12%* e	*12%*	*16%* **eil**	*3%*	*12%* e	*14%* **eil**	*6%*	*7%*
None of these	**30**	5	2	4	-	4	5	4	2	-	25	1	2	2
	5%	*7%*	*5%*	*5%*	*-%*	*8%* i	*6%*	*6%*	*3%*	*-%*	*5%*	*3%*	*6%*	*11%* **ijk**
Don't know	**6**	-	-	-	-	2	-	1	1	1	5	*	-	1
	1%	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*2%*	*2%*	*2%*	*1%*	**%*	*-%*	*3%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	d	e	***f**	g	h	a	b	a	b
Unweighted total	**775**	13	93	14	58	204	19	69	304	536	239	670	105
Weighted total	**585**	6	59	10	50	173	9	69	208	447	138	541	44
Royal Mail signed for 1st Class	**340**	5	27	9	27	84	5	49	134	266	74	312	29
	58%	*79%*	*46%*	*92%*	*53%*	*48%*	*55%*	*71%* **bde**	*64%* **be**	*60%*	*54%*	*58%*	*65%*
Royal Mail signed for 2nd Class	**138**	3	16	3	2	48	5	13	47	107	31	130	8
	24%	*52%*	*28%* d	*25%*	*4%*	*28%* d	*55%*	*20%* d	*22%* d	*24%*	*22%*	*24%*	*18%*
Royal Mail Tracked	**232**	2	20	4	18	84	2	25	77	170	62	218	14
	40%	*25%*	*33%*	*34%*	*35%*	*49%* **bh**	*22%*	*37%*	*37%*	*38%*	*45%*	*40%*	*31%*
Special delivery - Next Day (by 1pm)	**212**	1	24	2	12	68	2	33	71	159	53	199	13
	36%	*16%*	*40%* d	*17%*	*23%*	*39%* d	*24%*	*48%* **dh**	*34%*	*36%*	*38%*	*37%*	*29%*
Special delivery - Next Day (by 9am)	**125**	1	13	3	11	37	2	16	41	96	28	117	7
	21%	*13%*	*22%*	*31%*	*22%*	*21%*	*25%*	*24%*	*20%*	*22%*	*20%*	*22%*	*16%*
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	**70**	-	13	2	5	29	*	4	16	51	19	64	6
	12%	*-%*	*22%* **gh**	*22%*	*11%*	*17%* **gh**	*4%*	*5%*	*8%*	*11%*	*14%*	*12%*	*14%*
None of these	**30**	*	4	-	2	17	*	-	6	20	11	28	3
	5%	*8%*	*7%* g	*-%*	*5%*	*10%* **gh**	*2%*	*-%*	*3%*	*4%*	*8%*	*5%*	*6%*
Don't know	**6**	-	1	-	-	1	*	2	1	4	1	5	1
	1%	*-%*	*2%*	*-%*	*-%*	*1%*	*2%*	*3%* h	*1%*	*1%*	*1%*	*1%*	*1%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**775**	754	21	367	139	265
Weighted total	**585**	564	21	291	98	192
Royal Mail signed for 1st Class	**340**	332	8	170	65	104
	58%	*59%*	*39%*	*58%*	*66%* c	*54%*
Royal Mail signed for 2nd Class	**138**	134	4	65	26	46
	24%	*24%*	*17%*	*22%*	*27%*	*24%*
Royal Mail Tracked	**232**	221	11	115	49	68
	40%	*39%*	*53%*	*39%*	*50%* **ac**	*35%*
Special delivery - Next Day (by 1pm)	**212**	208	4	85	41	85
	36%	*37%*	*19%*	*29%*	*42%* a	*44%* a
Special delivery - Next Day (by 9am)	**125**	122	3	57	25	42
	21%	*22%*	*13%*	*20%*	*26%*	*22%*
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	**70**	70	-	30	12	28
	12%	*12%*	*-%*	*10%*	*12%*	*14%*
None of these	**30**	29	2	13	2	15
	5%	*5%*	*8%*	*4%*	*2%*	*8%* b
Don't know	**6**	4	1	3	1	1
	1%	*1%*	*5%*	*1%*	*1%*	*1%*
Refused	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**775**	527	201	38	3	3	2	-	1	728	47	122	405	248
Weighted total	**585**	439	127	17	*	2	*	-	*	565	20	122	317	147
Royal Mail signed for 1st Class	**340**	254	73	10	*	2	*	-	-	328	13	68	187	86
	58%	*58%*	*58%*	*60%*	*43%*	*100%*	*30%*	*-%*	*-%*	*58%*	*63%*	*56%*	*59%*	*59%*
Royal Mail signed for 2nd Class	**138**	98	32	7	*	*	*	-	-	131	7	21	77	40
	24%	*22%*	*26%*	*41%* **ai**	*21%*	*11%*	*30%*	*-%*	*-%*	*23%*	*37%* **ai**	*17%*	*24%*	*27%* a
Royal Mail Tracked	**232**	174	50	5	*	2	*	-	*	224	8	47	127	58
	40%	*40%*	*40%*	*30%*	*36%*	*84%*	*100%*	*-%*	*100%*	*40%*	*37%*	*38%*	*40%*	*39%*
Special delivery - Next Day (by 1pm)	**212**	148	58	3	*	2	*	-	-	206	5	28	120	63
	36%	*34%*	*46%* **acij**	*19%*	*64%*	*84%*	*30%*	*-%*	*-%*	*36%* c	*27%*	*23%*	*38%* a	*43%* a
Special delivery - Next Day (by 9am)	**125**	95	27	2	*	-	*	-	-	122	2	19	76	29
	21%	*22%*	*21%*	*12%*	*21%*	*-%*	*30%*	*-%*	*-%*	*22%*	*11%*	*16%*	*24%*	*20%*
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	**70**	42	26	2	-	-	*	-	-	68	2	10	32	28
	12%	*9%*	*21%* **ai**	*10%*	*-%*	*-%*	*30%*	*-%*	*-%*	*12%*	*9%*	*8%*	*10%*	*19%* **ab**
None of these	**30**	18	11	2	-	-	-	-	-	28	2	4	13	13
	5%	*4%*	*9%* a	*12%* a	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*10%* a	*4%*	*4%*	*9%* b
Don't know	**6**	5	*	-	-	-	-	-	-	6	-	2	3	*
	1%	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*2%* c	*1%*	**%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**775**	636	527	701	493	264	556	618	47	17	10	6	2	1
Weighted total	**585**	464	374	521	369	161	391	480	25	8	6	1	*	*
Royal Mail signed for 1st Class	**340**	288	232	316	201	90	231	295	12	5	2	1	*	-
	58%	*62%* d	*62%* d	*61%* d	*54%*	*56%*	*59%*	*61%*	*49%*	*63%*	*37%*	*97%*	*51%*	*-%*
Royal Mail signed for 2nd Class	**138**	112	81	122	87	46	100	112	3	3	3	1	*	-
	24%	*24%*	*22%*	*23%*	*24%*	*29%* b	*26%*	*23%*	*13%*	*39%*	*49%*	*90%*	*51%*	*-%*
Royal Mail Tracked	**232**	181	145	205	150	68	148	195	6	3	1	*	*	*
	40%	*39%*	*39%*	*39%*	*41%*	*42%*	*38%*	*41%* b	*25%*	*36%*	*10%*	*13%*	*100%*	*100%*
Special delivery - Next Day (by 1pm)	**212**	174	146	190	142	63	148	175	11	2	1	1	*	-
	36%	*37%*	*39%*	*36%*	*38%*	*39%*	*38%*	*36%*	*43%*	*24%*	*11%*	*86%*	*51%*	*-%*
Special delivery - Next Day (by 9am)	**125**	109	85	114	78	43	86	105	6	1	*	1	*	-
	21%	*23%*	*23%*	*22%*	*21%*	*27%*	*22%*	*22%*	*26%*	*7%*	*4%*	*82%*	*51%*	*-%*
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	**70**	54	43	60	56	29	52	55	1	4	*	-	*	-
	12%	*12%*	*11%*	*11%*	*15%*	*18%* abc	*13%*	*11%*	*3%*	*52%*	*2%*	*-%*	*51%*	*-%*
None of these	**30**	23	18	25	24	8	23	20	4	-	2	-	-	-
	5%	*5%*	*5%*	*5%*	*6%*	*5%*	*6%*	*4%*	*15%* a	*-%*	*32%*	*-%*	*-%*	*-%*
Don't know	**6**	5	2	6	3	*	3	5	-	*	-	-	-	-
	1%	*1%*	**%*	*1%*	*1%*	**%*	*1%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**775**	472	9	6	2	1	3	-	4	172	179	189	156	5
Weighted total	**585**	358	6	3	2	*	*	-	1	161	129	145	84	1
Royal Mail signed for 1st Class	**340**	194	5	2	-	*	*	-	*	99	69	97	50	1
	58%	*54%*	*77%*	*57%*	*-%*	*100%*	*13%*	*-%*	*32%*	*61%*	*54%*	*67%* b	*59%*	*100%*
Royal Mail signed for 2nd Class	**138**	82	3	2	-	-	*	-	*	39	41	27	14	1
	24%	*23%*	*46%*	*57%*	*-%*	*-%*	*13%*	*-%*	*10%*	*24%*	*32%* cd	*19%*	*17%*	*57%*
Royal Mail Tracked	**232**	146	2	2	-	-	*	-	*	59	56	58	31	1
	40%	*41%*	*32%*	*65%*	*-%*	*-%*	*87%*	*-%*	*68%*	*37%*	*43%*	*40%*	*36%*	*57%*
Special delivery - Next Day (by 1pm)	**212**	140	2	-	*	-	*	-	*	46	49	54	39	1
	36%	*39%*	*29%*	*-%*	*3%*	*-%*	*13%*	*-%*	*10%*	*29%*	*38%*	*38%*	*46%* a	*71%*
Special delivery - Next Day (by 9am)	**125**	76	2	-	-	-	*	-	*	33	32	35	14	*
	21%	*21%*	*29%*	*-%*	*-%*	*-%*	*13%*	*-%*	*10%*	*20%*	*25%*	*24%*	*16%*	*4%*
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	**70**	55	*	*	-	-	-	-	-	17	16	14	12	*
	12%	*15%*	*1%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*10%*	*13%*	*10%*	*14%*	*33%*
None of these	**30**	21	*	1	2	-	-	-	-	8	4	7	6	-
	5%	*6%*	*1%*	*29%*	*97%*	*-%*	*-%*	*-%*	*-%*	*5%*	*3%*	*5%*	*8%*	*-%*
Don't know	**6**	3	-	-	-	-	-	-	-	1	3	2	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*	*1%*	*-%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**775**	159	107	134	83	10	291	26	173	689	86	692	9
Weighted total	**585**	126	77	113	50	3	239	18	110	523	63	520	1
Royal Mail signed for 1st Class	**340**	72	44	63	21	2	128	9	62	307	33	316	*
	58%	*57%* d	*57%* d	*55%*	*42%*	*55%*	*54%*	*49%*	*56%*	*59%*	*53%*	*61%*	*36%*
Royal Mail signed for 2nd Class	**138**	23	23	26	14	2	62	5	20	122	16	122	*
	24%	*18%*	*30%* a	*23%*	*29%*	*55%*	*26%*	*25%*	*18%*	*23%*	*25%*	*23%*	*31%*
Royal Mail Tracked	**232**	47	34	49	19	1	90	9	52	209	23	205	*
	40%	*37%*	*44%*	*43%*	*38%*	*38%*	*38%*	*49%*	*47%* a	*40%*	*37%*	*39%*	*50%*
Special delivery - Next Day (by 1pm)	**212**	38	34	51	19	1	98	7	37	191	21	189	*
	36%	*30%*	*44%* a	*45%* a	*38%*	*27%*	*41%*	*41%*	*34%*	*37%*	*33%*	*36%*	*49%*
Special delivery - Next Day (by 9am)	**125**	31	16	27	3	1	45	7	26	111	14	113	*
	21%	*25%* d	*21%* d	*24%* d	*7%*	*36%*	*19%*	*41%*	*24%*	*21%*	*22%*	*22%*	*44%*
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	**70**	13	13	21	9	*	39	3	13	58	11	60	*
	12%	*10%*	*17%*	*18%* a	*17%*	*15%*	*16%*	*19%*	*12%*	*11%*	*18%*	*11%*	*5%*
None of these	**30**	7	3	10	3	-	21	-	3	18	12	25	*
	5%	*6%*	*4%*	*9%*	*7%*	*-%*	*9%* c	*-%*	*3%*	*3%*	*20%* a	*5%*	*12%*
Don't know	**6**	3	-	*	-	-	1	-	2	6	-	6	-
	1%	*2%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*2%*	*1%*	*-%*	*1%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	775	61	120	160	21	368	125	454	548	158	-
Weighted total	585	48	96	126	11	267	103	323	393	85	-
Royal Mail signed for 1st Class	340	28	52	73	9	145	57	213	238	51	-
	58%	*59%*	*54%*	*58%*	*82%*	*54%*	*55%*	*66%*	*61%*	*60%*	*-%*
Royal Mail signed for 2nd Class	138	16	24	36	5	64	23	81	102	28	-
	24%	*33%*	*25%*	*28%*	*46%*	*24%*	*23%*	*25%*	*26%*	*32%*	*-%*
Royal Mail Tracked	232	26	38	54	2	109	41	134	153	38	-
	40%	*55%*	*40%*	*43%*	*20%*	*41%*	*40%*	*41%*	*39%*	*44%*	*-%*
Special delivery - Next Day (by 1pm)	212	24	34	53	4	102	40	125	150	37	-
	36%	*51%* b	*35%*	*42%*	*38%*	*38%*	*39%*	*39%*	*38%*	*43%*	*-%*
Special delivery - Next Day (by 9am)	125	12	19	30	5	57	21	80	94	25	-
	21%	*26%*	*20%*	*24%*	*46%*	*21%*	*21%*	*25%*	*24%*	*29%*	*-%*
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	70	14	26	37	4	29	27	33	52	12	-
	12%	*29%*	*28%*	*29%*	*40%*	*11%*	*26%* a	*10%*	*13%*	*14%*	*-%*
None of these	30	-	15	12	1	9	15	7	20	7	-
	5%	*-%*	*15%* a	*10%*	*6%*	*3%*	*14%* a	*2%*	*5%* a	*8%* a	*-%*
Don't know	6	-	-	-	-	3	-	4	5	*	-
	1%	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	*1%*	*-%*
Refused	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	775	360	420	116	-	438	282	132	6	630	518	429	615	430	11
Weighted total	585	259	283	62	-	331	184	81	4	462	369	310	448	287	3
Royal Mail signed for 1st Class	340	175	174	41	-	183	101	43	3	288	228	166	285	181	2
	58%	*67%*	*62%*	*66%*	*-%*	*55%*	*55%*	*53%*	*61%*	*62%* c	*62%* c	*54%*	*64%*	*63%*	*92%*
Royal Mail signed for 2nd Class	138	67	61	18	-	82	51	22	1	112	81	73	97	103	1
	24%	*26%*	*21%*	*30%*	*-%*	*25%*	*28%*	*27%*	*22%*	*24%*	*22%*	*24%*	*22%*	*36%* a	*44%*
Royal Mail Tracked	232	106	113	33	-	140	72	35	3	181	144	128	176	114	2
	40%	*41%*	*40%*	*54%* **ab**	*-%*	*42%*	*39%*	*43%*	*58%*	*39%*	*39%*	*41%*	*39%*	*40%*	*94%*
Special delivery - Next Day (by 1pm)	212	103	119	29	-	130	75	36	3	174	145	124	164	105	2
	36%	*40%*	*42%*	*46%*	*-%*	*39%*	*41%*	*44%*	*61%*	*38%*	*39%*	*40%*	*37%*	*36%*	*74%*
Special delivery - Next Day (by 9am)	125	60	69	20	-	75	40	23	2	109	85	65	103	63	1
	21%	*23%*	*24%*	*32%* a	*-%*	*23%*	*22%*	*29%*	*55%*	*24%*	*23%*	*21%*	*23%*	*22%*	*30%*
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	70	27	41	13	-	52	31	17	*	54	42	47	52	36	1
	12%	*10%*	*14%*	*20%* a	*-%*	*16%*	*17%*	*21%*	*3%*	*12%*	*11%*	*15%*	*12%*	*13%*	*27%*
None of these	30	7	18	4	-	22	11	3	2	21	18	15	18	15	-
	5%	*3%*	*6%* a	*6%*	*-%*	*7%*	*6%*	*4%*	*39%*	*5%*	*5%*	*5%*	*4%*	*5%*	*-%*
Don't know	6	1	1	*	-	2	1	-	-	5	2	3	3	2	-
	1%	*%*	*%*	*1%*	*-%*	*1%*	*1%*	*-%*	*-%*	*1%*	*%*	*1%*	*1%*	*1%*	*-%*
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	775	292	179	320	98	73	561	408	22	11	10	10
Weighted total	585	188	105	226	56	37	400	270	13	7	11	7
Royal Mail signed for 1st Class	340	115	57	121	31	24	254	167	8	4	8	3
	58%	*61%* c	*55%*	*53%*	*56%*	*65%*	*63%*	*62%*	*60%*	*61%*	*74%*	*52%*
Royal Mail signed for 2nd Class	138	49	50	55	19	15	86	101	5	2	5	4
	24%	*26%*	*48%* **acd**	*24%*	*34%*	*42%* **ac**	*21%*	*37%* a	*35%*	*33%*	*51%*	*58%*
Royal Mail Tracked	232	83	51	114	32	20	166	112	7	3	2	5
	40%	*44%*	*49%*	*50%*	*57%* a	*55%*	*41%*	*42%*	*54%*	*36%*	*15%*	*76%*
Special delivery - Next Day (by 1pm)	212	83	55	97	30	19	150	99	5	7	5	2
	36%	*44%*	*52%* c	*43%*	*53%*	*52%*	*38%*	*37%*	*37%*	*90%*	*45%*	*29%*
Special delivery - Next Day (by 9am)	125	51	29	59	17	13	96	57	4	2	3	3
	21%	*27%*	*27%*	*26%*	*30%*	*35%*	*24%*	*21%*	*27%*	*27%*	*25%*	*46%*
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	70	34	26	31	17	11	56	39	1	2	3	2
	12%	*18%*	*25%* c	*14%*	*30%* **ac**	*29%* **ac**	*14%*	*14%*	*8%*	*27%*	*31%*	*25%*
None of these	30	11	7	6	-	2	19	16	-	-	2	-
	5%	*6%* d	*6%* d	*3%*	*-%*	*5%* d	*5%*	*6%*	*-%*	*-%*	*15%*	*-%*
Don't know	6	2	-	-	-	-	4	2	-	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*
Refused	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	a	***b**	a	b
Unweighted total	**775**	745	670	754	677	758	556	733	267	1	671	23	152	623
Weighted total	**585**	558	493	566	502	565	404	547	179	*	496	20	125	460
Royal Mail signed for 1st Class	**340**	328	291	333	288	334	238	324	116	-	291	4	69	271
	58%	*59%*	*59%*	*59%*	*57%*	*59%*	*59%*	*59%*	*65%*	*-%*	*59%*	*22%*	*55%*	*59%*
Royal Mail signed for 2nd Class	**138**	132	121	134	129	138	107	130	54	-	118	1	33	105
	24%	*24%*	*25%*	*24%*	*26%*	*24%*	*26%*	*24%*	*30%* b	*-%*	*24%*	*4%*	*26%*	*23%*
Royal Mail Tracked	**232**	221	200	223	204	228	172	222	90	-	193	8	53	179
	40%	*40%*	*40%*	*39%*	*41%*	*40%*	*43%*	*41%*	*50%* **ab**	*-%*	*39%*	*39%*	*42%*	*39%*
Special delivery - Next Day (by 1pm)	**212**	203	190	206	186	208	171	200	72	-	176	9	57	155
	36%	*36%*	*38%*	*36%*	*37%*	*37%*	*42%* b	*37%*	*40%*	*-%*	*35%*	*47%*	*45%* b	*34%*
Special delivery - Next Day (by 9am)	**125**	119	107	121	108	123	96	114	47	-	100	6	29	96
	21%	*21%*	*22%*	*21%*	*22%*	*22%*	*24%*	*21%*	*26%*	*-%*	*20%*	*28%*	*23%*	*21%*
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	**70**	68	63	70	65	70	55	69	36	-	56	2	20	49
	12%	*12%*	*13%*	*12%*	*13%*	*12%*	*14%*	*13%*	*20%* **ab**	*-%*	*11%*	*11%*	*16%*	*11%*
None of these	**30**	27	19	27	27	27	18	23	6	*	27	2	5	25
	5%	*5%*	*4%*	*5%*	*5%*	*5%*	*4%*	*4%*	*3%*	*100%*	*5%*	*8%*	*4%*	*5%*
Don't know	**6**	6	4	6	2	3	3	6	1	-	3	-	*	5
	1%	*1%*	*1%*	*1%*	**%*	**%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	**%*	*1%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	***b**	a	b	a	b	c	a	b	c	a	b
Unweighted total	**775**	184	7	44	166	118	522	130	126	46	594	456	319
Weighted total	**585**	149	1	38	126	83	407	90	99	41	438	343	243
Royal Mail signed for 1st Class	**340**	86	1	22	72	47	236	54	56	23	254	192	148
	58%	*58%*	*62%*	*59%*	*57%*	*56%*	*58%*	*60%*	*57%*	*56%*	*58%*	*56%*	*61%*
Royal Mail signed for 2nd Class	**138**	45	1	9	38	19	96	19	33	9	95	82	56
	24%	*30%*	*43%*	*23%*	*30%*	*23%*	*24%*	*21%*	*33%* c	*21%*	*22%*	*24%*	*23%*
Royal Mail Tracked	**232**	65	1	14	56	36	156	35	40	14	173	141	90
	40%	*44%*	*72%*	*37%*	*44%*	*43%*	*38%*	*38%*	*41%*	*35%*	*40%*	*41%*	*37%*
Special delivery - Next Day (by 1pm)	**212**	57	*	16	50	24	149	38	37	21	153	136	76
	36%	*39%*	*31%*	*43%*	*40%*	*29%*	*37%*	*42%* a	*38%*	*52%* c	*35%*	*40%* b	*31%*
Special delivery - Next Day (by 9am)	**125**	36	1	9	29	17	79	26	22	5	96	80	44
	21%	*24%*	*50%*	*25%*	*23%*	*20%*	*19%*	*29%* b	*22%*	*12%*	*22%*	*23%*	*18%*
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	**70**	45	*	9	42	17	42	11	21	1	48	49	20
	12%	*31%*	*38%*	*23%*	*33%*	*20%* b	*10%*	*12%*	*21%* **bc**	*2%*	*11%*	*14%* b	*8%*
None of these	**30**	16	*	6	11	2	25	4	9	2	19	21	10
	5%	*11%*	*11%*	*15%*	*9%*	*2%*	*6%*	*4%*	*9%* c	*5%*	*4%*	*6%*	*4%*
Don't know	**6**	-	-	-	-	*	5	*	-	-	6	3	2
	1%	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	**%*	*-%*	*-%*	*1%*	*1%*	*1%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	***c**	d
Unweighted total	**775**	169	30	121	58	89	34	113	50	40	91	19	38
Weighted total	**585**	63	5	46	18	35	11	42	17	13	32	8	17
Royal Mail signed for 1st Class	**340**	44	4	30	11	23	9	30	12	9	18	6	12
	58%	*69%*	*75%*	*65%*	*60%*	*66%*	*84%* a	*71%*	*73%*	*70%*	*55%*	*71%*	*69%*
Royal Mail signed for 2nd Class	**138**	13	2	10	6	6	5	6	8	3	9	*	3
	24%	*20%*	*36%*	*22%*	*35%* a	*16%*	*50%* **ac**	*15%*	*46%* **ac**	*24%*	*29%*	*3%*	*17%*
Royal Mail Tracked	**232**	26	2	17	7	13	4	17	6	7	8	4	8
	40%	*41%*	*44%*	*38%*	*41%*	*37%*	*42%*	*40%*	*33%*	*58%* b	*26%*	*53%*	*48%* b
Special delivery - Next Day (by 1pm)	**212**	27	1	23	9	17	7	19	7	5	12	2	8
	36%	*42%*	*29%*	*51%* b	*52%* b	*48%*	*65%* d	*46%*	*39%*	*36%*	*38%*	*23%*	*46%*
Special delivery - Next Day (by 9am)	**125**	14	3	12	6	10	2	10	4	3	10	1	3
	21%	*23%*	*59%* **acd**	*26%*	*34%*	*28%*	*20%*	*24%*	*26%*	*20%*	*30%*	*8%*	*19%*
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	**70**	6	2	2	2	2	*	4	2	1	4	2	*
	12%	*10%*	*48%* **acd**	*4%*	*13%* c	*4%*	*4%*	*9%*	*14%*	*4%*	*13%*	*19%*	*2%*
None of these	**30**	1	*	2	-	2	-	1	-	-	2	-	-
	5%	*2%*	*2%*	*4%*	*-%*	*6%*	*-%*	*3%*	*-%*	*-%*	*7%*	*-%*	*-%*
Don't know	**6**	1	-	*	-	*	*	-	*	-	*	1	-
	1%	*2%*	*-%*	**%*	*-%*	**%*	*1%*	*-%*	**%*	*-%*	**%*	*13%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 87 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	***c**	d	e	f	g	h	i	j	k	l
Unweighted total	**775**	114	34	13	196	43	43	67	59	62	66	39	39
Weighted total	**585**	87	37	19	77	32	34	41	54	81	43	46	35
Royal Mail signed for 1st Class	**340**	48	27	10	50	16	20	20	30	54	19	24	22
	58%	*55%*	*72%* **gj**	*55%*	*65%* **gj**	*52%*	*61%*	*48%*	*56%*	*67%* **gj**	*45%*	*52%*	*62%*
Royal Mail signed for 2nd Class	**138**	20	13	-	17	7	9	6	8	26	11	10	11
	24%	*23%*	*33%* g	*-%*	*22%*	*23%*	*28%*	*15%*	*16%*	*32%* **gh**	*25%*	*22%*	*31%*
Royal Mail Tracked	**232**	31	21	7	30	12	14	12	24	41	19	9	12
	40%	*35%*	*57%* **adgk**	*38%*	*39%* k	*37%*	*40%*	*30%*	*45%* k	*50%* **agk**	*43%* k	*21%*	*35%*
Special delivery - Next Day (by 1pm)	**212**	25	20	10	31	8	14	14	17	25	20	10	17
	36%	*28%*	*53%* **aeik**	*51%*	*40%* **ak**	*26%*	*43%* k	*35%*	*32%*	*31%*	*47%* **aek**	*21%*	*49%* **aek**
Special delivery - Next Day (by 9am)	**125**	23	7	3	17	8	10	5	13	16	7	8	8
	21%	*26%* g	*18%*	*18%*	*22%*	*25%*	*31%* g	*12%*	*24%*	*19%*	*16%*	*17%*	*22%*
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	**70**	9	1	4	7	3	1	4	9	16	3	6	8
	12%	*10%*	*3%*	*21%*	*9%*	*11%*	*2%*	*10%*	*16%* f	*20%* **bdfj**	*6%*	*12%*	*22%* **bdfj**
None of these	**30**	4	-	-	2	2	*	2	5	8	3	2	2
	5%	*4%*	*-%*	*-%*	*3%*	*7%*	*1%*	*5%*	*10%* d	*9%* d	*6%*	*5%*	*5%*
Don't know	**6**	*	*	-	1	1	1	-	-	2	-	-	*
	1%	**%*	*1%*	*-%*	*1%*	*3%*	*3%*	*-%*	*-%*	*2%*	*-%*	*-%*	**%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**775**	161	282	188	144
Weighted total	**585**	144	142	176	124
Royal Mail signed for 1st Class	**340**	85	87	104	65
	58%	*59%*	*61%*	*59%*	*53%*
Royal Mail signed for 2nd Class	**138**	33	33	41	31
	24%	*23%*	*23%*	*23%*	*25%*
Royal Mail Tracked	**232**	59	55	77	40
	40%	*41%*	*39%*	*44%* d	*33%*
Special delivery - Next Day (by 1pm)	**212**	54	53	57	47
	36%	*38%*	*38%*	*32%*	*38%*
Special delivery - Next Day (by 9am)	**125**	33	35	34	23
	21%	*23%*	*25%*	*19%*	*18%*
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	**70**	14	11	29	16
	12%	*10%*	*7%*	*16%* b	*13%*
None of these	**30**	4	5	15	7
	5%	*3%*	*3%*	*9%* **ab**	*6%*
Don't know	**6**	1	3	2	*
	1%	**%*	*2%*	*1%*	**%*
Refused	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?
Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1510**	960	336	135	79	550	325	290	90	58	118
Weighted total	**1137**	1075	38	15	9	62	352	278	70	30	34
Standard Stamped Mail 1st Class	**720**	691	19	6	3	29	243	182	36	18	18
	63%	*64%* **bcde**	*51%* d	*41%*	*37%*	*46%*	*69%* **ce**	*65%* **ce**	*52%*	*58%*	*54%*
Standard Stamped Mail 2nd Class	**565**	539	16	7	3	26	186	139	36	18	13
	50%	*50%* **bde**	*42%*	*43%*	*36%*	*42%*	*53%* e	*50%* e	*52%* e	*60%* e	*37%*
1st Class large letter stamps	**251**	239	7	3	2	12	92	71	13	9	5
	22%	*22%*	*18%*	*20%*	*22%*	*19%*	*26%* e	*25%* e	*18%*	*29%*	*16%*
2nd Class large letter stamps	**156**	146	5	3	1	10	56	41	11	3	3
	14%	*14%*	*13%*	*20%* a	*16%*	*15%*	*16%*	*15%*	*16%*	*10%*	*9%*
Franked / metered mail 1st Class	**107**	88	10	5	4	19	10	33	10	4	8
	9%	*8%*	*27%* a	*35%* a	*43%* **abe**	*31%* a	*3%*	*12%* a	*14%* a	*15%* a	*22%* **ab**
Franked / metered mail 2nd Class	**105**	88	8	5	4	17	16	25	9	4	10
	9%	*8%*	*20%* a	*34%* **ab**	*45%* **abe**	*27%* **ab**	*5%*	*9%* a	*13%* a	*14%* a	*29%* **abcd**
PPI - PPI 2nd Class	**21**	19	1	1	1	2	6	6	2	*	*
	2%	*2%*	*3%*	*4%*	*6%* a	*4%* a	*2%*	*2%*	*3%*	*1%*	*1%*
PPI - PPI 1st Class	**16**	14	1	*	*	2	5	5	3	*	*
	1%	*1%*	*3%*	*2%*	*5%* a	*3%* a	*2%*	*2%*	*4%*	*1%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 88 (continuation)

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1510**	114	52	162	36	94	177	112	85	102	934	207	189	180
Weighted total	**1137**	129	68	162	31	92	177	121	85	99	964	61	58	53
Standard Stamped Mail 1st Class	**720**	75	34	125	22	66	102	79	44	64	612	40	40	29
	63%	*58%*	*50%*	*77%*	*70%*	*71%*	*57%*	*66%*	*52%*	*65%*	*63%*	*64%*	*68%*	*54%*
				abfghij km		**abfhm**					**hm**	m	**bfhm**	
Standard Stamped Mail 2nd Class	**565**	69	22	69	15	48	87	69	52	41	472	31	27	35
	50%	*54%*	*32%*	*42%*	*47%*	*52%*	*49%*	*58%*	*62%*	*42%*	*49%*	*50%*	*47%*	*65%*
		b				b	b	**bci**	**bcijl**		b	b		**abcdefij kl**
1st Class large letter stamps	**251**	23	15	39	8	19	42	19	20	24	209	16	14	11
	22%	*18%*	*22%*	*24%*	*25%*	*20%*	*24%*	*16%*	*24%*	*24%*	*22%*	*26%*	*24%*	*21%*
												g		
2nd Class large letter stamps	**156**	14	14	27	1	11	16	20	12	10	125	13	9	9
	14%	*11%*	*21%*	*17%*	*5%*	*12%*	*9%*	*16%*	*14%*	*10%*	*13%*	*21%*	*15%*	*16%*
			df	f								**adefij**		f
Franked / metered mail 1st Class	**107**	15	11	13	3	5	19	5	7	7	86	10	5	6
	9%	*12%*	*16%*	*8%*	*11%*	*6%*	*11%*	*4%*	*8%*	*8%*	*9%*	*16%*	*8%*	*12%*
		g	**eg**				g					**cegijl**		g
Franked / metered mail 2nd Class	**105**	13	7	14	7	5	16	6	7	6	81	10	7	7
	9%	*10%*	*10%*	*9%*	*23%*	*6%*	*9%*	*5%*	*8%*	*6%*	*8%*	*17%*	*12%*	*13%*
					cefghij							**cefgij**	g	**gj**
PPI - PPI 2nd Class	**21**	5	-	3	-	*	5	1	*	3	18	1	2	*
	2%	*4%*	*-%*	*2%*	*-%*	**%*	*3%*	*1%*	**%*	*3%*	*2%*	*2%*	*3%*	*1%*
PPI - PPI 1st Class	**16**	2	2	*	-	*	6	*	-	3	13	1	1	*
	1%	*1%*	*3%*	**%*	*-%*	**%*	*3%*	**%*	*-%*	*3%*	*1%*	*2%*	*2%*	*1%*
			c				c			c				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?
Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1510**	35	145	34	161	347	49	126	612	1037	473	1301	209
Weighted total	**1137**	21	88	26	121	296	33	114	437	860	277	1019	118
Standard Stamped Mail 1st Class	**720**	14	64	19	89	192	22	72	250	539	181	642	78
	63%	*67%*	*72%* h	*72%*	*73%* **eh**	*65%* h	*66%*	*63%*	*57%*	*63%*	*65%*	*63%*	*66%*
Standard Stamped Mail 2nd Class	**565**	15	36	10	45	149	19	43	245	424	141	516	48
	50%	*72%* **bcdeg**	*41%*	*39%*	*37%*	*50%* **dg**	*59%* **bdg**	*38%*	*56%* **bdg**	*49%*	*51%*	*51%* b	*41%*
1st Class large letter stamps	**251**	4	16	6	24	76	3	42	81	179	72	235	16
	22%	*19%*	*18%*	*21%*	*20%*	*26%* **fh**	*9%*	*37%* **abdefh**	*19%*	*21%*	*26%* a	*23%* b	*14%*
2nd Class large letter stamps	**156**	3	12	1	11	50	2	13	65	107	49	144	12
	14%	*14%*	*13%*	*2%*	*9%*	*17%* **cdf**	*5%*	*11%*	*15%* c	*12%*	*18%* a	*14%*	*10%*
Franked / metered mail 1st Class	**107**	1	7	2	13	14	*	28	42	85	22	92	15
	9%	*4%*	*8%*	*8%*	*11%* **ef**	*5%*	*1%*	*24%* **abcdefh**	*10%* e	*10%*	*8%*	*9%*	*13%*
Franked / metered mail 2nd Class	**105**	1	7	2	8	18	*	25	43	80	25	87	19
	9%	*3%*	*8%*	*8%*	*7%*	*6%*	*1%*	*22%* **abdefh**	*10%* **ef**	*9%*	*9%*	*9%*	*16%* a
PPI - PPI 2nd Class	**21**	-	1	-	*	6	-	3	10	15	6	20	1
	2%	*-%*	*2%*	*-%*	**%*	*2%*	*-%*	*3%*	*2%*	*2%*	*2%*	*2%*	*1%*
PPI - PPI 1st Class	**16**	-	*	-	*	7	-	3	6	10	6	16	1
	1%	*-%*	**%*	*-%*	**%*	*2%*	*-%*	*3%*	*1%*	*1%*	*2%*	*2%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?
Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1510**	1454	56	830	281	395
Weighted total	**1137**	1082	56	641	202	290
Standard Stamped Mail 1st Class	**720**	677	43	420	119	180
	63%	*63%*	*77%* a	*65%* b	*59%*	*62%*
Standard Stamped Mail 2nd Class	**565**	537	28	332	95	136
	50%	*50%*	*50%*	*52%*	*47%*	*47%*
1st Class large letter stamps	**251**	243	8	123	57	70
	22%	*22%*	*15%*	*19%*	*28%* a	*24%* a
2nd Class large letter stamps	**156**	152	4	79	27	50
	14%	*14%*	*7%*	*12%*	*13%*	*17%* a
Franked / metered mail 1st Class	**107**	107	*	38	33	35
	9%	*10%* b	**%*	*6%*	*16%* a	*12%* a
Franked / metered mail 2nd Class	**105**	105	*	40	31	32
	9%	*10%* b	*1%*	*6%*	*15%* a	*11%* a
PPI - PPI 2nd Class	**21**	21	-	5	3	13
	2%	*2%*	*-%*	*1%*	*1%*	*5%* **ab**
PPI - PPI 1st Class	**16**	16	-	7	1	9
	1%	*2%*	*-%*	*1%*	**%*	*3%* **ab**

Columns Tested: a,b - a,b,c

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?
Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**1510**	1135	320	43	6	2	3	-	1	1455	55	398	737	375
Weighted total	**1137**	924	191	17	2	2	1	-	*	1115	22	387	537	214
Standard Stamped Mail 1st Class	**720**	618	94	4	2	2	-	-	-	712	8	272	346	102
	63%	*67%*	*49%*	*21%*	*82%*	*100%*	*-%*	*-%*	*-%*	*64%*	*34%*	*70%*	*64%*	*48%*
		bcj	**cj**							**bcj**		**bc**	c	
Standard Stamped Mail 2nd Class	**565**	478	78	6	2	*	*	-	-	556	9	197	281	87
	50%	*52%*	*41%*	*36%*	*82%*	*11%*	*41%*	*-%*	*-%*	*50%*	*38%*	*51%*	*52%*	*41%*
		bcj								b		c	c	
1st Class large letter stamps	**251**	200	48	1	2	-	-	-	-	248	3	58	141	51
	22%	*22%*	*25%*	*9%*	*79%*	*-%*	*-%*	*-%*	*-%*	*22%*	*15%*	*15%*	*26%*	*24%*
		c	c							c			a	a
2nd Class large letter stamps	**156**	122	30	2	2	-	-	-	-	152	4	36	86	34
	14%	*13%*	*16%*	*10%*	*79%*	*-%*	*-%*	*-%*	*-%*	*14%*	*16%*	*9%*	*16%*	*16%*
													a	a
Franked / metered mail 1st Class	**107**	64	38	4	*	-	*	-	-	103	5	9	56	43
	9%	*7%*	*20%*	*23%*	*12%*	*-%*	*59%*	*-%*	*-%*	*9%*	*21%*	*2%*	*10%*	*20%*
			ai	**ai**						a	**ai**		a	**ab**
Franked / metered mail 2nd Class	**105**	59	40	6	*	-	*	-	-	99	7	6	53	46
	9%	*6%*	*21%*	*35%*	*14%*	*-%*	*59%*	*-%*	*-%*	*9%*	*30%*	*1%*	*10%*	*22%*
			ai	**abi**						a	**ai**		a	**ab**
PPI - PPI 2nd Class	**21**	6	11	4	*	-	-	-	*	17	4	*	6	15
	2%	*1%*	*6%*	*22%*	*4%*	*-%*	*-%*	*-%*	*100%*	*2%*	*18%*	**%*	*1%*	*7%*
			ai	**abi**						a	**abi**			**ab**
PPI - PPI 1st Class	**16**	7	7	2	*	-	-	-	*	14	3	*	6	10
	1%	*1%*	*4%*	*14%*	*4%*	*-%*	*-%*	*-%*	*100%*	*1%*	*12%*	**%*	*1%*	*4%*
			ai	**abi**							**abi**			**ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?
Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**1510**	1351	889	1455	600	477	1056	1273	101	38	29	9	4	1
Weighted total	**1137**	995	609	1089	449	312	743	995	47	23	17	3	4	*
Standard Stamped Mail 1st Class	**720**	633	372	685	278	177	461	650	20	8	5	*	2	-
	63%	*64%* e	*61%*	*63%* e	*62%*	*57%*	*62%* e	*65%* **bc**	*42%*	*34%*	*32%*	*5%*	*50%*	*-%*
Standard Stamped Mail 2nd Class	**565**	504	286	541	211	155	366	496	18	13	12	*	2	-
	50%	*51%*	*47%*	*50%*	*47%*	*49%*	*49%*	*50%* b	*38%*	*55%*	*73%*	*16%*	*50%*	*-%*
1st Class large letter stamps	**251**	206	212	241	103	61	167	225	8	6	3	*	-	-
	22%	*21%*	*35%* **acdef**	*22%*	*23%*	*19%*	*22%*	*23%*	*16%*	*25%*	*20%*	*2%*	*-%*	*-%*
2nd Class large letter stamps	**156**	140	122	152	70	45	103	139	4	4	5	*	-	-
	14%	*14%*	*20%* **acdef**	*14%*	*16%*	*14%*	*14%*	*14%*	*8%*	*19%*	*28%*	*2%*	*-%*	*-%*
Franked / metered mail 1st Class	**107**	98	87	104	55	40	86	86	12	5	1	*	*	-
	9%	*10%*	*14%* **ac**	*10%*	*12%*	*13%*	*12%*	*9%*	*26%* a	*20%* a	*9%*	*3%*	*3%*	*-%*
Franked / metered mail 2nd Class	**105**	99	76	102	48	45	88	77	12	6	4	*	2	-
	9%	*10%*	*13%* c	*9%*	*11%*	*14%* **ac**	*12%* c	*8%*	*26%* a	*28%* a	*23%*	*5%*	*48%*	*-%*
PPI - PPI 2nd Class	**21**	16	16	19	13	7	14	10	3	2	2	2	*	*
	2%	*2%*	*3%*	*2%*	*3%* a	*2%*	*2%*	*1%*	*7%* a	*8%* a	*12%*	*79%*	*3%*	*100%*
PPI - PPI 1st Class	**16**	12	13	14	11	5	12	10	1	2	*	1	*	*
	1%	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*1%*	*8%* **ab**	*1%*	*41%*	*3%*	*100%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?
Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	***b**	***c**	***d**	***e**	***f**	***g**	***h**	a	b	c	d	***e**
Unweighted total	**1510**	570	14	9	4	-	3	-	3	427	356	363	297	12
Weighted total	**1137**	429	9	5	5	-	*	-	*	389	272	249	168	11
Standard Stamped Mail 1st Class	**720**	269	5	-	4	-	-	-	-	268	179	159	71	7
	63%	*63%*	*56%*	*-%*	*69%*	*-%*	*-%*	*-%*	*-%*	*69%* d	*66%* d	*64%* d	*42%*	*67%*
Standard Stamped Mail 2nd Class	**565**	199	4	4	4	-	*	-	*	198	137	130	69	8
	50%	*46%*	*47%*	*77%*	*69%*	*-%*	*56%*	*-%*	*56%*	*51%* d	*50%* d	*52%* d	*41%*	*72%*
1st Class large letter stamps	**251**	99	1	*	2	-	-	-	-	67	62	66	40	6
	22%	*23%*	*12%*	*10%*	*35%*	*-%*	*-%*	*-%*	*-%*	*17%*	*23%*	*27%* a	*24%* a	*54%*
2nd Class large letter stamps	**156**	63	1	3	4	-	-	-	-	44	39	39	30	*
	14%	*15%*	*11%*	*58%*	*69%*	*-%*	*-%*	*-%*	*-%*	*11%*	*14%*	*15%*	*18%* a	*1%*
Franked / metered mail 1st Class	**107**	54	*	*	-	-	*	-	*	11	12	22	58	1
	9%	*13%*	*3%*	*7%*	*-%*	*-%*	*13%*	*-%*	*13%*	*3%*	*4%*	*9%* **ab**	*35%* **abc**	*8%*
Franked / metered mail 2nd Class	**105**	45	2	*	-	-	*	-	*	10	25	23	43	*
	9%	*11%*	*22%*	*6%*	*-%*	*-%*	*13%*	*-%*	*13%*	*3%*	*9%* a	*9%* a	*25%* **abc**	*5%*
PPI - PPI 2nd Class	**21**	11	-	*	2	-	*	-	*	4	2	6	7	-
	2%	*3%*	*-%*	*3%*	*31%*	*-%*	*30%*	*-%*	*30%*	*1%*	*1%*	*2%*	*4%* **ab**	*-%*
PPI - PPI 1st Class	**16**	10	-	*	-	-	*	-	*	2	2	6	4	-
	1%	*2%*	*-%*	*3%*	*-%*	*-%*	*30%*	*-%*	*30%*	*1%*	*1%*	*2%* a	*2%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?
Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	a	b	a	***b**
Unweighted total	**1510**	205	128	159	98	9	345	30	223	1419	91	1442	13
Weighted total	**1137**	157	97	128	64	3	293	21	134	1073	65	1083	6
Standard Stamped Mail 1st Class	**720**	109	58	73	34	2	193	13	72	685	35	685	*
	63%	*69%* **cd**	*60%*	*57%*	*53%*	*86%*	*66%* c	*64%*	*54%*	*64%*	*54%*	*63%*	*6%*
Standard Stamped Mail 2nd Class	**565**	74	45	61	27	2	141	14	56	529	36	538	3
	50%	*47%*	*46%*	*48%*	*42%*	*76%*	*48%*	*66%* c	*42%*	*49%*	*56%*	*50%*	*49%*
1st Class large letter stamps	**251**	40	23	29	8	2	66	6	31	240	11	241	*
	22%	*26%* d	*24%* d	*22%*	*13%*	*86%*	*23%*	*27%*	*23%*	*22%*	*17%*	*22%*	*3%*
2nd Class large letter stamps	**156**	20	17	20	12	2	41	7	22	143	13	152	-
	14%	*13%*	*17%*	*15%*	*19%*	*67%*	*14%*	*34%* **ac**	*17%*	*13%*	*20%*	*14%*	*-%*
Franked / metered mail 1st Class	**107**	15	7	21	12	*	28	2	23	99	8	101	3
	9%	*10%*	*7%*	*16%* b	*19%* **ab**	*8%*	*10%*	*11%*	*17%* a	*9%*	*13%*	*9%*	*49%*
Franked / metered mail 2nd Class	**105**	13	11	15	9	*	24	1	21	98	7	101	1
	9%	*8%*	*12%*	*11%*	*14%*	*10%*	*8%*	*6%*	*16%* a	*9%*	*11%*	*9%*	*13%*
PPI - PPI 2nd Class	**21**	*	2	3	8	-	8	*	5	18	3	19	*
	2%	**%*	*2%*	*2%*	*13%* **abc**	*-%*	*3%*	*2%*	*4%*	*2%*	*4%*	*2%*	*2%*
PPI - PPI 1st Class	**16**	1	2	1	7	-	7	*	3	15	1	14	*
	1%	*1%*	*2%*	*1%*	*10%* **abc**	*-%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?
Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**1510**	62	130	203	25	466	134	398	1325	197	-
Weighted total	**1137**	48	100	157	13	344	105	274	977	110	-
Standard Stamped Mail 1st Class	**720**	30	58	93	9	219	58	199	617	73	-
	63%	*62%*	*57%*	*60%*	*65%*	*64%*	*56%*	*73%* b	*63%*	*67%*	*-%*
Standard Stamped Mail 2nd Class	**565**	25	58	83	3	151	59	139	496	58	-
	50%	*51%*	*58%*	*53%*	*25%*	*44%*	*56%* a	*51%*	*51%*	*53%*	*-%*
1st Class large letter stamps	**251**	8	25	35	3	79	24	76	197	35	-
	22%	*17%*	*24%*	*22%*	*23%*	*23%*	*23%*	*28%* b	*20%*	*32%* b	*-%*
2nd Class large letter stamps	**156**	11	25	37	1	42	28	45	136	26	-
	14%	*22%*	*25%*	*24%*	*8%*	*12%*	*27%* a	*16%*	*14%*	*23%* **ab**	*-%*
Franked / metered mail 1st Class	**107**	8	8	18	4	47	8	35	97	15	-
	9%	*17%*	*8%*	*11%*	*33%*	*14%*	*8%*	*13%*	*10%*	*13%*	*-%*
Franked / metered mail 2nd Class	**105**	7	8	16	2	39	9	29	99	13	-
	9%	*15%*	*8%*	*10%*	*15%*	*11%*	*8%*	*11%*	*10%*	*12%*	*-%*
PPI - PPI 2nd Class	**21**	5	3	5	2	8	5	6	16	6	-
	2%	*11%* b	*3%*	*3%*	*13%*	*2%*	*5%*	*2%*	*2%*	*5%* b	*-%*
PPI - PPI 1st Class	**16**	4	1	1	2	8	2	7	12	7	-
	1%	*7%* b	*1%*	*1%*	*13%*	*2%*	*2%*	*3%* b	*1%*	*6%* **ab**	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?
Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**1510**	303	839	139	-	360	463	142	6	1344	879	521	1148	974	14
Weighted total	**1137**	203	575	71	-	255	335	93	4	992	605	379	847	673	5
Standard Stamped Mail 1st Class	**720**	138	350	48	-	174	196	63	4	632	371	245	666	322	3
	63%	*68%* b	*61%*	*68%*	*-%*	*68%* b	*58%*	*67%*	*89%*	*64%*	*61%*	*64%*	*79%* b	*48%*	*70%*
Standard Stamped Mail 2nd Class	**565**	95	273	36	-	105	177	47	2	502	286	166	353	511	1
	50%	*47%*	*47%*	*51%*	*-%*	*41%*	*53%* a	*50%*	*50%*	*51%* c	*47%*	*44%*	*42%*	*76%* a	*18%*
1st Class large letter stamps	**251**	81	200	31	-	63	76	23	4	206	211	91	237	137	2
	22%	*40%*	*35%*	*44%* b	*-%*	*25%*	*23%*	*24%*	*89%*	*21%*	*35%* **ac**	*24%*	*28%* b	*20%*	*37%*
2nd Class large letter stamps	**156**	37	121	20	-	39	59	18	2	140	122	58	113	144	1
	14%	*18%*	*21%*	*29%* **ab**	*-%*	*15%*	*17%*	*19%*	*50%*	*14%*	*20%* **ac**	*15%*	*13%*	*21%* a	*17%*
Franked / metered mail 1st Class	**107**	29	85	14	-	35	41	14	*	97	84	50	100	74	2
	9%	*14%*	*15%*	*19%*	*-%*	*14%*	*12%*	*15%*	*11%*	*10%*	*14%* a	*13%* a	*12%*	*11%*	*39%*
Franked / metered mail 2nd Class	**105**	22	74	12	-	25	40	11	*	99	76	43	70	102	1
	9%	*11%*	*13%*	*18%*	*-%*	*10%*	*12%*	*12%*	*6%*	*10%*	*12%*	*11%*	*8%*	*15%* a	*19%*
PPI - PPI 2nd Class	**21**	4	15	4	-	5	12	3	-	16	16	12	12	19	1
	2%	*2%*	*3%*	*6%* **ab**	*-%*	*2%*	*3%*	*3%*	*-%*	*2%*	*3%*	*3%* a	*1%*	*3%* a	*13%*
PPI - PPI 1st Class	**16**	5	11	7	-	7	11	5	-	12	13	11	14	11	2
	1%	*3%*	*2%*	*9%* **ab**	*-%*	*3%*	*3%*	*5%*	*-%*	*1%*	*2%*	*3%* a	*2%*	*2%*	*34%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 88 (continuation)

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1510**	399	279	276	96	83	1159	982	39	15	13	10
Weighted total	**1137**	273	190	184	61	48	860	688	22	9	14	8
Standard Stamped Mail 1st Class	**720**	192	95	127	41	32	720	322	11	7	6	6
	63%	*70%* b	*50%*	*69%* b	*66%* b	*67%* b	*84%* b	*47%*	*49%*	*76%*	*43%*	*68%*
Standard Stamped Mail 2nd Class	**565**	103	125	79	28	22	333	565	13	4	4	4
	50%	*38%*	*66%* **acde**	*43%*	*46%*	*47%*	*39%*	*82%* a	*60%*	*43%*	*28%*	*52%*
1st Class large letter stamps	**251**	79	41	56	15	15	251	142	7	2	3	3
	22%	*29%* b	*21%*	*31%* b	*24%*	*32%* b	*29%* b	*21%*	*31%*	*24%*	*22%*	*36%*
2nd Class large letter stamps	**156**	36	44	31	10	8	115	156	4	1	1	-
	14%	*13%*	*23%* a	*17%*	*16%*	*17%*	*13%*	*23%* a	*20%*	*6%*	*10%*	*-%*
Franked / metered mail 1st Class	**107**	44	29	21	8	9	107	71	3	*	1	-
	9%	*16%*	*15%*	*11%*	*14%*	*19%*	*12%*	*10%*	*11%*	*2%*	*8%*	*-%*
Franked / metered mail 2nd Class	**105**	36	32	16	8	10	69	105	4	*	1	-
	9%	*13%*	*17%* c	*9%*	*13%*	*20%* c	*8%*	*15%* a	*21%*	*2%*	*8%*	*-%*
PPI - PPI 2nd Class	**21**	7	9	6	5	1	12	21	2	*	3	*
	2%	*2%*	*5%*	*3%*	*8%* a	*2%*	*1%*	*3%* a	*8%*	*1%*	*21%*	*4%*
PPI - PPI 1st Class	**16**	10	5	7	5	1	16	12	1	*	1	*
	1%	*4%*	*2%*	*4%*	*9%* **abe**	*1%*	*2%*	*2%*	*3%*	*1%*	*9%*	*4%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 88 (continuation)

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1510**	1449	1237	1462	1202	1478	840	1432	367	3	1303	48	227	1283
Weighted total	**1137**	1076	900	1086	874	1103	606	1065	226	3	971	36	189	948
Standard Stamped Mail 1st Class	**720**	674	561	682	547	698	396	664	156	2	624	22	114	606
	63%	*63%*	*62%*	*63%*	*63%*	*63%*	*65%*	*62%*	*69%* b	*64%*	*64%*	*62%*	*60%*	*64%*
Standard Stamped Mail 2nd Class	**565**	544	459	548	440	554	302	534	111	3	499	20	78	487
	50%	*51%*	*51%*	*50%*	*50%*	*50%*	*50%*	*50%*	*49%*	*100%*	*51%*	*56%*	*41%*	*51%* a
1st Class large letter stamps	**251**	240	225	243	207	248	156	236	83	-	219	8	51	200
	22%	*22%*	*25%*	*22%*	*24%*	*23%*	*26%*	*22%*	*37%* **ab**	*-%*	*23%*	*22%*	*27%*	*21%*
2nd Class large letter stamps	**156**	147	138	149	129	153	89	145	44	-	141	2	31	125
	14%	*14%*	*15%*	*14%*	*15%*	*14%*	*15%*	*14%*	*20%* **ab**	*-%*	*15%*	*6%*	*16%*	*13%*
Franked / metered mail 1st Class	**107**	103	98	105	89	104	65	104	29	-	88	*	20	88
	9%	*10%*	*11%*	*10%*	*10%*	*9%*	*11%*	*10%*	*13%*	*-%*	*9%*	*1%*	*10%*	*9%*
Franked / metered mail 2nd Class	**105**	103	95	105	81	102	62	103	26	-	89	*	20	85
	9%	*10%*	*11%*	*10%*	*9%*	*9%*	*10%*	*10%*	*11%*	*-%*	*9%*	*1%*	*11%*	*9%*
PPI - PPI 2nd Class	**21**	21	18	21	20	21	13	20	8	-	16	2	11	10
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*4%* b	*-%*	*2%*	*5%*	*6%* b	*1%*
PPI - PPI 1st Class	**16**	16	14	16	16	16	11	16	11	-	13	*	7	9
	1%	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*5%* **ab**	*-%*	*1%*	*1%*	*4%* b	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?
Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	***b**	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1510**	207	10	47	198	169	1051	281	151	67	1279	889	621
Weighted total	**1137**	164	3	35	150	118	810	199	115	56	957	656	482
Standard Stamped Mail 1st Class	**720**	100	2	18	95	75	522	114	75	34	603	405	315
	63%	*61%*	*76%*	*52%*	*64%*	*64%*	*64%* c	*57%*	*65%*	*62%*	*63%*	*62%*	*65%*
Standard Stamped Mail 2nd Class	**565**	81	1	16	78	46	418	96	58	22	481	307	258
	50%	*50%*	*19%*	*45%*	*52%*	*39%*	*52%* a	*48%*	*50%*	*40%*	*50%*	*47%*	*54%* a
1st Class large letter stamps	**251**	34	*	7	34	29	175	45	31	14	204	147	104
	22%	*21%*	*13%*	*19%*	*23%*	*25%*	*22%*	*23%*	*27%*	*25%*	*21%*	*22%*	*22%*
2nd Class large letter stamps	**156**	34	*	7	32	17	104	34	24	6	125	86	69
	14%	*21%*	*13%*	*20%*	*21%*	*15%*	*13%*	*17%*	*21%* c	*11%*	*13%*	*13%*	*14%*
Franked / metered mail 1st Class	**107**	22	1	3	21	16	63	29	12	5	90	74	34
	9%	*13%*	*21%*	*8%*	*14%*	*13%* b	*8%*	*14%* b	*10%*	*10%*	*9%*	*11%* b	*7%*
Franked / metered mail 2nd Class	**105**	18	*	4	16	11	60	34	14	4	87	74	32
	9%	*11%*	*8%*	*11%*	*11%*	*9%*	*7%*	*17%* **ab**	*12%*	*7%*	*9%*	*11%* b	*7%*
PPI - PPI 2nd Class	**21**	8	*	2	6	7	11	4	6	4	11	12	9
	2%	*5%*	*4%*	*6%*	*4%*	*6%* **bc**	*1%*	*2%*	*5%* c	*8%* c	*1%*	*2%*	*2%*
PPI - PPI 1st Class	**16**	5	*	1	4	5	7	5	4	4	9	10	7
	1%	*3%*	*4%*	*3%*	*3%*	*4%* b	*1%*	*2%* b	*3%* c	*7%* c	*1%*	*1%*	*1%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?
Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	*c	d
Unweighted total	**1510**	348	50	144	69	107	48	184	126	86	177	28	82
Weighted total	**1137**	132	12	53	23	41	17	72	46	32	60	10	44
Standard Stamped Mail 1st Class	**720**	83	7	33	14	28	9	56	24	20	35	7	32
	63%	*63%*	*61%*	*62%*	*60%*	*69%* **bd**	*50%*	*78%* **bd**	*52%*	*62%*	*58%*	*73%*	*73%* b
Standard Stamped Mail 2nd Class	**565**	73	4	23	9	16	12	35	34	17	33	5	21
	50%	*55%* **bcd**	*30%*	*43%*	*39%*	*39%*	*66%* **ac**	*49%*	*74%* **ac**	*52%*	*55%*	*49%*	*47%*
1st Class large letter stamps	**251**	35	4	16	7	14	3	24	9	8	15	5	13
	22%	*26%*	*37%*	*31%*	*29%*	*35%* **bd**	*18%*	*34%* **bd**	*20%*	*24%*	*24%*	*53%*	*30%*
2nd Class large letter stamps	**156**	25	1	8	3	5	3	13	11	7	13	2	6
	14%	*19%* b	*5%*	*15%*	*14%*	*13%*	*16%*	*18%*	*25%* a	*21%*	*21%*	*16%*	*14%*
Franked / metered mail 1st Class	**107**	18	3	11	6	9	2	11	6	3	8	*	5
	9%	*14%*	*27%* a	*21%* a	*27%* a	*23%* d	*13%*	*16%*	*12%*	*11%*	*13%*	*4%*	*12%*
Franked / metered mail 2nd Class	**105**	14	3	7	4	5	2	5	7	3	8	1	2
	9%	*11%*	*25%* **ac**	*12%*	*18%*	*11%*	*14%*	*7%*	*16%* c	*9%*	*13%*	*15%*	*5%*
PPI - PPI 2nd Class	**21**	4	*	1	1	1	1	2	2	1	3	*	*
	2%	*3%*	**%*	*3%*	*5%*	*3%*	*7%*	*3%*	*3%*	*3%*	*4%*	**%*	**%*
PPI - PPI 1st Class	**16**	4	*	3	1	3	1	4	1	*	3	*	1
	1%	*3%*	*2%*	*5%*	*6%*	*7%*	*7%*	*6%*	*3%*	*1%*	*4%*	**%*	*3%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	*c	d	e	f	g	h	i	j	k	l
Unweighted total	**1510**	235	68	21	388	93	83	125	99	108	127	78	85
Weighted total	**1137**	190	73	30	155	66	62	89	93	131	87	91	70
Standard Stamped Mail 1st Class	**720**	125	44	24	99	42	45	64	55	76	40	62	44
	63%	*66%*	*61%*	*79%*	*64%*	*64%*	*72%*	*72%*	*59%*	*58%*	*46%*	*68%*	*63%*
		j	j		j	j	j	**hij**	j			j	j
Standard Stamped Mail 2nd Class	**565**	96	30	19	81	37	33	37	41	62	51	42	36
	50%	*51%*	*41%*	*61%*	*52%*	*57%*	*53%*	*41%*	*44%*	*47%*	*59%*	*46%*	*52%*
					g	g					**bgh**		
1st Class large letter stamps	**251**	50	23	2	43	13	10	20	28	26	11	12	12
	22%	*26%*	*31%*	*6%*	*28%*	*20%*	*17%*	*23%*	*30%*	*20%*	*12%*	*14%*	*17%*
		jk	**fjkl**		**fjkl**			j	**fjkl**				
2nd Class large letter stamps	**156**	34	10	5	30	11	5	12	18	8	13	7	4
	14%	*18%*	*13%*	*17%*	*19%*	*16%*	*7%*	*14%*	*20%*	*6%*	*15%*	*8%*	*6%*
		fikl			**fikl**	**il**			**fikl**		**il**		
Franked / metered mail 1st Class	**107**	21	6	3	20	6	4	13	9	12	5	4	4
	9%	*11%*	*8%*	*11%*	*13%*	*9%*	*7%*	*14%*	*10%*	*9%*	*6%*	*5%*	*5%*
					jkl			**jkl**					
Franked / metered mail 2nd Class	**105**	17	7	2	17	5	7	9	11	13	12	5	2
	9%	*9%*	*9%*	*6%*	*11%*	*7%*	*12%*	*10%*	*12%*	*10%*	*13%*	*6%*	*2%*
		l			l		l	l	l	l	l		
PPI - PPI 2nd Class	**21**	4	3	2	4	1	1	*	3	2	*	2	-
	2%	*2%*	*4%*	*6%*	*3%*	*2%*	*1%*	**%*	*3%*	*1%*	**%*	*2%*	*-%*
PPI - PPI 1st Class	**16**	4	2	*	4	*	*	*	5	-	*	*	-
	1%	*2%*	*3%*	*2%*	*3%*	**%*	**%*	**%*	*5%*	*-%*	**%*	**%*	*-%*
									gijl				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?
Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**1510**	324	564	332	290
Weighted total	**1137**	294	282	313	248
Standard Stamped Mail 1st Class	**720**	193	186	196	145
	63%	*66%*	*66%* d	*62%*	*59%*
Standard Stamped Mail 2nd Class	**565**	145	151	140	129
	50%	*49%*	*53%* c	*45%*	*52%*
1st Class large letter stamps	**251**	74	67	75	35
	22%	*25%* d	*24%* d	*24%* d	*14%*
2nd Class large letter stamps	**156**	49	45	38	24
	14%	*17%* d	*16%* d	*12%*	*9%*
Franked / metered mail 1st Class	**107**	30	30	35	13
	9%	*10%* d	*11%* d	*11%* d	*5%*
Franked / metered mail 2nd Class	**105**	25	29	33	18
	9%	*9%*	*10%*	*10%*	*7%*
PPI - PPI 2nd Class	**21**	8	6	5	2
	2%	*3%*	*2%*	*2%*	*1%*
PPI - PPI 1st Class	**16**	7	5	5	*
	1%	*2%* d	*2%* d	*2%*	**%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 89 Page 1680

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2239**	1572	424	151	92	667	590	427	128	82	142
Weighted total	**1837**	1760	48	18	10	76	646	421	107	48	43
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**37**	34	1	1	1	3	8	9	5	4	2
	2%	*2%*	*3%*	*5%* a	*5%* a	*4%* a	*1%*	*2%*	*5%* a	*8%* **ab**	*5%* a
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**16**	15	1	*	-	1	5	4	3	*	*
	1%	*1%*	*1%*	*2%*	*-%*	*1%*	*1%*	*1%*	*3%* a	*1%*	*1%*
Switched from Royal Mail to other postal service providers	**19**	19	*	*	-	*	2	9	4	-	*
	1%	*1%* e	**%*	*1%*	*-%*	**%*	**%*	*2%* a	*4%* a	*-%*	**%*
Switched from other postal service providers to Royal Mail	**11**	11	1	-	-	1	4	2	1	*	-
	1%	*1%*	*2%* a	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*
Or has not changed mail in the last 12 months?	**1741**	1670	45	16	10	71	622	395	94	44	41
	95%	*95%*	*94%*	*92%*	*92%*	*93%*	*96%* **cd**	*94%* c	*88%*	*91%*	*94%*
Don't Know (DO NOT READ OUT)	**12**	12	*	*	*	1	5	2	-	-	-
	1%	*1%*	**%*	*1%*	*3%* **ab**	*1%*	*1%*	**%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV7a. In the last 12 months, has your organisation:
Base: All using RM (QV4=1)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2239**	176	85	244	60	137	262	165	134	144	1407	298	271	263
Weighted total	**1837**	206	110	273	64	141	289	181	147	151	1562	98	92	84
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**37**	5	2	4	*	2	6	1	7	2	30	1	3	2
	2%	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*5%* gjk	*1%*	*2%*	*1%*	*3%*	*2%*
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**16**	*	2	9	-	-	-	1	1	2	14	1	*	*
	1%	**%*	*2%* f	*3%* **aefjlm**	*-%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*
Switched from Royal Mail to other postal service providers	**19**	6	-	2	-	-	5	-	2	3	18	1	*	*
	1%	*3%* **gm**	*-%*	*1%*	*-%*	*-%*	*2%* m	*-%*	*1%*	*2%* m	*1%*	*1%*	*1%*	**%*
Switched from other postal service providers to Royal Mail	**11**	*	*	*	-	2	4	-	1	2	9	*	1	1
	1%	**%*	**%*	**%*	*-%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*
Or has not changed mail in the last 12 months?	**1741**	196	104	253	64	137	272	178	134	141	1479	95	87	80
	95%	*95%*	*94%*	*93%*	*99%* h	*97%* h	*94%*	*99%* **acfhijl**	*91%*	*93%*	*95%*	*96%* h	*94%*	*96%* h
Don't Know (DO NOT READ OUT)	**12**	-	2	5	-	*	2	*	2	2	12	-	1	-
	1%	*-%*	*2%* **km**	*2%* **km**	*-%*	**%*	*1%*	**%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 89 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2239**	56	211	55	224	566	77	153	895	1575	664	1951	288
Weighted total	**1837**	37	144	47	185	513	56	137	716	1420	417	1653	183
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**37**	*	6	-	4	13	3	1	9	26	10	35	1
	2%	*1%*	*4%* h	*-%*	*2%*	*3%*	*5%* **gh**	*1%*	*1%*	*2%*	*3%*	*2%*	*1%*
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**16**	-	*	-	2	4	*	*	10	15	1	16	*
	1%	*-%*	**%*	*-%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	**%*	*1%*	**%*
Switched from Royal Mail to other postal service providers	**19**	-	3	-	-	10	-	2	5	16	3	17	2
	1%	*-%*	*2%* d	*-%*	*-%*	*2%* **dh**	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Switched from other postal service providers to Royal Mail	**11**	*	-	-	*	5	*	-	5	9	2	11	*
	1%	*1%*	*-%*	*-%*	**%*	*1%*	**%*	*-%*	*1%*	*1%*	*1%*	*1%*	**%*
Or has not changed mail in the last 12 months?	**1741**	37	135	47	179	479	52	132	680	1343	399	1563	178
	95%	*98%*	*94%*	*100%* e	*96%*	*93%*	*93%*	*97%*	*95%*	*95%*	*96%*	*95%*	*97%*
Don't Know (DO NOT READ OUT)	**12**	-	-	-	*	2	*	2	8	12	1	11	1
	1%	*-%*	*-%*	*-%*	**%*	**%*	**%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV7a. In the last 12 months, has your organisation:
Base: All using RM (QV4=1)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2239**	2124	115	1362	350	505
Weighted total	**1837**	1721	115	1153	271	388
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**37**	37	-	22	6	8
	2%	*2%*	*-%*	*2%*	*2%*	*2%*
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**16**	16	-	3	7	6
	1%	*1%*	*-%*	**%*	*3%* a	*2%* a
Switched from Royal Mail to other postal service providers	**19**	19	-	6	4	8
	1%	*1%*	*-%*	*1%*	*2%* a	*2%* a
Switched from other postal service providers to Royal Mail	**11**	11	-	1	2	9
	1%	*1%*	*-%*	**%*	*1%* a	*2%* a
Or has not changed mail in the last 12 months?	**1741**	1626	115	1121	247	352
	95%	*94%*	*100%* a	*97%* **bc**	*91%*	*91%*
Don't Know (DO NOT READ OUT)	**12**	12	-	*	5	4
	1%	*1%*	*-%*	**%*	*2%* a	*1%* a

Columns Tested: a,b - a,b,c

QV7a. In the last 12 months, has your organisation:
Base: All using RM (QV4=1)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**2239**	1798	376	51	7	3	3	-	1	2174	65	855	943	441
Weighted total	**1837**	1568	237	25	4	2	1	-	*	1805	32	852	716	269
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**37**	26	5	4	2	-	-	-	-	31	6	12	14	10
	2%	*2%*	*2%*	*15%*	*45%*	*-%*	*-%*	*-%*	*-%*	*2%*	*18%*	*1%*	*2%*	*4%*
				abi							**abi**			**ab**
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**16**	10	5	*	-	-	-	-	-	16	*	2	8	6
	1%	*1%*	*2%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	**%*	*1%*	*2%*
			ai										a	a
Switched from Royal Mail to other postal service providers	**19**	7	7	5	-	-	-	-	-	14	5	2	5	12
	1%	**%*	*3%*	*19%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*15%*	**%*	*1%*	*4%*
			ai	**abi**							**abi**			**ab**
Switched from other postal service providers to Royal Mail	**11**	3	6	2	-	-	-	-	-	10	2	1	2	8
	1%	**%*	*3%*	*8%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*6%*	**%*	**%*	*3%*
			ai	**ai**							**ai**			**ab**
Or has not changed mail in the last 12 months?	**1741**	1509	213	14	2	2	1	-	*	1722	19	833	676	232
	95%	*96%*	*90%*	*56%*	*55%*	*100%*	*100%*	*-%*	*100%*	*95%*	*60%*	*98%*	*94%*	*87%*
		bcj	**cj**							**bcj**		**bc**	c	
Don't Know (DO NOT READ OUT)	**12**	12	*	-	-	-	-	-	-	12	-	2	10	*
	1%	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	*1%*	**%*
													ac	

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV7a. In the last 12 months, has your organisation:
Base: All using RM (QV4=1)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	***d**	***e**	***f**	***g**
Unweighted total	**2239**	1417	954	1545	688	594	1439	1359	104	38	29	9	4	1
Weighted total	**1837**	1049	672	1172	532	412	1093	1073	52	23	17	3	4	*
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**37**	18	19	23	15	11	27	18	*	2	-	1	2	-
	2%	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	**%*	*10%* **ab**	*-%*	*38%*	*45%*	*-%*
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**16**	8	8	10	9	10	10	6	*	-	2	-	2	-
	1%	*1%*	*1%*	*1%*	*2%* a	*3%* **abcf**	*1%*	*1%*	*1%*	*-%*	*12%*	*-%*	*50%*	*-%*
Switched from Royal Mail to other postal service providers	**19**	10	9	12	17	8	15	9	2	-	*	1	-	-
	1%	*1%*	*1%*	*1%*	*3%* **abcf**	*2%*	*1%*	*1%*	*3%* a	*-%*	*3%*	*38%*	*-%*	*-%*
Switched from other postal service providers to Royal Mail	**11**	6	8	10	10	4	6	10	-	-	*	-	-	-
	1%	*1%*	*1%*	*1%*	*2%* **acf**	*1%*	*1%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
Or has not changed mail in the last 12 months?	**1741**	997	620	1107	475	375	1027	1025	48	18	14	1	*	*
	95%	*95%* **bde**	*92%* d	*94%* **bde**	*89%*	*91%*	*94%* **de**	*96%* c	*92%* c	*78%*	*85%*	*24%*	*5%*	*100%*
Don't Know (DO NOT READ OUT)	**12**	10	9	10	6	4	8	6	2	3	*	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%* a	*12%* **ab**	*1%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV7a. In the last 12 months, has your organisation:
Base: All using RM (QV4=1)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	***b**	***c**	***d**	***e**	***f**	***g**	***h**	a	b	c	d	***e**
Unweighted total	**2239**	655	14	11	4	1	3	-	4	469	370	386	306	13
Weighted total	**1837**	510	9	7	5	*	*	-	1	432	281	273	173	11
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**37**	15	-	*	-	-	-	-	-	6	5	7	5	-
	2%	*3%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*	*3%*	*3%*	*-%*
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**16**	9	*	*	-	-	-	-	-	4	2	2	2	*
	1%	*2%*	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*3%*
Switched from Royal Mail to other postal service providers	**19**	11	4	-	2	-	-	-	-	1	2	3	5	-
	1%	*2%*	*42%*	*-%*	*31%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*1%*	*3%* **ab**	*-%*
Switched from other postal service providers to Royal Mail	**11**	7	2	2	*	-	-	-	-	3	*	4	*	2
	1%	*1%*	*20%*	*29%*	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*2%* **bd**	**%*	*17%*
Or has not changed mail in the last 12 months?	**1741**	463	4	5	4	*	*	-	1	414	268	253	161	9
	95%	*91%*	*38%*	*68%*	*69%*	*100%*	*100%*	*-%*	*100%*	*96%* c	*95%*	*93%*	*93%*	*80%*
Don't Know (DO NOT READ OUT)	**12**	6	-	-	-	-	-	-	-	3	3	4	*	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*1%* d	**%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV7a. In the last 12 months, has your organisation:
Base: All using RM (QV4=1)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted total	**2239**	237	153	175	112	10	401	33	251	2117	122	1530	14
Weighted total	**1837**	191	119	145	73	3	344	23	162	1744	93	1165	6
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**37**	4	4	4	2	-	13	*	2	35	2	23	*
	2%	*2%*	*4%*	*3%*	*3%*	*-%*	*4%*	**%*	*1%*	*2%*	*2%*	*2%*	*2%*
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**16**	4	2	2	*	*	6	*	3	12	4	10	-
	1%	*2%*	*2%*	*2%*	**%*	*10%*	*2%*	**%*	*2%*	*1%*	*4%* a	*1%*	*-%*
Switched from Royal Mail to other postal service providers	**19**	3	2	6	5	1	15	-	2	10	9	9	2
	1%	*1%*	*2%*	*4%*	*7%* **ab**	*35%*	*4%* c	*-%*	*1%*	*1%*	*10%* a	*1%*	*39%*
Switched from other postal service providers to Royal Mail	**11**	*	3	3	4	-	10	-	*	10	1	10	-
	1%	**%*	*2%* a	*2%* a	*6%* a	*-%*	*3%* c	*-%*	**%*	*1%*	*1%*	*1%*	*-%*
Or has not changed mail in the last 12 months?	**1741**	176	106	128	61	2	299	23	152	1664	77	1102	4
	95%	*92%* d	*89%*	*89%*	*84%*	*55%*	*87%*	*99%* a	*94%* a	*95%* b	*83%*	*95%*	*59%*
Don't Know (DO NOT READ OUT)	**12**	4	2	*	-	-	2	-	2	12	-	10	-
	1%	*2%*	*1%*	**%*	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	*-%*	*1%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV7a. In the last 12 months, has your organisation:
Base: All using RM (QV4=1)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**2239**	77	152	224	28	531	157	459	1325	207	-
Weighted total	**1837**	62	123	177	16	402	130	325	977	114	-
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**37**	3	6	9	*	9	6	7	18	1	-
	2%	*5%*	*5%*	*5%*	*1%*	*2%*	*5%*	*2%*	*2%*	*1%*	*-%*
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**16**	*	5	4	-	4	5	3	7	3	-
	1%	**%*	*4%*	*2%*	*-%*	*1%*	*4%* a	*1%*	*1%*	*2%* b	*-%*
Switched from Royal Mail to other postal service providers	**19**	5	11	11	1	5	12	2	10	*	-
	1%	*8%*	*9%*	*6%*	*7%*	*1%*	*9%* a	*1%*	*1%*	**%*	*-%*
Switched from other postal service providers to Royal Mail	**11**	5	1	5	-	9	2	3	5	1	-
	1%	*9%* b	*1%*	*3%*	*-%*	*2%*	*1%*	*1%*	*1%*	**%*	*-%*
Or has not changed mail in the last 12 months?	**1741**	48	100	147	14	369	105	304	929	106	-
	95%	*77%*	*82%*	*83%*	*92%*	*92%* b	*81%*	*93%*	*95%*	*93%*	*-%*
Don't Know (DO NOT READ OUT)	**12**	*	-	*	-	6	-	7	7	4	-
	1%	*1%*	*-%*	**%*	*-%*	*1%*	*-%*	*2%* b	*1%*	*3%* b	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 89 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**2239**	366	839	148	-	442	464	158	6	1409	943	594	1220	999	15
Weighted total	**1837**	265	575	79	-	334	336	103	4	1044	668	448	907	692	5
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**37**	9	17	2	-	9	9	*	2	18	19	11	12	18	*
	2%	*3%*	*3%*	*2%*	*-%*	*3%*	*3%*	**%*	*39%*	*2%*	*3%*	*3%*	*1%*	*3%* a	*1%*
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**16**	4	7	3	-	5	4	4	-	8	8	7	8	6	*
	1%	*1%*	*1%*	*3%* b	*-%*	*2%*	*1%*	*4%* b	*-%*	*1%*	*1%*	*2%*	*1%*	*1%*	*9%*
Switched from Royal Mail to other postal service providers	**19**	1	8	-	-	11	10	6	-	10	9	9	8	7	-
	1%	**%*	*1%*	*-%*	*-%*	*3%*	*3%*	*6%*	*-%*	*1%*	*1%*	*2%*	*1%*	*1%*	*-%*
Switched from other postal service providers to Royal Mail	**11**	3	5	2	-	6	7	4	-	6	7	10	5	5	-
	1%	*1%*	*1%*	*3%* b	*-%*	*2%*	*2%*	*4%*	*-%*	*1%*	*1%*	*2%* a	*1%*	*1%*	*-%*
Or has not changed mail in the last 12 months?	**1741**	242	531	71	-	302	301	88	3	993	616	404	865	648	5
	95%	*92%*	*92%*	*89%*	*-%*	*90%*	*90%*	*86%*	*61%*	*95%* **bc**	*92%*	*90%*	*95%*	*94%*	*87%*
Don't Know (DO NOT READ OUT)	**12**	6	8	2	-	2	4	*	-	10	9	6	9	7	*
	1%	*2%*	*1%*	*2%*	*-%*	*1%*	*1%*	**%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 89 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2239**	399	280	339	109	86	1159	982	55	21	18	16
Weighted total	**1837**	273	191	243	69	50	860	688	37	16	19	11
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**37**	7	5	5	*	*	14	19	37	-	-	-
	2%	*3%*	*3%*	*2%*	*1%*	*1%*	*2%*	*3%*	*100%*	*-%*	*-%*	*-%*
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**16**	3	2	6	4	2	7	5	-	16	-	-
	1%	*1%*	*1%*	*2%*	*6%* **ab**	*4%*	*1%*	*1%*	*-%*	*100%*	*-%*	*-%*
Switched from Royal Mail to other postal service providers	**19**	9	7	5	2	2	10	8	-	-	19	-
	1%	*3%*	*4%*	*2%*	*3%*	*4%*	*1%*	*1%*	*-%*	*-%*	*100%*	*-%*
Switched from other postal service providers to Royal Mail	**11**	6	6	7	2	3	6	5	-	-	-	11
	1%	*2%*	*3%*	*3%*	*3%*	*5%*	*1%*	*1%*	*-%*	*-%*	*-%*	*100%*
Or has not changed mail in the last 12 months?	**1741**	248	170	216	59	42	814	646	-	-	-	-
	95%	*91%* e	*89%*	*89%*	*85%*	*83%*	*95%*	*94%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**12**	1	1	5	2	2	9	7	-	-	-	-
	1%	**%*	**%*	*2%* **ab**	*3%* **ab**	*4%* **ab**	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 89 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2239**	1998	1579	2026	1638	2169	1207	2024	516	3	1928	65	301	1938
Weighted total	**1837**	1588	1214	1613	1289	1762	950	1623	355	3	1566	53	257	1580
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**37**	35	29	35	26	37	17	32	6	-	33	1	9	28
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*	*2%*	*3%*	*3%*	*2%*
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**16**	13	11	13	13	14	11	11	5	-	11	2	6	10
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*3%* a	*2%* b	*1%*
Switched from Royal Mail to other postal service providers	**19**	19	17	19	18	19	12	17	8	-	11	2	11	8
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%* b	*-%*	*1%*	*4%* a	*4%* b	**%*
Switched from other postal service providers to Royal Mail	**11**	10	9	10	11	11	5	11	6	-	9	2	4	7
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	*2%* a	*-%*	*1%*	*3%* a	*2%* b	**%*
Or has not changed mail in the last 12 months?	**1741**	1501	1138	1525	1211	1673	900	1539	328	3	1494	46	225	1516
	95%	*95%*	*94%*	*95%*	*94%*	*95%*	*95%*	*95%* c	*93%*	*100%*	*95%* b	*86%*	*87%*	*96%* a
Don't Know (DO NOT READ OUT)	**12**	11	11	12	10	8	6	12	2	-	10	-	2	11
	1%	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*1%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV7a. In the last 12 months, has your organisation:
Base: All using RM (QV4=1)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	2239	280	12	63	267	228	1612	387	224	86	1908	1266	973
Weighted total	1837	240	7	54	221	169	1360	293	187	76	1560	1000	836
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	37	12	*	5	6	5	18	14	9	2	26	24	13
	2%	*5%*	*4%*	*10%* b	*3%*	*3%* b	*1%*	*5%* b	*5%* c	*3%*	*2%*	*2%*	*2%*
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	16	3	-	2	4	6	7	3	2	3	11	15	1
	1%	*1%*	*-%*	*4%*	*2%*	*4%* **bc**	**%*	*1%*	*1%*	*4%* c	*1%*	*2%* b	**%*
Switched from Royal Mail to other postal service providers	19	16	-	7	9	7	10	2	12	*	7	12	7
	1%	*7%*	*-%*	*14%* b	*4%*	*4%* **bc**	*1%*	*1%*	*6%* **bc**	**%*	**%*	*1%*	*1%*
Switched from other postal service providers to Royal Mail	11	6	-	1	5	8	1	2	7	2	3	5	6
	1%	*2%*	*-%*	*1%*	*2%*	*5%* **bc**	**%*	*1%* b	*4%* c	*2%* c	**%*	*1%*	*1%*
Or has not changed mail in the last 12 months?	1741	204	6	38	196	142	1318	269	156	69	1505	935	806
	95%	*85%*	*94%*	*71%*	*89%* a	*84%*	*97%* **ac**	*92%* a	*84%*	*91%*	*96%* **ab**	*93%*	*96%* a
Don't Know (DO NOT READ OUT)	12	*	*	*	*	*	7	4	*	-	8	9	3
	1%	**%*	*2%*	**%*	**%*	**%*	**%*	*1%*	**%*	*-%*	*1%*	*1%*	**%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 89 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2239**	368	51	165	78	120	52	200	127	105	242	34	129
Weighted total	**1837**	143	12	65	28	48	19	80	46	42	103	15	70
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**37**	4	*	1	2	1	1	3	2	3	3	1	*
	2%	*3%*	*1%*	*2%*	*8%* **ac**	*3%*	*6%*	*4%*	*5%*	*8%* **bd**	*3%*	*7%* d	**%*
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**16**	1	*	1	*	1	*	1	*	-	*	*	*
	1%	*1%*	**%*	*1%*	*1%*	*1%*	**%*	*1%*	**%*	*-%*	**%*	*3%*	**%*
Switched from Royal Mail to other postal service providers	**19**	3	-	3	4	2	2	2	3	1	3	-	-
	1%	*2%*	*-%*	*5%*	*14%* **abc**	*4%*	*11%* c	*2%*	*6%*	*2%*	*3%* d	*-%*	*-%*
Switched from other postal service providers to Royal Mail	**11**	*	-	1	-	1	*	-	*	1	*	-	*
	1%	**%*	*-%*	*2%* a	*-%*	*2%* c	*2%*	*-%*	**%*	*3%*	**%*	*-%*	**%*
Or has not changed mail in the last 12 months?	**1741**	134	11	59	21	43	15	74	41	37	96	13	70
	95%	*94%* d	*97%* d	*90%* d	*76%*	*89%*	*81%*	*92%* b	*88%*	*87%*	*93%*	*91%*	*99%* **abc**
Don't Know (DO NOT READ OUT)	**12**	1	*	*	*	*	*	*	*	*	*	-	-
	1%	**%*	*1%*	*1%*	**%*	*1%*	*1%*	**%*	**%*	**%*	**%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

QV7a. In the last 12 months, has your organisation:
Base: All using RM (QV4=1)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2239**	314	116	37	532	162	150	168	135	158	196	141	130
Weighted total	**1837**	273	136	51	244	116	107	135	133	191	168	163	119
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**37**	1	5	2	7	3	3	3	3	*	4	4	1
	2%	**%*	*4%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	**%*	*3%*	*2%*	*1%*
			ai	**ai**	**ai**	**ai**	**ai**	a	a		a	a	
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**16**	*	-	-	1	1	-	2	6	2	2	2	*
	1%	**%*	*-%*	*-%*	**%*	*1%*	*-%*	*1%*	*4%*	*1%*	*1%*	*1%*	**%*
									abdfl				
Switched from Royal Mail to other postal service providers	**19**	-	-	*	4	*	1	-	2	9	2	-	-
	1%	*-%*	*-%*	*1%*	*2%*	**%*	*1%*	*-%*	*2%*	*5%*	*1%*	*-%*	*-%*
					a				a	**abdegjkl**			
Switched from other postal service providers to Royal Mail	**11**	*	-	-	2	-	*	1	4	*	4	-	-
	1%	**%*	*-%*	*-%*	*1%*	*-%*	**%*	*1%*	*3%*	**%*	*2%*	*-%*	*-%*
									ae		a		
Or has not changed mail in the last 12 months?	**1741**	272	126	49	229	111	101	128	117	178	155	158	117
	95%	*99%*	*93%*	*96%*	*94%*	*96%*	*94%*	*94%*	*88%*	*93%*	*93%*	*97%*	*99%*
		bcdefghijk			h	h	h	h				h	**bdfghij**
Don't Know (DO NOT READ OUT)	**12**	-	5	-	1	-	1	2	2	2	*	-	-
	1%	*-%*	*4%*	*-%*	**%*	*-%*	*1%*	*1%*	*1%*	*1%*	**%*	*-%*	*-%*
			adejkl				a		a				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV7a. In the last 12 months, has your organisation:
Base: All using RM (QV4=1)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2239**	467	844	461	467
Weighted total	**1837**	460	467	460	449
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**37**	7	14	7	9
	2%	*2%*	*3%*	*1%*	*2%*
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**16**	*	2	9	4
	1%	**%*	*1%*	*2%*	*1%*
				ab	a
Switched from Royal Mail to other postal service providers	**19**	*	6	11	2
	1%	**%*	*1%*	*2%*	**%*
			a	**ad**	
Switched from other postal service providers to Royal Mail	**11**	*	2	5	4
	1%	**%*	**%*	*1%*	*1%*
				a	
Or has not changed mail in the last 12 months?	**1741**	446	441	423	430
	95%	*97%*	*95%*	*92%*	*96%*
		bc			c
Don't Know (DO NOT READ OUT)	**12**	5	2	5	*
	1%	*1%*	**%*	*1%*	**%*
		d		d	

Columns Tested: a,b,c,d

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	e	*a	*b	*c	*d	*e
Unweighted total	**110**	69	24	13	4	41	20	23	11	7	13
Weighted total	**83**	78	3	1	1	5	19	25	13	5	2
Price increases	**27**	25	1	1	*	1	4	8	2	2	2
	32%	*32%*	*21%*	*47%*	*10%*	*27%*	*20%*	*34%*	*12%*	*42%*	*63%*
Changes in the type of mail sent	**5**	5	*	*	-	*	1	2	-	*	-
	6%	*6%*	*12%*	*4%*	*-%*	*9%*	*6%*	*8%*	*-%*	*7%*	*-%*
Better quality of service	**11**	11	*	*	-	*	3	2	4	*	-
	13%	*13%*	*11%*	*4%*	*-%*	*8%*	*16%*	*8%*	*32%*	*8%*	*-%*
Became more aware of alternatives	**3**	3	-	*	*	*	2	-	-	-	*
	4%	*4%*	*-%*	*4%*	*30%*	*5%*	*10%*	*-%*	*-%*	*-%*	*7%*
Due to internal cost cutting	**13**	12	*	*	-	*	4	5	2	-	*
	15%	*16%*	*6%*	*14%*	*-%*	*8%*	*20%*	*20%*	*14%*	*-%*	*11%*
Convenience	**5**	5	-	-	*	*	*	1	2	-	-
	6%	*7%*	*-%*	*-%*	*24%*	*3%*	*3%*	*4%*	*14%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**31**	29	1	*	*	2	8	8	7	4	1
	38%	*37%*	*51%*	*26%*	*66%*	*46%*	*40%*	*34%*	*56%*	*90%*	*26%*
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	-	*	-	-	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	110	10	4	13	2	5	13	5	12	7	71	13	10	16
Weighted total	83	11	4	15	*	4	15	2	11	8	71	4	5	3
Price increases	27	5	1	5	*	2	4	-	1	4	22	2	2	1
	32%	*43%*	*25%*	*35%*	*31%*	*43%*	*26%*	*-%*	*9%*	*47%*	*30%*	*44%*	*48%*	*31%*
Changes in the type of mail sent	5	-	2	-	-	*	1	*	*	-	4	1	-	1
	6%	*-%*	*44%*	*-%*	*-%*	*5%*	*7%*	*7%*	*3%*	*-%*	*5%*	*18%*	*-%*	*32%*
Better quality of service	11	*	-	2	-	-	3	-	3	-	9	1	1	-
	13%	*2%*	*-%*	*13%*	*-%*	*-%*	*24%*	*-%*	*29%*	*-%*	*12%*	*36%*	*17%*	*-%*
Became more aware of alternatives	3	-	-	-	-	-	1	*	1	-	2	1	-	-
	4%	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*2%*	*11%*	*-%*	*3%*	*26%*	*-%*	*-%*
Due to internal cost cutting	13	3	-	3	-	-	*	-	3	2	11	*	1	1
	15%	*27%*	*-%*	*18%*	*-%*	*-%*	*1%*	*-%*	*27%*	*22%*	*15%*	*14%*	*17%*	*22%*
Convenience	5	1	-	2	-	-	-	-	2	-	5	*	-	-
	6%	*11%*	*-%*	*12%*	*-%*	*-%*	*-%*	*-%*	*17%*	*-%*	*7%*	*14%*	*-%*	*-%*
Other (PLEASE SPECIFY)	31	3	1	3	*	2	8	2	6	3	29	1	1	*
	38%	*27%*	*31%*	*22%*	*69%*	*52%*	*55%*	*91%*	*52%*	*31%*	*40%*	*29%*	*29%*	*8%*
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*9%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	*b
Unweighted total	110	3	11	-	11	35	5	7	38	75	35	97	13
Weighted total	83	1	9	-	6	32	4	3	28	66	17	79	4
Price increases	27	1	3	-	2	13	-	1	8	21	6	25	1
	32%	*92%*	*31%*	*-%*	*30%*	*40%*	*-%*	*18%*	*29%*	*32%*	*33%*	*32%*	*29%*
Changes in the type of mail sent	5	-	-	-	*	-	-	*	4	4	1	5	*
	6%	*-%*	*-%*	*-%*	*5%*	*-%*	*-%*	*16%*	*16%* e	*6%*	*8%*	*6%*	*4%*
Better quality of service	11	-	*	-	*	5	2	-	3	8	3	9	2
	13%	*-%*	*3%*	*-%*	*8%*	*16%*	*64%*	*-%*	*10%*	*12%*	*18%*	*11%*	*43%*
Became more aware of alternatives	3	-	-	-	-	*	1	-	2	2	1	3	-
	4%	*-%*	*-%*	*-%*	*-%*	*1%*	*30%*	*-%*	*6%*	*3%*	*7%*	*4%*	*-%*
Due to internal cost cutting	13	*	2	-	-	3	-	-	7	13	*	13	-
	15%	*8%*	*23%*	*-%*	*-%*	*10%*	*-%*	*-%*	*25%*	*19%* b	**%*	*16%*	*-%*
Convenience	5	-	*	-	-	3	-	2	*	4	1	3	2
	6%	*-%*	*1%*	*-%*	*-%*	*9%*	*-%*	*59%*	*2%*	*6%*	*7%*	*4%*	*46%*
Other (PLEASE SPECIFY)	31	-	4	-	4	16	*	*	7	24	8	28	3
	38%	*-%*	*42%*	*-%*	*58%*	*50%* h	*7%*	*8%*	*25%*	*36%*	*44%*	*36%*	*69%*
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	*	-	*	-	*
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*2%*	*-%*	*7%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV7b.1 And why is this?
Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	*b	c
Unweighted total	**110**	110	-	48	22	39
Weighted total	**83**	83	-	32	19	32
Price increases	**27**	27	-	10	4	13
	32%	*32%*	*-%*	*32%*	*19%*	*40%*
Changes in the type of mail sent	**5**	5	-	4	1	1
	6%	*6%*	*-%*	*12%*	*3%*	*3%*
Better quality of service	**11**	11	-	2	4	5
	13%	*13%*	*-%*	*6%*	*19%*	*16%*
Became more aware of alternatives	**3**	3	-	3	-	1
	4%	*4%*	*-%*	*8%*	*-%*	*2%*
Due to internal cost cutting	**13**	13	-	6	3	3
	15%	*15%*	*-%*	*19%*	*17%*	*11%*
Convenience	**5**	5	-	2	2	2
	6%	*6%*	*-%*	*6%*	*10%*	*5%*
Other (PLEASE SPECIFY)	**31**	31	-	9	11	11
	38%	*38%*	*-%*	*29%*	*57%*	*34%*
Don't Know (DO NOT READ OUT)	*	*	-	*	-	-
	***%**	*%*	*-%*	*1%*	*-%*	*-%*

Columns Tested: a,b - a,b,c

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	**110**	63	31	15	1	-	-	-	-	94	16	19	44	47
Weighted total	**83**	47	23	11	2	-	-	-	-	70	13	17	30	36
Price increases	**27**	15	4	8	-	-	-	-	-	19	8	5	10	12
	32%	*31%*	*17%*	*72%*	*-%*	*-%*	*-%*	*-%*	*-%*	*27%*	*62%*	*28%*	*34%*	*33%*
Changes in the type of mail sent	**5**	5	*	*	-	-	-	-	-	5	*	1	4	*
	6%	*10%*	**%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*2%*	*5%*	*13%* c	*1%*
Better quality of service	**11**	3	8	*	-	-	-	-	-	10	*	2	1	8
	13%	*6%*	*33%* **ai**	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*15%*	*4%*	*13%*	*3%*	*22%* b
Became more aware of alternatives	**3**	3	-	*	-	-	-	-	-	3	*	1	2	*
	4%	*7%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	**%*	*8%*	*6%*	**%*
Due to internal cost cutting	**13**	10	3	*	-	-	-	-	-	12	*	2	7	3
	15%	*21%*	*12%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*18%*	*1%*	*14%*	*24%* c	*8%*
Convenience	**5**	2	3	-	-	-	-	-	-	5	-	-	2	3
	6%	*5%*	*13%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*-%*	*-%*	*8%*	*8%*
Other (PLEASE SPECIFY)	**31**	16	11	2	2	-	-	-	-	27	4	8	7	15
	38%	*34%*	*48%*	*22%*	*100%*	*-%*	*-%*	*-%*	*-%*	*38%*	*33%*	*51%*	*25%*	*43%*
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	****%***	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**110**	66	64	79	62	47	86	63	5	3	4	2	2	-
Weighted total	**83**	41	43	55	52	34	58	42	2	2	2	2	3	-
Price increases	**27**	12	15	18	18	6	19	14	2	-	-	1	2	-
	32%	*28%*	*35%* e	*33%* e	*34%* e	*17%*	*33%* e	*32%*	*84%*	*-%*	*-%*	*50%*	*47%*	*-%*
Changes in the type of mail sent	**5**	4	5	5	4	3	4	3	-	-	2	-	-	-
	6%	*10%*	*12%*	*9%*	*8%*	*10%*	*6%*	*7%*	*-%*	*-%*	*79%*	*-%*	*-%*	*-%*
Better quality of service	**11**	9	6	10	10	8	7	7	*	-	*	-	2	-
	13%	*22%*	*14%*	*17%*	*20%*	*23%*	*13%*	*17%*	*16%*	*-%*	*2%*	*-%*	*53%*	*-%*
Became more aware of alternatives	**3**	1	2	2	2	1	2	2	-	-	-	-	-	-
	4%	*2%*	*5%*	*4%*	*4%*	*2%*	*3%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Due to internal cost cutting	**13**	9	8	9	7	9	9	8	-	*	*	-	-	-
	15%	*22%*	*19%*	*17%*	*14%*	*25%*	*15%*	*20%*	*-%*	*6%*	*20%*	*-%*	*-%*	*-%*
Convenience	**5**	2	2	3	5	2	5	3	-	-	*	-	-	-
	6%	*6%*	*4%*	*6%*	*10%*	*7%*	*9%*	*7%*	*-%*	*-%*	*20%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**31**	12	11	17	14	12	21	14	-	2	-	1	-	-
	38%	*28%*	*26%*	*32%*	*27%*	*37%*	*36%*	*34%*	*-%*	*94%*	*-%*	*50%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	*	*	-	*	-	-	-	*	-	-	-	-	-	-
	%	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**110**	51	5	4	2	-	-	-	-	15	15	22	25	2
Weighted total	**83**	42	6	2	2	-	-	-	-	14	9	16	13	2
Price increases	**27**	14	*	2	2	-	-	-	-	2	3	6	7	-
	32%	*33%*	*1%*	*90%*	*97%*	*-%*	*-%*	*-%*	*-%*	*11%*	*35%*	*39%*	*54%*	*-%*
Changes in the type of mail sent	**5**	4	-	-	-	-	-	-	-	2	2	1	-	*
	6%	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*16%*	*17%*	*5%*	*-%*	*13%*
Better quality of service	**11**	8	2	*	*	-	-	-	-	3	*	3	2	*
	13%	*19%*	*33%*	*5%*	*3%*	*-%*	*-%*	*-%*	*-%*	*24%*	*4%*	*22%*	*16%*	*13%*
Became more aware of alternatives	**3**	2	-	-	-	-	-	-	-	*	1	1	*	-
	4%	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*11%*	*4%*	**%*	*-%*
Due to internal cost cutting	**13**	5	2	-	-	-	-	-	-	2	1	4	2	-
	15%	*13%*	*32%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*14%*	*6%*	*27%*	*18%*	*-%*
Convenience	**5**	3	2	-	-	-	-	-	-	-	*	3	-	-
	6%	*8%*	*33%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*18%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**31**	10	4	*	-	-	-	-	-	5	4	5	2	2
	38%	*23%*	*67%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*36%*	*39%*	*33%*	*12%*	*87%*
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	*	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Unweighted total	**110**	14	11	15	20	2	44	2	16	93	17	76	3
Weighted total	**83**	11	11	16	12	1	44	*	8	67	16	52	3
Price increases	**27**	2	3	4	8	-	15	-	2	20	6	18	*
	32%	*18%*	*30%*	*27%*	*66%*	*-%*	*35%*	*-%*	*29%*	*30%*	*41%*	*34%*	*6%*
Changes in the type of mail sent	**5**	2	1	1	*	*	3	-	1	5	-	5	-
	6%	*17%*	*10%*	*4%*	**%*	*22%*	*8%*	*-%*	*8%*	*8%*	*-%*	*10%*	*-%*
Better quality of service	**11**	2	4	4	*	*	8	-	2	8	2	10	-
	13%	*19%*	*36%*	*22%*	*1%*	*22%*	*17%*	*-%*	*32%*	*13%*	*16%*	*18%*	*-%*
Became more aware of alternatives	**3**	*	1	1	*	-	1	-	1	3	-	2	-
	4%	*3%*	*10%*	*4%*	**%*	*-%*	*3%*	*-%*	*12%*	*5%*	*-%*	*4%*	*-%*
Due to internal cost cutting	**13**	2	2	-	2	-	7	*	*	10	3	7	2
	15%	*22%*	*22%*	*-%*	*19%*	*-%*	*16%*	*31%*	*1%*	*15%*	*18%*	*13%*	*94%*
Convenience	**5**	2	-	2	1	-	3	-	2	*	5	3	*
	6%	*21%*	*-%*	*12%*	*9%*	*-%*	*8%*	*-%*	*24%*	**%*	*33%*	*6%*	*19%*
Other (PLEASE SPECIFY)	**31**	1	*	10	2	1	13	*	1	27	4	17	-
	38%	*8%*	*2%*	*62%*	*13%*	*78%*	*29%*	*69%*	*15%*	*40%*	*26%*	*34%*	*-%*
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	*	-	*	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	***b**	a	***b**	a	***b**	***a**	b	***c**	***d**
Unweighted total	**110**	14	21	30	2	38	24	28	63	16	-
Weighted total	**83**	14	22	29	1	27	25	14	40	4	-
Price increases	**27**	6	8	11	1	8	10	4	12	1	-
	32%	*40%*	*38%*	*36%*	*100%*	*30%*	*38%*	*24%*	*29%*	*17%*	*-%*
Changes in the type of mail sent	**5**	*	2	2	-	2	2	1	4	2	-
	6%	*2%*	*8%*	*7%*	*-%*	*8%*	*8%*	*5%*	*9%*	*50%*	*-%*
Better quality of service	**11**	3	4	7	-	5	5	5	8	1	-
	13%	*25%*	*17%*	*23%*	*-%*	*20%*	*20%*	*33%*	*21%*	*15%*	*-%*
Became more aware of alternatives	**3**	-	-	-	-	2	-	-	1	-	-
	4%	*-%*	*-%*	*-%*	*-%*	*8%*	*-%*	*-%*	*2%*	*-%*	*-%*
Due to internal cost cutting	**13**	1	3	4	-	5	3	2	9	*	-
	15%	*6%*	*11%*	*15%*	*-%*	*17%*	*10%*	*13%*	*22%*	*9%*	*-%*
Convenience	**5**	*	5	3	-	*	5	2	2	-	-
	6%	*4%*	*21%*	*12%*	*-%*	*2%*	*19%*	*13%*	*6%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**31**	4	6	8	-	8	6	8	12	1	-
	38%	*28%*	*26%*	*26%*	*-%*	*29%*	*24%*	*54%*	*29%*	*28%*	*-%*
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	*	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	**110**	30	54	15	-	39	39	19	1	66	63	49	59	59	4
Weighted total	**83**	17	36	7	-	30	31	14	2	41	43	37	33	37	*
Price increases	**27**	7	11	1	-	13	7	1	2	12	15	14	10	11	-
	32%	*42%*	*29%*	*10%*	*-%*	*42%*	*24%*	*8%*	*100%*	*28%*	*35%*	*38%*	*29%*	*29%*	*-%*
Changes in the type of mail sent	**5**	1	4	*	-	1	3	*	-	4	5	2	2	3	*
	6%	*8%*	*11%*	*4%*	*-%*	*3%*	*10%*	*2%*	*-%*	*10%*	*12%*	*5%*	*7%*	*8%*	*59%*
Better quality of service	**11**	4	4	1	-	6	8	6	-	9	6	6	7	5	*
	13%	*24%*	*12%*	*14%*	*-%*	*20%*	*27%*	*39%*	*-%*	*22%*	*14%*	*17%*	*23%*	*12%*	*70%*
Became more aware of alternatives	**3**	1	1	-	-	1	1	*	-	1	2	2	2	*	-
	4%	*4%*	*4%*	*-%*	*-%*	*2%*	*4%*	*%*	*-%*	*2%*	*5%*	*5%*	*6%*	*1%*	*-%*
Due to internal cost cutting	**13**	2	8	*	-	2	5	1	-	9	8	5	3	9	-
	15%	*11%*	*22%*	*5%*	*-%*	*8%*	*15%*	*6%*	*-%*	*22%*	*19%*	*14%*	*11%*	*23%*	*-%*
Convenience	**5**	1	*	-	-	3	2	5	-	2	2	2	3	*	-
	6%	*6%*	*1%*	*-%*	*-%*	*10%*	*8%*	*33%*	*-%*	*6%*	*4%*	*4%*	*9%*	*1%*	*-%*
Other (PLEASE SPECIFY)	**31**	5	11	5	-	11	9	7	-	12	11	11	13	12	*
	38%	*30%*	*30%*	*79%*	*-%*	*37%*	*31%*	*48%*	*-%*	*28%*	*26%*	*29%*	*40%*	*33%*	*30%*
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	*	-	-	*	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	*b	c	*d	*e	a	b	a	*b	*c	*d
Unweighted total	**110**	34	28	34	14	12	58	59	55	21	18	16
Weighted total	**83**	24	20	22	8	7	36	36	37	16	19	11
Price increases	**27**	7	2	9	*	*	10	12	16	2	7	2
	32%	*29%*	*12%*	*41%*	*1%*	*2%*	*28%*	*33%*	*43%*	*12%*	*36%*	*18%*
Changes in the type of mail sent	**5**	2	3	*	*	-	2	3	2	3	-	*
	6%	*7%*	*15%*	*1%*	*4%*	*-%*	*6%*	*9%*	*5%*	*18%*	*-%*	*4%*
Better quality of service	**11**	7	3	6	3	2	8	4	2	4	2	4
	13%	*30%*	*17%*	*25%*	*39%*	*27%*	*22%*	*11%*	*5%*	*22%*	*10%*	*32%*
Became more aware of alternatives	**3**	2	1	-	*	*	2	*	2	1	*	-
	4%	*8%*	*6%*	*-%*	*1%*	*1%*	*6%*	*1%*	*6%*	*4%*	*2%*	*-%*
Due to internal cost cutting	**13**	1	3	1	1	1	3	9	6	2	2	3
	15%	*3%*	*16%*	*4%*	*10%*	*8%*	*10%*	*24%* a	*16%*	*10%*	*13%*	*23%*
Convenience	**5**	2	*	1	2	2	2	*	*	-	5	-
	6%	*8%*	*2%*	*5%*	*22%*	*27%*	*5%*	*1%*	**%*	*-%*	*28%*	*-%*
Other (PLEASE SPECIFY)	**31**	10	8	7	2	2	16	10	14	7	8	3
	38%	*40%*	*40%*	*31%*	*27%*	*35%*	*44%*	*29%*	*37%*	*42%*	*42%*	*26%*
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-	*	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*2%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**110**	104	86	104	92	109	62	101	39	-	83	7	31	79
Weighted total	**83**	76	66	76	68	81	45	71	25	-	63	7	30	53
Price increases	**27**	25	22	25	21	25	13	21	4	-	20	2	9	18
	32%	*33%*	*34%*	*33%*	*31%*	*31%*	*29%*	*30%*	*17%*	*-%*	*31%*	*24%*	*30%*	*33%*
Changes in the type of mail sent	**5**	5	5	5	5	5	3	4	1	-	5	-	4	2
	6%	*7%*	*7%*	*7%*	*8%*	*6%*	*6%*	*6%*	*4%*	*-%*	*8%*	*-%*	*12%*	*3%*
Better quality of service	**11**	10	9	10	11	11	7	9	4	-	9	2	6	4
	13%	*13%*	*14%*	*13%*	*16%*	*13%*	*15%*	*13%*	*17%*	*-%*	*14%*	*25%*	*21%*	*8%*
Became more aware of alternatives	**3**	3	2	3	2	3	*	2	1	-	3	-	2	2
	4%	*4%*	*3%*	*4%*	*3%*	*4%*	**%*	*3%*	*3%*	*-%*	*5%*	*-%*	*6%*	*3%*
Due to internal cost cutting	**13**	11	10	11	9	13	2	11	4	-	9	2	3	9
	15%	*14%*	*16%*	*14%*	*14%*	*16%*	*3%*	*15%* a	*18%* a	*-%*	*15%*	*25%*	*11%*	*18%*
Convenience	**5**	5	4	5	5	5	5	5	3	-	3	-	2	3
	6%	*7%*	*6%*	*7%*	*8%*	*7%*	*11%*	*8%*	*12%*	*-%*	*5%*	*-%*	*6%*	*7%*
Other (PLEASE SPECIFY)	**31**	29	23	29	26	31	24	29	10	-	25	2	10	21
	38%	*38%*	*35%*	*38%*	*38%*	*39%*	*55%*	*41%*	*42%*	*-%*	*40%*	*25%*	*35%*	*39%*
Don't Know (DO NOT READ OUT)	*	*	*	*	*	*	-	*	*	-	*	-	-	*
	****%***	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*1%*	*-%*	**%*	*-%*	*-%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	*b	a	b	c	a	*b	c	a	b
Unweighted total	**110**	35	1	15	27	30	39	41	32	11	67	76	34
Weighted total	**83**	36	*	15	25	27	36	21	30	7	46	56	27
Price increases	**27**	12	-	8	6	12	11	4	12	*	14	19	8
	32%	*34%*	*-%*	*53%*	*25%*	*44%* c	*31%*	*19%*	*41%*	*5%*	*30%*	*34%*	*28%*
Changes in the type of mail sent	**5**	2	-	-	2	*	3	2	-	2	4	5	-
	6%	*6%*	*-%*	*-%*	*9%*	*1%*	*7%*	*12%*	*-%*	*25%*	*8%*	*9%*	*-%*
Better quality of service	**11**	8	-	2	6	4	5	1	3	4	4	5	6
	13%	*21%*	*-%*	*14%*	*23%*	*16%*	*14%*	*7%*	*10%*	*56%*	*9%*	*9%*	*21%*
Became more aware of alternatives	**3**	-	-	-	-	-	2	1	-	2	2	3	-
	4%	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*6%*	*-%*	*25%*	*3%*	*6%*	*-%*
Due to internal cost cutting	**13**	4	-	1	4	2	5	5	4	2	7	10	2
	15%	*12%*	*-%*	*4%*	*15%*	*8%*	*14%*	*26%*	*14%*	*24%*	*15%*	*19%*	*8%*
Convenience	**5**	5	-	3	2	3	2	*	3	-	2	1	4
	6%	*15%*	*-%*	*19%*	*9%*	*11%*	*6%*	*1%*	*11%*	*-%*	*4%*	*2%*	*15%* a
Other (PLEASE SPECIFY)	**31**	10	*	6	6	10	9	12	13	*	19	20	11
	38%	*28%*	*100%*	*42%*	*22%*	*38%*	*27%*	*56%* b	*42%*	*1%*	*40%*	*36%*	*42%*
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-	-	*	-	*
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	110	19	4	16	13	12	7	14	10	6	16	5	4
Weighted total	83	8	*	6	7	5	4	6	5	5	7	1	1
Price increases	27	4	*	2	3	2	1	4	3	2	3	1	*
	32%	*49%*	*50%*	*33%*	*45%*	*41%*	*32%*	*66%*	*59%*	*41%*	*49%*	*71%*	*8%*
Changes in the type of mail sent	5	1	-	1	1	1	1	1	1	-	1	-	*
	6%	*17%*	*-%*	*22%*	*21%*	*28%*	*32%*	*23%*	*22%*	*-%*	*17%*	*-%*	*43%*
Better quality of service	11	1	*	2	*	2	-	1	*	1	1	*	*
	13%	*12%*	*27%*	*27%*	*5%*	*34%*	*-%*	*14%*	*1%*	*20%*	*9%*	*25%*	*49%*
Became more aware of alternatives	3	1	-	1	1	1	1	1	1	-	1	-	-
	4%	*13%*	*-%*	*18%*	*17%*	*22%*	*30%*	*18%*	*21%*	*-%*	*19%*	*-%*	*-%*
Due to internal cost cutting	13	*	-	*	*	*	-	*	-	*	*	-	-
	15%	*1%*	*-%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*1%*	*1%*	*-%*	*-%*
Convenience	5	-	-	-	-	-	-	-	-	-	-	-	-
	6%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	31	2	*	1	2	*	1	*	1	2	2	*	*
	38%	*24%*	*23%*	*21%*	*32%*	*1%*	*36%*	*1%*	*19%*	*38%*	*29%*	*3%*	*43%*
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	-	-
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	110	6	5	2	31	7	5	11	12	10	11	4	6
Weighted total	83	2	5	2	14	5	5	6	14	11	12	6	1
Price increases	27	1	3	2	6	1	1	*	4	3	4	2	1
	32%	*38%*	*55%*	*78%*	*46%*	*11%*	*23%*	*8%*	*24%*	*29%*	*29%*	*34%*	*62%*
Changes in the type of mail sent	5	-	*	-	1	-	-	*	2	-	1	-	*
	6%	*-%*	*10%*	*-%*	*10%*	*-%*	*-%*	*8%*	*13%*	*-%*	*7%*	*-%*	*10%*
Better quality of service	11	*	-	-	2	-	-	-	4	-	1	4	*
	13%	*32%*	*-%*	*-%*	*17%*	*-%*	*-%*	*-%*	*24%*	*-%*	*6%*	*66%*	*16%*
Became more aware of alternatives	3	-	-	-	1	1	-	-	-	-	1	-	-
	4%	*-%*	*-%*	*-%*	*9%*	*26%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*	*-%*
Due to internal cost cutting	13	-	-	-	*	2	1	*	2	3	4	-	-
	15%	*-%*	*-%*	*-%*	*1%*	*41%*	*30%*	*8%*	*11%*	*28%*	*31%*	*-%*	*-%*
Convenience	5	*	-	-	-	-	1	-	2	*	2	-	-
	6%	*8%*	*-%*	*-%*	*-%*	*-%*	*23%*	*-%*	*13%*	*4%*	*15%*	*-%*	*-%*
Other (PLEASE SPECIFY)	31	*	2	*	4	2	2	5	6	5	2	2	*
	38%	*22%*	*45%*	*22%*	*30%*	*41%*	*47%*	*84%*	*40%*	*43%*	*17%*	*33%*	*13%*
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	-	-	-	-	-	-	-
	%	*-%*	*-%*	*-%*	*-%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV7b.1 And why is this?
Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	b	c	*d
Unweighted total	**110**	13	43	33	21
Weighted total	**83**	9	24	32	19
Price increases	**27**	5	8	7	6
	32%	*58%*	*34%*	*23%*	*33%*
Changes in the type of mail sent	**5**	*	1	2	1
	6%	*6%*	*6%*	*7%*	*5%*
Better quality of service	**11**	*	2	4	5
	13%	*6%*	*10%*	*11%*	*24%*
Became more aware of alternatives	**3**	-	3	-	1
	4%	*-%*	*11%*	*-%*	*3%*
Due to internal cost cutting	**13**	-	4	5	4
	15%	*-%*	*15%*	*17%*	*20%*
Convenience	**5**	*	1	2	2
	6%	*1%*	*5%*	*7%*	*10%*
Other (PLEASE SPECIFY)	**31**	3	8	16	4
	38%	*35%*	*36%*	*49%*	*22%*
Don't Know (DO NOT READ OUT)	*	-	*	-	-
	***%**	*-%*	*1%*	*-%*	*-%*

Columns Tested: a,b,c,d

QV7a.1 In the last 12 months, has your organisation:
Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	e	*a	*b	*c	*d	*e
Unweighted total	76	42	18	12	4	34	13	11	7	6	12
Weighted total	53	49	2	1	1	4	13	13	9	4	2
Changed FROM a meter to a different method of payment	*	*	*	-	-	*	-	*	-	-	-
	1%	*1%*	*9%*	*-%*	*-%*	*5%*	*-%*	*2%*	*-%*	*-%*	*-%*
Changed TO a meter from a different method of payment	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither	49	45	2	1	1	3	12	13	7	4	2
	93%	*93%*	*81%*	*100%*	*100%*	*89%*	*92%*	*98%*	*81%*	*100%*	*96%*
Don't know	3	3	*	-	-	*	1	-	2	-	*
	6%	*6%*	*10%*	*-%*	*-%*	*5%*	*8%*	*-%*	*19%*	*-%*	*4%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV7a.1 In the last 12 months, has your organisation:
Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	***f**	***g**	***h**	***i**	j	***k**	***l**	***m**
Unweighted total	**76**	5	3	11	2	3	7	5	9	3	48	9	6	13
Weighted total	**53**	5	4	13	*	2	6	2	8	4	45	2	3	2
Changed FROM a meter to a different method of payment	*	-	-	-	-	*	-	-	-	-	*	-	-	*
	1%	*-%*	*-%*	*-%*	*-%*	*9%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*13%*
Changed TO a meter from a different method of payment	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither	**49**	5	3	13	*	*	6	2	8	4	42	2	3	2
	93%	*100%*	*73%*	*100%*	*100%*	*9%*	*100%*	*100%*	*100%*	*100%*	*93%*	*96%*	*100%*	*70%*
Don't know	**3**	-	1	-	-	2	-	-	-	-	3	*	-	*
	6%	*-%*	*27%*	*-%*	*-%*	*82%*	*-%*	*-%*	*-%*	*-%*	*6%*	*4%*	*-%*	*17%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV7a.1 In the last 12 months, has your organisation:
Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	***f**	***g**	***h**	a	***b**	a	***b**
Unweighted total	**76**	2	8	-	10	20	4	6	26	49	27	67	9
Weighted total	**53**	*	6	-	6	17	3	1	19	41	12	51	2
Changed FROM a meter to a different method of payment	*	-	-	-	*	-	-	-	*	*	*	*	*
	1%	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*2%*	**%*	*3%*	**%*	*16%*
Changed TO a meter from a different method of payment	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither	**49**	*	5	-	4	17	3	1	18	38	11	47	2
	93%	*13%*	*83%*	*-%*	*66%*	*99%*	*100%*	*100%*	*98%*	*92%*	*94%*	*93%*	*84%*
Don't know	**3**	*	1	-	2	*	-	-	-	3	*	3	-
	6%	*87%*	*17%*	*-%*	*31%*	*1%*	*-%*	*-%*	*-%*	*7%*	*3%*	*6%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV7a.1 In the last 12 months, has your organisation:
Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	*b	*c
Unweighted total	**76**	76	-	39	17	19
Weighted total	**53**	53	-	25	13	15
Changed FROM a meter to a different method of payment	*	*	-	*	-	-
	1%	*1%*	*-%*	*2%*	*-%*	*-%*
Changed TO a meter from a different method of payment	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
Neither	**49**	49	-	21	13	15
	93%	*93%*	*-%*	*85%*	*100%*	*99%*
Don't know	**3**	3	-	3	-	*
	6%	*6%*	*-%*	*13%*	*-%*	*1%*

Columns Tested: a,b - a,b,c

QV7a.1 In the last 12 months, has your organisation:
Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	*c
Unweighted total	**76**	50	16	9	1	-	-	-	-	66	10	15	35	26
Weighted total	**53**	36	10	4	2	-	-	-	-	46	6	14	22	16
Changed FROM a meter to a different method of payment	*	*	-	-	-	-	-	-	-	*	-	*	*	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	*-%*
Changed TO a meter from a different method of payment	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither	**49**	33	10	4	2	-	-	-	-	43	6	12	21	16
	93%	*90%*	*100%*	*98%*	*100%*	*-%*	*-%*	*-%*	*-%*	*92%*	*98%*	*84%*	*93%*	*99%*
Don't know	**3**	3	-	*	-	-	-	-	-	3	*	2	1	*
	6%	*9%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*2%*	*14%*	*5%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV7a.1 In the last 12 months, has your organisation:
Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**76**	47	46	56	33	31	59	44	4	3	2	1	2	-
Weighted total	**53**	25	27	33	24	22	37	24	1	2	2	1	3	-
Changed FROM a meter to a different method of payment	*	*	-	*	-	-	*	*	-	-	-	-	-	-
	1%	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Changed TO a meter from a different method of payment	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither	**49**	25	27	33	24	20	36	23	1	2	2	1	3	-
	93%	*98%*	*100%*	*99%*	*99%*	*95%*	*96%*	*98%*	*100%*	*100%*	*100%*	*100%*	*100%*	*-%*
Don't know	**3**	*	*	*	*	1	1	*	-	-	-	-	-	-
	6%	*1%*	**%*	*1%*	*1%*	*5%*	*4%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV7a.1 In the last 12 months, has your organisation:
Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**76**	30	1	2	-	-	-	-	-	9	10	16	20	1
Weighted total	**53**	24	*	*	-	-	-	-	-	10	7	9	7	*
Changed FROM a meter to a different method of payment	*	-	-	-	-	-	-	-	-	*	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	*3%*	-%	-%	-%	-%
Changed TO a meter from a different method of payment	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither	**49**	24	*	*	-	-	-	-	-	10	7	8	7	*
	93%	*100%*	*100%*	*50%*	-%	-%	-%	-%	-%	*97%*	*100%*	*99%*	*99%*	*100%*
Don't know	**3**	*	-	*	-	-	-	-	-	-	-	*	*	-
	6%	*%	-%	*50%*	-%	-%	-%	-%	-%	-%	-%	*1%*	*1%*	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV7a.1 In the last 12 months, has your organisation:
Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	a	*b	a	*b
Unweighted total	**76**	9	7	8	8	1	20	2	11	70	6	55	1
Weighted total	**53**	8	6	7	2	*	19	*	5	47	5	33	*
Changed FROM a meter to a different method of payment	*	-	-	-	-	-	-	-	-	*	-	*	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*
Changed TO a meter from a different method of payment	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither	**49**	8	6	7	2	*	19	*	5	44	5	33	*
	93%	*100%*	*98%*	*100%*	*95%*	*100%*	*99%*	*31%*	*100%*	*92%*	*98%*	*99%*	*100%*
Don't know	**3**	-	*	-	*	-	*	*	-	3	*	*	-
	6%	*-%*	*2%*	*-%*	*5%*	*-%*	*1%*	*69%*	*-%*	*7%*	*2%*	*1%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV7a.1 In the last 12 months, has your organisation:
Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	***b**	***a**	***b**	***a**	***b**	***a**	b	***c**	***d**
Unweighted total	**76**	4	9	14	1	23	10	22	46	13	-
Weighted total	**53**	3	11	14	*	13	11	10	25	4	-
Changed FROM a meter to a different method of payment	*	-	-	-	-	-	-	-	*	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%
Changed TO a meter from a different method of payment	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither	**49**	3	11	14	*	12	11	10	25	4	-
	93%	*100%*	*99%*	*99%*	*100%*	*99%*	*99%*	*99%*	*98%*	*95%*	-%
Don't know	**3**	-	*	*	-	*	*	*	*	*	-
	6%	-%	*1%*	*1%*	-%	*1%*	*1%*	*1%*	*1%*	*5%*	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV7a.1 In the last 12 months, has your organisation:
Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	*a	*b	*c	*d	a	b	*c	a	b	*c
Unweighted total	**76**	24	41	13	-	21	22	9	1	47	46	27	42	44	4
Weighted total	**53**	13	24	5	-	14	13	4	2	25	27	18	19	25	*
Changed FROM a meter to a different method of payment	*	-	-	-	-	-	-	-	-	*	-	-	*	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*2%*	*-%*	*-%*
Changed TO a meter from a different method of payment	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither	**49**	12	24	4	-	14	13	4	2	25	27	18	19	24	*
	93%	*99%*	*100%*	*98%*	*-%*	*99%*	*98%*	*98%*	*100%*	*98%*	*100%*	*99%*	*97%*	*99%*	*79%*
Don't know	**3**	*	*	*	-	*	*	*	-	*	*	*	*	*	*
	6%	*1%*	**%*	*2%*	*-%*	*1%*	*2%*	*2%*	*-%*	*1%*	**%*	*1%*	*1%*	*1%*	*21%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV7a.1 In the last 12 months, has your organisation:
Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	a	b	a	***b**	***c**	***d**
Unweighted total	**76**	18	15	18	9	8	41	45	55	21	-	-
Weighted total	**53**	10	7	11	4	2	21	24	37	16	-	-
Changed FROM a meter to a different method of payment	*	-	-	-	-	-	*	-	*	*	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*2%*	*-%*	*-%*
Changed TO a meter from a different method of payment	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither	**49**	10	7	11	4	2	20	23	33	16	-	-
	93%	*100%*	*99%*	*98%*	*98%*	*96%*	*98%*	*99%*	*91%*	*98%*	*-%*	*-%*
Don't know	**3**	-	*	*	*	*	*	*	3	*	-	-
	6%	*-%*	*1%*	*2%*	*2%*	*4%*	*1%*	*1%*	*9%*	*1%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV7a.1 In the last 12 months, has your organisation:
Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	***c**	***d**	a	***b**	***a**	b
Unweighted total	**76**	73	61	73	59	75	43	69	26	-	60	4	17	59
Weighted total	**53**	47	40	47	39	51	28	43	11	-	43	3	15	38
Changed FROM a meter to a different method of payment	*	*	*	*	*	*	-	*	*	-	*	-	-	*
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*3%*	*-%*	*1%*	*-%*	*-%*	*1%*
Changed TO a meter from a different method of payment	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither	**49**	43	38	43	36	47	25	39	11	-	39	3	15	34
	93%	*92%*	*95%*	*92%*	*93%*	*93%*	*89%*	*91%*	*96%*	*-%*	*91%*	*97%*	*99%*	*91%*
Don't know	**3**	3	2	3	2	3	3	3	*	-	3	*	*	3
	6%	*7%*	*4%*	*7%*	*6%*	*6%*	*11%*	*8%*	*2%*	*-%*	*7%*	*3%*	*1%*	*8%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV7a.1 In the last 12 months, has your organisation:
Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	c	*a	*b	c	a	*b
Unweighted total	**76**	13	1	7	12	16	25	35	11	8	57	57	19
Weighted total	**53**	14	*	7	11	12	24	17	11	5	37	39	14
Changed FROM a meter to a different method of payment	*	-	-	-	-	-	*	*	-	-	*	*	*
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*1%*	**%*	*2%*
Changed TO a meter from a different method of payment	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither	**49**	14	*	7	11	11	22	15	11	5	33	38	11
	93%	*99%*	*100%*	*100%*	*99%*	*99%*	*92%*	*90%*	*99%*	*100%*	*90%*	*98%*	*78%*
Don't know	**3**	*	-	-	*	*	2	1	*	-	3	*	3
	6%	*1%*	*-%*	*-%*	*1%*	*1%*	*7%*	*9%*	*1%*	*-%*	*9%*	*1%*	*20%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV7a.1 In the last 12 months, has your organisation:
Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	**76**	15	4	9	8	8	4	12	6	4	10	5	2
Weighted total	**53**	5	*	2	3	2	1	4	2	3	3	1	*
Changed FROM a meter to a different method of payment	*	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Changed TO a meter from a different method of payment	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither	**49**	5	*	2	3	2	1	4	2	3	3	1	*
	93%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*
Don't know	**3**	-	-	-	-	-	-	-	-	-	-	-	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

QV7a.1 In the last 12 months, has your organisation:
Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	76	5	5	1	21	6	3	7	8	3	7	4	6
Weighted total	53	1	5	2	8	5	3	5	9	2	7	6	1
Changed FROM a meter to a different method of payment	*	-	-	-	-	*	-	-	-	-	*	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*6%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*
Changed TO a meter from a different method of payment	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither	49	1	3	2	8	4	2	5	9	2	7	6	1
	93%	*91%*	*65%*	*100%*	*100%*	*88%*	*67%*	*100%*	*99%*	*100%*	*97%*	*100%*	*100%*
Don't know	3	*	2	-	-	*	1	-	*	-	-	-	-
	6%	*9%*	*35%*	*-%*	*-%*	*6%*	*33%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV7a.1 In the last 12 months, has your organisation:
Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		***a**	b	***c**	***d**
Unweighted total	**76**	11	30	18	17
Weighted total	**53**	8	16	16	13
Changed FROM a meter to a different method of payment	*	-	*	-	*
	1%	*-%*	*2%*	*-%*	*1%*
Changed TO a meter from a different method of payment	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Neither	**49**	6	14	15	13
	93%	*76%*	*90%*	*99%*	*99%*
Don't know	**3**	2	1	*	-
	6%	*24%*	*9%*	*1%*	*-%*

Columns Tested: a,b,c,d

QV7b. And why have you <answer from QV7a.1>?
Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	2	1	1	-	-	1	-	1	-	-	-
Weighted total	*	*	*	-	-	*	-	*	-	-	-
Changes in the type of mail sent	*	-	*	-	-	*	-	-	-	-	-
	40%	-%	*100%*	-%	-%	*100%*	-%	-%	-%	-%	-%
Price increases	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality of service	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Due to internal cost cutting	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	*	*	-	-	-	-	-	*	-	-	-
	60%	*100%*	-%	-%	-%	-%	-%	*100%*	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV7b. And why have you <answer from QV7a.1>?
Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	2	-	-	-	-	1	-	-	-	-	1	-	-	1
Weighted total	*	-	-	-	-	*	-	-	-	-	*	-	-	*
Changes in the type of mail sent	*	-	-	-	-	*	-	-	-	-	*	-	-	-
	40%	-%	-%	-%	-%	*100%*	-%	-%	-%	-%	*100%*	-%	-%	-%
Price increases	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality of service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Due to internal cost cutting	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	60%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV7b. And why have you <answer from QV7a.1>?
Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	2	-	-	-	1	-	-	-	1	1	1	1	1
Weighted total	*	-	-	-	*	-	-	-	*	*	*	*	*
Changes in the type of mail sent	*	-	-	-	*	-	-	-	-	*	-	*	-
	40%	-%	-%	-%	*100%*	-%	-%	-%	-%	*100%*	-%	*100%*	-%
Price increases	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality of service	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Due to internal cost cutting	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	*	-	-	-	-	-	-	-	*	-	*	-	*
	60%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	*100%*	-%	*100%*
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV7b. And why have you <answer from QV7a.1>?
Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	2	2	-	2	-	-
Weighted total	*	*	-	*	-	-
Changes in the type of mail sent	*	*	-	*	-	-
	40%	*40%*	-%	*40%*	-%	-%
Price increases	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Better quality of service	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Due to internal cost cutting	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Convenience	*	*	-	*	-	-
	60%	*60%*	-%	*60%*	-%	-%
Other	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

QV7b. And why have you <answer from QV7a.1>?
Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	2	2	-	-	-	-	-	-	-	2	-	1	1	-
Weighted total	*	*	-	-	-	-	-	-	-	*	-	*	*	-
Changes in the type of mail sent	*	*	-	-	-	-	-	-	-	*	-	*	-	-
	40%	*40%*	-%	-%	-%	-%	-%	-%	-%	*40%*	-%	*100%*	-%	-%
Price increases	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality of service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Due to internal cost cutting	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	60%	*60%*	-%	-%	-%	-%	-%	-%	-%	*60%*	-%	-%	*100%*	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV7b. And why have you <answer from QV7a.1>?
Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	2	1	-	1	-	-	1	1	-	-	-	-	-	-
Weighted total	*	*	-	*	-	-	*	*	-	-	-	-	-	-
Changes in the type of mail sent	*	-	-	-	-	-	*	-	-	-	-	-	-	-
	40%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	-%	-%	-%	-%
Price increases	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality of service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Due to internal cost cutting	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	*	*	-	*	-	-	-	*	-	-	-	-	-	-
	60%	*100%*	-%	*100%*	-%	-%	-%	*100%*	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV7b. And why have you <answer from QV7a.1>?
Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	2	-	-	-	-	-	-	-	-	1	-	-	-	-
Weighted total	*	-	-	-	-	-	-	-	-	*	-	-	-	-
Changes in the type of mail sent	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	40%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Price increases	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality of service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Due to internal cost cutting	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	*	-	-	-	-	-	-	-	-	*	-	-	-	-
	60%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV7b. And why have you <answer from QV7a.1>?
Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	2	-	-	-	-	-	-	-	-	2	-	1	-
Weighted total	*	-	-	-	-	-	-	-	-	*	-	*	-
Changes in the type of mail sent	*	-	-	-	-	-	-	-	-	*	-	-	-
	40%	-%	-%	-%	-%	-%	-%	-%	-%	*40%*	-%	-%	-%
Price increases	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality of service	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Due to internal cost cutting	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	*	-	-	-	-	-	-	-	-	*	-	*	-
	60%	-%	-%	-%	-%	-%	-%	-%	-%	*60%*	-%	*100%*	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV7b. And why have you <answer from QV7a.1>?
Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	2	-	-	-	-	-	-	-	1	-	-
Weighted total	*	-	-	-	-	-	-	-	*	-	-
Changes in the type of mail sent	*	-	-	-	-	-	-	-	-	-	-
	40%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Price increases	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality of service	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Due to internal cost cutting	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	*	-	-	-	-	-	-	-	*	-	-
	60%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV7b. And why have you <answer from QV7a.1>?
Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	2	-	-	-	-	-	-	-	-	1	-	-	1	-	-
Weighted total	*	-	-	-	-	-	-	-	-	*	-	-	*	-	-
Changes in the type of mail sent	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	40%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Price increases	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality of service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Due to internal cost cutting	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	*	-	-	-	-	-	-	-	-	*	-	-	*	-	-
	60%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	*100%*	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV7b. And why have you <answer from QV7a.1>?
Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	2	-	-	-	-	-	1	-	1	1	-	-
Weighted total	*	-	-	-	-	-	*	-	*	*	-	-
Changes in the type of mail sent	*	-	-	-	-	-	-	-	*	-	-	-
	40%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%
Price increases	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality of service	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Due to internal cost cutting	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	*	-	-	-	-	-	*	-	-	*	-	-
	60%	-%	-%	-%	-%	-%	*100%*	-%	-%	*100%*	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 92 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	2	2	2	2	2	2	-	2	1	-	2	-	-	2
Weighted total	*	*	*	*	*	*	-	*	*	-	*	-	-	*
Changes in the type of mail sent	*	*	*	*	*	*	-	*	-	-	*	-	-	*
	40%	*40%*	*40%*	*40%*	*40%*	*40%*	-%	*40%*	-%	-%	*40%*	-%	-%	*40%*
Price increases	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality of service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Due to internal cost cutting	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	*	*	*	*	*	*	-	*	*	-	*	-	-	*
	60%	*60%*	*60%*	*60%*	*60%*	*60%*	-%	*60%*	*100%*	-%	*60%*	-%	-%	*60%*
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV7b. And why have you <answer from QV7a.1>?
Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	2	-	-	-	-	-	1	1	-	-	2	1	1
Weighted total	*	-	-	-	-	-	*	*	-	-	*	*	*
Changes in the type of mail sent	*	-	-	-	-	-	-	*	-	-	*	*	-
	40%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	*40%*	*100%*	-%
Price increases	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality of service	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Due to internal cost cutting	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	*	-	-	-	-	-	*	-	-	-	*	-	*
	60%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	*60%*	-%	*100%*
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV7b. And why have you <answer from QV7a.1>?
Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	2	-	-	-	-	-	-	-	-	-	-	-	-
Weighted total	*	-	-	-	-	-	-	-	-	-	-	-	-
Changes in the type of mail sent	*	-	-	-	-	-	-	-	-	-	-	-	-
	40%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Price increases	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality of service	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Due to internal cost cutting	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	*	-	-	-	-	-	-	-	-	-	-	-	-
	60%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

QV7b. And why have you <answer from QV7a.1>?
Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Month		Quarter	
		May' 2018	Oct' 2018	Q2 2018	Q4 2018
Significance Level: 95%		*a	*b	*a	*b
Unweighted total	2	1	1	1	1
Weighted total	*	*	*	*	*
Changes in the type of mail sent	*	-	*	-	*
	40%	-%	*100%*	-%	*100%*
Price increases	-	-	-	-	-
	-%	-%	-%	-%	-%
Better quality of service	-	-	-	-	-
	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-
	-%	-%	-%	-%	-%
Due to internal cost cutting	-	-	-	-	-
	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-
	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-
	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-
	-%	-%	-%	-%	-%
Convenience	*	*	-	*	-
	60%	*100%*	-%	*100%*	-%
Other	-	-	-	-	-
	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-
	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 93 Page 1743

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	e
Unweighted total	**625**	359	154	73	39	266	113	119	48	29	62
Weighted total	**435**	405	16	8	5	29	119	114	41	15	19
Royal Mail unsorted bulk mail	**15**	14	1	*	*	1	3	3	-	1	2
	4%	*3%*	*5%*	*4%*	*2%*	*4%*	*3%*	*3%*	*-%*	*4%*	*9%* c
Royal Mail sorted bulk mail	**7**	6	1	*	*	1	2	*	2	*	2
	2%	*1%*	*4%*	*5%* a	*6%*	*4%* a	*1%*	**%*	*4%*	*1%*	*11%* **ab**
Royal Mail Wholesale Access	**1**	1	-	-	-	-	1	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*
Bulk mail product from a different provider (please specify)	**5**	4	1	*	-	1	-	2	*	*	-
	1%	*1%*	*3%*	*4%*	*-%*	*3%*	*-%*	*2%*	**%*	**%*	*-%*
Do not use a specific product for bulk mail	**406**	380	14	7	4	26	113	107	39	14	16
	93%	*94%* **bce**	*88%*	*87%*	*92%*	*89%*	*95%* e	*95%* e	*95%* e	*96%*	*80%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV8n. Do you use any of the following products to send your bulk mailings?
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	***e**	f	g	h	i	j	k	l	m
Unweighted total	**625**	34	22	82	14	20	75	39	48	52	386	74	78	87
Weighted total	**435**	41	28	76	14	12	75	39	35	50	371	18	23	24
Royal Mail unsorted bulk mail	**15**	-	2	5	1	-	2	1	1	1	13	*	1	1
	4%	*-%*	*7%*	*7%* k	*7%*	*-%*	*3%*	*3%*	*2%*	*2%*	*3%*	**%*	*4%*	*6%* k
Royal Mail sorted bulk mail	**7**	-	-	4	-	-	2	*	*	-	6	-	*	1
	2%	*-%*	*-%*	*5%* **jk**	*-%*	*-%*	*2%*	**%*	*1%*	*-%*	*2%*	*-%*	**%*	*3%*
Royal Mail Wholesale Access	**1**	-	1	-	-	-	-	-	-	-	1	*	-	-
	****%***	*-%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*2%*	*-%*	*-%*
Bulk mail product from a different provider (please specify)	**5**	-	-	1	-	*	2	*	*	1	4	*	-	*
	1%	*-%*	*-%*	*1%*	*-%*	*2%*	*2%*	**%*	**%*	*2%*	*1%*	*3%*	*-%*	**%*
Do not use a specific product for bulk mail	**406**	41	25	65	13	12	69	38	34	48	346	17	22	22
	93%	*100%* c	*90%*	*86%*	*93%*	*98%*	*93%*	*97%*	*97%*	*96%*	*93%* c	*95%*	*96%* c	*91%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV8n. Do you use any of the following products to send your bulk mailings?
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	d	e	***f**	g	h	a	b	a	b
Unweighted total	**625**	10	76	13	60	143	24	47	252	425	200	548	77
Weighted total	**435**	5	45	8	41	115	13	32	175	331	104	389	46
Royal Mail unsorted bulk mail	**15**	1	3	-	*	2	*	2	8	10	6	14	2
	4%	*20%*	*7%* e	*-%*	**%*	*1%*	*1%*	*5%*	*4%*	*3%*	*5%*	*3%*	*4%*
Royal Mail sorted bulk mail	**7**	-	*	-	*	2	*	-	4	5	2	7	*
	2%	*-%*	*1%*	*-%*	**%*	*2%*	*1%*	*-%*	*2%*	*2%*	*2%*	*2%*	**%*
Royal Mail Wholesale Access	**1**	-	1	-	-	-	-	-	*	1	-	1	-
	****%***	*-%*	*2%* h	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	*-%*
Bulk mail product from a different provider (please specify)	**5**	-	1	-	-	*	*	-	4	5	*	5	-
	1%	*-%*	*3%*	*-%*	*-%*	**%*	**%*	*-%*	*2%*	*1%*	**%*	*1%*	*-%*
Do not use a specific product for bulk mail	**406**	4	40	8	41	111	13	31	159	310	96	363	44
	93%	*80%*	*88%*	*100%*	*99%* **bh**	*96%* **bh**	*97%*	*95%*	*91%*	*94%*	*93%*	*93%*	*96%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV8n. Do you use any of the following products to send your bulk mailings?
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	***b**	a	b	c
Unweighted total	**625**	608	17	241	152	229
Weighted total	**435**	424	11	169	109	156
Royal Mail unsorted bulk mail	**15**	15	-	4	3	8
	4%	*4%*	*-%*	*2%*	*3%*	*5%*
Royal Mail sorted bulk mail	**7**	7	-	1	6	1
	2%	*2%*	*-%*	**%*	*5%*	*1%*
					ac	
Royal Mail Wholesale Access	**1**	1	-	1	-	-
	****%***	**%*	*-%*	*1%*	*-%*	*-%*
Bulk mail product from a different provider (please specify)	**5**	5	-	2	2	1
	1%	*1%*	*-%*	*1%*	*2%*	**%*
Do not use a specific product for bulk mail	**406**	395	11	161	98	146
	93%	*93%*	*100%*	*95%*	*90%*	*94%*
				b		

Columns Tested: a,b - a,b,c

QV8n. Do you use any of the following products to send your bulk mailings?
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**625**	387	196	33	4	2	2	-	1	583	42	97	290	238
Weighted total	**435**	304	117	11	*	2	*	-	*	421	14	79	225	131
Royal Mail unsorted bulk mail	**15**	8	6	1	-	-	-	-	-	14	1	-	8	8
	4%	*3%*	*5%*	*12%* **ai**	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*10%* **ai**	*-%*	*3%*	*6%* a
Royal Mail sorted bulk mail	**7**	4	3	*	*	-	-	-	-	7	*	*	4	3
	2%	*1%*	*2%*	*1%*	*23%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	**%*	*2%*	*2%*
Royal Mail Wholesale Access	**1**	1	*	-	-	-	-	-	-	1	-	-	1	*
	****%***	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*
Bulk mail product from a different provider (please specify)	**5**	4	1	-	-	-	-	-	*	5	*	2	2	1
	1%	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*	*1%*	*1%*	*2%*	*1%*	*1%*
Do not use a specific product for bulk mail	**406**	287	107	9	*	2	*	-	-	394	12	78	210	119
	93%	*95%*	*91%*	*87%*	*77%*	*100%*	*100%*	*-%*	*-%*	*94%*	*88%*	*98%* c	*93%*	*91%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV8n. Do you use any of the following products to send your bulk mailings?
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**625**	496	392	521	278	622	519	405	63	22	20	6	4	1
Weighted total	**435**	325	251	346	185	433	354	288	27	13	11	3	4	*
Royal Mail unsorted bulk mail	**15**	7	9	10	6	15	10	6	*	*	3	1	-	-
	4%	*2%*	*4%*	*3%*	*3%*	*4%*	*3%*	*2%*	*1%*	**%*	*27%*	*41%*	*-%*	*-%*
Royal Mail sorted bulk mail	**7**	5	4	5	2	7	3	5	*	-	-	-	*	-
	2%	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*-%*	*-%*	*-%*	*3%*	*-%*
Royal Mail Wholesale Access	**1**	-	-	-	-	1	1	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Bulk mail product from a different provider (please specify)	**5**	5	3	5	2	5	3	4	-	-	*	*	-	*
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*-%*	*-%*	*1%*	*11%*	*-%*	*100%*
Do not use a specific product for bulk mail	**406**	308	235	326	175	405	336	273	27	13	8	1	4	-
	93%	*95%*	*94%*	*94%*	*95%*	*93%*	*95%*	*95%*	*99%*	*100%*	*72%*	*48%*	*97%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV8n. Do you use any of the following products to send your bulk mailings?
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**625**	259	9	5	2	1	2	-	3	89	113	146	168	5
Weighted total	**435**	174	7	1	2	*	*	-	*	80	74	104	84	3
Royal Mail unsorted bulk mail	**15**	5	-	1	-	-	-	-	-	5	1	3	*	*
	4%	*3%*	*-%*	*69%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%* **bd**	*1%*	*3%*	**%*	*9%*
Royal Mail sorted bulk mail	**7**	2	-	-	-	-	-	-	-	-	2	3	1	*
	2%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*3%*	*1%*	*2%*
Royal Mail Wholesale Access	**1**	-	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Bulk mail product from a different provider (please specify)	**5**	2	-	-	-	-	*	-	*	2	*	2	1	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*70%*	*-%*	*43%*	*2%*	**%*	*2%*	*1%*	*-%*
Do not use a specific product for bulk mail	**406**	166	7	*	2	*	*	-	*	73	71	95	83	3
	93%	*95%*	*100%*	*31%*	*100%*	*100%*	*30%*	*-%*	*57%*	*91%*	*96%*	*92%*	*98%* **ac**	*89%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV8n. Do you use any of the following products to send your bulk mailings?
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**625**	67	61	84	60	6	174	11	92	548	77	483	38
Weighted total	**435**	44	42	62	35	1	138	3	44	381	54	324	22
Royal Mail unsorted bulk mail	**15**	1	1	2	1	*	6	-	1	12	3	9	1
	4%	*2%*	*3%*	*4%*	*3%*	*32%*	*4%*	*-%*	*1%*	*3%*	*5%*	*3%*	*5%*
Royal Mail sorted bulk mail	**7**	-	*	1	*	-	1	*	1	7	*	5	*
	2%	*-%*	*1%*	*2%*	*1%*	*-%*	**%*	*4%*	*2%*	*2%*	**%*	*2%*	**%*
Royal Mail Wholesale Access	**1**	-	-	-	-	-	-	-	-	1	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
Bulk mail product from a different provider (please specify)	**5**	-	-	1	*	-	2	*	*	2	3	1	4
	1%	*-%*	*-%*	*2%*	*1%*	*-%*	*1%*	*5%*	**%*	**%*	*6%* a	**%*	*16%* a
Do not use a specific product for bulk mail	**406**	43	41	57	34	1	130	2	43	359	48	308	17
	93%	*98%*	*96%*	*92%*	*95%*	*68%*	*94%*	*91%*	*97%*	*94%*	*88%*	*95%* b	*78%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV8n. Do you use any of the following products to send your bulk mailings?
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**625**	34	60	92	16	201	77	177	460	112	1
Weighted total	**435**	21	44	66	5	127	58	102	296	58	2
Royal Mail unsorted bulk mail	**15**	*	2	2	1	4	2	1	6	5	-
	4%	*2%*	*4%*	*3%*	*21%*	*3%*	*3%*	*1%*	*2%*	*8%* **ab**	*-%*
Royal Mail sorted bulk mail	**7**	1	*	1	*	1	*	3	5	1	-
	2%	*3%*	**%*	*1%*	*2%*	*1%*	**%*	*3%*	*2%*	*2%*	*-%*
Royal Mail Wholesale Access	**1**	-	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Bulk mail product from a different provider (please specify)	**5**	*	*	1	*	1	1	1	3	1	2
	1%	*2%*	*1%*	*2%*	*10%*	**%*	*2%*	*1%*	*1%*	*1%*	*100%*
Do not use a specific product for bulk mail	**406**	19	42	62	3	121	55	97	281	52	-
	93%	*93%*	*95%*	*93%*	*67%*	*95%*	*94%*	*96%* c	*95%* c	*90%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV8n. Do you use any of the following products to send your bulk mailings?
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**625**	143	353	83	-	174	195	75	1	469	368	226	392	324	15
Weighted total	**435**	77	221	37	-	109	119	47	*	309	240	145	256	198	5
Royal Mail unsorted bulk mail	**15**	3	9	7	-	4	6	5	-	7	8	6	5	6	1
	4%	*4%*	*4%*	*18%* **ab**	*-%*	*3%*	*5%*	*11%* a	*-%*	*2%*	*3%*	*4%*	*2%*	*3%*	*19%*
Royal Mail sorted bulk mail	**7**	1	4	1	-	1	2	1	*	5	4	2	3	5	*
	2%	*1%*	*2%*	*2%*	*-%*	*1%*	*1%*	*2%*	*100%*	*2%*	*1%*	*1%*	*1%*	*2%*	*5%*
Royal Mail Wholesale Access	**1**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Bulk mail product from a different provider (please specify)	**5**	1	3	1	-	1	2	*	-	2	2	1	1	2	*
	1%	*1%*	*1%*	*2%*	*-%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Do not use a specific product for bulk mail	**406**	72	205	29	-	104	110	41	-	295	227	137	246	185	4
	93%	*95%* c	*93%* c	*78%*	*-%*	*95%* c	*93%*	*86%*	*-%*	*96%*	*94%*	*94%*	*96%*	*94%*	*76%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV8n. Do you use any of the following products to send your bulk mailings?
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**625**	172	125	136	61	48	368	324	18	13	7	9
Weighted total	**435**	101	70	76	35	26	227	202	11	10	8	4
Royal Mail unsorted bulk mail	**15**	5	3	2	1	5	5	6	1	*	-	-
	4%	*5%*	*4%*	*2%*	*4%*	*19%* **abcd**	*2%*	*3%*	*10%*	*3%*	*-%*	*-%*
Royal Mail sorted bulk mail	**7**	1	1	1	1	1	2	5	*	-	-	-
	2%	*1%*	*2%*	*2%*	*2%*	*3%*	*1%*	*3%*	**%*	*-%*	*-%*	*-%*
Royal Mail Wholesale Access	**1**	-	-	-	-	-	-	-	1	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*9%*	*-%*	*-%*	*-%*
Bulk mail product from a different provider (please specify)	**5**	*	*	*	*	*	2	2	1	-	-	-
	1%	**%*	*1%*	*1%*	**%*	**%*	*1%*	*1%*	*10%*	*-%*	*-%*	*-%*
Do not use a specific product for bulk mail	**406**	95	65	73	33	20	219	189	8	10	8	4
	93%	*94%* e	*93%* e	*95%* e	*94%* e	*78%*	*96%*	*94%*	*71%*	*97%*	*100%*	*100%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV8n. Do you use any of the following products to send your bulk mailings?
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**625**	587	506	591	514	619	358	585	188	1	519	19	107	489
Weighted total	**435**	399	326	401	344	428	247	403	104	1	351	16	79	334
Royal Mail unsorted bulk mail	**15**	15	8	15	10	15	6	15	8	-	7	1	7	6
	4%	*4%*	*3%*	*4%*	*3%*	*4%*	*2%*	*4%*	*8%* ab	*-%*	*2%*	*6%*	*8%* b	*2%*
Royal Mail sorted bulk mail	**7**	7	5	7	5	7	3	7	1	-	5	-	3	4
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*-%*	*1%*	*-%*	*3%*	*1%*
Royal Mail Wholesale Access	**1**	1	1	1	-	1	1	1	-	-	1	-	-	1
	%	*%*	*%*	*%*	*-%*	*%*	*%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*
Bulk mail product from a different provider (please specify)	**5**	5	5	5	3	5	3	5	2	-	1	*	2	*
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*-%*	*%*	*1%*	*2%* b	*%*
Do not use a specific product for bulk mail	**406**	371	307	372	326	399	234	375	93	1	337	15	68	322
	93%	*93%*	*94%*	*93%*	*95%*	*93%*	*95%* c	*93%*	*89%*	*100%*	*96%*	*93%*	*86%*	*96%* a

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV8n. Do you use any of the following products to send your bulk mailings?
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**625**	116	6	32	113	96	419	107	86	38	494	380	245
Weighted total	**435**	83	2	21	82	63	299	69	61	32	341	262	173
Royal Mail unsorted bulk mail	**15**	3	-	2	3	2	13	*	7	*	8	8	7
	4%	*4%*	*-%*	*8%*	*4%*	*3%*	*4%*	**%*	*11%* c	*2%*	*2%*	*3%*	*4%*
Royal Mail sorted bulk mail	**7**	1	-	*	1	1	4	*	2	*	4	2	5
	2%	*1%*	*-%*	**%*	*1%*	*1%*	*1%*	**%*	*4%*	*1%*	*1%*	*1%*	*3%*
Royal Mail Wholesale Access	**1**	-	-	-	-	-	*	1	-	-	1	-	1
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*2%* b	*-%*	*-%*	**%*	*-%*	*1%*
Bulk mail product from a different provider (please specify)	**5**	5	-	1	4	*	5	*	3	-	2	2	2
	1%	*6%*	*-%*	*4%*	*5%*	**%*	*2%*	**%*	*5%* c	*-%*	**%*	*1%*	*1%*
Do not use a specific product for bulk mail	**406**	74	2	18	74	61	277	67	48	31	326	249	157
	93%	*89%*	*100%*	*87%*	*90%*	*95%*	*93%*	*98%*	*80%*	*98%* a	*95%* a	*95%* b	*91%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV8n. Do you use any of the following products to send your bulk mailings?
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	*b	c	d	a	b	*c	*d
Unweighted total	**625**	142	30	68	36	53	21	73	48	38	89	16	28
Weighted total	**435**	42	7	16	9	13	5	20	15	12	29	6	9
Royal Mail unsorted bulk mail	**15**	4	1	1	*	1	1	*	1	3	*	*	*
	4%	*9%*	*16%*	*9%*	*4%*	*4%*	*22%*	*2%*	*9%*	*26%* b	*1%*	*1%*	*4%*
Royal Mail sorted bulk mail	**7**	*	*	*	*	*	*	*	*	-	*	*	-
	2%	*1%*	*1%*	*2%*	*%*	*2%*	*2%*	*1%*	*2%*	-%	*%*	*2%*	-%
Royal Mail Wholesale Access	**1**	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Bulk mail product from a different provider (please specify)	**5**	*	*	*	*	*	*	*	*	-	*	*	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-%	*1%*	*1%*	-%
Do not use a specific product for bulk mail	**406**	37	6	14	9	12	4	19	13	9	29	6	8
	93%	*90%*	*83%*	*89%*	*95%*	*93%*	*76%*	*96%*	*88%*	*74%*	*98%* a	*98%*	*96%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

QV8n. Do you use any of the following products to send your bulk mailings?
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	*e	f	g	h	i	j	k	*l
Unweighted total	**625**	83	24	3	178	26	41	54	41	56	52	39	28
Weighted total	**435**	56	21	4	59	19	30	32	38	66	37	48	24
Royal Mail unsorted bulk mail	**15**	3	1	-	4	1	2	-	2	-	*	-	2
	4%	*5%*	*3%*	*-%*	*7%*	*7%*	*8%* gi	*-%*	*6%*	*-%*	**%*	*-%*	*8%*
Royal Mail sorted bulk mail	**7**	3	2	-	*	-	-	*	-	-	*	2	*
	2%	*5%* d	*8%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*4%*	**%*
Royal Mail Wholesale Access	**1**	-	-	-	-	*	1	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*2%*	*3%* d	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Bulk mail product from a different provider (please specify)	**5**	2	-	-	*	-	2	*	-	-	-	-	-
	1%	*3%*	*-%*	*-%*	**%*	*-%*	*8%* dij	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
Do not use a specific product for bulk mail	**406**	49	19	4	55	18	25	32	36	66	36	46	22
	93%	*87%*	*89%*	*100%*	*93%* f	*91%*	*82%*	*99%* af	*94%*	*100%* adf	*99%* af	*96%* f	*91%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV8n. Do you use any of the following products to send your bulk mailings?
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**625**	110	245	151	119
Weighted total	**435**	81	109	136	109
Royal Mail unsorted bulk mail	**15**	3	8	2	2
	4%	*4%*	*7%*	*2%*	*2%*
			cd		
Royal Mail sorted bulk mail	**7**	4	*	*	2
	2%	*6%*	**%*	**%*	*2%*
		bc			
Royal Mail Wholesale Access	**1**	-	1	-	-
	****%***	*-%*	*1%*	*-%*	*-%*
Bulk mail product from a different provider (please specify)	**5**	2	3	*	-
	1%	*2%*	*2%*	**%*	*-%*
Do not use a specific product for bulk mail	**406**	71	97	133	105
	93%	*88%*	*89%*	*98%*	*96%*
				ab	**ab**

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 94 Page 1759

QV8o. Do you use any of the following products to send your bulk mailings?

Royal Mail unsorted bulk mail

Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	29	15	8	4	2	14	3	3	-	4	3
Weighted total	15	14	1	*	*	1	3	3	-	1	2
Advertising and promotional material, such as catalogues, brochures and direct mail	4	4	1	*	-	1	1	2	-	*	*
	29%	*25%*	*100%*	*17%*	*-%*	*72%*	*43%*	*67%*	*-%*	*48%*	*3%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	5	5	*	*	*	*	-	-	-	*	2
	32%	*32%*	*25%*	*49%*	*45%*	*33%*	*-%*	*-%*	*-%*	*60%*	*100%*
Publications, such as magazines, periodicals, customer newsletters	8	8	*	*	-	1	2	2	-	*	*
	55%	*56%*	*40%*	*68%*	*-%*	*44%*	*72%*	*67%*	*-%*	*8%*	*3%*
Other	*	-	-	-	*	*	-	-	-	-	-
	**%*	*-%*	*-%*	*-%*	*55%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QV8o. Do you use any of the following products to send your bulk mailings?
Royal Mail unsorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	29	-	1	8	1	-	3	2	3	1	19	1	3	6
Weighted total	15	-	2	5	1	-	2	1	1	1	13	*	1	1
Advertising and promotional material, such as catalogues, brochures and direct mail	4	-	-	2	1	-	*	-	*	-	4	*	1	*
	29%	-%	-%	*46%*	*100%*	-%	*12%*	-%	*27%*	-%	*29%*	*100%*	*66%*	*3%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	5	-	-	2	-	-	*	*	*	1	3	*	*	1
	32%	-%	-%	*34%*	-%	-%	*6%*	*5%*	*47%*	*100%*	*24%*	*100%*	*34%*	*100%*
Publications, such as magazines, periodicals, customer newsletters	8	-	2	2	-	-	2	1	*	-	7	*	*	*
	55%	-%	*100%*	*41%*	-%	-%	*100%*	*95%*	*26%*	-%	*58%*	*100%*	*55%*	*24%*
Other	*	-	-	*	-	-	-	-	-	-	*	-	-	-
	%	-%	-%	*1%*	-%	-%	-%	-%	-%	-%	*%*	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV8o. Do you use any of the following products to send your bulk mailings?
Royal Mail unsorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	**29**	1	2	-	2	6	1	2	15	18	11	23	6
Weighted total	**15**	1	3	-	*	2	*	2	8	10	6	14	2
Advertising and promotional material, such as catalogues, brochures and direct mail	**4**	-	-	-	*	1	*	-	3	4	*	4	*
	29%	*-%*	*-%*	*-%*	*70%*	*68%*	*100%*	*-%*	*39%*	*44%*	*3%*	*31%*	*15%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**5**	1	-	-	*	1	-	*	3	3	2	4	1
	32%	*100%*	*-%*	*-%*	*100%*	*38%*	*-%*	*32%*	*34%*	*26%*	*43%*	*32%*	*31%*
Publications, such as magazines, periodicals, customer newsletters	**8**	-	3	-	*	*	-	1	4	5	3	7	2
	55%	*-%*	*100%*	*-%*	*70%*	*6%*	*-%*	*68%*	*53%*	*54%*	*56%*	*50%*	*94%*
Other	*	-	-	-	-	-	-	-	*	*	-	*	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV8o. Do you use any of the following products to send your bulk mailings?
Royal Mail unsorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	29	29	-	8	6	15
Weighted total	15	15	-	4	3	8
Advertising and promotional material, such as catalogues, brochures and direct mail	4	4	-	1	1	2
	29%	*29%*	*-%*	*35%*	*43%*	*21%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	5	5	-	1	2	2
	32%	*32%*	*-%*	*34%*	*59%*	*21%*
Publications, such as magazines, periodicals, customer newsletters	8	8	-	2	*	6
	55%	*55%*	*-%*	*62%*	*4%*	*71%*
Other	*	*	-	-	*	-
	**%*	**%*	*-%*	*-%*	*2%*	*-%*
Don't know	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b,c

QV8o. Do you use any of the following products to send your bulk mailings?
Royal Mail unsorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	**29**	15	10	4	-	-	-	-	-	25	4	-	15	14
Weighted total	**15**	8	6	1	-	-	-	-	-	14	1	-	8	8
Advertising and promotional material, such as catalogues, brochures and direct mail	**4**	2	1	1	-	-	-	-	-	3	1	-	2	2
	29%	*26%*	*23%*	*74%*	-%	-%	-%	-%	-%	*25%*	*74%*	-%	*26%*	*32%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**5**	3	2	*	-	-	-	-	-	5	*	-	3	2
	32%	*34%*	*32%*	*26%*	-%	-%	-%	-%	-%	*33%*	*26%*	-%	*34%*	*31%*
Publications, such as magazines, periodicals, customer newsletters	**8**	4	4	*	-	-	-	-	-	8	*	-	4	4
	55%	*52%*	*68%*	*4%*	-%	-%	-%	-%	-%	*60%*	*4%*	-%	*52%*	*57%*
Other	*	-	-	*	-	-	-	-	-	-	*	-	-	*
	%	-%	-%	*4%*	-%	-%	-%	-%	-%	-%	*4%*	-%	-%	*1%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV8o. Do you use any of the following products to send your bulk mailings?
Royal Mail unsorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**29**	19	20	22	13	28	23	14	3	1	3	1	-	-
Weighted total	**15**	7	9	10	6	15	10	6	*	*	3	1	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	**4**	3	4	4	3	4	4	3	*	-	1	-	-	-
	29%	*46%*	*39%*	*42%*	*56%*	*29%*	*40%*	*52%*	*80%*	*-%*	*35%*	*-%*	*-%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**5**	2	2	2	1	5	4	2	*	-	*	-	-	-
	32%	*26%*	*18%*	*18%*	*13%*	*32%*	*42%*	*29%*	*44%*	*-%*	*2%*	*-%*	*-%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	**8**	4	6	6	3	8	4	2	*	-	3	1	-	-
	55%	*63%*	*63%*	*64%*	*57%*	*55%*	*40%*	*42%*	*24%*	*-%*	*98%*	*100%*	*-%*	*-%*
Other	*	*	*	*	*	*	*	-	-	*	-	-	-	-
	%	*1%*	*1%*	*1%*	*1%*	*%*	*1%*	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV8o. Do you use any of the following products to send your bulk mailings?
Royal Mail unsorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**29**	12	-	1	-	-	-	-	-	5	4	7	5	1
Weighted total	**15**	5	-	1	-	-	-	-	-	5	1	3	*	*
Advertising and promotional material, such as catalogues, brochures and direct mail	**4**	2	-	1	-	-	-	-	-	3	1	*	*	-
	29%	*49%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*59%*	*86%*	*8%*	*69%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**5**	1	-	-	-	-	-	-	-	-	*	1	*	*
	32%	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*14%*	*32%*	*83%*	*100%*
Publications, such as magazines, periodicals, customer newsletters	**8**	3	-	-	-	-	-	-	-	3	*	2	*	-
	55%	*68%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*62%*	*68%*	*73%*	*69%*	*-%*
Other	*	*	-	-	-	-	-	-	-	-	-	-	*	-
	%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*17%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV8o. Do you use any of the following products to send your bulk mailings?
Royal Mail unsorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	29	1	3	6	2	1	9	-	4	26	3	21	1
Weighted total	15	1	1	2	1	*	6	-	1	12	3	9	1
Advertising and promotional material, such as catalogues, brochures and direct mail	4	1	1	*	1	-	3	-	*	4	*	4	-
	29%	*100%*	*76%*	*16%*	*94%*	*-%*	*60%*	*-%*	*24%*	*35%*	*2%*	*47%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	5	-	*	*	*	*	*	-	*	3	2	2	-
	32%	*-%*	*24%*	*4%*	*6%*	*100%*	*8%*	*-%*	*65%*	*25%*	*62%*	*20%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	8	-	1	2	-	-	3	-	*	7	1	5	1
	55%	*-%*	*97%*	*92%*	*-%*	*-%*	*58%*	*-%*	*56%*	*58%*	*39%*	*60%*	*100%*
Other	*	-	-	*	-	-	-	-	*	*	-	*	-
	**%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*11%*	**%*	*-%*	*1%*	*-%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV8o. Do you use any of the following products to send your bulk mailings?
Royal Mail unsorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	29	2	1	3	1	12	1	6	17	8	-
Weighted total	15	*	2	2	1	4	2	1	6	5	-
Advertising and promotional material, such as catalogues, brochures and direct mail	4	*	-	*	-	3	-	1	3	2	-
	29%	*16%*	*-%*	*2%*	*-%*	*82%*	*-%*	*57%*	*47%*	*35%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	5	*	-	*	-	1	-	1	1	1	-
	32%	*100%*	*-%*	*16%*	*-%*	*19%*	*-%*	*46%*	*23%*	*25%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	8	*	2	2	1	2	2	1	4	3	-
	55%	*16%*	*100%*	*87%*	*100%*	*38%*	*100%*	*60%*	*67%*	*59%*	*-%*
Other	*	-	-	-	-	*	-	-	*	-	-
	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV8o. Do you use any of the following products to send your bulk mailings?
Royal Mail unsorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	**29**	6	19	9	-	7	10	6	-	19	19	12	15	14	5
Weighted total	**15**	3	9	7	-	4	6	5	-	7	8	6	5	6	1
Advertising and promotional material, such as catalogues, brochures and direct mail	**4**	1	4	2	-	1	3	3	-	3	4	3	2	2	*
	29%	*43%*	*40%*	*32%*	*-%*	*35%*	*59%*	*59%*	*-%*	*46%*	*44%*	*57%*	*42%*	*38%*	*17%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**5**	1	1	1	-	*	*	*	-	2	2	1	1	1	1
	32%	*22%*	*16%*	*9%*	*-%*	*11%*	*8%*	*6%*	*-%*	*26%*	*21%*	*12%*	*22%*	*13%*	*87%*
Publications, such as magazines, periodicals, customer newsletters	**8**	1	6	4	-	2	3	3	-	4	5	3	3	5	*
	55%	*49%*	*65%*	*64%*	*-%*	*59%*	*60%*	*57%*	*-%*	*63%*	*58%*	*58%*	*62%*	*76%*	*5%*
Other	*	-	*	-	-	*	*	-	-	*	*	*	*	*	-
	***%**	*-%*	*1%*	*-%*	*-%*	*2%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV8o. Do you use any of the following products to send your bulk mailings?
Royal Mail unsorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	**29**	10	5	6	3	5	15	14	3	2	-	-
Weighted total	**15**	5	3	2	1	5	5	6	1	*	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	**4**	2	1	1	1	3	2	2	*	-	-	-
	29%	*50%*	*35%*	*66%*	*79%*	*62%*	*42%*	*38%*	*8%*	*-%*	*-%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**5**	*	*	1	*	*	1	1	*	*	-	-
	32%	*11%*	*3%*	*34%*	*24%*	*1%*	*22%*	*13%*	*8%*	*100%*	*-%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	**8**	3	2	*	*	3	3	5	1	-	-	-
	55%	*74%*	*67%*	*18%*	*3%*	*60%*	*62%*	*76%*	*100%*	*-%*	*-%*	*-%*
Other	*	*	*	*	-	-	*	*	-	-	-	-
	%	*1%*	*2%*	*3%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV8o. Do you use any of the following products to send your bulk mailings?
Royal Mail unsorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	29	28	21	28	22	29	14	28	16	-	21	2	9	18
Weighted total	15	15	8	15	10	15	6	15	8	-	7	1	7	6
Advertising and promotional material, such as catalogues, brochures and direct mail	4	4	3	4	3	4	2	4	3	-	2	1	2	2
	29%	*29%*	*34%*	*29%*	*31%*	*29%*	*36%*	*29%*	*36%*	*-%*	*27%*	*100%*	*33%*	*39%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	5	5	3	5	2	5	3	5	1	-	2	*	1	2
	32%	*32%*	*33%*	*32%*	*22%*	*32%*	*45%*	*32%*	*17%*	*-%*	*31%*	*6%*	*22%*	*29%*
Publications, such as magazines, periodicals, customer newsletters	8	8	5	8	7	8	3	8	6	-	5	*	3	4
	55%	*54%*	*55%*	*54%*	*70%*	*55%*	*58%*	*54%*	*76%*	*-%*	*68%*	*6%*	*45%*	*73%*
Other	*	*	*	*	*	*	*	*	-	-	*	-	*	-
	**%*	**%*	*1%*	**%*	*1%*	**%*	*1%*	**%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV8o. Do you use any of the following products to send your bulk mailings?
Royal Mail unsorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	29	4	-	2	4	5	21	3	6	1	21	19	10
Weighted total	15	3	-	2	3	2	13	*	7	*	8	8	7
Advertising and promotional material, such as catalogues, brochures and direct mail	4	*	-	*	*	2	3	*	2	*	2	3	1
	29%	*2%*	*-%*	*3%*	*2%*	*84%*	*20%*	*85%*	*30%*	*100%*	*24%*	*41%*	*17%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	5	*	-	2	*	*	5	*	2	-	3	4	1
	32%	*11%*	*-%*	*100%*	*11%*	*18%*	*35%*	*15%*	*26%*	*-%*	*39%*	*46%*	*18%*
Publications, such as magazines, periodicals, customer newsletters	8	3	-	*	3	1	8	-	3	*	5	3	5
	55%	*91%*	*-%*	*3%*	*91%*	*29%*	*60%*	*-%*	*45%*	*100%*	*61%*	*42%*	*68%*
Other	*	-	-	-	-	-	*	-	-	-	-	*	-
	%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*1%*	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV8o. Do you use any of the following products to send your bulk mailings?
Royal Mail unsorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	29	11	3	7	3	6	4	4	7	4	4	1	2
Weighted total	15	4	1	1	*	1	1	*	1	3	*	*	*
Advertising and promotional material, such as catalogues, brochures and direct mail	4	1	*	1	*	*	1	*	1	1	*	*	*
	29%	*27%*	*4%*	*70%*	*12%*	*18%*	*95%*	*10%*	*76%*	*30%*	*15%*	*100%*	*16%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	5	1	*	*	*	*	*	*	*	-	*	*	*
	32%	*14%*	*4%*	*33%*	*86%*	*90%*	*14%*	*100%*	*15%*	*-%*	*48%*	*100%*	*100%*
Publications, such as magazines, periodicals, customer newsletters	8	2	1	*	*	*	*	*	*	2	*	*	*
	55%	*63%*	*95%*	*7%*	*12%*	*18%*	*9%*	*10%*	*19%*	*68%*	*67%*	*100%*	*16%*
Other	*	*	*	*	*	*	-	-	*	*	-	-	-
	**%*	*1%*	*5%*	*4%*	*14%*	*10%*	*-%*	*-%*	*4%*	*2%*	*-%*	*-%*	*-%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

QV8o. Do you use any of the following products to send your bulk mailings?
Royal Mail unsorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Month								Quarter			
		Jan' 2018	Feb' 2018	Apr' 2018	May' 2018	Jun' 2018	Aug' 2018	Oct' 2018	Dec' 2018	Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d
Unweighted total	**29**	6	2	12	2	3	2	1	1	8	17	2	2
Weighted total	**15**	3	1	4	1	2	2	*	2	3	8	2	2
Advertising and promotional material, such as catalogues, brochures and direct mail	**4**	*	*	1	1	1	*	*	-	1	3	*	*
	29%	*18%*	*21%*	*28%*	*78%*	*46%*	*20%*	*100%*	*-%*	*18%*	*43%*	*20%*	*8%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**5**	2	*	1	*	1	-	-	-	3	2	-	-
	32%	*87%*	*79%*	*15%*	*22%*	*54%*	*-%*	*-%*	*-%*	*85%*	*28%*	*-%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	**8**	*	*	2	*	1	2	-	2	*	4	2	2
	55%	*5%*	*21%*	*63%*	*22%*	*46%*	*100%*	*-%*	*100%*	*8%*	*50%*	*100%*	*92%*
Other	*	-	-	*	-	-	-	-	-	-	*	-	-
	%	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d

QV8o. Do you use any of the following products to send your bulk mailings?
Royal Mail unsorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	29	15	8	4	2	14	3	3	-	4	3
Weighted total	15	14	1	*	*	1	3	3	-	1	2
Advertising and promotional material, such as catalogues, brochures and direct mail	4	4	1	*	-	1	1	2	-	*	*
	29%	*25%*	*100%*	*17%*	*-%*	*72%*	*43%*	*67%*	*-%*	*48%*	*3%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	5	5	*	*	*	*	-	-	-	*	2
	32%	*32%*	*25%*	*49%*	*45%*	*33%*	*-%*	*-%*	*-%*	*60%*	*100%*
Publications, such as magazines, periodicals, customer newsletters	8	8	*	*	-	1	2	2	-	*	*
	55%	*56%*	*40%*	*68%*	*-%*	*44%*	*72%*	*67%*	*-%*	*8%*	*3%*
Other	*	-	-	-	*	*	-	-	-	-	-
	**%*	*-%*	*-%*	*-%*	*55%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV8o. Do you use any of the following products to send your bulk mailings?
Royal Mail unsorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	29	-	1	8	1	-	3	2	3	1	19	1	3	6
Weighted total	15	-	2	5	1	-	2	1	1	1	13	*	1	1
Advertising and promotional material, such as catalogues, brochures and direct mail	4	-	-	2	1	-	*	-	*	-	4	*	1	*
	29%	-%	-%	*46%*	*100%*	-%	*12%*	-%	*27%*	-%	*29%*	*100%*	*66%*	*3%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	5	-	-	2	-	-	*	*	*	1	3	*	*	1
	32%	-%	-%	*34%*	-%	-%	*6%*	*5%*	*47%*	*100%*	*24%*	*100%*	*34%*	*100%*
Publications, such as magazines, periodicals, customer newsletters	8	-	2	2	-	-	2	1	*	-	7	*	*	*
	55%	-%	*100%*	*41%*	-%	-%	*100%*	*95%*	*26%*	-%	*58%*	*100%*	*55%*	*24%*
Other	*	-	-	*	-	-	-	-	-	-	*	-	-	-
	*%	-%	-%	*1%*	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV8o. Do you use any of the following products to send your bulk mailings?
Royal Mail unsorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	**29**	1	2	-	2	6	1	2	15	18	11	23	6
Weighted total	**15**	1	3	-	*	2	*	2	8	10	6	14	2
Advertising and promotional material, such as catalogues, brochures and direct mail	**4**	-	-	-	*	1	*	-	3	4	*	4	*
	29%	*-%*	*-%*	*-%*	*70%*	*68%*	*100%*	*-%*	*39%*	*44%*	*3%*	*31%*	*15%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**5**	1	-	-	*	1	-	*	3	3	2	4	1
	32%	*100%*	*-%*	*-%*	*100%*	*38%*	*-%*	*32%*	*34%*	*26%*	*43%*	*32%*	*31%*
Publications, such as magazines, periodicals, customer newsletters	**8**	-	3	-	*	*	-	1	4	5	3	7	2
	55%	*-%*	*100%*	*-%*	*70%*	*6%*	*-%*	*68%*	*53%*	*54%*	*56%*	*50%*	*94%*
Other	*	-	-	-	-	-	-	-	*	*	-	*	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV8o. Do you use any of the following products to send your bulk mailings?
Royal Mail unsorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	**29**	29	-	8	6	15
Weighted total	**15**	15	-	4	3	8
Advertising and promotional material, such as catalogues, brochures and direct mail	**4**	4	-	1	1	2
	29%	*29%*	*-%*	*35%*	*43%*	*21%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**5**	5	-	1	2	2
	32%	*32%*	*-%*	*34%*	*59%*	*21%*
Publications, such as magazines, periodicals, customer newsletters	**8**	8	-	2	*	6
	55%	*55%*	*-%*	*62%*	*4%*	*71%*
Other	*	*	-	-	*	-
	%	*%*	*-%*	*-%*	*2%*	*-%*
Don't know	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b,c

QV8o. Do you use any of the following products to send your bulk mailings?
Royal Mail unsorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	**29**	15	10	4	-	-	-	-	-	25	4	-	15	14
Weighted total	**15**	8	6	1	-	-	-	-	-	14	1	-	8	8
Advertising and promotional material, such as catalogues, brochures and direct mail	**4**	2	1	1	-	-	-	-	-	3	1	-	2	2
	29%	*26%*	*23%*	*74%*	-%	-%	-%	-%	-%	*25%*	*74%*	-%	*26%*	*32%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**5**	3	2	*	-	-	-	-	-	5	*	-	3	2
	32%	*34%*	*32%*	*26%*	-%	-%	-%	-%	-%	*33%*	*26%*	-%	*34%*	*31%*
Publications, such as magazines, periodicals, customer newsletters	**8**	4	4	*	-	-	-	-	-	8	*	-	4	4
	55%	*52%*	*68%*	*4%*	-%	-%	-%	-%	-%	*60%*	*4%*	-%	*52%*	*57%*
Other	*	-	-	*	-	-	-	-	-	-	*	-	-	*
	%	-%	-%	*4%*	-%	-%	-%	-%	-%	-%	*4%*	-%	-%	*1%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV8o. Do you use any of the following products to send your bulk mailings?
Royal Mail unsorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**29**	19	20	22	13	28	23	14	3	1	3	1	-	-
Weighted total	**15**	7	9	10	6	15	10	6	*	*	3	1	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	**4**	3	4	4	3	4	4	3	*	-	1	-	-	-
	29%	*46%*	*39%*	*42%*	*56%*	*29%*	*40%*	*52%*	*80%*	*-%*	*35%*	*-%*	*-%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**5**	2	2	2	1	5	4	2	*	-	*	-	-	-
	32%	*26%*	*18%*	*18%*	*13%*	*32%*	*42%*	*29%*	*44%*	*-%*	*2%*	*-%*	*-%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	**8**	4	6	6	3	8	4	2	*	-	3	1	-	-
	55%	*63%*	*63%*	*64%*	*57%*	*55%*	*40%*	*42%*	*24%*	*-%*	*98%*	*100%*	*-%*	*-%*
Other	*	*	*	*	*	*	*	-	-	*	-	-	-	-
	%	*1%*	*1%*	*1%*	*1%*	*%*	*1%*	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV8o. Do you use any of the following products to send your bulk mailings?
Royal Mail unsorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**29**	12	-	1	-	-	-	-	-	5	4	7	5	1
Weighted total	**15**	5	-	1	-	-	-	-	-	5	1	3	*	*
Advertising and promotional material, such as catalogues, brochures and direct mail	**4**	2	-	1	-	-	-	-	-	3	1	*	*	-
	29%	*49%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*59%*	*86%*	*8%*	*69%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**5**	1	-	-	-	-	-	-	-	-	*	1	*	*
	32%	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*14%*	*32%*	*83%*	*100%*
Publications, such as magazines, periodicals, customer newsletters	**8**	3	-	-	-	-	-	-	-	3	*	2	*	-
	55%	*68%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*62%*	*68%*	*73%*	*69%*	*-%*
Other	*	*	-	-	-	-	-	-	-	-	-	-	*	-
	%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*17%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV8o. Do you use any of the following products to send your bulk mailings?
Royal Mail unsorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	**29**	1	3	6	2	1	9	-	4	26	3	21	1
Weighted total	**15**	1	1	2	1	*	6	-	1	12	3	9	1
Advertising and promotional material, such as catalogues, brochures and direct mail	**4**	1	1	*	1	-	3	-	*	4	*	4	-
	29%	*100%*	*76%*	*16%*	*94%*	*-%*	*60%*	*-%*	*24%*	*35%*	*2%*	*47%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**5**	-	*	*	*	*	*	-	*	3	2	2	-
	32%	*-%*	*24%*	*4%*	*6%*	*100%*	*8%*	*-%*	*65%*	*25%*	*62%*	*20%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	**8**	-	1	2	-	-	3	-	*	7	1	5	1
	55%	*-%*	*97%*	*92%*	*-%*	*-%*	*58%*	*-%*	*56%*	*58%*	*39%*	*60%*	*100%*
Other	*	-	-	*	-	-	-	-	*	*	-	*	-
	%	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*11%*	*%*	*-%*	*1%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV8o. Do you use any of the following products to send your bulk mailings?
Royal Mail unsorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	29	2	1	3	1	12	1	6	17	8	-
Weighted total	15	*	2	2	1	4	2	1	6	5	-
Advertising and promotional material, such as catalogues, brochures and direct mail	4	*	-	*	-	3	-	1	3	2	-
	29%	*16%*	*-%*	*2%*	*-%*	*82%*	*-%*	*57%*	*47%*	*35%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	5	*	-	*	-	1	-	1	1	1	-
	32%	*100%*	*-%*	*16%*	*-%*	*19%*	*-%*	*46%*	*23%*	*25%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	8	*	2	2	1	2	2	1	4	3	-
	55%	*16%*	*100%*	*87%*	*100%*	*38%*	*100%*	*60%*	*67%*	*59%*	*-%*
Other	*	-	-	-	-	*	-	-	*	-	-
	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV8o. Do you use any of the following products to send your bulk mailings?
Royal Mail unsorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	**29**	6	19	9	-	7	10	6	-	19	19	12	15	14	5
Weighted total	**15**	3	9	7	-	4	6	5	-	7	8	6	5	6	1
Advertising and promotional material, such as catalogues, brochures and direct mail	**4**	1	4	2	-	1	3	3	-	3	4	3	2	2	*
	29%	*43%*	*40%*	*32%*	*-%*	*35%*	*59%*	*59%*	*-%*	*46%*	*44%*	*57%*	*42%*	*38%*	*17%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**5**	1	1	1	-	*	*	*	-	2	2	1	1	1	1
	32%	*22%*	*16%*	*9%*	*-%*	*11%*	*8%*	*6%*	*-%*	*26%*	*21%*	*12%*	*22%*	*13%*	*87%*
Publications, such as magazines, periodicals, customer newsletters	**8**	1	6	4	-	2	3	3	-	4	5	3	3	5	*
	55%	*49%*	*65%*	*64%*	*-%*	*59%*	*60%*	*57%*	*-%*	*63%*	*58%*	*58%*	*62%*	*76%*	*5%*
Other	*	-	*	-	-	*	*	-	-	*	*	*	*	*	-
	***%**	*-%*	*1%*	*-%*	*-%*	*2%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	***-%**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QV8o. Do you use any of the following products to send your bulk mailings?
Royal Mail unsorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	**29**	10	5	6	3	5	15	14	3	2	-	-
Weighted total	**15**	5	3	2	1	5	5	6	1	*	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	**4**	2	1	1	1	3	2	2	*	-	-	-
	29%	*50%*	*35%*	*66%*	*79%*	*62%*	*42%*	*38%*	*8%*	*-%*	*-%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**5**	*	*	1	*	*	1	1	*	*	-	-
	32%	*11%*	*3%*	*34%*	*24%*	*1%*	*22%*	*13%*	*8%*	*100%*	*-%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	**8**	3	2	*	*	3	3	5	1	-	-	-
	55%	*74%*	*67%*	*18%*	*3%*	*60%*	*62%*	*76%*	*100%*	*-%*	*-%*	*-%*
Other	*	*	*	*	-	-	*	*	-	-	-	-
	%	*1%*	*2%*	*3%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV8o. Do you use any of the following products to send your bulk mailings?
Royal Mail unsorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	**29**	28	21	28	22	29	14	28	16	-	21	2	9	18
Weighted total	**15**	15	8	15	10	15	6	15	8	-	7	1	7	6
Advertising and promotional material, such as catalogues, brochures and direct mail	**4**	4	3	4	3	4	2	4	3	-	2	1	2	2
	29%	*29%*	*34%*	*29%*	*31%*	*29%*	*36%*	*29%*	*36%*	*-%*	*27%*	*100%*	*33%*	*39%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**5**	5	3	5	2	5	3	5	1	-	2	*	1	2
	32%	*32%*	*33%*	*32%*	*22%*	*32%*	*45%*	*32%*	*17%*	*-%*	*31%*	*6%*	*22%*	*29%*
Publications, such as magazines, periodicals, customer newsletters	**8**	8	5	8	7	8	3	8	6	-	5	*	3	4
	55%	*54%*	*55%*	*54%*	*70%*	*55%*	*58%*	*54%*	*76%*	*-%*	*68%*	*6%*	*45%*	*73%*
Other	*	*	*	*	*	*	*	*	-	-	*	-	*	-
	%	*%*	*1%*	*%*	*1%*	*%*	*1%*	*%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV8o. Do you use any of the following products to send your bulk mailings?
Royal Mail unsorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	29	4	-	2	4	5	21	3	6	1	21	19	10
Weighted total	15	3	-	2	3	2	13	*	7	*	8	8	7
Advertising and promotional material, such as catalogues, brochures and direct mail	4	*	-	*	*	2	3	*	2	*	2	3	1
	29%	*2%*	*-%*	*3%*	*2%*	*84%*	*20%*	*85%*	*30%*	*100%*	*24%*	*41%*	*17%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	5	*	-	2	*	*	5	*	2	-	3	4	1
	32%	*11%*	*-%*	*100%*	*11%*	*18%*	*35%*	*15%*	*26%*	*-%*	*39%*	*46%*	*18%*
Publications, such as magazines, periodicals, customer newsletters	8	3	-	*	3	1	8	-	3	*	5	3	5
	55%	*91%*	*-%*	*3%*	*91%*	*29%*	*60%*	*-%*	*45%*	*100%*	*61%*	*42%*	*68%*
Other	*	-	-	-	-	-	*	-	-	-	-	*	-
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV8o. Do you use any of the following products to send your bulk mailings?
Royal Mail unsorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	29	11	3	7	3	6	4	4	7	4	4	1	2
Weighted total	15	4	1	1	*	1	1	*	1	3	*	*	*
Advertising and promotional material, such as catalogues, brochures and direct mail	4	1	*	1	*	*	1	*	1	1	*	*	*
	29%	*27%*	*4%*	*70%*	*12%*	*18%*	*95%*	*10%*	*76%*	*30%*	*15%*	*100%*	*16%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	5	1	*	*	*	*	*	*	*	-	*	*	*
	32%	*14%*	*4%*	*33%*	*86%*	*90%*	*14%*	*100%*	*15%*	*-%*	*48%*	*100%*	*100%*
Publications, such as magazines, periodicals, customer newsletters	8	2	1	*	*	*	*	*	*	2	*	*	*
	55%	*63%*	*95%*	*7%*	*12%*	*18%*	*9%*	*10%*	*19%*	*68%*	*67%*	*100%*	*16%*
Other	*	*	*	*	*	*	-	-	*	*	-	-	-
	**%*	*1%*	*5%*	*4%*	*14%*	*10%*	*-%*	*-%*	*4%*	*2%*	*-%*	*-%*	*-%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 95 (continuation)

QV8o. Do you use any of the following products to send your bulk mailings?
Royal Mail unsorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Month								Quarter			
		Jan' 2018	Feb' 2018	Apr' 2018	May' 2018	Jun' 2018	Aug' 2018	Oct' 2018	Dec' 2018	Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d
Unweighted total	29	6	2	12	2	3	2	1	1	8	17	2	2
Weighted total	15	3	1	4	1	2	2	*	2	3	8	2	2
Advertising and promotional material, such as catalogues, brochures and direct mail	4	*	*	1	1	1	*	*	-	1	3	*	*
	29%	*18%*	*21%*	*28%*	*78%*	*46%*	*20%*	*100%*	*-%*	*18%*	*43%*	*20%*	*8%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	5	2	*	1	*	1	-	-	-	3	2	-	-
	32%	*87%*	*79%*	*15%*	*22%*	*54%*	*-%*	*-%*	*-%*	*85%*	*28%*	*-%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	8	*	*	2	*	1	2	-	2	*	4	2	2
	55%	*5%*	*21%*	*63%*	*22%*	*46%*	*100%*	*-%*	*100%*	*8%*	*50%*	*100%*	*92%*
Other	*	-	-	*	-	-	-	-	-	-	*	-	-
	%	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d

QV8p. Do you use any of the following products to send your bulk mailings?
Royal Mail sorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	16	4	7	3	2	12	1	1	1	2	4
Weighted total	7	6	1	*	*	1	2	*	2	*	2
Advertising and promotional material, such as catalogues, brochures and direct mail	4	4	*	-	*	*	2	*	-	*	2
	62%	*70%*	*44%*	*-%*	*37%*	*28%*	*100%*	*100%*	*-%*	*32%*	*95%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	3	2	*	*	*	1	-	*	2	*	-
	42%	*38%*	*37%*	*77%*	*63%*	*56%*	*-%*	*100%*	*100%*	*100%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	2	2	*	*	-	*	2	*	-	*	*
	34%	*38%*	*17%*	*23%*	*-%*	*16%*	*100%*	*100%*	*-%*	*32%*	*3%*
Other	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	*	-	*	-	-	*	-	-	-	-	*
	2%	*-%*	*26%*	*-%*	*-%*	*12%*	*-%*	*-%*	*-%*	*-%*	*5%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV8p. Do you use any of the following products to send your bulk mailings?
Royal Mail sorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	16	-	-	6	-	-	1	1	2	-	10	-	1	5
Weighted total	7	-	-	4	-	-	2	*	*	-	6	-	*	1
Advertising and promotional material, such as catalogues, brochures and direct mail	4	-	-	4	-	-	-	-	*	-	4	-	-	1
	62%	-%	-%	*90%*	-%	-%	-%	-%	*39%*	-%	*61%*	-%	-%	*82%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	3	-	-	*	-	-	2	-	*	-	2	-	-	1
	42%	-%	-%	*8%*	-%	-%	*100%*	-%	*61%*	-%	*37%*	-%	-%	*87%*
Publications, such as magazines, periodicals, customer newsletters	2	-	-	2	-	-	-	-	-	-	2	-	-	1
	34%	-%	-%	*47%*	-%	-%	-%	-%	-%	-%	*30%*	-%	-%	*69%*
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	-	-	-	-	-	*	-	-	*	-	*	-
	2%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	*1%*	-%	*100%*	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV8p. Do you use any of the following products to send your bulk mailings?
Royal Mail sorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	16	-	1	-	1	5	1	-	8	13	3	14	2
Weighted total	7	-	*	-	*	2	*	-	4	5	2	7	*
Advertising and promotional material, such as catalogues, brochures and direct mail	4	-	-	-	-	1	-	-	4	4	*	4	-
	62%	-%	-%	-%	-%	*31%*	-%	-%	*88%*	*81%*	*11%*	*64%*	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	3	-	*	-	*	2	*	-	*	1	2	3	*
	42%	-%	*100%*	-%	*100%*	*91%*	*100%*	-%	*6%*	*23%*	*92%*	*40%*	*100%*
Publications, such as magazines, periodicals, customer newsletters	2	-	-	-	-	1	-	-	2	2	*	2	-
	34%	-%	-%	-%	-%	*24%*	-%	-%	*44%*	*46%*	*2%*	*35%*	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	-	-	-	-	-	-	*	*	-	*	-
	2%	-%	-%	-%	-%	-%	-%	-%	*4%*	*3%*	-%	*2%*	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV8p. Do you use any of the following products to send your bulk mailings?
Royal Mail sorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	16	16	-	4	7	5
Weighted total	7	7	-	1	6	1
Advertising and promotional material, such as catalogues, brochures and direct mail	4	4	-	*	4	1
	62%	62%	-%	28%	65%	70%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	3	3	-	*	2	1
	42%	42%	-%	72%	31%	89%
Publications, such as magazines, periodicals, customer newsletters	2	2	-	-	2	1
	34%	34%	-%	-%	34%	59%
Other	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Don't know	*	*	-	-	*	-
	2%	2%	-%	-%	3%	-%

Columns Tested: a,b - a,b,c

QV8p. Do you use any of the following products to send your bulk mailings?
Royal Mail sorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	**16**	8	6	1	1	-	-	-	-	14	2	1	7	8
Weighted total	**7**	4	3	*	*	-	-	-	-	7	*	*	4	3
Advertising and promotional material, such as catalogues, brochures and direct mail	**4**	4	1	*	-	-	-	-	-	4	*	-	4	1
	62%	*90%*	*23%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*63%*	*51%*	*-%*	*93%*	*25%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**3**	*	2	-	*	-	-	-	-	3	*	*	*	3
	42%	*10%*	*87%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*42%*	*49%*	*100%*	*7%*	*84%*
Publications, such as magazines, periodicals, customer newsletters	**2**	2	1	-	-	-	-	-	-	2	-	-	2	1
	34%	*45%*	*21%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*35%*	*-%*	*-%*	*46%*	*20%*
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	*	*	-	-	-	-	-	-	*	-	-	*	*
	2%	*1%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*1%*	*3%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV8p. Do you use any of the following products to send your bulk mailings?
Royal Mail sorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	16	15	14	15	11	16	12	13	1	-	-	-	1	-
Weighted total	7	5	4	5	2	7	3	5	*	-	-	-	*	-
Advertising and promotional material, such as catalogues, brochures and direct mail	4	4	3	4	1	4	*	4	*	-	-	-	-	-
	62%	*82%*	*74%*	*82%*	*52%*	*62%*	*12%*	*83%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	3	1	1	1	1	3	2	1	-	-	-	-	*	-
	42%	*23%*	*34%*	*23%*	*65%*	*42%*	*84%*	*22%*	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	2	2	1	2	1	2	*	2	-	-	-	-	-	-
	34%	*45%*	*19%*	*45%*	*43%*	*34%*	*7%*	*47%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	2%	*3%*	*4%*	*3%*	*9%*	*2%*	*2%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV8p. Do you use any of the following products to send your bulk mailings?
Royal Mail sorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	16	11	-	-	-	-	-	-	-	-	3	7	4	1
Weighted total	7	2	-	-	-	-	-	-	-	-	2	3	1	*
Advertising and promotional material, such as catalogues, brochures and direct mail	4	1	-	-	-	-	-	-	-	-	2	2	*	-
	62%	*52%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*95%*	*80%*	*55%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	3	1	-	-	-	-	-	-	-	-	-	1	*	-
	42%	*65%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*34%*	*53%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	2	1	-	-	-	-	-	-	-	-	*	2	*	-
	34%	*43%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*84%*	*8%*	*-%*
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	*	*	-	-	-	-	-	-	-	-	*	-	-	*
	2%	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*	*-%*	*100%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV8p. Do you use any of the following products to send your bulk mailings?
Royal Mail sorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	**16**	-	3	6	2	-	5	1	5	15	1	14	1
Weighted total	**7**	-	*	1	*	-	1	*	1	7	*	5	*
Advertising and promotional material, such as catalogues, brochures and direct mail	**4**	-	*	1	*	-	*	-	1	4	-	4	-
	62%	-%	*26%*	*57%*	*51%*	-%	*31%*	-%	*74%*	*63%*	-%	*84%*	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**3**	-	-	1	-	-	*	-	1	3	-	1	-
	42%	-%	-%	*87%*	-%	-%	*60%*	-%	*76%*	*42%*	-%	*24%*	-%
Publications, such as magazines, periodicals, customer newsletters	**2**	-	*	1	-	-	*	-	1	2	-	2	-
	34%	-%	*74%*	*44%*	-%	-%	*23%*	-%	*62%*	*35%*	-%	*46%*	-%
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	*	-	*	-	-	*	*	*	*	*	*
	2%	-%	*26%*	-%	*49%*	-%	-%	*100%*	*6%*	*1%*	*100%*	*1%*	*100%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV8p. Do you use any of the following products to send your bulk mailings?
Royal Mail sorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	16	2	1	2	1	9	2	7	15	7	-
Weighted total	7	1	*	1	*	1	*	3	5	1	-
Advertising and promotional material, such as catalogues, brochures and direct mail	4	*	-	*	-	1	-	2	4	1	-
	62%	*74%*	*-%*	*74%*	*-%*	*59%*	*-%*	*84%*	*82%*	*53%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	3	1	*	1	*	1	*	1	1	1	-
	42%	*100%*	*100%*	*100%*	*100%*	*67%*	*50%*	*30%*	*23%*	*84%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	2	*	-	*	-	1	-	2	2	1	-
	34%	*74%*	*-%*	*74%*	*-%*	*49%*	*-%*	*88%*	*45%*	*63%*	*-%*
Other	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	*	-	-	-	-	*	*	*	*	*	-
	2%	*-%*	*-%*	*-%*	*-%*	*4%*	*50%*	*2%*	*3%*	*5%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV8p. Do you use any of the following products to send your bulk mailings?
Royal Mail sorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	**16**	4	14	5	-	7	10	5	1	14	13	10	11	12	3
Weighted total	**7**	1	4	1	-	1	2	1	*	5	4	2	3	5	*
Advertising and promotional material, such as catalogues, brochures and direct mail	**4**	1	3	1	-	1	1	1	*	4	3	1	2	4	*
	62%	*66%*	*74%*	*59%*	*-%*	*43%*	*56%*	*59%*	*100%*	*84%*	*76%*	*56%*	*76%*	*83%*	*37%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**3**	1	1	1	-	1	1	1	*	1	1	1	1	1	*
	42%	*87%*	*34%*	*88%*	*-%*	*84%*	*69%*	*88%*	*100%*	*24%*	*35%*	*69%*	*35%*	*16%*	*80%*
Publications, such as magazines, periodicals, customer newsletters	**2**	1	1	1	-	1	1	1	*	2	1	1	2	2	*
	34%	*79%*	*19%*	*70%*	*-%*	*51%*	*45%*	*70%*	*100%*	*46%*	*20%*	*45%*	*75%*	*41%*	*37%*
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	*	-	*	-	-	*	*	-	-	*	*	*	*	-	-
	2%	*-%*	*4%*	*-%*	*-%*	*8%*	*4%*	*-%*	*-%*	*1%*	*2%*	*4%*	*2%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV8p. Do you use any of the following products to send your bulk mailings?
Royal Mail sorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	16	7	9	8	5	4	10	13	1	-	-	-
Weighted total	7	1	1	1	1	1	2	5	*	-	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	4	1	1	1	1	1	1	4	*	-	-	-
	62%	*69%*	*59%*	*47%*	*62%*	*70%*	*45%*	*86%*	*100%*	*-%*	*-%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	3	1	1	1	1	1	1	1	*	-	-	-
	42%	*65%*	*67%*	*83%*	*81%*	*93%*	*79%*	*22%*	*100%*	*-%*	*-%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	2	1	1	1	1	1	1	2	*	-	-	-
	34%	*64%*	*49%*	*55%*	*74%*	*70%*	*41%*	*47%*	*100%*	*-%*	*-%*	*-%*
Other	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	*	*	*	*	*	*	*	*	-	-	-	-
	2%	*5%*	*4%*	*4%*	*6%*	*7%*	*4%*	*1%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV8p. Do you use any of the following products to send your bulk mailings?
Royal Mail sorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	16	16	14	16	14	16	8	15	8	-	13	-	5	10
Weighted total	7	7	5	7	5	7	3	7	1	-	5	-	3	4
Advertising and promotional material, such as catalogues, brochures and direct mail	4	4	3	4	3	4	2	4	1	-	3	-	2	2
	62%	*62%*	*50%*	*62%*	*51%*	*62%*	*78%*	*63%*	*55%*	*-%*	*51%*	*-%*	*86%*	*49%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	3	3	3	3	3	3	1	3	1	-	3	-	1	2
	42%	*42%*	*56%*	*42%*	*54%*	*42%*	*32%*	*41%*	*80%*	*-%*	*56%*	*-%*	*28%*	*51%*
Publications, such as magazines, periodicals, customer newsletters	2	2	1	2	1	2	1	2	1	-	2	-	1	2
	34%	*34%*	*12%*	*34%*	*13%*	*34%*	*21%*	*35%*	*65%*	*-%*	*48%*	*-%*	*22%*	*42%*
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	*	*	*	*	*	*	*	*	*	-	*	-	-	*
	2%	*2%*	*3%*	*2%*	*3%*	*2%*	*5%*	*2%*	*5%*	*-%*	*1%*	*-%*	*-%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV8p. Do you use any of the following products to send your bulk mailings?
Royal Mail sorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	16	4	-	1	3	5	8	2	4	1	11	5	11
Weighted total	7	1	-	*	1	1	4	*	2	*	4	2	5
Advertising and promotional material, such as catalogues, brochures and direct mail	4	*	-	-	*	1	2	-	2	*	2	1	4
	62%	*57%*	*-%*	*-%*	*65%*	*70%*	*48%*	*-%*	*92%*	*100%*	*45%*	*24%*	*83%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	3	1	-	-	1	1	2	*	1	-	2	2	1
	42%	*89%*	*-%*	*-%*	*100%*	*70%*	*50%*	*100%*	*25%*	*-%*	*52%*	*92%*	*14%*
Publications, such as magazines, periodicals, customer newsletters	2	*	-	-	*	*	*	-	2	-	*	*	2
	34%	*57%*	*-%*	*-%*	*65%*	*58%*	*5%*	*-%*	*92%*	*-%*	*5%*	*20%*	*42%*
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	*	*	-	*	-	*	-	-	*	-	*	*	*
	2%	*11%*	*-%*	*100%*	*-%*	*18%*	*-%*	*-%*	*4%*	*-%*	*1%*	*4%*	*1%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV8p. Do you use any of the following products to send your bulk mailings?
Royal Mail sorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	16	5	1	4	1	3	2	3	4	-	2	2	-
Weighted total	7	*	*	*	*	*	*	*	*	-	*	*	-
Advertising and promotional material, such as catalogues, brochures and direct mail	4	*	*	*	*	*	*	*	*	-	*	*	-
	62%	*72%*	*100%*	*83%*	*100%*	*79%*	*100%*	*31%*	*85%*	-%	*55%*	*45%*	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	3	*	*	*	*	*	*	*	*	-	*	*	-
	42%	*25%*	*100%*	*14%*	*100%*	*17%*	*45%*	*62%*	*30%*	-%	*45%*	*45%*	-%
Publications, such as magazines, periodicals, customer newsletters	2	*	*	*	*	*	*	*	*	-	*	*	-
	34%	*28%*	*100%*	*32%*	*100%*	*17%*	*100%*	*31%*	*33%*	-%	*55%*	*45%*	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	*	-	*	-	*	-	*	-	-	-	*	-
	2%	*15%*	-%	*17%*	-%	*21%*	-%	*38%*	-%	-%	-%	*55%*	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 96 (continuation)

QV8p. Do you use any of the following products to send your bulk mailings?
Royal Mail sorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Month							Quarter			
		Jan' 2018	Feb' 2018	Apr' 2018	Jul' 2018	Oct' 2018	Nov' 2018	Dec' 2018	Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d
Unweighted total	16	6	1	5	1	1	1	1	7	5	1	3
Weighted total	7	3	2	*	*	*	2	*	4	*	*	2
Advertising and promotional material, such as catalogues, brochures and direct mail	4	*	2	*	*	-	2	-	2	*	*	2
	62%	*18%*	*100%*	*72%*	*100%*	*-%*	*100%*	*-%*	*49%*	*72%*	*100%*	*87%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	3	3	-	*	-	*	-	-	3	*	-	*
	42%	*96%*	*-%*	*25%*	*-%*	*100%*	*-%*	*-%*	*60%*	*25%*	*-%*	*8%*
Publications, such as magazines, periodicals, customer newsletters	2	*	2	*	-	-	-	*	2	*	-	*
	34%	*18%*	*100%*	*28%*	*-%*	*-%*	*-%*	*100%*	*49%*	*28%*	*-%*	*5%*
Other	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	*	*	-	*	-	-	-	-	*	*	-	-
	2%	*4%*	*-%*	*15%*	*-%*	*-%*	*-%*	*-%*	*2%*	*15%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QV8p. Do you use any of the following products to send your bulk mailings?
Royal Mail sorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	14	4	5	3	2	10	1	1	1	2	3
Weighted total	7	6	*	*	*	1	2	*	2	*	2
Advertising and promotional material, such as catalogues, brochures and direct mail	4	4	*	-	*	*	2	*	-	*	2
	64%	*70%*	*60%*	*-%*	*37%*	*31%*	*100%*	*100%*	*-%*	*32%*	*100%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	3	2	*	*	*	1	-	*	2	*	-
	43%	*38%*	*50%*	*77%*	*63%*	*64%*	*-%*	*100%*	*100%*	*100%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	2	2	*	*	-	*	2	*	-	*	*
	35%	*38%*	*23%*	*23%*	*-%*	*18%*	*100%*	*100%*	*-%*	*32%*	*3%*
Other	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV8p. Do you use any of the following products to send your bulk mailings?
Royal Mail sorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	14	-	-	6	-	-	1	-	2	-	9	-	-	5
Weighted total	7	-	-	4	-	-	2	-	*	-	6	-	-	1
Advertising and promotional material, such as catalogues, brochures and direct mail	4	-	-	4	-	-	-	-	*	-	4	-	-	1
	64%	-%	-%	*90%*	-%	-%	-%	-%	*39%*	-%	*61%*	-%	-%	*82%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	3	-	-	*	-	-	2	-	*	-	2	-	-	1
	43%	-%	-%	*8%*	-%	-%	*100%*	-%	*61%*	-%	*37%*	-%	-%	*87%*
Publications, such as magazines, periodicals, customer newsletters	2	-	-	2	-	-	-	-	-	-	2	-	-	1
	35%	-%	-%	*47%*	-%	-%	-%	-%	-%	-%	*31%*	-%	-%	*69%*
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV8p. Do you use any of the following products to send your bulk mailings?
Royal Mail sorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	14	-	1	-	1	5	1	-	6	11	3	12	2
Weighted total	7	-	*	-	*	2	*	-	4	5	2	7	*
Advertising and promotional material, such as catalogues, brochures and direct mail	4	-	-	-	-	1	-	-	4	4	*	4	-
	64%	-%	-%	-%	-%	*31%*	-%	-%	*92%*	*84%*	*11%*	*66%*	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	3	-	*	-	*	2	*	-	*	1	2	3	*
	43%	-%	*100%*	-%	*100%*	*91%*	*100%*	-%	*6%*	*24%*	*92%*	*41%*	*100%*
Publications, such as magazines, periodicals, customer newsletters	2	-	-	-	-	1	-	-	2	2	*	2	-
	35%	-%	-%	-%	-%	*24%*	-%	-%	*46%*	*48%*	*2%*	*36%*	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV8p. Do you use any of the following products to send your bulk mailings?
Royal Mail sorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	14	14	-	4	5	5
Weighted total	7	7	-	1	5	1
Advertising and promotional material, such as catalogues, brochures and direct mail	4	4	-	*	4	1
	64%	*64%*	*-%*	*28%*	*66%*	*70%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	3	3	-	*	2	1
	43%	*43%*	*-%*	*72%*	*32%*	*89%*
Publications, such as magazines, periodicals, customer newsletters	2	2	-	-	2	1
	35%	*35%*	*-%*	*-%*	*35%*	*59%*
Other	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

QV8p. Do you use any of the following products to send your bulk mailings?
Royal Mail sorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	**14**	7	5	1	1	-	-	-	-	12	2	1	6	7
Weighted total	**7**	4	3	*	*	-	-	-	-	7	*	*	4	3
Advertising and promotional material, such as catalogues, brochures and direct mail	**4**	4	1	*	-	-	-	-	-	4	*	-	4	1
	64%	*91%*	*24%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*64%*	*51%*	*-%*	*94%*	*26%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**3**	*	2	-	*	-	-	-	-	3	*	*	*	3
	43%	*10%*	*90%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*43%*	*49%*	*100%*	*7%*	*87%*
Publications, such as magazines, periodicals, customer newsletters	**2**	2	1	-	-	-	-	-	-	2	-	-	2	1
	35%	*46%*	*22%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*36%*	*-%*	*-%*	*47%*	*21%*
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV8p. Do you use any of the following products to send your bulk mailings?
Royal Mail sorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	14	13	12	13	9	14	11	11	1	-	-	-	1	-
Weighted total	7	5	3	5	1	7	3	5	*	-	-	-	*	-
Advertising and promotional material, such as catalogues, brochures and direct mail	4	4	3	4	1	4	*	4	*	-	-	-	-	-
	64%	*85%*	*77%*	*85%*	*58%*	*64%*	*13%*	*86%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	3	1	1	1	1	3	2	1	-	-	-	-	*	-
	43%	*24%*	*36%*	*24%*	*71%*	*43%*	*85%*	*23%*	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	2	2	1	2	1	2	*	2	-	-	-	-	-	-
	35%	*46%*	*20%*	*46%*	*47%*	*35%*	*7%*	*49%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV8p. Do you use any of the following products to send your bulk mailings?
Royal Mail sorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	14	9	-	-	-	-	-	-	-	-	2	7	4	-
Weighted total	7	1	-	-	-	-	-	-	-	-	2	3	1	-
Advertising and promotional material, such as catalogues, brochures and direct mail	4	1	-	-	-	-	-	-	-	-	2	2	*	-
	64%	*58%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*	*80%*	*55%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	3	1	-	-	-	-	-	-	-	-	-	1	*	-
	43%	*71%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*34%*	*53%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	2	1	-	-	-	-	-	-	-	-	*	2	*	-
	35%	*47%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*84%*	*8%*	*-%*
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV8p. Do you use any of the following products to send your bulk mailings?
Royal Mail sorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	**14**	-	2	6	1	-	5	-	4	14	-	13	-
Weighted total	**7**	-	*	1	*	-	1	-	1	7	-	5	-
Advertising and promotional material, such as catalogues, brochures and direct mail	**4**	-	*	1	*	-	*	-	1	4	-	4	-
	64%	-%	*34%*	*57%*	*100%*	-%	*31%*	-%	*79%*	*64%*	-%	*85%*	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**3**	-	-	1	-	-	*	-	1	3	-	1	-
	43%	-%	-%	*87%*	-%	-%	*60%*	-%	*81%*	*43%*	-%	*24%*	-%
Publications, such as magazines, periodicals, customer newsletters	**2**	-	*	1	-	-	*	-	1	2	-	2	-
	35%	-%	*100%*	*44%*	-%	-%	*23%*	-%	*67%*	*35%*	-%	*46%*	-%
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV8p. Do you use any of the following products to send your bulk mailings?
Royal Mail sorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	14	2	1	2	1	8	1	6	13	6	-
Weighted total	7	1	*	1	*	1	*	3	5	1	-
Advertising and promotional material, such as catalogues, brochures and direct mail	4	*	-	*	-	1	-	2	4	1	-
	64%	*74%*	*-%*	*74%*	*-%*	*62%*	*-%*	*86%*	*85%*	*56%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	3	1	*	1	*	1	*	1	1	1	-
	43%	*100%*	*100%*	*100%*	*100%*	*69%*	*100%*	*31%*	*24%*	*89%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	2	*	-	*	-	1	-	2	2	1	-
	35%	*74%*	*-%*	*74%*	*-%*	*51%*	*-%*	*90%*	*46%*	*67%*	*-%*
Other	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV8p. Do you use any of the following products to send your bulk mailings?
Royal Mail sorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	**14**	4	12	5	-	6	9	5	1	13	12	9	10	12	3
Weighted total	**7**	1	3	1	-	1	1	1	*	5	3	1	3	5	*
Advertising and promotional material, such as catalogues, brochures and direct mail	**4**	1	3	1	-	1	1	1	*	4	3	1	2	4	*
	64%	*66%*	*77%*	*59%*	*-%*	*46%*	*58%*	*59%*	*100%*	*85%*	*77%*	*58%*	*78%*	*83%*	*37%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**3**	1	1	1	-	1	1	1	*	1	1	1	1	1	*
	43%	*87%*	*36%*	*88%*	*-%*	*91%*	*71%*	*88%*	*100%*	*24%*	*36%*	*71%*	*36%*	*16%*	*80%*
Publications, such as magazines, periodicals, customer newsletters	**2**	1	1	1	-	1	1	1	*	2	1	1	2	2	*
	35%	*79%*	*20%*	*70%*	*-%*	*55%*	*47%*	*70%*	*100%*	*46%*	*20%*	*47%*	*76%*	*41%*	*37%*
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV8p. Do you use any of the following products to send your bulk mailings?
Royal Mail sorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	14	6	8	7	4	3	9	12	1	-	-	-
Weighted total	7	1	1	1	1	1	2	5	*	-	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	4	1	1	1	1	1	1	4	*	-	-	-
	64%	*73%*	*62%*	*49%*	*66%*	*76%*	*47%*	*87%*	*100%*	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	3	1	1	1	1	1	1	1	*	-	-	-
	43%	*69%*	*69%*	*87%*	*87%*	*100%*	*82%*	*22%*	*100%*	-%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	2	1	1	1	1	1	1	2	*	-	-	-
	35%	*68%*	*51%*	*57%*	*79%*	*76%*	*43%*	*48%*	*100%*	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV8p. Do you use any of the following products to send your bulk mailings?
Royal Mail sorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	14	14	12	14	12	14	6	13	7	-	12	-	5	9
Weighted total	7	7	5	7	5	7	3	7	1	-	5	-	3	4
Advertising and promotional material, such as catalogues, brochures and direct mail	4	4	3	4	3	4	2	4	1	-	3	-	2	2
	64%	*64%*	*51%*	*64%*	*53%*	*64%*	*82%*	*65%*	*58%*	*-%*	*52%*	*-%*	*86%*	*49%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	3	3	3	3	3	3	1	3	1	-	3	-	1	2
	43%	*43%*	*57%*	*43%*	*56%*	*43%*	*33%*	*42%*	*84%*	*-%*	*57%*	*-%*	*28%*	*52%*
Publications, such as magazines, periodicals, customer newsletters	2	2	1	2	1	2	1	2	1	-	2	-	1	2
	35%	*35%*	*13%*	*35%*	*14%*	*35%*	*22%*	*36%*	*69%*	*-%*	*49%*	*-%*	*22%*	*43%*
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV8p. Do you use any of the following products to send your bulk mailings?
Royal Mail sorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	14	3	-	-	3	3	8	2	3	1	10	4	10
Weighted total	7	1	-	-	1	1	4	*	2	*	4	2	4
Advertising and promotional material, such as catalogues, brochures and direct mail	4	*	-	-	*	1	2	-	2	*	2	1	4
	64%	*65%*	*-%*	*-%*	*65%*	*86%*	*48%*	*-%*	*96%*	*100%*	*46%*	*25%*	*84%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	3	1	-	-	1	1	2	*	1	-	2	2	1
	43%	*100%*	*-%*	*-%*	*100%*	*85%*	*50%*	*100%*	*26%*	*-%*	*53%*	*96%*	*14%*
Publications, such as magazines, periodicals, customer newsletters	2	*	-	-	*	*	*	-	2	-	*	*	2
	35%	*65%*	*-%*	*-%*	*65%*	*71%*	*5%*	*-%*	*96%*	*-%*	*5%*	*21%*	*43%*
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV8p. Do you use any of the following products to send your bulk mailings?
Royal Mail sorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	14	4	1	3	1	2	2	2	4	-	2	1	-
Weighted total	7	*	*	*	*	*	*	*	*	-	*	*	-
Advertising and promotional material, such as catalogues, brochures and direct mail	4	*	*	*	*	*	*	*	*	-	*	*	-
	64%	*85%*	*100%*	*100%*	*100%*	*100%*	*100%*	*50%*	*85%*	-%	*55%*	*100%*	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	3	*	*	*	*	*	*	*	*	-	*	*	-
	43%	*30%*	*100%*	*17%*	*100%*	*22%*	*45%*	*100%*	*30%*	-%	*45%*	*100%*	-%
Publications, such as magazines, periodicals, customer newsletters	2	*	*	*	*	*	*	*	*	-	*	*	-
	35%	*33%*	*100%*	*39%*	*100%*	*22%*	*100%*	*50%*	*33%*	-%	*55%*	*100%*	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 97 (continuation)

QV8p. Do you use any of the following products to send your bulk mailings?
Royal Mail sorted bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Month							Quarter			
		Jan' 2018	Feb' 2018	Apr' 2018	Jul' 2018	Oct' 2018	Nov' 2018	Dec' 2018	Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d
Unweighted total	14	5	1	4	1	1	1	1	6	4	1	3
Weighted total	7	3	2	*	*	*	2	*	4	*	*	2
Advertising and promotional material, such as catalogues, brochures and direct mail	4	*	2	*	*	-	2	-	2	*	*	2
	64%	*18%*	*100%*	*85%*	*100%*	*-%*	*100%*	*-%*	*50%*	*85%*	*100%*	*87%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	3	3	-	*	-	*	-	-	3	*	-	*
	43%	*100%*	*-%*	*30%*	*-%*	*100%*	*-%*	*-%*	*61%*	*30%*	*-%*	*8%*
Publications, such as magazines, periodicals, customer newsletters	2	*	2	*	-	-	-	*	2	*	-	*
	35%	*18%*	*100%*	*33%*	*-%*	*-%*	*-%*	*100%*	*50%*	*33%*	*-%*	*5%*
Other	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g - a,b,c,d

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QV8q. Do you use any of the following products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	2	2	-	-	-	-	2	-	-	-	-
Weighted total	1	1	-	-	-	-	1	-	-	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	*	*	-	-	-	-	*	-	-	-	-
	22%	*22%*	-%	-%	-%	-%	*22%*	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	1	1	-	-	-	-	1	-	-	-	-
	78%	*78%*	-%	-%	-%	-%	*78%*	-%	-%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV8q. Do you use any of the following products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	2	-	1	-	-	-	-	-	-	-	1	1	-	-
Weighted total	1	-	1	-	-	-	-	-	-	-	1	*	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	1	-	1	-	-	-	-	-	-	-	1	-	-	-
	78%	-%	*100%*	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV8q. Do you use any of the following products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	2	-	1	-	-	-	-	-	1	2	-	2	-
Weighted total	1	-	1	-	-	-	-	-	*	1	-	1	-
Advertising and promotional material, such as catalogues, brochures and direct mail	*	-	-	-	-	-	-	-	*	*	-	*	-
	22%	-%	-%	-%	-%	-%	-%	-%	*100%*	*22%*	-%	*22%*	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	1	-	1	-	-	-	-	-	-	1	-	1	-
	78%	-%	*100%*	-%	-%	-%	-%	-%	-%	*78%*	-%	*78%*	-%
Publications, such as magazines, periodicals, customer newsletters	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV8q. Do you use any of the following products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	2	2	-	2	-	-
Weighted total	1	1	-	1	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	*	*	-	*	-	-
	22%	*22%*	-%	*22%*	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	1	1	-	1	-	-
	78%	*78%*	-%	*78%*	-%	-%
Publications, such as magazines, periodicals, customer newsletters	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

QV8q. Do you use any of the following products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	**2**	1	1	-	-	-	-	-	-	2	-	-	1	1
Weighted total	**1**	1	*	-	-	-	-	-	-	1	-	-	1	*
Advertising and promotional material, such as catalogues, brochures and direct mail	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	22%	-%	*100%*	-%	-%	-%	-%	-%	-%	*22%*	-%	-%	-%	*100%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**1**	1	-	-	-	-	-	-	-	1	-	-	1	-
	78%	*100%*	-%	-%	-%	-%	-%	-%	-%	*78%*	-%	-%	*100%*	-%
Publications, such as magazines, periodicals, customer newsletters	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV8q. Do you use any of the following products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	2	-	-	-	-	2	1	-	-	-	-	-	-	-
Weighted total	1	-	-	-	-	1	1	-	-	-	-	-	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	*	-	-	-	-	*	-	-	-	-	-	-	-	-
	22%	-%	-%	-%	-%	*22%*	-%	-%	-%	-%	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	1	-	-	-	-	1	1	-	-	-	-	-	-	-
	78%	-%	-%	-%	-%	*78%*	*100%*	-%	-%	-%	-%	-%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV8q. Do you use any of the following products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	2	-	-	-	-	-	-	-	-	-	-	-	-	-
Weighted total	1	-	-	-	-	-	-	-	-	-	-	-	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	78%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV8q. Do you use any of the following products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	2	-	-	-	-	-	-	-	-	2	-	-	-
Weighted total	1	-	-	-	-	-	-	-	-	1	-	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	*	-	-	-	-	-	-	-	-	*	-	-	-
	22%	-%	-%	-%	-%	-%	-%	-%	-%	*22%*	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	1	-	-	-	-	-	-	-	-	1	-	-	-
	78%	-%	-%	-%	-%	-%	-%	-%	-%	*78%*	-%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV8q. Do you use any of the following products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	2	-	-	-	-	-	-	-	-	-	-
Weighted total	1	-	-	-	-	-	-	-	-	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	*	-	-	-	-	-	-	-	-	-	-
	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	1	-	-	-	-	-	-	-	-	-	-
	78%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV8q. Do you use any of the following products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Weighted total	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	78%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV8q. Do you use any of the following products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	2	-	-	-	-	-	-	-	1	-	-	-
Weighted total	1	-	-	-	-	-	-	-	1	-	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	*	-	-	-	-	-	-	-	-	-	-	-
	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	1	-	-	-	-	-	-	-	1	-	-	-
	78%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV8q. Do you use any of the following products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	2	1	1	1	-	2	1	1	-	-	1	-	-	2
Weighted total	1	1	1	1	-	1	1	1	-	-	1	-	-	1
Advertising and promotional material, such as catalogues, brochures and direct mail	*	-	-	-	-	*	-	-	-	-	-	-	-	*
	22%	-%	-%	-%	-%	*22%*	-%	-%	-%	-%	-%	-%	-%	*22%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	1	1	1	1	-	1	1	1	-	-	1	-	-	1
	78%	*100%*	*100%*	*100%*	-%	*78%*	*100%*	*100%*	-%	-%	*100%*	-%	-%	*78%*
Publications, such as magazines, periodicals, customer newsletters	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV8q. Do you use any of the following products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	2	-	-	-	-	-	1	1	-	-	2	-	2
Weighted total	1	-	-	-	-	-	*	1	-	-	1	-	1
Advertising and promotional material, such as catalogues, brochures and direct mail	*	-	-	-	-	-	*	-	-	-	*	-	*
	22%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	*22%*	-%	*22%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	1	-	-	-	-	-	-	1	-	-	1	-	1
	78%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	*78%*	-%	*78%*
Publications, such as magazines, periodicals, customer newsletters	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV8q. Do you use any of the following products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	2	-	-	-	-	-	-	-	-	-	-	-	-
Weighted total	1	-	-	-	-	-	-	-	-	-	-	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	*	-	-	-	-	-	-	-	-	-	-	-	-
	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	1	-	-	-	-	-	-	-	-	-	-	-	-
	78%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

QV8q. Do you use any of the following products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Month		Quarter
		May' 2018	Jun' 2018	Q2 2018
Significance Level: 95%		*a	*b	
Unweighted total	2	1	1	2
Weighted total	1	*	1	1
Advertising and promotional material, such as catalogues, brochures and direct mail	*	*	-	*
	22%	*100%*	*-%*	*22%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	1	-	1	1
	78%	*-%*	*100%*	*78%*
Publications, such as magazines, periodicals, customer newsletters	-	-	-	-
	-%	-%	-%	-%
Other	-	-	-	-
	-%	-%	-%	-%
Don't know	-	-	-	-
	-%	-%	-%	-%

Columns Tested: a,b

QV8q. Do you use any of the following products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	2	2	-	-	-	-	2	-	-	-	-
Weighted total	1	1	-	-	-	-	1	-	-	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	*	*	-	-	-	-	*	-	-	-	-
	22%	*22%*	-%	-%	-%	-%	*22%*	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	1	1	-	-	-	-	1	-	-	-	-
	78%	*78%*	-%	-%	-%	-%	*78%*	-%	-%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV8q. Do you use any of the following products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	2	-	1	-	-	-	-	-	-	-	1	1	-	-
Weighted total	1	-	1	-	-	-	-	-	-	-	1	*	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	1	-	1	-	-	-	-	-	-	-	1	-	-	-
	78%	-%	*100%*	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV8q. Do you use any of the following products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	2	-	1	-	-	-	-	-	1	2	-	2	-
Weighted total	1	-	1	-	-	-	-	-	*	1	-	1	-
Advertising and promotional material, such as catalogues, brochures and direct mail	*	-	-	-	-	-	-	-	*	*	-	*	-
	22%	-%	-%	-%	-%	-%	-%	-%	*100%*	*22%*	-%	*22%*	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	1	-	1	-	-	-	-	-	-	1	-	1	-
	78%	-%	*100%*	-%	-%	-%	-%	-%	-%	*78%*	-%	*78%*	-%
Publications, such as magazines, periodicals, customer newsletters	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV8q. Do you use any of the following products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	2	2	-	2	-	-
Weighted total	1	1	-	1	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	*	*	-	*	-	-
	22%	*22%*	-%	*22%*	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	1	1	-	1	-	-
	78%	*78%*	-%	*78%*	-%	-%
Publications, such as magazines, periodicals, customer newsletters	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

QV8q. Do you use any of the following products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	**2**	1	1	-	-	-	-	-	-	2	-	-	1	1
Weighted total	**1**	1	*	-	-	-	-	-	-	1	-	-	1	*
Advertising and promotional material, such as catalogues, brochures and direct mail	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	22%	-%	*100%*	-%	-%	-%	-%	-%	-%	*22%*	-%	-%	-%	*100%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**1**	1	-	-	-	-	-	-	-	1	-	-	1	-
	78%	*100%*	-%	-%	-%	-%	-%	-%	-%	*78%*	-%	-%	*100%*	-%
Publications, such as magazines, periodicals, customer newsletters	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV8q. Do you use any of the following products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	2	-	-	-	-	2	1	-	-	-	-	-	-	-
Weighted total	1	-	-	-	-	1	1	-	-	-	-	-	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	*	-	-	-	-	*	-	-	-	-	-	-	-	-
	22%	-%	-%	-%	-%	*22%*	-%	-%	-%	-%	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	1	-	-	-	-	1	1	-	-	-	-	-	-	-
	78%	-%	-%	-%	-%	*78%*	*100%*	-%	-%	-%	-%	-%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV8q. Do you use any of the following products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	2	-	-	-	-	-	-	-	-	-	-	-	-	-
Weighted total	1	-	-	-	-	-	-	-	-	-	-	-	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	78%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV8q. Do you use any of the following products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	2	-	-	-	-	-	-	-	-	2	-	-	-
Weighted total	1	-	-	-	-	-	-	-	-	1	-	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	*	-	-	-	-	-	-	-	-	*	-	-	-
	22%	-%	-%	-%	-%	-%	-%	-%	-%	*22%*	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	1	-	-	-	-	-	-	-	-	1	-	-	-
	78%	-%	-%	-%	-%	-%	-%	-%	-%	*78%*	-%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV8q. Do you use any of the following products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	2	-	-	-	-	-	-	-	-	-	-
Weighted total	1	-	-	-	-	-	-	-	-	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	*	-	-	-	-	-	-	-	-	-	-
	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	1	-	-	-	-	-	-	-	-	-	-
	78%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV8q. Do you use any of the following products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Weighted total	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	78%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV8q. Do you use any of the following products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	2	-	-	-	-	-	-	-	1	-	-	-
Weighted total	1	-	-	-	-	-	-	-	1	-	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	*	-	-	-	-	-	-	-	-	-	-	-
	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	1	-	-	-	-	-	-	-	1	-	-	-
	78%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV8q. Do you use any of the following products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	2	1	1	1	-	2	1	1	-	-	1	-	-	2
Weighted total	1	1	1	1	-	1	1	1	-	-	1	-	-	1
Advertising and promotional material, such as catalogues, brochures and direct mail	*	-	-	-	-	*	-	-	-	-	-	-	-	*
	22%	-%	-%	-%	-%	*22%*	-%	-%	-%	-%	-%	-%	-%	*22%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	1	1	1	1	-	1	1	1	-	-	1	-	-	1
	78%	*100%*	*100%*	*100%*	-%	*78%*	*100%*	*100%*	-%	-%	*100%*	-%	-%	*78%*
Publications, such as magazines, periodicals, customer newsletters	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV8q. Do you use any of the following products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	2	-	-	-	-	-	1	1	-	-	2	-	2
Weighted total	1	-	-	-	-	-	*	1	-	-	1	-	1
Advertising and promotional material, such as catalogues, brochures and direct mail	*	-	-	-	-	-	*	-	-	-	*	-	*
	22%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	*22%*	-%	*22%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	1	-	-	-	-	-	-	1	-	-	1	-	1
	78%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	*78%*	-%	*78%*
Publications, such as magazines, periodicals, customer newsletters	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV8q. Do you use any of the following products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	2	-	-	-	-	-	-	-	-	-	-	-	-
Weighted total	1	-	-	-	-	-	-	-	-	-	-	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	*	-	-	-	-	-	-	-	-	-	-	-	-
	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	1	-	-	-	-	-	-	-	-	-	-	-	-
	78%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

QV8q. Do you use any of the following products to send your bulk mailings?
Royal Mail Wholesale Access
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Month		Quarter
		May' 2018	Jun' 2018	Q2 2018
Significance Level: 95%		*a	*b	
Unweighted total	**2**	1	1	2
Weighted total	**1**	*	1	1
Advertising and promotional material, such as catalogues, brochures and direct mail	*	*	-	*
	22%	*100%*	*-%*	*22%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**1**	-	1	1
	78%	*-%*	*100%*	*78%*
Publications, such as magazines, periodicals, customer newsletters	**-**	-	-	-
	-%	-%	-%	-%
Other	**-**	-	-	-
	-%	-%	-%	-%
Don't know	**-**	-	-	-
	-%	-%	-%	-%

Columns Tested: a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 100 Page 1849

QV8r. Do you use any of the following products to send your bulk mailings?
Bulk mail product from a different provider - other)
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	11	4	5	2	-	7	-	4	2	1	-
Weighted total	5	4	1	*	-	1	-	2	*	*	-
Advertising and promotional material, such as catalogues, brochures and direct mail	2	2	*	*	-	*	-	-	-	-	-
	43%	*43%*	*24%*	*83%*	*-%*	*46%*	*-%*	*-%*	*-%*	*-%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	2	2	*	-	-	*	-	*	-	-	-
	41%	*43%*	*54%*	*-%*	*-%*	*34%*	*-%*	*7%*	*-%*	*-%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	1	*	*	-	-	*	-	*	-	-	-
	11%	*7%*	*42%*	*-%*	*-%*	*26%*	*-%*	*12%*	*-%*	*-%*	*-%*
Don't know	2	2	*	*	-	*	-	2	*	*	-
	45%	*50%*	*28%*	*17%*	*-%*	*24%*	*-%*	*81%*	*100%*	*100%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QV8r. Do you use any of the following products to send your bulk mailings?
Bulk mail product from a different provider - other)
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	11	-	-	2	-	1	1	1	1	1	7	3	-	1
Weighted total	5	-	-	1	-	*	2	*	*	1	4	*	-	*
Advertising and promotional material, such as catalogues, brochures and direct mail	2	-	-	-	-	*	2	*	-	-	2	-	-	-
	43%	-%	-%	-%	-%	*100%*	*100%*	*100%*	-%	-%	*49%*	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	2	-	-	-	-	-	2	*	*	-	2	-	-	-
	41%	-%	-%	-%	-%	-%	*100%*	*100%*	*100%*	-%	*46%*	-%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	1	-	-	-	-	-	-	*	-	-	*	*	-	-
	11%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	*3%*	*79%*	-%	-%
Don't know	2	-	-	1	-	-	-	-	-	1	2	*	-	*
	45%	-%	-%	*100%*	-%	-%	-%	-%	-%	*100%*	*48%*	*21%*	-%	*100%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV8r. Do you use any of the following products to send your bulk mailings?
Bulk mail product from a different provider - other)
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	**11**	-	3	-	-	1	1	-	6	9	2	11	-
Weighted total	**5**	-	1	-	-	*	*	-	4	5	*	5	-
Advertising and promotional material, such as catalogues, brochures and direct mail	**2**	-	*	-	-	-	-	-	2	2	*	2	-
	43%	*-%*	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*56%*	*42%*	*74%*	*43%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**2**	-	*	-	-	-	-	-	2	2	*	2	-
	41%	*-%*	*24%*	*-%*	*-%*	*-%*	*-%*	*-%*	*48%*	*40%*	*74%*	*41%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	**1**	-	*	-	-	-	-	-	*	*	*	1	-
	11%	*-%*	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*11%*	*8%*	*74%*	*11%*	*-%*
Don't know	**2**	-	1	-	-	*	*	-	1	2	*	2	-
	45%	*-%*	*76%*	*-%*	*-%*	*100%*	*100%*	*-%*	*33%*	*46%*	*26%*	*45%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV8r. Do you use any of the following products to send your bulk mailings?
Bulk mail product from a different provider - other)
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	11	11	-	2	5	4
Weighted total	5	5	-	2	2	1
Advertising and promotional material, such as catalogues, brochures and direct mail	2	2	-	2	-	*
	43%	*43%*	*-%*	*91%*	*-%*	*54%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	2	2	-	2	-	*
	41%	*41%*	*-%*	*100%*	*-%*	*18%*
Publications, such as magazines, periodicals, customer newsletters	1	1	-	-	*	*
	11%	*11%*	*-%*	*-%*	*4%*	*58%*
Don't know	2	2	-	-	2	*
	45%	*45%*	*-%*	*-%*	*96%*	*6%*

Columns Tested: a,b - a,b,c

QV8r. Do you use any of the following products to send your bulk mailings?
Bulk mail product from a different provider - other)
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	11	6	4	-	-	-	-	-	1	10	1	1	5	5
Weighted total	5	4	1	-	-	-	-	-	*	5	*	2	2	1
Advertising and promotional material, such as catalogues, brochures and direct mail	2	2	*	-	-	-	-	-	*	2	*	2	-	*
	43%	*43%*	*37%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*	*42%*	*100%*	*100%*	*-%*	*46%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	2	2	-	-	-	-	-	-	*	2	*	2	*	*
	41%	*47%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*	*40%*	*100%*	*100%*	*7%*	*15%*
Publications, such as magazines, periodicals, customer newsletters	1	*	*	-	-	-	-	-	*	*	*	-	*	*
	11%	*2%*	*41%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*	*8%*	*100%*	*-%*	*4%*	*50%*
Don't know	2	2	*	-	-	-	-	-	-	2	-	-	2	*
	45%	*51%*	*22%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*47%*	*-%*	*-%*	*89%*	*19%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV8r. Do you use any of the following products to send your bulk mailings?
Bulk mail product from a different provider - other)
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	11	11	10	11	7	11	10	8	-	-	1	1	-	1
Weighted total	5	5	3	5	2	5	3	4	-	-	*	*	-	*
Advertising and promotional material, such as catalogues, brochures and direct mail	2	2	*	2	*	2	*	2	-	-	-	-	-	*
	43%	*43%*	*12%*	*43%*	*22%*	*43%*	*12%*	*46%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	2	2	*	2	*	2	*	2	-	-	-	-	-	*
	41%	*41%*	*9%*	*41%*	*7%*	*41%*	*9%*	*43%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*
Publications, such as magazines, periodicals, customer newsletters	1	1	1	1	1	1	1	-	-	-	*	*	-	*
	11%	*11%*	*17%*	*11%*	*29%*	*11%*	*17%*	*-%*	*-%*	*-%*	*100%*	*100%*	*-%*	*100%*
Don't know	2	2	2	2	1	2	2	2	-	-	-	-	-	-
	45%	*45%*	*70%*	*45%*	*57%*	*45%*	*70%*	*51%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV8r. Do you use any of the following products to send your bulk mailings?
Bulk mail product from a different provider - other)
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	11	6	-	-	-	-	1	-	1	1	1	4	5	-
Weighted total	5	2	-	-	-	-	*	-	*	2	*	2	1	-
Advertising and promotional material, such as catalogues, brochures and direct mail	2	*	-	-	-	-	*	-	*	2	-	-	*	-
	43%	*16%*	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*	*100%*	*100%*	*-%*	*-%*	*47%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	2	-	-	-	-	-	*	-	*	2	-	*	*	-
	41%	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*	*100%*	*100%*	*-%*	*7%*	*15%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	1	*	-	-	-	-	*	-	*	-	-	*	*	-
	11%	*23%*	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*	*100%*	*-%*	*-%*	*4%*	*51%*	*-%*
Don't know	2	1	-	-	-	-	-	-	-	-	*	2	*	-
	45%	*61%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*	*88%*	*18%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV8r. Do you use any of the following products to send your bulk mailings?
Bulk mail product from a different provider - other)
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	11	-	-	4	3	-	5	1	1	4	7	3	8
Weighted total	5	-	-	1	*	-	2	*	*	2	3	1	4
Advertising and promotional material, such as catalogues, brochures and direct mail	2	-	-	-	*	-	*	*	-	*	2	-	2
	43%	-%	-%	-%	*88%*	-%	*16%*	*100%*	-%	*17%*	*55%*	-%	*59%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	2	-	-	-	*	-	-	*	-	*	2	*	2
	41%	-%	-%	-%	*29%*	-%	-%	*100%*	-%	*11%*	*55%*	*13%*	*51%*
Publications, such as magazines, periodicals, customer newsletters	1	-	-	*	*	-	*	*	-	-	1	-	1
	11%	-%	-%	*29%*	*29%*	-%	*24%*	*100%*	-%	-%	*16%*	-%	*15%*
Don't know	2	-	-	1	*	-	1	-	*	1	1	1	1
	45%	-%	-%	*71%*	*12%*	-%	*60%*	-%	*100%*	*72%*	*33%*	*87%*	*30%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV8r. Do you use any of the following products to send your bulk mailings?
Bulk mail product from a different provider - other)
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	11	3	1	3	3	4	3	4	10	4	1
Weighted total	5	*	*	1	*	1	1	1	3	1	2
Advertising and promotional material, such as catalogues, brochures and direct mail	2	*	-	-	*	*	-	*	*	*	2
	43%	*80%*	*-%*	*-%*	*80%*	*73%*	*-%*	*73%*	*12%*	*73%*	*100%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	2	*	-	-	*	*	-	*	*	*	2
	41%	*26%*	*-%*	*-%*	*26%*	*24%*	*-%*	*24%*	*9%*	*24%*	*100%*
Publications, such as magazines, periodicals, customer newsletters	1	*	*	*	*	*	*	*	1	*	-
	11%	*46%*	*100%*	*20%*	*46%*	*42%*	*23%*	*24%*	*17%*	*24%*	*-%*
Don't know	2	-	-	1	-	*	1	*	2	*	-
	45%	*-%*	*-%*	*80%*	*-%*	*9%*	*77%*	*27%*	*70%*	*27%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QV8r. Do you use any of the following products to send your bulk mailings?
Bulk mail product from a different provider - other)
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	**11**	5	10	5	-	5	5	4	-	6	6	5	5	6	1
Weighted total	**5**	1	3	1	-	1	2	*	-	2	2	1	1	2	*
Advertising and promotional material, such as catalogues, brochures and direct mail	**2**	*	*	*	-	*	*	*	-	*	*	*	*	*	-
	43%	*66%*	*12%*	*66%*	*-%*	*66%*	*24%*	*79%*	*-%*	*7%*	*7%*	*47%*	*9%*	*7%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**2**	*	*	*	-	*	*	*	-	*	*	*	*	*	-
	41%	*22%*	*9%*	*22%*	*-%*	*22%*	*8%*	*26%*	*-%*	*16%*	*16%*	*15%*	*19%*	*16%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	**1**	*	1	*	-	*	*	*	-	*	*	1	*	*	-
	11%	*22%*	*17%*	*22%*	*-%*	*38%*	*25%*	*26%*	*-%*	*24%*	*24%*	*63%*	*9%*	*24%*	*-%*
Don't know	**2**	*	2	*	-	*	1	*	-	1	1	*	1	1	*
	45%	*34%*	*70%*	*34%*	*-%*	*17%*	*59%*	*21%*	*-%*	*67%*	*67%*	*6%*	*81%*	*67%*	*100%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV8r. Do you use any of the following products to send your bulk mailings?
Bulk mail product from a different provider - other)
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	11	4	3	3	1	1	6	6	2	-	-	-
Weighted total	5	*	*	*	*	*	2	2	1	-	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	2	*	-	*	-	-	*	*	-	-	-	-
	43%	*57%*	*-%*	*90%*	*-%*	*-%*	*22%*	*7%*	*-%*	*-%*	*-%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	2	-	-	*	-	-	*	*	-	-	-	-
	41%	*-%*	*-%*	*29%*	*-%*	*-%*	*16%*	*16%*	*-%*	*-%*	*-%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	1	*	*	*	-	-	*	*	-	-	-	-
	11%	*21%*	*90%*	*29%*	*-%*	*-%*	*13%*	*24%*	*-%*	*-%*	*-%*	*-%*
Don't know	2	*	*	*	*	*	1	1	1	-	-	-
	45%	*22%*	*10%*	*10%*	*100%*	*100%*	*63%*	*67%*	*100%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV8r. Do you use any of the following products to send your bulk mailings?
Bulk mail product from a different provider - other)
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	11	11	11	11	9	11	8	11	7	-	5	1	4	4
Weighted total	5	5	5	5	3	5	3	5	2	-	1	*	2	*
Advertising and promotional material, such as catalogues, brochures and direct mail	2	2	2	2	2	2	2	2	*	-	*	-	*	-
	43%	*43%*	*43%*	*43%*	*60%*	*43%*	*63%*	*43%*	*23%*	*-%*	*47%*	*-%*	*22%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	2	2	2	2	2	2	2	2	*	-	*	*	*	*
	41%	*41%*	*41%*	*41%*	*57%*	*41%*	*55%*	*41%*	*17%*	*-%*	*15%*	*100%*	*7%*	*40%*
Publications, such as magazines, periodicals, customer newsletters	1	1	1	1	*	1	*	1	*	-	*	-	*	*
	11%	*11%*	*11%*	*11%*	*6%*	*11%*	*7%*	*11%*	*8%*	*-%*	*51%*	*-%*	*24%*	*24%*
Don't know	2	2	2	2	1	2	1	2	1	-	*	-	1	*
	45%	*45%*	*45%*	*45%*	*32%*	*45%*	*34%*	*45%*	*67%*	*-%*	*18%*	*-%*	*61%*	*36%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV8r. Do you use any of the following products to send your bulk mailings?
Bulk mail product from a different provider - other)
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	11	9	-	1	8	1	9	1	6	-	4	5	6
Weighted total	5	5	-	1	4	*	5	*	3	-	2	2	2
Advertising and promotional material, such as catalogues, brochures and direct mail	2	2	-	-	2	*	2	-	2	-	*	2	-
	43%	*45%*	*-%*	*-%*	*57%*	*100%*	*42%*	*-%*	*59%*	*-%*	*16%*	*89%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	2	2	-	-	2	*	2	-	2	-	-	2	-
	41%	*40%*	*-%*	*-%*	*49%*	*100%*	*40%*	*-%*	*65%*	*-%*	*-%*	*85%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	1	1	-	-	1	*	*	-	*	-	*	*	*
	11%	*11%*	*-%*	*-%*	*14%*	*100%*	*8%*	*-%*	*4%*	*-%*	*18%*	*5%*	*16%*
Don't know	2	2	-	1	1	-	2	*	1	-	1	*	2
	45%	*46%*	*-%*	*100%*	*33%*	*-%*	*46%*	*100%*	*35%*	*-%*	*67%*	*4%*	*84%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QV8r. Do you use any of the following products to send your bulk mailings?
Bulk mail product from a different provider - other)
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	11	3	2	2	2	2	1	3	2	-	2	1	-
Weighted total	5	*	*	*	*	*	*	*	*	-	*	*	-
Advertising and promotional material, such as catalogues, brochures and direct mail	2	-	-	-	-	-	-	-	-	-	-	-	-
	43%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	2	*	-	-	-	-	-	*	*	-	*	-	-
	41%	*61%*	-%	-%	-%	-%	-%	*61%*	*78%*	-%	*74%*	-%	-%
Publications, such as magazines, periodicals, customer newsletters	1	-	-	-	-	-	-	-	-	-	-	-	-
	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	2	*	*	*	*	*	*	*	*	-	*	*	-
	45%	*39%*	*100%*	*100%*	*100%*	*100%*	*100%*	*39%*	*22%*	-%	*26%*	*100%*	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QV8r. Do you use any of the following products to send your bulk mailings?
Bulk mail product from a different provider - other)
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Month				Quarter		
		Jan' 2018	Apr' 2018	Jun' 2018	Jul' 2018	Q1 2018	Q2 2018	Q3 2018
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c
Unweighted total	11	3	3	3	2	3	6	2
Weighted total	5	2	*	2	*	2	3	*
Advertising and promotional material, such as catalogues, brochures and direct mail	2	2	-	-	*	2	-	*
	43%	*95%*	*-%*	*-%*	*72%*	*95%*	*-%*	*72%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	2	2	*	-	-	2	*	-
	41%	*95%*	*61%*	*-%*	*-%*	*95%*	*6%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	1	*	-	*	-	*	*	-
	11%	*12%*	*-%*	*13%*	*-%*	*12%*	*12%*	*-%*
Don't know	2	-	*	2	*	-	2	*
	45%	*-%*	*39%*	*87%*	*28%*	*-%*	*82%*	*28%*

Columns Tested: a,b,c,d - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 101 Page 1864

QV8r. Do you use any of the following products to send your bulk mailings?
Bulk mail product from a different provider - other)
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	6	2	3	1	-	4	-	2	-	-	-
Weighted total	3	2	*	*	-	1	-	*	-	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	2	2	*	*	-	*	-	-	-	-	-
	79%	*85%*	*33%*	*100%*	-%	*60%*	-%	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	2	2	*	-	-	*	-	*	-	-	-
	75%	*85%*	*75%*	-%	-%	*44%*	-%	*35%*	-%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	1	*	*	-	-	*	-	*	-	-	-
	20%	*15%*	*58%*	-%	-%	*35%*	-%	*65%*	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV8r. Do you use any of the following products to send your bulk mailings?
Bulk mail product from a different provider - other)
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	6	-	-	-	-	1	1	1	1	-	4	2	-	-
Weighted total	3	-	-	-	-	*	2	*	*	-	2	*	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	2	-	-	-	-	*	2	*	-	-	2	-	-	-
	79%	-%	-%	-%	-%	*100%*	*100%*	*100%*	-%	-%	*93%*	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	2	-	-	-	-	-	2	*	*	-	2	-	-	-
	75%	-%	-%	-%	-%	-%	*100%*	*100%*	*100%*	-%	*88%*	-%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	1	-	-	-	-	-	-	*	-	-	*	*	-	-
	20%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	*6%*	*100%*	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV8r. Do you use any of the following products to send your bulk mailings?
Bulk mail product from a different provider - other)
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	6	-	2	-	-	-	-	-	4	5	1	6	-
Weighted total	3	-	*	-	-	-	-	-	2	3	*	3	-
Advertising and promotional material, such as catalogues, brochures and direct mail	2	-	*	-	-	-	-	-	2	2	*	2	-
	79%	*-%*	*44%*	*-%*	*-%*	*-%*	*-%*	*-%*	*83%*	*78%*	*100%*	*79%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	2	-	*	-	-	-	-	-	2	2	*	2	-
	75%	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*72%*	*74%*	*100%*	*75%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	1	-	*	-	-	-	-	-	*	*	*	1	-
	20%	*-%*	*44%*	*-%*	*-%*	*-%*	*-%*	*-%*	*17%*	*16%*	*100%*	*20%*	*-%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV8r. Do you use any of the following products to send your bulk mailings?
Bulk mail product from a different provider - other)
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	6	6	-	2	1	3
Weighted total	3	3	-	2	*	1
Advertising and promotional material, such as catalogues, brochures and direct mail	2	2	-	2	-	*
	79%	*79%*	*-%*	*91%*	*-%*	*57%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	2	2	-	2	-	*
	75%	*75%*	*-%*	*100%*	*-%*	*19%*
Publications, such as magazines, periodicals, customer newsletters	1	1	-	-	*	*
	20%	*20%*	*-%*	*-%*	*100%*	*62%*
Don't know	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b,c

QV8r. Do you use any of the following products to send your bulk mailings?
Bulk mail product from a different provider - other)
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	6	3	2	-	-	-	-	-	1	5	1	1	2	3
Weighted total	3	2	1	-	-	-	-	-	*	3	*	2	*	1
Advertising and promotional material, such as catalogues, brochures and direct mail	2	2	*	-	-	-	-	-	*	2	*	2	-	*
	79%	*87%*	*47%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*	*78%*	*100%*	*100%*	*-%*	*57%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	2	2	-	-	-	-	-	-	*	2	*	2	*	*
	75%	*95%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*	*74%*	*100%*	*100%*	*62%*	*19%*
Publications, such as magazines, periodicals, customer newsletters	1	*	*	-	-	-	-	-	*	*	*	-	*	*
	20%	*5%*	*53%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*	*16%*	*100%*	*-%*	*38%*	*62%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV8r. Do you use any of the following products to send your bulk mailings?
Bulk mail product from a different provider - other)
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	6	6	5	6	4	6	5	3	-	-	1	1	-	1
Weighted total	3	3	1	3	1	3	1	2	-	-	*	*	-	*
Advertising and promotional material, such as catalogues, brochures and direct mail	2	2	*	2	*	2	*	2	-	-	-	-	-	*
	79%	*79%*	*41%*	*79%*	*50%*	*79%*	*41%*	*92%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	2	2	*	2	*	2	*	2	-	-	-	-	-	*
	75%	*75%*	*31%*	*75%*	*16%*	*75%*	*31%*	*88%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*
Publications, such as magazines, periodicals, customer newsletters	1	1	1	1	1	1	1	-	-	-	*	*	-	*
	20%	*20%*	*55%*	*20%*	*66%*	*20%*	*55%*	*-%*	*-%*	*-%*	*100%*	*100%*	*-%*	*100%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV8r. Do you use any of the following products to send your bulk mailings?
Bulk mail product from a different provider - other)
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	6	3	-	-	-	-	1	-	1	1	-	2	3	-
Weighted total	3	1	-	-	-	-	*	-	*	2	-	*	1	-
Advertising and promotional material, such as catalogues, brochures and direct mail	2	*	-	-	-	-	*	-	*	2	-	-	*	-
	79%	*40%*	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*	*100%*	*100%*	*-%*	*-%*	*57%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	2	-	-	-	-	-	*	-	*	2	-	*	*	-
	75%	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*	*100%*	*100%*	*-%*	*62%*	*19%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	1	*	-	-	-	-	*	-	*	-	-	*	*	-
	20%	*60%*	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*	*100%*	*-%*	*-%*	*38%*	*62%*	*-%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV8r. Do you use any of the following products to send your bulk mailings?
Bulk mail product from a different provider - other)
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	6	-	-	2	2	-	3	1	-	2	4	1	5
Weighted total	3	-	-	*	*	-	1	*	-	*	2	*	2
Advertising and promotional material, such as catalogues, brochures and direct mail	2	-	-	-	*	-	*	*	-	*	2	-	2
	79%	-%	-%	-%	*100%*	-%	*40%*	*100%*	-%	*62%*	*82%*	-%	*84%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	2	-	-	-	*	-	-	*	-	*	2	*	2
	75%	-%	-%	-%	*33%*	-%	-%	*100%*	-%	*38%*	*82%*	*100%*	*74%*
Publications, such as magazines, periodicals, customer newsletters	1	-	-	*	*	-	*	*	-	-	1	-	1
	20%	-%	-%	*100%*	*33%*	-%	*60%*	*100%*	-%	-%	*23%*	-%	*21%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV8r. Do you use any of the following products to send your bulk mailings?
Bulk mail product from a different provider - other)
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	6	3	1	1	3	3	1	2	5	2	1
Weighted total	3	*	*	*	*	*	*	*	1	*	2
Advertising and promotional material, such as catalogues, brochures and direct mail	2	*	-	-	*	*	-	*	*	*	2
	79%	*80%*	*-%*	*-%*	*80%*	*80%*	*-%*	*100%*	*41%*	*100%*	*100%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	2	*	-	-	*	*	-	*	*	*	2
	75%	*26%*	*-%*	*-%*	*26%*	*26%*	*-%*	*33%*	*31%*	*33%*	*100%*
Publications, such as magazines, periodicals, customer newsletters	1	*	*	*	*	*	*	*	1	*	-
	20%	*46%*	*100%*	*100%*	*46%*	*46%*	*100%*	*33%*	*55%*	*33%*	*-%*
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV8r. Do you use any of the following products to send your bulk mailings?
Bulk mail product from a different provider - other)
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	6	2	5	2	-	3	3	2	-	3	3	4	2	3	-
Weighted total	3	*	1	*	-	*	1	*	-	1	1	1	*	1	-
Advertising and promotional material, such as catalogues, brochures and direct mail	2	*	*	*	-	*	*	*	-	*	*	*	*	*	-
	79%	*100%*	*41%*	*100%*	*-%*	*80%*	*57%*	*100%*	*-%*	*22%*	*22%*	*50%*	*44%*	*22%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	2	*	*	*	-	*	*	*	-	*	*	*	*	*	-
	75%	*33%*	*31%*	*33%*	*-%*	*26%*	*19%*	*33%*	*-%*	*50%*	*50%*	*16%*	*100%*	*50%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	1	*	1	*	-	*	*	*	-	*	*	1	*	*	-
	20%	*33%*	*55%*	*33%*	*-%*	*46%*	*62%*	*33%*	*-%*	*72%*	*72%*	*66%*	*44%*	*72%*	*-%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QV8r. Do you use any of the following products to send your bulk mailings?
Bulk mail product from a different provider - other)
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	6	2	2	2	-	-	4	3	-	-	-	-
Weighted total	3	*	*	*	-	-	1	1	-	-	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	2	*	-	*	-	-	*	*	-	-	-	-
	79%	*73%*	*-%*	*100%*	*-%*	*-%*	*60%*	*22%*	*-%*	*-%*	*-%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	2	-	-	*	-	-	*	*	-	-	-	-
	75%	*-%*	*-%*	*33%*	*-%*	*-%*	*44%*	*50%*	*-%*	*-%*	*-%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	1	*	*	*	-	-	*	*	-	-	-	-
	20%	*27%*	*100%*	*33%*	*-%*	*-%*	*35%*	*72%*	*-%*	*-%*	*-%*	*-%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV8r. Do you use any of the following products to send your bulk mailings?
Bulk mail product from a different provider - other)
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	6	6	6	6	5	6	4	6	3	-	3	1	3	2
Weighted total	3	3	3	3	2	3	2	3	1	-	1	*	1	*
Advertising and promotional material, such as catalogues, brochures and direct mail	2	2	2	2	2	2	2	2	*	-	*	-	*	-
	79%	*79%*	*79%*	*79%*	*89%*	*79%*	*96%*	*79%*	*71%*	*-%*	*57%*	*-%*	*57%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	2	2	2	2	2	2	2	2	*	-	*	*	*	*
	75%	*75%*	*75%*	*75%*	*85%*	*75%*	*84%*	*75%*	*52%*	*-%*	*19%*	*100%*	*19%*	*62%*
Publications, such as magazines, periodicals, customer newsletters	1	1	1	1	*	1	*	1	*	-	*	-	*	*
	20%	*20%*	*20%*	*20%*	*10%*	*20%*	*10%*	*20%*	*23%*	*-%*	*62%*	*-%*	*62%*	*38%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV8r. Do you use any of the following products to send your bulk mailings?
Bulk mail product from a different provider - other)
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	6	5	-	-	5	1	5	-	3	-	2	4	2
Weighted total	3	2	-	-	2	*	3	-	2	-	1	2	*
Advertising and promotional material, such as catalogues, brochures and direct mail	2	2	-	-	2	*	2	-	2	-	*	2	-
	79%	*84%*	*-%*	*-%*	*84%*	*100%*	*78%*	*-%*	*92%*	*-%*	*47%*	*93%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	2	2	-	-	2	*	2	-	2	-	-	2	-
	75%	*74%*	*-%*	*-%*	*74%*	*100%*	*74%*	*-%*	*100%*	*-%*	*-%*	*88%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	1	1	-	-	1	*	*	-	*	-	*	*	*
	20%	*21%*	*-%*	*-%*	*21%*	*100%*	*16%*	*-%*	*6%*	*-%*	*53%*	*6%*	*100%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 101 (continuation)

QV8r. Do you use any of the following products to send your bulk mailings?
Bulk mail product from a different provider - other)
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	6	1	-	-	-	-	-	1	1	-	1	-	-
Weighted total	3	*	-	-	-	-	-	*	*	-	*	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	2	-	-	-	-	-	-	-	-	-	-	-	-
	79%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	2	*	-	-	-	-	-	*	*	-	*	-	-
	75%	*100%*	-%	-%	-%	-%	-%	*100%*	*100%*	-%	*100%*	-%	-%
Publications, such as magazines, periodicals, customer newsletters	1	-	-	-	-	-	-	-	-	-	-	-	-
	20%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 101 (continuation)

QV8r. Do you use any of the following products to send your bulk mailings?
Bulk mail product from a different provider - other)
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Month				Quarter		
		Jan' 2018	Apr' 2018	Jun' 2018	Jul' 2018	Q1 2018	Q2 2018	Q3 2018
Significance Level: 95%		***a**	***b**	***c**	***d**	***a**	***b**	***c**
Unweighted total	**6**	3	1	1	1	3	2	1
Weighted total	**3**	2	*	*	*	2	*	*
Advertising and promotional material, such as catalogues, brochures and direct mail	**2**	2	-	-	*	2	-	*
	79%	*95%*	*-%*	*-%*	*100%*	*95%*	*-%*	*100%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**2**	2	*	-	-	2	*	-
	75%	*95%*	*100%*	*-%*	*-%*	*95%*	*35%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	**1**	*	-	*	-	*	*	-
	20%	*12%*	*-%*	*100%*	*-%*	*12%*	*65%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c

QV8o/p. Do you use any of the following products to send your bulk mailings?
Royal Mail bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	44	19	14	7	4	25	4	4	1	5	7
Weighted total	22	20	1	1	*	3	5	4	2	1	4
Advertising and promotional material, such as catalogues, brochures and direct mail	9	8	1	*	*	1	3	3	-	*	2
	39%	*38%*	*77%*	*7%*	*27%*	*49%*	*62%*	*71%*	*-%*	*41%*	*53%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	8	7	*	1	*	1	-	*	2	*	2
	35%	*34%*	*28%*	*65%*	*58%*	*44%*	*-%*	*13%*	*100%*	*66%*	*46%*
Publications, such as magazines, periodicals, customer newsletters	11	10	*	*	-	1	4	3	-	*	*
	48%	*51%*	*28%*	*42%*	*-%*	*28%*	*81%*	*71%*	*-%*	*7%*	*3%*
Other	*	-	-	-	*	*	-	-	-	-	-
	**%*	*-%*	*-%*	*-%*	*15%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	*	-	*	-	-	*	-	-	-	-	*
	1%	*-%*	*11%*	*-%*	*-%*	*6%*	*-%*	*-%*	*-%*	*-%*	*2%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV8o/p. Do you use any of the following products to send your bulk mailings?
Royal Mail bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	44	-	1	14	1	-	4	3	5	1	29	1	4	10
Weighted total	22	-	2	9	1	-	4	1	1	1	19	*	1	2
Advertising and promotional material, such as catalogues, brochures and direct mail	9	-	-	6	1	-	*	-	*	-	8	*	1	1
	39%	-%	-%	*65%*	*100%*	-%	*7%*	-%	*32%*	-%	*39%*	*100%*	*60%*	*30%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	8	-	-	2	-	-	2	*	1	1	5	*	*	2
	35%	-%	-%	*22%*	-%	-%	*47%*	*5%*	*52%*	*100%*	*28%*	*100%*	*30%*	*95%*
Publications, such as magazines, periodicals, customer newsletters	11	-	2	4	-	-	2	1	*	-	9	*	*	1
	48%	-%	*100%*	*44%*	-%	-%	*56%*	*91%*	*16%*	-%	*49%*	*100%*	*50%*	*39%*
Other	*	-	-	*	-	-	-	-	-	-	*	-	-	-
	**%*	-%	-%	*1%*	-%	-%	-%	-%	-%	-%	**%*	-%	-%	-%
Don't know	*	-	-	-	-	-	-	*	-	-	*	-	*	-
	1%	-%	-%	-%	-%	-%	-%	*5%*	-%	-%	**%*	-%	*10%*	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV8o/p. Do you use any of the following products to send your bulk mailings?
Royal Mail bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b
Unweighted total	44	1	3	-	3	10	2	2	23	31	13	36	8
Weighted total	22	1	3	-	*	4	*	2	12	15	7	20	2
Advertising and promotional material, such as catalogues, brochures and direct mail	9	-	-	-	*	2	*	-	7	8	*	9	*
	39%	*-%*	*-%*	*-%*	*56%*	*45%*	*50%*	*-%*	*56%*	*57%*	*5%*	*42%*	*13%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	8	1	*	-	*	3	*	*	3	4	4	7	1
	35%	*100%*	*8%*	*-%*	*100%*	*69%*	*50%*	*32%*	*24%*	*25%*	*56%*	*35%*	*38%*
Publications, such as magazines, periodicals, customer newsletters	11	-	3	-	*	1	-	1	6	8	3	9	2
	48%	*-%*	*92%*	*-%*	*56%*	*16%*	*-%*	*68%*	*50%*	*51%*	*42%*	*45%*	*83%*
Other	*	-	-	-	-	-	-	-	*	*	-	*	-
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	*-%*
Don't know	*	-	-	-	-	-	-	-	*	*	-	*	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*1%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV8o/p. Do you use any of the following products to send your bulk mailings?
Royal Mail bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	*c
Unweighted total	44	44	-	12	13	19
Weighted total	22	22	-	4	9	9
Advertising and promotional material, such as catalogues, brochures and direct mail	9	9	-	1	5	2
	39%	*39%*	*-%*	*34%*	*57%*	*26%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	8	8	-	2	4	3
	35%	*35%*	*-%*	*39%*	*41%*	*27%*
Publications, such as magazines, periodicals, customer newsletters	11	11	-	2	2	6
	48%	*48%*	*-%*	*53%*	*23%*	*70%*
Other	*	*	-	-	*	-
	**%*	**%*	*-%*	*-%*	*1%*	*-%*
Don't know	*	*	-	-	*	-
	1%	*1%*	*-%*	*-%*	*2%*	*-%*

Columns Tested: a,b - a,b,c

QV8o/p. Do you use any of the following products to send your bulk mailings?
Royal Mail bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	*c
Unweighted total	44	22	16	5	1	-	-	-	-	38	6	1	21	22
Weighted total	22	12	9	1	*	-	-	-	-	21	2	*	12	11
Advertising and promotional material, such as catalogues, brochures and direct mail	9	6	2	1	-	-	-	-	-	8	1	-	6	3
	39%	*48%*	*23%*	*76%*	*-%*	*-%*	*-%*	*-%*	*-%*	*37%*	*71%*	*-%*	*49%*	*30%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	8	3	4	*	*	-	-	-	-	7	*	*	3	5
	35%	*25%*	*49%*	*24%*	*100%*	*-%*	*-%*	*-%*	*-%*	*36%*	*29%*	*100%*	*24%*	*46%*
Publications, such as magazines, periodicals, customer newsletters	11	6	5	*	-	-	-	-	-	11	*	-	6	5
	48%	*50%*	*54%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*51%*	*4%*	*-%*	*50%*	*46%*
Other	*	-	-	*	-	-	-	-	-	-	*	-	-	*
	**%*	*-%*	*-%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*-%*	*1%*
Don't know	*	*	*	-	-	-	-	-	-	*	-	-	*	*
	1%	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV8o/p. Do you use any of the following products to send your bulk mailings?
Royal Mail bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	e	f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	44	33	33	36	23	43	34	26	4	1	3	1	1	-
Weighted total	22	12	13	15	8	22	13	11	*	*	3	1	*	-
Advertising and promotional material, such as catalogues, brochures and direct mail	9	7	6	8	4	9	5	7	*	-	1	-	-	-
	39%	*62%* f	*49%*	*56%*	*55%*	*39%*	*34%*	*67%*	*88%*	*-%*	*35%*	*-%*	*-%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	8	3	3	3	2	8	7	3	*	-	*	-	*	-
	35%	*24%*	*22%*	*19%*	*24%*	*35%*	*51%* **abc**	*25%*	*26%*	*-%*	*2%*	*-%*	*100%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	11	7	7	9	4	11	4	5	*	-	3	1	-	-
	48%	*55%*	*50%*	*57%* f	*54%*	*48%*	*32%*	*44%*	*14%*	*-%*	*98%*	*100%*	*-%*	*-%*
Other	*	*	*	*	*	*	*	-	-	*	-	-	-	-
	*%	*%	*%	*%	*1%*	*%	*%	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*
Don't know	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV8o/p. Do you use any of the following products to send your bulk mailings?
Royal Mail bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	44	22	-	1	-	-	-	-	-	5	7	14	8	2
Weighted total	22	7	-	1	-	-	-	-	-	5	3	6	1	*
Advertising and promotional material, such as catalogues, brochures and direct mail	9	3	-	1	-	-	-	-	-	3	2	2	*	-
	39%	*49%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*59%*	*93%*	*40%*	*58%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	8	2	-	-	-	-	-	-	-	-	*	2	1	*
	35%	*27%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*33%*	*62%*	*84%*
Publications, such as magazines, periodicals, customer newsletters	11	4	-	-	-	-	-	-	-	3	1	5	*	-
	48%	*62%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*62%*	*20%*	*78%*	*27%*	*-%*
Other	*	*	-	-	-	-	-	-	-	-	-	-	*	-
	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*-%*
Don't know	*	*	-	-	-	-	-	-	-	-	*	-	-	*
	1%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*-%*	*16%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV8o/p. Do you use any of the following products to send your bulk mailings?
Royal Mail bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	a	*b	a	*b
Unweighted total	**44**	1	6	11	4	1	13	1	9	40	4	34	2
Weighted total	**22**	1	2	3	1	*	6	*	1	19	3	14	1
Advertising and promotional material, such as catalogues, brochures and direct mail	**9**	1	1	1	1	-	3	-	1	9	*	8	-
	39%	*100%*	*69%*	*29%*	*87%*	*-%*	*56%*	*-%*	*56%*	*45%*	*2%*	*60%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**8**	-	*	1	*	*	1	-	1	6	2	3	-
	35%	*-%*	*21%*	*32%*	*5%*	*100%*	*13%*	*-%*	*72%*	*31%*	*60%*	*21%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	**11**	-	2	3	-	-	3	-	1	10	1	8	1
	48%	*-%*	*94%*	*75%*	*-%*	*-%*	*54%*	*-%*	*60%*	*50%*	*38%*	*55%*	*92%*
Other	*	-	-	*	-	-	-	-	*	*	-	*	-
	%	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*4%*	*%*	*-%*	*%*	*-%*
Don't know	*	-	*	-	*	-	-	*	*	*	*	*	*
	1%	*-%*	*3%*	*-%*	*8%*	*-%*	*-%*	*100%*	*4%*	*%*	*3%*	*%*	*8%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV8o/p. Do you use any of the following products to send your bulk mailings?
Royal Mail bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	***b**	***a**	***b**	***a**	***b**	***a**	b	***c**	***d**
Unweighted total	**44**	4	2	5	2	20	3	12	31	14	-
Weighted total	**22**	1	2	3	1	6	2	4	12	6	-
Advertising and promotional material, such as catalogues, brochures and direct mail	**9**	1	-	1	-	4	-	3	7	2	-
	39%	*54%*	*-%*	*19%*	*-%*	*76%*	*-%*	*75%*	*63%*	*38%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**8**	1	*	1	*	2	*	1	3	2	-
	35%	*100%*	*5%*	*35%*	*8%*	*31%*	*5%*	*35%*	*23%*	*35%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	**11**	1	2	2	1	2	2	3	7	3	-
	48%	*54%*	*95%*	*84%*	*92%*	*40%*	*91%*	*78%*	*57%*	*60%*	*-%*
Other	*	-	-	-	-	*	-	-	*	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*
Don't know	*	-	-	-	-	*	*	*	*	*	-
	1%	*-%*	*-%*	*-%*	*-%*	*1%*	*5%*	*1%*	*1%*	*1%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV8o/p. Do you use any of the following products to send your bulk mailings?
Royal Mail bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	*a	*b	*c	*d	a	b	*c	*a	*b	*c
Unweighted total	44	9	32	13	-	13	19	10	1	32	31	21	25	25	7
Weighted total	22	4	13	8	-	5	7	6	*	12	12	7	8	11	1
Advertising and promotional material, such as catalogues, brochures and direct mail	9	2	6	3	-	2	4	4	*	7	6	4	5	6	*
	39%	*47%*	*50%*	*35%*	*-%*	*37%*	*58%*	*58%*	*100%*	*62%*	*53%*	*56%*	*55%*	*57%*	*19%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	8	1	3	1	-	1	1	1	*	3	3	2	2	1	1
	35%	*36%*	*21%*	*18%*	*-%*	*30%*	*21%*	*18%*	*100%*	*25%*	*25%*	*23%*	*26%*	*14%*	*85%*
Publications, such as magazines, periodicals, customer newsletters	11	2	7	5	-	3	4	4	*	7	5	4	6	7	*
	48%	*55%*	*52%*	*65%*	*-%*	*56%*	*57%*	*58%*	*100%*	*55%*	*46%*	*55%*	*67%*	*61%*	*8%*
Other	*	-	*	-	-	*	*	-	-	*	*	*	*	*	-
	**%*	*-%*	**%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	**%*	**%*	*1%*	*1%*	*1%*	*-%*
Don't know	*	-	*	-	-	*	*	-	-	*	*	*	*	-	-
	1%	*-%*	*1%*	*-%*	*-%*	*2%*	*1%*	*-%*	*-%*	**%*	**%*	*1%*	*1%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV8o/p. Do you use any of the following products to send your bulk mailings?
Royal Mail bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	**44**	16	13	13	7	8	24	26	3	2	-	-
Weighted total	**22**	6	4	3	2	6	7	11	1	*	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	**9**	3	2	2	2	4	3	7	*	-	-	-
	39%	*53%*	*42%*	*57%*	*72%*	*63%*	*42%*	*59%*	*8%*	*-%*	*-%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**8**	1	1	2	1	1	2	2	*	*	-	-
	35%	*20%*	*23%*	*53%*	*45%*	*12%*	*35%*	*16%*	*8%*	*100%*	*-%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	**11**	4	3	1	1	3	4	7	1	-	-	-
	48%	*72%*	*60%*	*32%*	*29%*	*61%*	*57%*	*63%*	*100%*	*-%*	*-%*	*-%*
Other	*	*	*	*	-	-	*	*	-	-	-	-
	%	*1%*	*1%*	*2%*	*-%*	*-%*	*1%*	*%*	*-%*	*-%*	*-%*	*-%*
Don't know	*	*	*	*	*	*	*	*	-	-	-	-
	1%	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV8o/p. Do you use any of the following products to send your bulk mailings?
Royal Mail bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	*a	b	*c	*d	a	*b	*a	*b
Unweighted total	**44**	43	34	43	35	44	21	42	23	-	33	2	14	27
Weighted total	**22**	22	13	22	15	22	9	22	9	-	12	1	9	10
Advertising and promotional material, such as catalogues, brochures and direct mail	**9**	9	5	9	6	9	4	9	4	-	4	1	4	4
	39%	*39%*	*40%*	*39%*	*37%*	*39%*	*50%*	*39%*	*38%*	*-%*	*37%*	*100%*	*48%*	*43%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**8**	8	6	8	5	8	3	8	2	-	5	*	2	4
	35%	*35%*	*42%*	*35%*	*33%*	*35%*	*40%*	*35%*	*24%*	*-%*	*41%*	*6%*	*24%*	*38%*
Publications, such as magazines, periodicals, customer newsletters	**11**	11	5	11	8	11	4	11	7	-	7	*	4	6
	48%	*48%*	*38%*	*48%*	*51%*	*48%*	*45%*	*48%*	*74%*	*-%*	*59%*	*6%*	*39%*	*60%*
Other	*	*	*	*	*	*	*	*	-	-	*	-	*	-
	%	*%*	*%*	*%*	*%*	*%*	*1%*	*%*	*-%*	*-%*	*%*	*-%*	*1%*	*-%*
Don't know	*	*	*	*	*	*	*	*	*	-	*	-	-	*
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*-%*	*%*	*-%*	*-%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV8o/p. Do you use any of the following products to send your bulk mailings?
Royal Mail bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	c	*a	*b
Unweighted total	44	8	-	3	7	10	28	5	10	2	31	24	20
Weighted total	22	4	-	2	4	3	17	*	9	1	13	10	12
Advertising and promotional material, such as catalogues, brochures and direct mail	9	1	-	*	1	2	5	*	4	1	4	4	5
	39%	*13%*	*-%*	*2%*	*13%*	*80%*	*27%*	*55%*	*47%*	*100%*	*31%*	*37%*	*42%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	8	1	-	2	1	1	7	*	2	-	5	6	2
	35%	*27%*	*-%*	*95%*	*27%*	*34%*	*38%*	*45%*	*26%*	*-%*	*44%*	*57%*	*16%*
Publications, such as magazines, periodicals, customer newsletters	11	3	-	*	3	1	8	-	5	*	5	4	7
	48%	*84%*	*-%*	*2%*	*86%*	*38%*	*46%*	*-%*	*57%*	*75%*	*40%*	*36%*	*58%*
Other	*	-	-	-	-	-	*	-	-	-	-	*	-
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*
Don't know	*	*	-	*	-	*	-	-	*	-	*	*	*
	1%	*2%*	*-%*	*5%*	*-%*	*6%*	*-%*	*-%*	*1%*	*-%*	**%*	*1%*	**%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV8o/p. Do you use any of the following products to send your bulk mailings?
Royal Mail bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	44	15	3	10	3	8	5	6	10	4	6	2	2
Weighted total	22	4	1	2	*	1	1	1	2	3	*	*	*
Advertising and promotional material, such as catalogues, brochures and direct mail	9	1	*	1	*	*	1	*	1	1	*	*	*
	39%	*30%*	*4%*	*71%*	*12%*	*34%*	*95%*	*8%*	*77%*	*30%*	*25%*	*45%*	*16%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	8	1	*	*	*	*	*	*	*	-	*	*	*
	35%	*14%*	*4%*	*28%*	*86%*	*65%*	*14%*	*90%*	*15%*	*-%*	*47%*	*45%*	*100%*
Publications, such as magazines, periodicals, customer newsletters	11	2	1	*	*	*	*	*	*	2	*	*	*
	48%	*59%*	*95%*	*9%*	*12%*	*13%*	*14%*	*8%*	*20%*	*68%*	*64%*	*45%*	*16%*
Other	*	*	*	*	*	*	-	-	*	*	-	-	-
	**%*	*1%*	*5%*	*3%*	*14%*	*7%*	*-%*	*-%*	*3%*	*2%*	*-%*	*-%*	*-%*
Don't know	*	*	-	*	-	*	-	*	-	-	-	*	-
	1%	*1%*	*-%*	*3%*	*-%*	*7%*	*-%*	*10%*	*-%*	*-%*	*-%*	*55%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

QV8o/p. Do you use any of the following products to send your bulk mailings?
Royal Mail bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Month									
		Jan' 2018	Feb' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j
Unweighted total	44	12	3	16	2	3	1	2	2	1	2
Weighted total	22	5	2	4	1	2	*	2	*	2	2
Advertising and promotional material, such as catalogues, brochures and direct mail	9	1	2	1	1	1	*	*	*	2	-
	39%	*18%*	*79%*	*31%*	*78%*	*46%*	*100%*	*20%*	*50%*	*100%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	8	5	*	1	*	1	-	-	*	-	-
	35%	*92%*	*21%*	*15%*	*22%*	*54%*	*-%*	*-%*	*50%*	*-%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	11	1	2	2	*	1	-	2	-	-	2
	48%	*11%*	*79%*	*60%*	*22%*	*46%*	*-%*	*100%*	*-%*	*-%*	*100%*
Other	*	-	-	*	-	-	-	-	-	-	-
	**%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	*	*	-	*	-	-	-	-	-	-	-
	1%	*2%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 102 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?
Royal Mail bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	44	15	21	3	5
Weighted total	22	8	8	2	4
Advertising and promotional material, such as catalogues, brochures and direct mail	9	3	3	1	2
	39%	*36%*	*44%*	*24%*	*47%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	8	5	2	-	*
	35%	*71%*	*28%*	*-%*	*4%*
Publications, such as magazines, periodicals, customer newsletters	11	2	4	2	2
	48%	*32%*	*49%*	*96%*	*49%*
Other	*	-	*	-	-
	**%*	*-%*	*1%*	*-%*	*-%*
Don't know	*	*	*	-	-
	1%	*1%*	*1%*	*-%*	*-%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QV8o/p. Do you use any of the following products to send your bulk mailings?
Royal Mail bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	42	19	12	7	4	23	4	4	1	5	6
Weighted total	22	20	1	1	*	2	5	4	2	1	4
Advertising and promotional material, such as catalogues, brochures and direct mail	9	8	1	*	*	1	3	3	-	*	2
	40%	*38%*	*86%*	*7%*	*27%*	*52%*	*62%*	*71%*	*-%*	*41%*	*54%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	8	7	*	1	*	1	-	*	2	*	2
	35%	*34%*	*31%*	*65%*	*58%*	*46%*	*-%*	*13%*	*100%*	*66%*	*47%*
Publications, such as magazines, periodicals, customer newsletters	11	10	*	*	-	1	4	3	-	*	*
	48%	*51%*	*32%*	*42%*	*-%*	*30%*	*81%*	*71%*	*-%*	*7%*	*3%*
Other	*	-	-	-	*	*	-	-	-	-	-
	**%*	*-%*	*-%*	*-%*	*15%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QV8o/p. Do you use any of the following products to send your bulk mailings?
Royal Mail bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	42	-	1	14	1	-	4	2	5	1	28	1	3	10
Weighted total	22	-	2	9	1	-	4	1	1	1	19	*	1	2
Advertising and promotional material, such as catalogues, brochures and direct mail	9	-	-	6	1	-	*	-	*	-	8	*	1	1
	40%	-%	-%	*65%*	*100%*	-%	*7%*	-%	*32%*	-%	*40%*	*100%*	*66%*	*30%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	8	-	-	2	-	-	2	*	1	1	5	*	*	2
	35%	-%	-%	*22%*	-%	-%	*47%*	*5%*	*52%*	*100%*	*28%*	*100%*	*34%*	*95%*
Publications, such as magazines, periodicals, customer newsletters	11	-	2	4	-	-	2	1	*	-	9	*	*	1
	48%	-%	*100%*	*44%*	-%	-%	*56%*	*95%*	*16%*	-%	*49%*	*100%*	*55%*	*39%*
Other	*	-	-	*	-	-	-	-	-	-	*	-	-	-
	%	-%	-%	*1%*	-%	-%	-%	-%	-%	-%	*%*	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV8o/p. Do you use any of the following products to send your bulk mailings?
Royal Mail bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	a	*b
Unweighted total	42	1	3	-	3	10	2	2	21	29	13	34	8
Weighted total	22	1	3	-	*	4	*	2	12	15	7	20	2
Advertising and promotional material, such as catalogues, brochures and direct mail	9	-	-	-	*	2	*	-	7	8	*	9	*
	40%	*-%*	*-%*	*-%*	*56%*	*45%*	*50%*	*-%*	*57%*	*57%*	*5%*	*42%*	*13%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	8	1	*	-	*	3	*	*	3	4	4	7	1
	35%	*100%*	*8%*	*-%*	*100%*	*69%*	*50%*	*32%*	*25%*	*25%*	*56%*	*35%*	*38%*
Publications, such as magazines, periodicals, customer newsletters	11	-	3	-	*	1	-	1	6	8	3	9	2
	48%	*-%*	*92%*	*-%*	*56%*	*16%*	*-%*	*68%*	*50%*	*52%*	*42%*	*45%*	*83%*
Other	*	-	-	-	-	-	-	-	*	*	-	*	-
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	*-%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV8o/p. Do you use any of the following products to send your bulk mailings?
Royal Mail bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	*c
Unweighted total	**42**	42	-	12	11	19
Weighted total	**22**	22	-	4	9	9
Advertising and promotional material, such as catalogues, brochures and direct mail	**9**	9	-	1	5	2
	40%	*40%*	*-%*	*34%*	*58%*	*26%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**8**	8	-	2	4	3
	35%	*35%*	*-%*	*39%*	*42%*	*27%*
Publications, such as magazines, periodicals, customer newsletters	**11**	11	-	2	2	6
	48%	*48%*	*-%*	*53%*	*23%*	*70%*
Other	*	*	-	-	*	-
	%	*%*	*-%*	*-%*	*1%*	*-%*
Don't know	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b,c

QV8o/p. Do you use any of the following products to send your bulk mailings?
Royal Mail bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	*c
Unweighted total	**42**	21	15	5	1	-	-	-	-	36	6	1	20	21
Weighted total	**22**	12	9	1	*	-	-	-	-	21	2	*	12	11
Advertising and promotional material, such as catalogues, brochures and direct mail	**9**	6	2	1	-	-	-	-	-	8	1	-	6	3
	40%	*48%*	*23%*	*76%*	*-%*	*-%*	*-%*	*-%*	*-%*	*37%*	*71%*	*-%*	*49%*	*30%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**8**	3	4	*	*	-	-	-	-	7	*	*	3	5
	35%	*25%*	*49%*	*24%*	*100%*	*-%*	*-%*	*-%*	*-%*	*36%*	*29%*	*100%*	*24%*	*46%*
Publications, such as magazines, periodicals, customer newsletters	**11**	6	5	*	-	-	-	-	-	11	*	-	6	5
	48%	*50%*	*54%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*52%*	*4%*	*-%*	*50%*	*47%*
Other	*	-	-	*	-	-	-	-	-	-	*	-	-	*
	***%**	*-%*	*-%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*-%*	*1%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 103 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?
Royal Mail bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	e	f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**42**	31	31	34	21	41	33	24	4	1	3	1	1	-
Weighted total	**22**	12	13	15	7	22	13	10	*	*	3	1	*	-
Advertising and promotional material, such as catalogues, brochures and direct mail	**9**	7	6	8	4	9	5	7	*	-	1	-	-	-
	40%	*63%* f	*49%*	*56%*	*56%*	*39%*	*34%*	*68%*	*88%*	*-%*	*35%*	*-%*	*-%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**8**	3	3	3	2	8	7	3	*	-	*	-	*	-
	35%	*25%*	*23%*	*20%*	*24%*	*36%*	*51%* **abc**	*26%*	*26%*	*-%*	*2%*	*-%*	*100%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	**11**	7	7	9	4	11	4	5	*	-	3	1	-	-
	48%	*56%*	*51%*	*58%* f	*55%*	*49%*	*33%*	*45%*	*14%*	*-%*	*98%*	*100%*	*-%*	*-%*
Other	*	*	*	*	*	*	*	-	-	*	-	-	-	-
	%	*%*	*%*	*%*	*1%*	*%*	*%*	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 05/02/19

QV8o/p. Do you use any of the following products to send your bulk mailings?
Royal Mail bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	42	20	-	1	-	-	-	-	-	5	6	14	8	1
Weighted total	22	7	-	1	-	-	-	-	-	5	3	6	1	*
Advertising and promotional material, such as catalogues, brochures and direct mail	9	3	-	1	-	-	-	-	-	3	2	2	*	-
	40%	*50%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*59%*	*96%*	*40%*	*58%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	8	2	-	-	-	-	-	-	-	-	*	2	1	*
	35%	*28%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*33%*	*62%*	*100%*
Publications, such as magazines, periodicals, customer newsletters	11	4	-	-	-	-	-	-	-	3	1	5	*	-
	48%	*63%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*62%*	*21%*	*78%*	*27%*	*-%*
Other	*	*	-	-	-	-	-	-	-	-	-	-	*	-
	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*-%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV8o/p. Do you use any of the following products to send your bulk mailings?
Royal Mail bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	a	*b	a	*b
Unweighted total	**42**	1	5	11	3	1	13	-	8	39	3	33	1
Weighted total	**22**	1	2	3	1	*	6	-	1	19	3	14	1
Advertising and promotional material, such as catalogues, brochures and direct mail	**9**	1	1	1	1	-	3	-	1	9	*	8	-
	40%	*100%*	*71%*	*29%*	*95%*	*-%*	*56%*	*-%*	*58%*	*45%*	*2%*	*61%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**8**	-	*	1	*	*	1	-	1	6	2	3	-
	35%	*-%*	*22%*	*32%*	*5%*	*100%*	*13%*	*-%*	*75%*	*31%*	*62%*	*21%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	**11**	-	2	3	-	-	3	-	1	10	1	8	1
	48%	*-%*	*97%*	*75%*	*-%*	*-%*	*54%*	*-%*	*63%*	*50%*	*39%*	*55%*	*100%*
Other	*	-	-	*	-	-	-	-	*	*	-	*	-
	%	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*4%*	*%*	*-%*	*%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV8o/p. Do you use any of the following products to send your bulk mailings?
Royal Mail bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	42	4	2	5	2	19	2	11	29	13	-
Weighted total	22	1	2	3	1	5	2	4	11	5	-
Advertising and promotional material, such as catalogues, brochures and direct mail	9	1	-	1	-	4	-	3	7	2	-
	40%	*54%*	*-%*	*19%*	*-%*	*77%*	*-%*	*76%*	*64%*	*38%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	8	1	*	1	*	2	*	1	3	2	-
	35%	*100%*	*5%*	*35%*	*8%*	*31%*	*5%*	*35%*	*23%*	*35%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	11	1	2	2	1	2	2	3	7	3	-
	48%	*54%*	*95%*	*84%*	*92%*	*41%*	*95%*	*79%*	*58%*	*60%*	*-%*
Other	*	-	-	-	-	*	-	-	*	-	-
	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV8o/p. Do you use any of the following products to send your bulk mailings?
Royal Mail bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	*a	*b	*c	*d	a	b	*c	*a	*b	*c
Unweighted total	42	9	30	13	-	12	18	10	1	31	30	20	24	25	7
Weighted total	22	4	13	8	-	5	7	6	*	12	12	7	8	11	1
Advertising and promotional material, such as catalogues, brochures and direct mail	9	2	6	3	-	2	4	4	*	7	6	4	5	6	*
	40%	*47%*	*50%*	*35%*	*-%*	*37%*	*58%*	*58%*	*100%*	*63%*	*54%*	*57%*	*55%*	*57%*	*19%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	8	1	3	1	-	1	1	1	*	3	3	2	2	1	1
	35%	*36%*	*21%*	*18%*	*-%*	*30%*	*21%*	*18%*	*100%*	*25%*	*25%*	*24%*	*27%*	*14%*	*85%*
Publications, such as magazines, periodicals, customer newsletters	11	2	7	5	-	3	4	4	*	7	5	4	6	7	*
	48%	*55%*	*52%*	*65%*	*-%*	*57%*	*57%*	*58%*	*100%*	*56%*	*47%*	*56%*	*67%*	*61%*	*8%*
Other	*	-	*	-	-	*	*	-	-	*	*	*	*	*	-
	**%*	*-%*	**%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	**%*	**%*	*1%*	*1%*	*1%*	*-%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV8o/p. Do you use any of the following products to send your bulk mailings?
Royal Mail bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	**42**	15	12	12	6	7	23	25	3	2	-	-
Weighted total	**22**	6	4	3	2	6	7	11	1	*	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	**9**	3	2	2	2	4	3	7	*	-	-	-
	40%	*54%*	*43%*	*58%*	*74%*	*64%*	*43%*	*60%*	*8%*	*-%*	*-%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**8**	1	1	2	1	1	2	2	*	*	-	-
	35%	*20%*	*24%*	*54%*	*46%*	*13%*	*35%*	*16%*	*8%*	*100%*	*-%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	**11**	4	3	1	1	3	4	7	1	-	-	-
	48%	*73%*	*61%*	*33%*	*30%*	*62%*	*57%*	*63%*	*100%*	*-%*	*-%*	*-%*
Other	*	*	*	*	-	-	*	*	-	-	-	-
	%	*1%*	*1%*	*2%*	*-%*	*-%*	*1%*	*%*	*-%*	*-%*	*-%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV8o/p. Do you use any of the following products to send your bulk mailings?
Royal Mail bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	*a	b	*c	*d	a	*b	*a	*b
Unweighted total	**42**	41	32	41	33	42	19	40	22	-	32	2	14	26
Weighted total	**22**	22	13	22	15	22	8	22	9	-	12	1	9	10
Advertising and promotional material, such as catalogues, brochures and direct mail	**9**	9	5	9	6	9	4	9	4	-	4	1	4	4
	40%	*39%*	*40%*	*39%*	*38%*	*40%*	*51%*	*40%*	*38%*	*-%*	*37%*	*100%*	*48%*	*43%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	**8**	8	6	8	5	8	3	8	2	-	5	*	2	4
	35%	*36%*	*42%*	*36%*	*33%*	*35%*	*41%*	*35%*	*24%*	*-%*	*42%*	*6%*	*24%*	*38%*
Publications, such as magazines, periodicals, customer newsletters	**11**	11	5	11	8	11	4	11	7	-	7	*	4	6
	48%	*48%*	*39%*	*48%*	*51%*	*48%*	*46%*	*48%*	*75%*	*-%*	*60%*	*6%*	*39%*	*60%*
Other	*	*	*	*	*	*	*	*	-	-	*	-	*	-
	%	*%*	*%*	*%*	*%*	*%*	*1%*	*%*	*-%*	*-%*	*%*	*-%*	*1%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV8o/p. Do you use any of the following products to send your bulk mailings?
Royal Mail bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	c	*a	*b
Unweighted total	42	7	-	2	7	8	28	5	9	2	30	23	19
Weighted total	22	4	-	2	4	3	17	*	9	1	12	10	12
Advertising and promotional material, such as catalogues, brochures and direct mail	9	1	-	*	1	2	5	*	4	1	4	4	5
	40%	*13%*	*-%*	*3%*	*13%*	*85%*	*27%*	*55%*	*47%*	*100%*	*31%*	*37%*	*42%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	8	1	-	2	1	1	7	*	2	-	5	6	2
	35%	*27%*	*-%*	*100%*	*27%*	*36%*	*38%*	*45%*	*26%*	*-%*	*44%*	*57%*	*16%*
Publications, such as magazines, periodicals, customer newsletters	11	3	-	*	3	1	8	-	5	*	5	4	7
	48%	*86%*	*-%*	*3%*	*86%*	*40%*	*46%*	*-%*	*58%*	*75%*	*41%*	*37%*	*59%*
Other	*	-	-	-	-	-	*	-	-	-	-	*	-
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV8o/p. Do you use any of the following products to send your bulk mailings?
Royal Mail bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	42	14	3	9	3	7	5	5	10	4	6	1	2
Weighted total	22	4	1	2	*	1	1	*	2	3	*	*	*
Advertising and promotional material, such as catalogues, brochures and direct mail	9	1	*	1	*	*	1	*	1	1	*	*	*
	40%	*31%*	*4%*	*73%*	*12%*	*37%*	*95%*	*9%*	*77%*	*30%*	*25%*	*100%*	*16%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	8	1	*	*	*	*	*	*	*	-	*	*	*
	35%	*14%*	*4%*	*29%*	*86%*	*70%*	*14%*	*100%*	*15%*	*-%*	*47%*	*100%*	*100%*
Publications, such as magazines, periodicals, customer newsletters	11	2	1	*	*	*	*	*	*	2	*	*	*
	48%	*60%*	*95%*	*9%*	*12%*	*14%*	*14%*	*9%*	*20%*	*68%*	*64%*	*100%*	*16%*
Other	*	*	*	*	*	*	-	-	*	*	-	-	-
	**%*	*1%*	*5%*	*3%*	*14%*	*8%*	*-%*	*-%*	*3%*	*2%*	*-%*	*-%*	*-%*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 103 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?
Royal Mail bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Month									
		Jan' 2018	Feb' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j
Unweighted total	42	11	3	15	2	3	1	2	2	1	2
Weighted total	22	5	2	4	1	2	*	2	*	2	2
Advertising and promotional material, such as catalogues, brochures and direct mail	9	1	2	1	1	1	*	*	*	2	-
	40%	*18%*	*79%*	*31%*	*78%*	*46%*	*100%*	*20%*	*50%*	*100%*	*-%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	8	5	*	1	*	1	-	-	*	-	-
	35%	*93%*	*21%*	*15%*	*22%*	*54%*	*-%*	*-%*	*50%*	*-%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	11	1	2	2	*	1	-	2	-	-	2
	48%	*12%*	*79%*	*60%*	*22%*	*46%*	*-%*	*100%*	*-%*	*-%*	*100%*
Other	*	-	-	*	-	-	-	-	-	-	-
	*%	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j

QV8o/p. Do you use any of the following products to send your bulk mailings?
Royal Mail bulk mail
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10) with an opinion

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	42	14	20	3	5
Weighted total	22	8	8	2	4
Advertising and promotional material, such as catalogues, brochures and direct mail	9	3	3	1	2
	40%	*37%*	*44%*	*24%*	*47%*
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc	8	5	2	-	*
	35%	*72%*	*28%*	*-%*	*4%*
Publications, such as magazines, periodicals, customer newsletters	11	2	4	2	2
	48%	*32%*	*49%*	*96%*	*49%*
Other	*	-	*	-	-
	*%	*-%*	*1%*	*-%*	*-%*
Don't know	-	-	-	-	-
	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 104 Page 1911

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total	**2000**	1920	51	18	11	80	692	457	116	50	48
Letters	**1724**	1648	48	18	10	76	557	410	97	45	48
	86%	*86%*	*95%* a	*97%* a	*93%* a	*95%* a	*81%*	*90%* **ac**	*83%*	*91%* a	*100%* **abcd**
Large letters	**1312**	1245	42	16	9	67	412	322	79	41	39
	66%	*65%*	*82%* a	*87%* a	*82%* a	*83%* a	*60%*	*70%* a	*67%*	*81%* **abc**	*82%* **abc**
Parcels and packets	**1411**	1345	41	16	9	66	451	348	91	45	38
	71%	*70%*	*81%* a	*87%* a	*83%* a	*83%* a	*65%*	*76%* a	*78%* a	*91%* **abce**	*80%* a
Advertising and promotional material, such as catalogues, brochures and direct mail	**1665**	1595	45	16	9	70	565	400	102	44	44
	83%	*83%*	*88%* a	*85%*	*88%*	*87%* a	*82%*	*88%* a	*87%*	*89%*	*92%* a
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**983**	932	33	12	7	52	292	260	73	33	29
	49%	*49%*	*64%* a	*64%* a	*69%* a	*65%* a	*42%*	*57%* a	*63%* a	*65%* a	*61%* a
Other everyday correspondence, such as invoices, one off bills etc.	**1663**	1588	47	18	10	75	518	411	107	46	47
	83%	*83%*	*93%* a	*96%* a	*95%* a	*94%* a	*75%*	*90%* a	*92%* a	*93%* a	*97%* **ab**
Publications, such as magazines, periodicals, customer newsletters	**1515**	1451	41	14	9	64	494	369	100	44	40
	76%	*76%*	*80%*	*79%*	*80%*	*80%* a	*71%*	*81%* a	*86%* a	*88%* a	*84%* a
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	**2**	2	-	-	-	-	-	-	-	-	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	**1058**	1011	30	12	6	47	347	260	61	36	27
	53%	*53%*	*59%* a	*64%* a	*54%*	*59%* a	*50%*	*57%* a	*52%*	*71%* **abce**	*57%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these	**22**	21	*	*	-	1	9	2	-	-	-
	1%	*1%*	*%	*2%*	-%	*1%*	*1%*	*%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total	**2000**	1920	51	18	11	80	692	457	116	50	48
Other	**1**	1	-	-	-	-	*	*	-	-	-
	***%**	*%	-%	-%	-%	-%	*%	*%	-%	-%	-%
Don't know	**3**	3	-	-	-	-	1	-	2	-	-
	***%**	*%	-%	-%	-%	-%	*%	-%	*1%* **ab**	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 104 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total	**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
Letters	**1724**	190	100	257	59	127	274	175	137	153	1471	91	86	76
	86%	*86%*	*88%*	*86%* e	*90%*	*79%*	*84%*	*88%* e	*83%*	*93%* **cefhjm**	*86%* e	*89%* e	*88%* e	*86%* e
Large letters	**1312**	147	76	190	45	96	215	127	111	112	1119	70	67	55
	66%	*67%*	*67%*	*64%*	*69%*	*60%*	*66%*	*64%*	*67%*	*68%*	*65%*	*68%*	*69%* e	*62%*
Parcels and packets	**1411**	158	87	198	45	111	244	129	120	121	1213	70	69	59
	71%	*72%*	*76%*	*67%*	*69%*	*69%*	*75%* **cgm**	*65%*	*73%*	*73%*	*71%*	*69%*	*71%*	*66%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**1665**	182	98	236	59	124	274	162	149	144	1426	87	81	71
	83%	*83%*	*85%*	*79%*	*90%* **ce**	*77%*	*84%* e	*81%*	*91%* **acegjlm**	*87%* **ce**	*83%* e	*85%* e	*83%*	*80%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**983**	115	65	133	25	67	170	89	90	91	845	52	43	44
	49%	*53%* e	*57%* **cdel**	*45%*	*38%*	*41%*	*52%* **del**	*45%*	*55%* **del**	*55%* **cdel**	*49%*	*51%*	*44%*	*50%*
Other everyday correspondence, such as invoices, one off bills etc.	**1663**	185	93	235	55	123	267	166	143	147	1414	83	87	79
	83%	*84%*	*81%*	*79%*	*85%*	*76%*	*82%*	*83%*	*87%* **ce**	*89%* **cejk**	*83%*	*81%*	*89%* **cefjk**	*89%* **bcefgjk**
Publications, such as magazines, periodicals, customer newsletters	**1515**	173	91	215	52	114	244	156	132	121	1298	76	76	64
	76%	*79%*	*80%*	*72%*	*79%*	*71%*	*75%*	*78%*	*80%*	*73%*	*76%*	*75%*	*78%*	*73%*
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**2**	-	-	-	-	-	2	-	-	-	2	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
Order fulfilment (sending ordered goods to customers)	**1058**	118	72	149	33	72	174	110	91	90	908	56	46	48
	53%	*54%*	*63%* **cel**	*50%*	*50%*	*44%*	*54%*	*55%*	*55%*	*54%*	*53%* e	*54%* e	*47%*	*55%* e
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these	**22**	*	-	5	2	1	3	5	1	-	18	2	2	-
	1%	**%*	*-%*	*2%* m	*3%* **aim**	*1%*	*1%*	*3%* **aim**	*1%*	*-%*	*1%*	*2%* m	*2%* **am**	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 104 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total	**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
Other	**1**	-	-	-	-	-	-	-	-	-	-	-	*	*
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*% j	*1% j*
Don't know	**3**	1	-	-	-	2	-	-	-	-	3	-	-	-
	***%**	*%	-%	-%	-%	*1%* j	-%	-%	-%	-%	*%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 104 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2398**	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total	**2000**	38	176	47	194	589	56	141	756	1548	452	1794	206
Letters	**1724**	33	151	42	179	503	50	136	628	1321	402	1559	165
	86%	*86%*	*86%*	*89%*	*92%*	*85%*	*90%*	*97%*	*83%*	*85%*	*89%*	*87%*	*80%*
					beh			**abcefh**			a	b	
Large letters	**1312**	30	123	32	123	374	28	117	482	989	322	1190	122
	66%	*78%*	*70%*	*69%*	*64%*	*63%*	*51%*	*83%*	*64%*	*64%*	*71%*	*66%*	*59%*
		defh	f	f	f	f		**bcdefh**	f		a	b	
Parcels and packets	**1411**	27	131	35	138	437	33	98	510	1084	327	1287	124
	71%	*70%*	*74%*	*75%*	*71%*	*74%*	*59%*	*70%*	*67%*	*70%*	*72%*	*72%*	*60%*
			fh		f	**fh**						b	
Advertising and promotional material, such as catalogues, brochures and direct mail	**1665**	30	158	41	175	484	44	112	619	1279	385	1513	152
	83%	*78%*	*90%*	*87%*	*90%*	*82%*	*79%*	*79%*	*82%*	*83%*	*85%*	*84%*	*74%*
			aefgh		**aefgh**							b	
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**983**	19	103	24	107	278	21	62	367	756	228	902	81
	49%	*49%*	*59%*	*51%*	*55%*	*47%*	*37%*	*44%*	*49%*	*49%*	*50%*	*50%*	*39%*
			efgh		**efg**				f			b	
Other everyday correspondence, such as invoices, one off bills etc.	**1663**	33	152	37	163	503	37	114	622	1281	382	1497	166
	83%	*86%*	*86%*	*79%*	*84%*	*85%*	*66%*	*81%*	*82%*	*83%*	*85%*	*83%*	*80%*
		f	f		f	f		f	f				
Publications, such as magazines, periodicals, customer newsletters	**1515**	33	149	40	156	442	40	109	544	1146	369	1378	137
	76%	*85%*	*85%*	*86%*	*80%*	*75%*	*71%*	*78%*	*72%*	*74%*	*82%*	*77%*	*67%*
		h	**efh**	**fh**	h						a	b	
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	**2**	-	-	-	-	-	-	2	-	-	2	-	2
	***%**	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	*%	-%	*1%
								eh			a		a
Order fulfilment (sending ordered goods to customers)	**1058**	22	108	27	94	320	24	65	398	803	255	963	95
	53%	*56%*	*61%*	*58%*	*48%*	*54%*	*43%*	*46%*	*53%*	*52%*	*56%*	*54%*	*46%*
			dfgh			f					a	b	
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2398**	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total	**2000**	38	176	47	194	589	56	141	756	1548	452	1794	206
None of these	**22**	2	*	-	1	4	-	-	15	17	5	16	6
	1%	*4%*	**%*	*-%*	**%*	*1%*	*-%*	*-%*	*2%*	*1%*	*1%*	*1%*	*3%*
		bdeg							**be**				a
Other	**1**	-	*	-	-	-	-	*	-	1	-	1	-
	****%***	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	*-%*
Don't know	**3**	-	-	-	-	2	-	1	-	3	-	3	-
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	*-%*	**%*	*-%*	**%*	*-%*
								h					

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2398**	2274	124	1449	371	549
Weighted total	**2000**	1874	126	1243	290	433
Letters	**1724**	1632	91	1040	262	399
	86%	*87%* b	*72%*	*84%*	*91%* a	*92%* a
Large letters	**1312**	1256	56	754	216	330
	66%	*67%* b	*44%*	*61%*	*75%* a	*76%* a
Parcels and packets	**1411**	1344	67	822	215	363
	71%	*72%* b	*53%*	*66%*	*74%* a	*84%* **ab**
Advertising and promotional material, such as catalogues, brochures and direct mail	**1665**	1561	104	1031	247	364
	83%	*83%*	*82%*	*83%*	*85%*	*84%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**983**	940	44	567	161	247
	49%	*50%* b	*35%*	*46%*	*56%* a	*57%* a
Other everyday correspondence, such as invoices, one off bills etc.	**1663**	1569	95	1006	261	378
	83%	*84%* b	*75%*	*81%*	*90%* a	*87%* a
Publications, such as magazines, periodicals, customer newsletters	**1515**	1432	83	920	229	345
	76%	*76%* b	*66%*	*74%*	*79%* a	*80%* a
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**2**	2	-	-	-	2
	****%***	**%*	*-%*	*-%*	*-%*	**%* a
Order fulfilment (sending ordered goods to customers)	**1058**	1004	54	610	155	284
	53%	*54%* b	*42%*	*49%*	*53%*	*66%* **ab**
Refused	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
None of these	**22**	16	6	16	2	2
	1%	*1%*	*5%* a	*1%*	*1%*	**%*

Columns Tested: a,b - a,b,c

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2398**	2274	124	1449	371	549
Weighted total	**2000**	1874	126	1243	290	433
Other	**1**	*	*	-	*	*
	***%**	*%	*%	-%	*%	*%
Don't know	**3**	3	-	-	-	3
	***%**	*%	-%	-%	-%	*1%* a

Columns Tested: a,b - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 104 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**2398**	1908	413	60	8	5	3	-	1	2321	77	904	1004	490
Weighted total	**2000**	1695	267	30	5	3	1	-	*	1962	38	905	790	305
Letters	**1724**	1440	250	30	3	1	1	-	*	1690	34	714	726	284
	86%	*85%*	*94%* **ai**	*99%* **aij**	*60%*	*32%*	*100%*	*-%*	*100%*	*86%*	*89%*	*79%*	*92%* a	*93%* a
Large letters	**1312**	1067	213	28	3	1	*	-	*	1280	32	467	600	245
	66%	*63%*	*80%* **ai**	*91%* **abi**	*60%*	*32%*	*59%*	*-%*	*100%*	*65%*	*83%* **ai**	*52%*	*76%* a	*80%* a
Parcels and packets	**1411**	1153	226	26	3	2	1	-	*	1379	32	545	608	258
	71%	*68%*	*85%* **ai**	*87%* **ai**	*58%*	*90%*	*100%*	*-%*	*100%*	*70%*	*84%* **ai**	*60%*	*77%* a	*85%* **ab**
Advertising and promotional material, such as catalogues, brochures and direct mail	**1665**	1406	230	23	3	3	1	-	*	1636	29	732	673	259
	83%	*83%*	*86%* **cj**	*75%*	*60%*	*96%*	*100%*	*-%*	*100%*	*83%*	*75%*	*81%*	*85%* a	*85%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**983**	802	157	19	2	3	*	-	*	959	24	353	450	181
	49%	*47%*	*59%* **ai**	*62%* **ai**	*46%*	*100%*	*59%*	*-%*	*100%*	*49%*	*63%* **ai**	*39%*	*57%* a	*59%* a
Other everyday correspondence, such as invoices, one off bills etc.	**1663**	1387	243	26	4	3	1	-	*	1629	34	682	704	276
	83%	*82%*	*91%* **ai**	*86%*	*90%*	*100%*	*100%*	*-%*	*100%*	*83%*	*88%*	*75%*	*89%* a	*91%* a
Publications, such as magazines, periodicals, customer newsletters	**1515**	1276	210	24	2	2	*	-	*	1485	30	648	628	239
	76%	*75%*	*79%*	*80%*	*50%*	*90%*	*59%*	*-%*	*100%*	*76%*	*77%*	*72%*	*79%* a	*78%* a
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	**2**	2	-	-	-	-	-	-	-	2	-	2	-	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%
Order fulfilment (sending ordered goods to customers)	**1058**	862	172	19	2	3	*	-	-	1034	24	398	464	196
	53%	*51%*	*64%* **ai**	*64%* a	*48%*	*91%*	*59%*	*-%*	*-%*	*53%*	*64%* a	*44%*	*59%* a	*64%* **ab**
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these	**22**	21	*	-	-	-	-	-	-	22	-	16	5	*
	1%	*1%* b	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*2%* **bc**	*1%*	**%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 05/02/19

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**2398**	1908	413	60	8	5	3	-	1	2321	77	904	1004	490
Weighted total	**2000**	1695	267	30	5	3	1	-	*	1962	38	905	790	305
Other	**1**	*	*	-	-	-	-	-	-	1	-	-	*	*
	***%**	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%
Don't know	**3**	1	2	-	-	-	-	-	-	3	-	-	1	2
	***%**	*%	*1%*	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*1%*
			ai											a

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total	**2398**	1469	998	1607	769	623	1539	1412	108	42	30	9	4	1
Weighted total	**2000**	1088	703	1219	609	435	1190	1113	54	27	17	3	4	*
Letters	**1724**	1043	674	1162	574	400	1070	1061	51	25	17	3	4	*
	86%	*96%* ef	*96%* ef	*95%* ef	*94%* f	*92%*	*90%*	*95%*	*94%*	*93%*	*100%*	*100%*	*100%*	*100%*
Large letters	**1312**	865	623	967	500	326	876	881	41	23	15	2	4	*
	66%	*79%* ef	*89%* acdef	*79%* ef	*82%* ef	*75%*	*74%*	*79%*	*76%*	*84%*	*90%*	*62%*	*100%*	*100%*
Parcels and packets	**1411**	835	581	941	533	345	900	855	43	23	15	1	4	*
	71%	*77%*	*83%* acf	*77%*	*88%* abcef	*79%*	*76%*	*77%*	*79%*	*83%*	*87%*	*50%*	*97%*	*100%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**1665**	925	603	1037	541	382	1021	945	46	22	16	3	4	*
	83%	*85%*	*86%*	*85%*	*89%* acf	*88%*	*86%*	*85%*	*85%*	*82%*	*96%*	*95%*	*100%*	*100%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**983**	652	426	722	391	300	672	649	32	18	17	2	4	*
	49%	*60%*	*61%* f	*59%*	*64%* acf	*69%* abcf	*56%*	*58%*	*60%*	*66%*	*98%* abc	*55%*	*97%*	*100%*
Other everyday correspondence, such as invoices, one off bills etc.	**1663**	967	631	1079	534	398	1084	980	50	24	17	3	4	*
	83%	*89%*	*90%*	*89%*	*88%*	*92%* cd	*91%* acd	*88%*	*93%*	*90%*	*100%* a	*100%*	*100%*	*100%*
Publications, such as magazines, periodicals, customer newsletters	**1515**	857	578	957	489	364	952	874	40	19	16	3	4	*
	76%	*79%*	*82%* ac	*78%*	*80%*	*84%* acf	*80%*	*79%*	*75%*	*68%*	*93%* bc	*98%*	*100%*	*100%*
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	**2**	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	**1058**	629	442	714	414	274	695	646	35	15	13	2	2	-
	53%	*58%*	*63%* acf	*59%*	*68%* abcef	*63%* a	*58%*	*58%*	*66%*	*57%*	*73%*	*57%*	*52%*	-%
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these	**22**	2	3	3	5	-	5	3	-	-	-	-	-	-
	1%	*%*	*%*	*%*	*1%* ace	-%	*%*	*%*	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 05/02/19

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total	**2398**	1469	998	1607	769	623	1539	1412	108	42	30	9	4	1
Weighted total	**2000**	1088	703	1219	609	435	1190	1113	54	27	17	3	4	*
Other	**1**	*	*	*	1	-	1	*	-	-	-	-	-	-
	***%**	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%
Don't know	**3**	3	3	3	2	3	3	3	-	-	-	-	-	-
	***%**	*%	*%	*%	*%	*1%*	*%	*%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 104 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	2398	733	17	11	4	1	3	-	4	487	391	399	316	13
Weighted total	2000	586	10	7	5	*	*	-	1	450	298	284	176	11
Letters	1724	551	10	7	5	*	*	-	1	417	283	278	172	11
	86%	*94%*	*99%*	*100%*	*100%*	*100%*	*100%*	*-%*	*100%*	*93%*	*95%*	*98%* ab	*98%* ab	*100%*
Large letters	1312	479	10	6	5	*	*	-	1	320	241	235	164	6
	66%	*82%*	*97%*	*86%*	*100%*	*100%*	*100%*	*-%*	*100%*	*71%*	*81%* a	*83%* a	*93%* abc	*57%*
Parcels and packets	1411	512	9	7	5	*	*	-	1	330	232	220	150	8
	71%	*87%*	*87%*	*100%*	*100%*	*100%*	*100%*	*-%*	*100%*	*73%*	*78%*	*78%*	*85%* abc	*71%*
Advertising and promotional material, such as catalogues, brochures and direct mail	1665	522	8	7	4	-	*	-	*	375	255	245	151	10
	83%	*89%*	*79%*	*98%*	*69%*	*-%*	*100%*	*-%*	*78%*	*83%*	*86%*	*86%*	*86%*	*88%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	983	377	6	4	4	*	*	-	*	250	181	183	102	5
	49%	*64%*	*59%*	*57%*	*66%*	*100%*	*87%*	*-%*	*90%*	*56%*	*61%*	*65%* a	*58%*	*41%*
Other everyday correspondence, such as invoices, one off bills etc.	1663	516	7	5	5	*	*	-	1	382	262	259	166	9
	83%	*88%*	*65%*	*79%*	*100%*	*100%*	*100%*	*-%*	*100%*	*85%*	*88%*	*91%* a	*95%* ab	*83%*
Publications, such as magazines, periodicals, customer newsletters	1515	472	7	7	4	*	*	-	*	340	224	235	146	11
	76%	*80%*	*70%*	*98%*	*65%*	*100%*	*44%*	*-%*	*56%*	*76%*	*75%*	*83%* ab	*83%* ab	*97%*
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	2	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Order fulfilment (sending ordered goods to customers)	1058	396	8	5	4	*	*	-	*	240	176	180	112	5
	53%	*68%*	*81%*	*81%*	*69%*	*100%*	*13%*	*-%*	*32%*	*53%*	*59%*	*63%* a	*64%* a	*49%*
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these	22	5	-	-	-	-	-	-	-	2	*	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**2398**	733	17	11	4	1	3	-	4	487	391	399	316	13
Weighted total	**2000**	586	10	7	5	*	*	-	1	450	298	284	176	11
Other	**1**	1	-	-	-	-	-	-	-	-	-	-	*	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
Don't know	**3**	2	-	-	-	-	-	-	-	-	-	3	-	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%* **ab**	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 104 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
Letters	**1724**	196	134	161	76	5	385	24	165	1508	215	1110	50
	86%	*94%*	*96%* d	*95%*	*90%*	*98%*	*94%*	*100%*	*96%*	*86%*	*84%*	*95%*	*94%*
Large letters	**1312**	165	122	140	68	3	330	19	149	1146	166	925	41
	66%	*79%*	*88%* a	*83%*	*80%*	*60%*	*80%*	*80%*	*87%* a	*66%*	*65%*	*79%*	*77%*
Parcels and packets	**1411**	169	125	149	84	4	362	20	148	1210	201	897	43
	71%	*81%*	*90%* a	*88%*	*98%* **abc**	*79%*	*88%*	*84%*	*86%*	*69%*	*79%* a	*77%*	*80%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**1665**	182	126	157	69	5	367	21	152	1454	209	993	43
	83%	*87%*	*90%* d	*93%* d	*81%*	*100%*	*89%*	*85%*	*89%*	*83%*	*82%*	*85%*	*81%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**983**	134	87	117	51	3	266	17	107	843	139	690	31
	49%	*64%*	*62%*	*69%*	*59%*	*61%*	*65%*	*68%*	*63%*	*48%*	*55%* a	*59%*	*58%*
Other everyday correspondence, such as invoices, one off bills etc.	**1663**	184	125	150	70	4	364	20	151	1453	209	1029	49
	83%	*88%*	*90%* d	*88%*	*82%*	*79%*	*89%*	*81%*	*88%*	*83%*	*82%*	*88%*	*92%*
Publications, such as magazines, periodicals, customer newsletters	**1515**	163	117	140	65	5	333	21	134	1327	187	916	40
	76%	*78%*	*84%*	*83%*	*76%*	*95%*	*81%*	*88%*	*78%*	*76%*	*73%*	*79%*	*75%*
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**2**	-	-	-	-	-	-	-	-	2	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
Order fulfilment (sending ordered goods to customers)	**1058**	123	104	119	63	4	295	14	104	912	146	682	31
	53%	*59%*	*75%* a	*70%* a	*74%* a	*74%*	*72%* c	*60%*	*61%*	*52%*	*57%*	*59%*	*58%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these	**22**	3	2	-	*	-	3	-	2	18	3	3	-
	1%	*1%*	*1%*	-%	**%*	-%	*1%*	-%	*1%*	*1%*	*1%*	**%*	-%
Other	**1**	-	*	*	-	-	*	-	*	-	1	*	-
	****%***	-%	**%*	**%*	-%	-%	**%*	-%	**%*	-%	**%* a	**%*	-%
Don't know	**3**	-	-	2	-	-	2	-	-	1	2	3	-
	****%***	-%	-%	*1%*	-%	-%	**%*	-%	-%	**%*	*1%* a	**%*	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 104 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2398**	77	164	224	33	531	238	477	1370	220	1
Weighted total	**2000**	62	137	177	19	402	207	340	1009	122	2
Letters	**1724**	60	127	171	18	386	188	327	965	118	2
	86%	*98%*	*93%*	*97%*	*97%*	*96%* b	*91%*	*96%*	*96%*	*96%*	*100%*
Large letters	**1312**	56	115	156	17	336	164	280	803	104	2
	66%	*90%*	*84%*	*88%*	*91%*	*84%*	*79%*	*82%*	*80%*	*85%*	*100%*
Parcels and packets	**1411**	59	121	156	15	357	176	285	764	103	2
	71%	*96%*	*89%*	*88%*	*83%*	*89%*	*85%*	*84%* b	*76%*	*84%* b	*100%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**1665**	57	122	161	16	361	180	282	862	108	2
	83%	*92%*	*89%*	*91%*	*86%*	*90%*	*87%*	*83%*	*85%*	*88%*	*100%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**983**	41	98	125	11	257	134	203	593	67	-
	49%	*66%*	*72%*	*71%*	*60%*	*64%*	*65%*	*60%*	*59%*	*54%*	*-%*
Other everyday correspondence, such as invoices, one off bills etc.	**1663**	55	126	164	14	359	175	302	897	112	2
	83%	*89%*	*92%*	*93%* b	*78%*	*89%*	*85%*	*89%*	*89%*	*91%*	*100%*
Publications, such as magazines, periodicals, customer newsletters	**1515**	51	113	151	15	327	162	270	801	100	-
	76%	*83%*	*83%*	*85%*	*83%*	*81%*	*78%*	*80%*	*79%*	*82%*	*-%*
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**2**	-	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Order fulfilment (sending ordered goods to customers)	**1058**	46	96	129	8	277	137	212	572	68	2
	53%	*75%*	*70%*	*73%* b	*42%*	*69%*	*66%*	*62%* b	*57%*	*56%*	*100%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these	**22**	*	2	-	-	2	3	-	2	-	-
	1%	**%*	*1%*	*-%*	*-%*	**%*	*1%*	*-%*	**%*	*-%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	***d**
Unweighted total	**2398**	77	164	224	33	531	238	477	1370	220	1
Weighted total	**2000**	62	137	177	19	402	207	340	1009	122	2
Other	**1**	-	1	-	*	-	1	*	*	*	-
	***%**	-%	*1%*	-%	*3%* a	-%	*%*	*%*	*%*	*%*	-%
Don't know	**3**	-	2	2	-	-	2	-	3	-	-
	***%**	-%	*1%*	*1%*	-%	-%	*1%* a	-%	*%*	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 104 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**2398**	384	877	164	-	507	502	180	6	1409	943	594	1220	999	15
Weighted total	**2000**	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
Letters	**1724**	266	574	86	-	366	349	112	4	1001	640	423	865	665	5
	86%	*96%*	*95%*	*95%*	*-%*	*93%*	*94%*	*93%*	*100%*	*96%*	*96%*	*95%*	*95%*	*96%*	*100%*
Large letters	**1312**	250	533	82	-	320	315	104	3	832	592	373	725	570	4
	66%	*90%*	*89%*	*91%*	*-%*	*81%*	*85%*	*86%*	*61%*	*80%*	*89%* **ac**	*83%*	*80%*	*82%*	*68%*
Parcels and packets	**1411**	238	493	77	-	352	325	108	3	799	552	398	700	536	3
	71%	*86%*	*82%*	*86%*	*-%*	*89%*	*88%*	*89%*	*61%*	*77%*	*83%* a	*89%* **ab**	*77%*	*77%*	*59%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**1665**	229	516	79	-	349	332	109	4	889	572	397	775	604	3
	83%	*83%*	*86%*	*88%*	*-%*	*88%*	*89%*	*91%*	*100%*	*85%*	*86%*	*89%* a	*85%*	*87%*	*59%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**983**	167	353	42	-	248	238	76	3	623	406	284	532	414	3
	49%	*60%* c	*59%* c	*47%*	*-%*	*63%*	*64%*	*63%*	*61%*	*60%*	*61%*	*63%*	*59%*	*60%*	*57%*
Other everyday correspondence, such as invoices, one off bills etc.	**1663**	253	537	85	-	347	326	104	4	927	597	394	805	620	5
	83%	*91%*	*89%*	*94%*	*-%*	*88%*	*88%*	*86%*	*100%*	*89%*	*89%*	*88%*	*89%*	*90%*	*99%*
Publications, such as magazines, periodicals, customer newsletters	**1515**	231	500	75	-	317	299	94	4	825	549	363	721	548	5
	76%	*83%*	*83%*	*83%*	*-%*	*80%*	*81%*	*78%*	*100%*	*79%*	*82%*	*81%*	*79%*	*79%*	*98%*
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**2**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Order fulfilment (sending ordered goods to customers)	**1058**	175	381	49	-	277	241	84	4	601	423	299	527	408	2
	53%	*63%*	*63%* c	*55%*	*-%*	*70%*	*65%*	*69%*	*100%*	*58%*	*63%* a	*67%* a	*58%*	*59%*	*44%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these	**22**	-	3	-	-	5	2	-	-	2	3	4	1	1	-
	1%	*-%*	**%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	**%*	**%*	*1%* a	**%*	**%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 05/02/19

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**2398**	384	877	164	-	507	502	180	6	1409	943	594	1220	999	15
Weighted total	**2000**	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
Other	**1**	*	*	*	-	1	1	*	-	*	*	*	*	*	-
	***%**	*%	*%	*1%*	-%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
Don't know	**3**	-	3	-	-	2	-	-	-	3	3	2	3	1	-
	***%**	-%	*%	-%	-%	*%	-%	-%	-%	*%	*%	*%	*%	*%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 104 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2398**	423	297	367	117	92	1159	982	55	21	18	16
Weighted total	**2000**	291	204	274	75	52	860	688	37	16	19	11
Letters	**1724**	277	194	252	69	47	809	663	35	13	19	10
	86%	*95%*	*95%*	*92%*	*92%*	*91%*	*94%*	*96%* a	*95%*	*78%*	*100%*	*86%*
Large letters	**1312**	247	172	223	62	47	688	568	29	11	17	9
	66%	*85%*	*84%*	*82%*	*83%*	*90%* c	*80%*	*82%*	*78%*	*70%*	*90%*	*79%*
Parcels and packets	**1411**	265	181	247	71	47	666	536	26	13	18	11
	71%	*91%*	*88%*	*90%*	*95%* b	*91%*	*77%*	*78%*	*71%*	*78%*	*94%*	*100%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**1665**	264	185	239	66	48	739	607	30	14	16	9
	83%	*91%*	*90%*	*87%*	*89%*	*93%*	*86%*	*88%*	*83%*	*88%*	*84%*	*79%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**983**	195	124	169	45	33	489	398	22	13	17	6
	49%	*67%*	*61%*	*62%*	*60%*	*63%*	*57%*	*58%*	*60%*	*81%*	*92%*	*51%*
Other everyday correspondence, such as invoices, one off bills etc.	**1663**	262	184	237	64	47	755	621	32	11	18	6
	83%	*90%*	*90%*	*87%*	*86%*	*91%*	*88%*	*90%*	*87%*	*66%*	*94%*	*56%*
Publications, such as magazines, periodicals, customer newsletters	**1515**	244	162	216	59	47	689	558	32	11	17	7
	76%	*84%*	*79%*	*79%*	*78%*	*91%* **bcd**	*80%*	*81%*	*87%*	*66%*	*87%*	*65%*
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	**2**	-	-	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	**1058**	200	137	186	51	38	499	406	17	8	14	8
	53%	*69%*	*67%*	*68%*	*68%*	*74%*	*58%*	*59%*	*46%*	*53%*	*76%*	*71%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these	**22**	2	2	4	-	-	4	1	-	2	-	-
	1%	*1%*	*1%*	*1%*	-%	-%	*1%*	***	-%	*11%*	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 104 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	***b**	***c**	***d**
Unweighted total	**2398**	423	297	367	117	92	1159	982	55	21	18	16
Weighted total	**2000**	291	204	274	75	52	860	688	37	16	19	11
Other	**1**	1	*	1	-	*	*	*	-	-	-	-
	***%**	*%	*%	*%	-%	*1%*	*%	*%	-%	-%	-%	-%
Don't know	**3**	-	-	-	-	-	3	1	-	-	-	-
	***%**	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 104 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2398**	2133	1685	2163	1761	2322	1313	2167	561	4	1928	65	301	1938
Weighted total	**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
Letters	**1724**	1724	1283	1724	1302	1673	969	1665	364	5	1362	49	225	1362
	86%	*100%* **bcde**	*98%* **de**	*98%* **de**	*92%* e	*87%*	*91%*	*94%* a	*93%*	*100%*	*87%*	*92%*	*88%*	*86%*
Large letters	**1312**	1283	1312	1312	1119	1300	821	1267	306	5	1041	41	196	1018
	66%	*74%* e	*100%* **acde**	*75%* e	*79%* **ace**	*68%*	*77%* b	*72%*	*78%* b	*100%*	*66%*	*77%*	*76%* b	*64%*
Parcels and packets	**1411**	1302	1119	1321	1411	1400	980	1345	352	3	1106	37	200	1089
	71%	*76%* e	*85%* **ace**	*75%*	*100%* **abce**	*73%*	*93%* **bc**	*76%*	*90%* b	*64%*	*71%*	*71%*	*78%* b	*69%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**1665**	1490	1194	1511	1272	1665	940	1512	352	5	1314	45	226	1304
	83%	*86%*	*91%* **ace**	*86%*	*90%* **ace**	*87%*	*89%* b	*86%*	*90%* b	*100%*	*84%*	*84%*	*88%* b	*83%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**983**	948	800	953	822	983	575	926	200	3	768	31	139	769
	49%	*55%* e	*61%* **ace**	*54%* e	*58%* **ace**	*51%*	*54%*	*52%*	*51%*	*64%*	*49%*	*59%*	*54%*	*49%*
Other everyday correspondence, such as invoices, one off bills etc.	**1663**	1498	1204	1520	1278	1663	950	1521	346	3	1316	42	221	1312
	83%	*87%*	*92%* **ace**	*87%*	*91%* **ace**	*87%*	*90%* b	*86%*	*88%*	*64%*	*84%*	*79%*	*86%*	*83%*
Publications, such as magazines, periodicals, customer newsletters	**1515**	1363	1112	1384	1159	1515	854	1381	317	2	1198	40	210	1189
	76%	*79%*	*85%* **acde**	*79%*	*82%* **ace**	*79%*	*81%*	*78%*	*81%*	*41%*	*77%*	*76%*	*82%* b	*75%*
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**2**	2	2	2	-	2	2	2	2	-	-	2	2	-
	****%***	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	**%*	*-%*	*-%*	*3%* a	*1%* b	*-%*
Order fulfilment (sending ordered goods to customers)	**1058**	975	826	989	922	1058	689	985	246	2	834	30	150	819
	53%	*57%*	*63%* **ace**	*56%*	*65%* **ace**	*55%*	*65%* b	*56%*	*63%* b	*38%*	*53%*	*56%*	*58%* b	*52%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2398**	2133	1685	2163	1761	2322	1313	2167	561	4	1928	65	301	1938
Weighted total	**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these	**22**	-	-	-	-	-	-	-	-	-	14	-	4	17
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	*1%*	*1%*
Other	**1**	*	*	*	*	1	*	*	-	-	-	-	-	*
	%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	*%
Don't know	**3**	-	-	-	-	-	-	-	-	-	1	-	-	3
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	2398	418	17	97	392	257	1716	412	297	107	1967	1353	1045
Weighted total	2000	376	13	86	352	193	1472	320	259	98	1624	1093	907
Letters	1724	323	13	75	304	173	1249	289	220	93	1396	977	747
	86%	*86%*	*98%*	*87%*	*86%*	*90%* b	*85%*	*90%* b	*85%*	*95%* ac	*86%*	*89%* b	*82%*
Large letters	1312	266	7	65	244	139	924	240	172	76	1052	765	547
	66%	*71%*	*58%*	*75%*	*69%*	*72%* b	*63%*	*75%* b	*67%*	*78%* ac	*65%*	*70%* b	*60%*
Parcels and packets	1411	299	13	72	280	156	1027	221	202	83	1115	800	611
	71%	*79%*	*100%*	*84%*	*80%*	*81%* bc	*70%*	*69%*	*78%* c	*85%* c	*69%*	*73%* b	*67%*
Advertising and promotional material, such as catalogues, brochures and direct mail	1665	320	11	68	307	162	1209	280	211	87	1354	926	738
	83%	*85%*	*84%*	*79%*	*87%* a	*84%*	*82%*	*88%* b	*82%*	*88%*	*83%*	*85%* b	*81%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	983	205	8	49	194	111	704	158	129	72	770	585	399
	49%	*54%*	*66%*	*57%*	*55%*	*57%* bc	*48%*	*50%*	*50%*	*74%* ac	*47%*	*53%* b	*44%*
Other everyday correspondence, such as invoices, one off bills etc.	1663	316	7	76	289	169	1220	260	200	90	1360	935	729
	83%	*84%*	*59%*	*88%*	*82%*	*88%* c	*83%*	*81%*	*77%*	*92%* ac	*84%* a	*86%* b	*80%*
Publications, such as magazines, periodicals, customer newsletters	1515	289	11	64	276	155	1085	267	199	79	1224	870	645
	76%	*77%*	*85%*	*74%*	*78%*	*80%* b	*74%*	*83%* b	*77%*	*80%*	*75%*	*80%* b	*71%*
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	2	-	-	-	-	-	-	2	-	-	2	2	-
	%	-%	-%	-%	-%	-%	-%	*1%* b	-%	-%	*%*	*%*	-%
Order fulfilment (sending ordered goods to customers)	1058	228	10	53	216	127	745	177	148	66	838	597	461
	53%	*61%*	*76%*	*61%*	*62%*	*66%* bc	*51%*	*55%*	*57%*	*67%* c	*52%*	*55%*	*51%*
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Produced by OLR
Issue date: 05/02/19

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2398**	418	17	97	392	257	1716	412	297	107	1967	1353	1045
Weighted total	**2000**	376	13	86	352	193	1472	320	259	98	1624	1093	907
None of these	**22**	2	-	2	2	2	16	3	5	-	17	8	14
	1%	*%	-%	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	-%	*1%*	*1%*	*2%*
Other	**1**	1	-	*	*	-	*	*	*	-	*	1	-
	%	*%	-%	*1%*	*%	-%	*%	*%	*%	-%	*%	*%	-%
Don't know	**3**	2	-	-	2	-	3	-	2	-	1	2	1
	%	*%	-%	-%	*%	-%	*%	-%	*1%*	-%	*%	*%	*%
									c				

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 104 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	2398	387	59	177	91	126	57	208	134	112	256	36	134
Weighted total	2000	152	17	69	34	49	21	82	50	47	112	15	73
Letters	1724	144	17	65	32	47	20	77	46	43	104	14	60
	86%	*95%*	*100%*	*94%*	*95%*	*95%*	*98%*	*94%*	*91%*	*92%* d	*93%* d	*91%*	*82%*
Large letters	1312	121	15	59	28	44	17	70	39	34	78	11	44
	66%	*80%*	*87%*	*85%*	*82%*	*90%* d	*82%*	*86%* d	*77%*	*72%*	*70%*	*73%*	*60%*
Parcels and packets	1411	119	12	64	30	47	19	69	40	37	80	11	48
	71%	*78%*	*68%*	*92%* **ab**	*89%* **ab**	*95%* **cd**	*94%* d	*84%*	*79%*	*80%* d	*72%*	*71%*	*67%*
Advertising and promotional material, such as catalogues, brochures and direct mail	1665	127	14	62	29	46	18	71	43	39	96	12	54
	83%	*84%*	*81%*	*90%*	*85%*	*94%* **cd**	*87%*	*87%*	*85%*	*82%*	*86%* d	*77%*	*74%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	983	101	11	46	23	36	15	55	32	23	71	8	35
	49%	*66%*	*64%*	*66%*	*67%*	*72%*	*74%*	*67%*	*63%*	*49%*	*63%* **ad**	*56%*	*48%*
Other everyday correspondence, such as invoices, one off bills etc.	1663	138	17	63	29	45	21	74	45	42	94	13	58
	83%	*91%*	*100%* **acd**	*91%*	*87%*	*92%*	*100%* **acd**	*91%*	*89%*	*89%* d	*84%*	*90%*	*80%*
Publications, such as magazines, periodicals, customer newsletters	1515	128	15	60	28	45	18	72	41	40	95	11	50
	76%	*84%*	*88%*	*87%*	*82%*	*91%* d	*88%*	*88%*	*82%*	*85%* d	*84%* d	*73%*	*69%*
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	2	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	1058	86	9	42	18	29	14	48	33	28	61	7	28
	53%	*57%*	*51%*	*60%*	*54%*	*58%*	*68%*	*58%*	*65%*	*59%* d	*55%* d	*46%*	*39%*
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2398**	387	59	177	91	126	57	208	134	112	256	36	134
Weighted total	**2000**	152	17	69	34	49	21	82	50	47	112	15	73
None of these	**22**	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**1**	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	**3**	1	-	-	-	-	-	1	1	-	1	-	-
	****%***	*1%*	-%	-%	-%	-%	-%	*1%*	*2%*	-%	*1%*	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 104 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2398**	331	128	41	563	172	162	184	142	174	209	155	137
Weighted total	**2000**	289	154	57	261	123	116	150	141	209	187	184	130
Letters	**1724**	268	139	49	234	100	102	130	118	175	155	146	109
	86%	*93%*	*90%*	*87%*	*89%*	*81%*	*88%*	*87%*	*83%*	*84%*	*83%*	*80%*	*84%*
		eghijkl	**ek**		**ehjk**		k						
Large letters	**1312**	203	103	32	177	78	73	101	97	125	118	113	92
	66%	*70%*	*67%*	*57%*	*68%*	*63%*	*64%*	*67%*	*69%*	*60%*	*63%*	*61%*	*71%*
		i			i								i
Parcels and packets	**1411**	204	103	35	189	84	80	93	107	145	126	145	99
	71%	*71%*	*67%*	*62%*	*72%*	*69%*	*69%*	*62%*	*76%*	*70%*	*68%*	*79%*	*76%*
					g				g			**bcegj**	g
Advertising and promotional material, such as catalogues, brochures and direct mail	**1665**	246	121	43	213	104	93	125	118	174	155	153	118
	83%	*85%*	*78%*	*76%*	*82%*	*85%*	*80%*	*84%*	*83%*	*84%*	*83%*	*84%*	*91%*
													bcdfgij
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**983**	135	51	21	144	55	56	80	63	123	99	86	70
	49%	*47%*	*33%*	*37%*	*55%*	*45%*	*49%*	*54%*	*44%*	*59%*	*53%*	*47%*	*54%*
		b			**abceh**	b	b	b		**abcehk**	b	b	b
Other everyday correspondence, such as invoices, one off bills etc.	**1663**	241	126	49	220	106	91	121	124	168	154	153	111
	83%	*83%*	*81%*	*87%*	*84%*	*86%*	*79%*	*81%*	*88%*	*80%*	*82%*	*84%*	*85%*
									f				
Publications, such as magazines, periodicals, customer newsletters	**1515**	224	110	39	206	90	80	112	111	149	141	138	114
	76%	*78%*	*71%*	*69%*	*79%*	*73%*	*69%*	*74%*	*79%*	*71%*	*75%*	*75%*	*88%*
		f			**fi**								**abcdefghij** k
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	**2**	-	-	-	-	-	-	2	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	-%	-%	-%
								d					
Order fulfilment (sending ordered goods to customers)	**1058**	157	68	32	130	65	61	70	78	113	113	94	77
	53%	*54%*	*44%*	*56%*	*50%*	*53%*	*53%*	*47%*	*55%*	*54%*	*60%*	*51%*	*59%*
											bdg		**bdg**
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these	**22**	1	3	-	-	-	3	4	-	1	6	4	-
	1%	*%*	*2%*	-%	-%	-%	*3%*	*2%*	-%	*%*	*3%*	*2%*	-%
			ad				**ade**	**ade**			**adehl**	**ad**	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 104 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2398**	331	128	41	563	172	162	184	142	174	209	155	137
Weighted total	**2000**	289	154	57	261	123	116	150	141	209	187	184	130
Other	**1**	*	-	-	-	-	-	-	-	*	-	-	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Don't know	**3**	-	-	-	1	-	-	-	-	2	-	-	-
	***%**	-%	-%	-%	*%	-%	-%	-%	-%	*1%*	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2398**	500	897	500	501
Weighted total	**2000**	500	500	500	500
Letters	**1724**	456	435	423	410
	86%	*91%*	*87%*	*85%*	*82%*
		bcd	d		
Large letters	**1312**	338	329	322	323
	66%	*68%*	*66%*	*64%*	*65%*
Parcels and packets	**1411**	342	353	346	369
	71%	*68%*	*71%*	*69%*	*74%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**1665**	410	410	418	427
	83%	*82%*	*82%*	*84%*	*85%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**983**	207	256	266	255
	49%	*41%*	*51%*	*53%*	*51%*
			a	a	a
Other everyday correspondence, such as invoices, one off bills etc.	**1663**	416	417	412	418
	83%	*83%*	*83%*	*82%*	*84%*
Publications, such as magazines, periodicals, customer newsletters	**1515**	374	376	372	393
	76%	*75%*	*75%*	*74%*	*79%*
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**2**	-	-	2	-
	****%***	*-%*	*-%*	**%*	*-%*
Order fulfilment (sending ordered goods to customers)	**1058**	257	256	261	284
	53%	*51%*	*51%*	*52%*	*57%*
					b
Refused	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
None of these	**22**	4	3	5	10
	1%	*1%*	*1%*	*1%*	*2%*
					b
Other	**1**	*	-	*	-
	****%***	**%*	*-%*	**%*	*-%*
Don't know	**3**	-	1	2	-
	****%***	*-%*	**%*	**%*	*-%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 105 Page 1942

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2133**	1462	424	158	89	671	514	417	123	79	151
Weighted total	**1724**	1648	48	18	10	76	557	410	97	45	48
Urgent delivery - on the same day or a specific time the next day	**250**	233	9	4	4	16	59	76	15	7	16
	14%	*14%*	*19%* a	*21%* a	*36%* **abce**	*22%* a	*11%*	*19%* a	*16%*	*15%*	*34%* **abcd**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**448**	423	14	7	5	25	127	119	32	10	19
	26%	*26%*	*28%*	*40%* **ab**	*46%* **abe**	*33%* a	*23%*	*29%* a	*33%* a	*23%*	*41%* **abd**
Timed delivery (i.e. to arrive by specific time /day)	**225**	210	7	5	3	15	53	62	20	8	14
	13%	*13%*	*15%*	*26%* **ab**	*35%* **abe**	*20%* **ab**	*10%*	*15%* a	*21%* a	*17%* a	*29%* **abd**
Standard delivery	**1644**	1571	46	17	9	73	534	386	94	44	45
	95%	*95%*	*96%*	*96%*	*95%*	*96%*	*96%*	*94%*	*97%*	*96%*	*94%*
International delivery	**258**	243	7	4	4	15	72	71	17	5	14
	15%	*15%*	*15%*	*22%* a	*36%* **abce**	*19%* a	*13%*	*17%*	*17%*	*11%*	*30%* **abcd**
Cross-Border Delivery	**23**	20	1	1	*	3	5	7	1	1	1
	1%	*1%*	*3%* a	*5%* a	*4%* a	*4%* a	*1%*	*2%*	*1%*	*3%*	*2%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**5**	5	*	-	-	*	3	2	-	-	-
	****%***	**%*	*1%*	*-%*	*-%*	**%*	*1%*	**%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**44**	42	1	*	*	2	12	7	*	2	3
	3%	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	**%*	*4%* c	*6%* **abc**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2133**	165	80	239	55	126	250	161	128	143	1347	282	254	250
Weighted total	**1724**	190	100	257	59	127	274	175	137	153	1471	91	86	76
Urgent delivery - on the same day or a specific time the next day	**250**	17	13	56	7	19	43	16	17	24	212	14	13	10
	14%	*9%*	*13%*	*22%* **aghjm**	*11%*	*15%*	*16%* **ag**	*9%*	*12%*	*16%*	*14%*	*15%*	*16%* g	*13%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**448**	48	21	88	9	26	70	40	36	47	386	26	20	16
	26%	*25%*	*21%*	*34%* **abdefgj lm**	*16%*	*21%*	*25%*	*23%*	*26%*	*31%* **dm**	*26%*	*29%* **dm**	*24%*	*20%*
Timed delivery (i.e. to arrive by specific time /day)	**225**	11	11	56	8	19	40	11	22	19	197	13	8	7
	13%	*6%*	*11%*	*22%* **abfgijk lm**	*14%* a	*15%* **ag**	*15%* **ag**	*6%*	*16%* **agm**	*13%* a	*13%* **ag**	*14%* **ag**	*10%*	*9%*
Standard delivery	**1644**	180	98	238	56	122	262	171	131	143	1400	88	83	73
	95%	*95%*	*98%*	*93%*	*95%*	*96%*	*96%*	*98%* c	*95%*	*93%*	*95%*	*97%*	*97%* c	*96%*
International delivery	**258**	19	19	77	5	16	30	19	22	13	219	15	9	15
	15%	*10%*	*19%* **iladefghi**	*30%* **jklm**	*8%*	*13%*	*11%*	*11%*	*16%*	*8%*	*15%* i	*16%* **il**	*10%*	*20%* **adfgijl**
Cross-Border Delivery	**23**	-	-	-	-	-	-	-	-	-	-	-	-	23
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*30%* **abcdefgh ijkl**
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**5**	-	-	1	-	-	*	2	-	2	5	-	-	*
	****%***	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*1%*	*-%*	*1%*	**%*	*-%*	*-%*	**%*
Don't Know (DO NOT READ OUT)	**44**	6	2	11	-	3	6	1	6	3	38	1	2	2
	3%	*3%*	*2%*	*4%* g	*-%*	*2%*	*2%*	*1%*	*4%* g	*2%*	*3%*	*2%*	*3%*	*3%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2133**	53	217	54	215	553	77	151	811	1492	641	1861	272
Weighted total	**1724**	33	151	42	179	503	50	136	628	1321	402	1559	165
Urgent delivery - on the same day or a specific time the next day	**250**	4	21	9	22	70	2	38	84	196	54	224	26
	14%	*12%*	*14%* f	*21%* f	*13%* f	*14%* f	*4%*	*28%* **abdefh**	*13%* f	*15%*	*14%*	*14%*	*16%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**448**	8	33	16	34	133	10	50	163	348	101	408	41
	26%	*24%*	*22%*	*38%* **bdf**	*19%*	*26%* d	*20%*	*37%* **bdefh**	*26%* d	*26%*	*25%*	*26%*	*25%*
Timed delivery (i.e. to arrive by specific time /day)	**225**	3	18	6	22	65	3	28	81	183	42	201	25
	13%	*8%*	*12%*	*14%*	*12%*	*13%*	*5%*	*21%* **abdefh**	*13%*	*14%* b	*11%*	*13%*	*15%*
Standard delivery	**1644**	31	143	39	170	486	48	126	598	1258	386	1488	156
	95%	*94%*	*95%*	*94%*	*95%*	*97%* g	*95%*	*93%*	*95%*	*95%*	*96%*	*95%*	*95%*
International delivery	**258**	3	24	5	18	83	2	33	90	201	57	231	27
	15%	*8%*	*16%* f	*12%*	*10%*	*16%* **df**	*4%*	*24%* **adefh**	*14%* f	*15%*	*14%*	*15%*	*16%*
Cross-Border Delivery	**23**	2	2	-	1	6	*	1	11	13	10	21	2
	1%	*5%* **def**	*1%*	*-%*	*1%*	*1%*	**%*	*1%*	*2%*	*1%*	*3%* a	*1%*	*1%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**5**	-	*	-	*	5	*	-	-	3	2	3	2
	****%***	*-%*	**%*	*-%*	**%*	*1%* h	*1%* h	*-%*	*-%*	**%*	**%*	**%*	*1%* a
Don't Know (DO NOT READ OUT)	**44**	2	2	-	7	9	*	6	17	36	8	41	3
	3%	*6%*	*2%*	*-%*	*4%*	*2%*	**%*	*5%* e	*3%*	*3%*	*2%*	*3%*	*2%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2133**	2037	96	1258	345	511
Weighted total	**1724**	1632	91	1040	262	399
Urgent delivery - on the same day or a specific time the next day	**250**	245	5	125	51	72
	14%	*15%*	*5%*	*12%*	*20%*	*18%*
		b			a	a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**448**	438	10	249	86	112
	26%	*27%*	*11%*	*24%*	*33%*	*28%*
		b			a	
Timed delivery (i.e. to arrive by specific time /day)	**225**	223	2	126	38	60
	13%	*14%*	*3%*	*12%*	*14%*	*15%*
		b				
Standard delivery	**1644**	1557	87	1004	243	375
	95%	*95%*	*95%*	*97%*	*93%*	*94%*
				bc		
International delivery	**258**	255	3	129	45	78
	15%	*16%*	*4%*	*12%*	*17%*	*20%*
		b			a	a
Cross-Border Delivery	**23**	22	1	12	3	8
	1%	*1%*	*1%*	*1%*	*1%*	*2%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**5**	5	-	*	4	1
	****%***	**%*	*-%*	**%*	*1%*	**%*
					ac	
Don't Know (DO NOT READ OUT)	**44**	43	*	25	6	13
	3%	*3%*	*1%*	*2%*	*2%*	*3%*

Columns Tested: a,b - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 105 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**2133**	1668	392	58	7	4	3	-	1	2060	73	726	942	465
Weighted total	**1724**	1440	250	30	3	1	1	-	*	1690	34	714	726	284
Urgent delivery - on the same day or a specific time the next day	**250**	192	48	7	2	*	-	-	*	240	10	66	126	58
	14%	*13%*	*19%* **ai**	*25%* **ai**	*66%*	*27%*	*-%*	*-%*	*100%*	*14%*	*28%* **ai**	*9%*	*17%* a	*20%* a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**448**	357	79	10	2	*	*	-	*	436	12	150	207	91
	26%	*25%*	*32%* **ai**	*33%*	*66%*	*27%*	*82%*	*-%*	*100%*	*26%*	*36%* **ai**	*21%*	*28%* a	*32%* a
Timed delivery (i.e. to arrive by specific time /day)	**225**	175	45	3	2	*	*	-	*	220	6	69	106	50
	13%	*12%*	*18%* **ai**	*10%*	*66%*	*27%*	*41%*	*-%*	*100%*	*13%*	*16%*	*10%*	*15%* a	*18%* a
Standard delivery	**1644**	1386	227	27	3	1	1	-	*	1613	31	689	696	258
	95%	*96%* **bcj**	*91%*	*89%*	*100%*	*100%*	*100%*	*-%*	*100%*	*95%* **bcj**	*90%*	*96%* c	*96%* c	*91%*
International delivery	**258**	200	49	7	2	*	*	-	*	248	10	75	125	58
	15%	*14%*	*19%* **ai**	*25%* **ai**	*66%*	*30%*	*41%*	*-%*	*100%*	*15%*	*29%* **ai**	*10%*	*17%* a	*21%* a
Cross-Border Delivery	**23**	18	4	*	*	-	-	-	-	23	*	6	12	5
	1%	*1%*	*2%*	*1%*	*3%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*1%*	*2%*	*2%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**5**	4	1	-	-	-	-	-	-	5	-	*	4	1
	****%***	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*1%*	**%*
Don't Know (DO NOT READ OUT)	**44**	34	8	2	-	-	-	-	-	42	2	19	15	10
	3%	*2%*	*3%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*5%*	*3%*	*2%*	*3%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total	**2133**	1424	963	1544	731	585	1420	1355	104	40	30	9	4	1
Weighted total	**1724**	1043	674	1162	574	400	1070	1061	51	25	17	3	4	*
Urgent delivery - on the same day or a specific time the next day	**250**	158	112	170	99	68	177	153	11	3	2	*	-	*
	14%	*15%*	*17%*	*15%*	*17%*	*17%*	*17%*	*14%*	*21%*	*12%*	*11%*	*3%*	*-%*	*100%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**448**	251	188	288	158	113	303	262	14	6	2	*	2	*
	26%	*24%*	*28%* a	*25%*	*27%*	*28%*	*28%* **ac**	*25%*	*28%*	*23%*	*15%*	*3%*	*50%*	*100%*
Timed delivery (i.e. to arrive by specific time /day)	**225**	139	91	148	89	57	153	137	6	3	2	*	-	*
	13%	*13%*	*14%*	*13%*	*15%*	*14%*	*14%*	*13%*	*13%*	*11%*	*9%*	*2%*	*-%*	*100%*
Standard delivery	**1644**	990	635	1100	533	380	1020	1008	45	25	16	3	2	*
	95%	*95%*	*94%*	*95%*	*93%*	*95%*	*95%* d	*95%* b	*88%*	*100%* b	*95%*	*100%*	*50%*	*100%*
International delivery	**258**	148	121	175	115	77	168	153	11	4	5	1	-	*
	15%	*14%*	*18%* a	*15%*	*20%* **acf**	*19%* **acf**	*16%*	*14%*	*22%* a	*16%*	*27%*	*39%*	*-%*	*100%*
Cross-Border Delivery	**23**	15	10	16	8	7	15	14	2	*	*	-	*	-
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*3%*	*1%*	*%*	*-%*	*3%*	*-%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**5**	2	2	2	4	1	3	2	*	-	-	-	-	-
	****%***	**%*	**%*	**%*	*1%*	**%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**44**	32	22	39	21	7	29	35	3	*	1	-	-	-
	3%	*3%*	*3%*	*3%*	*4%*	*2%*	*3%*	*3%*	*7%*	**%*	*4%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	***b**	***c**	***d**	***e**	***f**	***g**	***h**	a	b	c	d	***e**
Unweighted total	**2133**	696	16	11	4	1	3	-	4	456	372	391	311	13
Weighted total	**1724**	551	10	7	5	*	*	-	1	417	283	278	172	11
Urgent delivery - on the same day or a specific time the next day	**250**	97	*	*	2	-	*	-	*	40	50	39	40	1
	14%	*18%*	**%*	*3%*	*35%*	*-%*	*30%*	*-%*	*24%*	*9%*	*18%* a	*14%* a	*23%* **ac**	*8%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**448**	155	*	*	2	-	*	-	*	81	82	60	61	3
	26%	*28%*	*2%*	*4%*	*35%*	*-%*	*100%*	*-%*	*78%*	*19%*	*29%* **ac**	*21%*	*35%* **ac**	*28%*
Timed delivery (i.e. to arrive by specific time /day)	**225**	86	*	*	2	-	*	-	*	36	41	41	27	3
	13%	*16%*	*2%*	*3%*	*35%*	*-%*	*44%*	*-%*	*34%*	*9%*	*15%* a	*15%* a	*16%* a	*25%*
Standard delivery	**1644**	515	10	4	4	*	*	-	1	395	273	264	156	11
	95%	*93%*	*100%*	*57%*	*69%*	*100%*	*100%*	*-%*	*100%*	*95%* d	*97%* d	*95%* d	*91%*	*100%*
International delivery	**258**	111	2	*	2	-	*	-	*	51	52	37	34	1
	15%	*20%*	*16%*	*5%*	*35%*	*-%*	*44%*	*-%*	*34%*	*12%*	*18%* a	*13%*	*20%* **ac**	*12%*
Cross-Border Delivery	**23**	8	-	*	-	-	-	-	-	6	4	4	1	-
	1%	*1%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*2%*	*1%*	*-%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**5**	2	-	2	-	-	-	-	-	*	2	*	*	-
	****%***	**%*	*-%*	*27%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	**%*	**%*	*-%*
Don't Know (DO NOT READ OUT)	**44**	18	-	1	2	-	-	-	-	12	4	12	10	-
	3%	*3%*	*-%*	*14%*	*31%*	*-%*	*-%*	*-%*	*-%*	*3%*	*1%*	*4%* b	*6%* **ab**	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2133**	242	172	187	118	11	438	37	254	1889	243	1472	71
Weighted total	**1724**	196	134	161	76	5	385	24	165	1508	215	1110	50
Urgent delivery - on the same day or a specific time the next day	**250**	25	39	20	15	*	56	7	37	212	38	161	8
	14%	*13%*	*29%* **ac**	*12%*	*20%*	*9%*	*15%*	*27%* a	*22%* a	*14%*	*18%*	*14%*	*16%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**448**	47	40	47	23	2	98	8	51	385	63	268	18
	26%	*24%*	*30%*	*29%*	*29%*	*34%*	*25%*	*35%*	*31%*	*26%*	*29%*	*24%*	*36%* a
Timed delivery (i.e. to arrive by specific time /day)	**225**	29	26	21	12	1	53	5	30	193	32	143	5
	13%	*15%*	*19%*	*13%*	*16%*	*18%*	*14%*	*22%*	*18%*	*13%*	*15%*	*13%*	*10%*
Standard delivery	**1644**	188	124	143	71	5	359	23	151	1444	199	1050	49
	95%	*96%* c	*93%*	*89%*	*93%*	*98%*	*93%*	*94%*	*92%*	*96%* b	*92%*	*95%*	*98%*
International delivery	**258**	32	32	32	19	1	77	7	31	218	40	165	10
	15%	*16%*	*24%* a	*20%*	*25%*	*15%*	*20%*	*27%*	*19%*	*14%*	*19%*	*15%*	*19%*
Cross-Border Delivery	**23**	3	2	2	1	*	4	1	3	21	2	16	1
	1%	*1%*	*2%*	*2%*	*1%*	*6%*	*1%*	*4%*	*2%*	*1%*	*1%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**5**	-	2	2	-	-	4	-	-	2	4	2	-
	****%***	*-%*	*1%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*2%* a	**%*	*-%*
Don't Know (DO NOT READ OUT)	**44**	2	4	9	5	*	15	*	6	38	6	38	1
	3%	*1%*	*3%*	*6%* a	*6%* a	*2%*	*4%*	**%*	*3%*	*3%*	*3%*	*3%*	*2%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2133**	75	153	218	32	513	218	464	1328	214	1
Weighted total	**1724**	60	127	171	18	386	188	327	965	118	2
Urgent delivery - on the same day or a specific time the next day	**250**	8	22	31	3	67	33	93	142	38	2
	14%	*13%*	*17%*	*18%*	*15%*	*17%*	*17%*	*28%* b	*15%*	*33%* b	*100%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**448**	15	33	50	5	104	53	143	229	57	2
	26%	*24%*	*26%*	*29%*	*26%*	*27%*	*28%*	*44%* b	*24%*	*49%* b	*100%*
Timed delivery (i.e. to arrive by specific time /day)	**225**	6	26	31	2	56	33	81	130	34	-
	13%	*10%*	*20%*	*18%*	*12%*	*15%*	*17%*	*25%* b	*13%*	*29%* b	*-%*
Standard delivery	**1644**	58	117	159	17	361	173	316	917	113	2
	95%	*96%*	*92%*	*93%*	*96%*	*93%*	*92%*	*97%*	*95%*	*96%*	*100%*
International delivery	**258**	11	30	40	7	74	40	84	136	71	-
	15%	*18%*	*23%*	*23%*	*36%*	*19%*	*21%*	*26%* b	*14%*	*60%* **ab**	*-%*
Cross-Border Delivery	**23**	1	2	4	1	6	2	5	14	11	-
	1%	*2%*	*2%*	*2%*	*3%*	*2%*	*1%*	*2%*	*1%*	*9%* **ab**	*-%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**5**	2	-	2	-	2	2	-	2	-	-
	****%***	*3%* b	*-%*	*1%*	*-%*	**%*	*1%*	*-%*	**%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**44**	-	5	5	1	15	5	4	31	2	-
	3%	*-%*	*4%*	*3%*	*4%*	*4%*	*3%*	*1%*	*3%* a	*2%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	2133	371	844	158	-	475	480	169	6	1366	912	568	1175	966	15
Weighted total	1724	266	574	86	-	366	349	112	4	1001	640	423	865	665	5
Urgent delivery - on the same day or a specific time the next day	250	66	104	27	-	71	71	30	*	150	107	73	138	111	1
	14%	*25%* b	*18%*	*32%* b	*-%*	*19%*	*20%*	*27%* a	*9%*	*15%*	*17%*	*17%*	*16%*	*17%*	*26%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	448	113	165	40	-	116	104	44	3	235	179	116	228	173	2
	26%	*43%* b	*29%*	*47%* b	*-%*	*32%*	*30%*	*40%* b	*59%*	*23%*	*28%* a	*27%*	*26%*	*26%*	*46%*
Timed delivery (i.e. to arrive by specific time /day)	225	55	85	24	-	68	61	27	2	135	87	64	124	89	3
	13%	*21%* b	*15%*	*28%* b	*-%*	*19%*	*17%*	*24%* b	*45%*	*13%*	*14%*	*15%*	*14%*	*13%*	*49%*
Standard delivery	1644	252	546	81	-	338	329	106	4	948	602	396	819	632	5
	95%	*94%*	*95%*	*94%*	*-%*	*92%*	*94%*	*95%*	*100%*	*95%*	*94%*	*93%*	*95%*	*95%*	*100%*
International delivery	258	70	107	56	-	82	85	54	*	143	114	88	151	104	2
	15%	*26%* b	*19%*	*65%* **ab**	*-%*	*22%*	*24%*	*48%* **ab**	*11%*	*14%*	*18%* a	*21%* a	*17%*	*16%*	*40%*
Cross-Border Delivery	23	5	9	6	-	5	5	4	*	14	10	7	12	13	1
	1%	*2%*	*2%*	*7%* **ab**	*-%*	*1%*	*2%*	*3%*	*11%*	*1%*	*2%*	*2%*	*1%*	*2%*	*13%*
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	5	-	2	-	-	2	4	-	-	2	2	2	*	2	-
	**%*	*-%*	**%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*
Don't Know (DO NOT READ OUT)	44	5	19	3	-	14	10	2	-	32	22	16	29	20	-
	3%	*2%*	*3%*	*4%*	*-%*	*4%*	*3%*	*2%*	*-%*	*3%*	*3%*	*4%*	*3%*	*3%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2133**	406	285	344	110	86	1109	950	54	19	18	13
Weighted total	**1724**	277	194	252	69	47	809	663	35	13	19	10
Urgent delivery - on the same day or a specific time the next day	**250**	59	51	66	28	15	133	106	3	5	2	2
	14%	*21%*	*26%*	*26%*	*40%* **abc**	*32%* a	*17%*	*16%*	*10%*	*43%*	*11%*	*17%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**448**	99	68	93	37	22	215	167	10	7	2	2
	26%	*36%*	*35%*	*37%*	*54%* **abc**	*46%*	*27%*	*25%*	*28%*	*59%*	*12%*	*21%*
Timed delivery (i.e. to arrive by specific time /day)	**225**	57	43	55	22	11	119	89	7	3	2	2
	13%	*21%*	*22%*	*22%*	*32%* **ac**	*23%*	*15%*	*13%*	*19%*	*27%*	*12%*	*20%*
Standard delivery	**1644**	258	187	230	65	45	768	634	32	11	17	10
	95%	*93%*	*97%* **ac**	*91%*	*94%*	*95%*	*95%*	*96%*	*92%*	*86%*	*91%*	*98%*
International delivery	**258**	72	57	65	43	29	146	103	4	5	2	2
	15%	*26%*	*29%*	*26%*	*62%* **abc**	*62%* **abc**	*18%*	*16%*	*10%*	*40%*	*10%*	*22%*
Cross-Border Delivery	**23**	5	5	4	2	2	11	13	*	*	-	*
	1%	*2%*	*2%*	*2%*	*3%*	*4%*	*1%*	*2%*	*%*	*3%*	*-%*	*5%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**5**	2	-	2	-	-	*	2	-	-	-	-
	****%***	*1%*	*-%*	*1%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**44**	9	5	7	-	-	27	18	3	-	2	-
	3%	*3%*	*3%*	*3%*	*-%*	*-%*	*3%*	*3%*	*8%*	*-%*	*9%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2133**	2133	1655	2133	1656	2085	1229	2070	529	4	1726	62	276	1722
Weighted total	**1724**	1724	1283	1724	1302	1673	969	1665	364	5	1362	49	225	1362
Urgent delivery - on the same day or a specific time the next day	**250**	250	220	250	224	242	250	244	153	-	176	6	43	181
	14%	*14%*	*17%* **ace**	*14%*	*17%* **ace**	*14%*	*26%* b	*15%*	*42%* **ab**	*-%*	*13%*	*12%*	*19%* b	*13%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**448**	448	373	448	391	441	448	429	213	-	334	10	75	327
	26%	*26%*	*29%* **ac**	*26%*	*30%* **ace**	*26%*	*46%* b	*26%*	*59%* **ab**	*-%*	*25%*	*21%*	*34%* b	*24%*
Timed delivery (i.e. to arrive by specific time /day)	**225**	225	189	225	205	223	225	223	138	-	167	6	46	160
	13%	*13%*	*15%*	*13%*	*16%* **ace**	*13%*	*23%* b	*13%*	*38%* **ab**	*-%*	*12%*	*12%*	*20%* b	*12%*
Standard delivery	**1644**	1644	1222	1644	1237	1596	921	1644	356	5	1297	42	209	1304
	95%	*95%*	*95%*	*95%*	*95%*	*95%*	*95%*	*99%* a	*98%* a	*100%*	*95%* b	*86%*	*93%*	*96%*
International delivery	**258**	258	217	258	221	253	212	255	258	*	189	7	53	180
	15%	*15%*	*17%*	*15%*	*17%*	*15%*	*22%* b	*15%*	*71%* **ab**	*3%*	*14%*	*14%*	*24%* b	*13%*
Cross-Border Delivery	**23**	23	18	23	18	23	15	23	23	-	20	*	3	20
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*6%* **ab**	*-%*	*1%*	*1%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**5**	5	2	5	2	3	2	*	-	-	2	*	2	2
	****%***	**%*	**%*	**%*	**%*	**%*	**%* b	**%*	*-%*	*-%*	**%*	**%*	*1%* b	**%*
Don't Know (DO NOT READ OUT)	**44**	44	35	44	37	44	15	14	1	-	39	4	6	37
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*2%* c	*1%*	**%*	*-%*	*3%*	*7%* a	*3%*	*3%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2133**	372	15	86	351	238	1501	383	259	102	1748	1241	892
Weighted total	**1724**	323	13	75	304	173	1249	289	220	93	1396	977	747
Urgent delivery - on the same day or a specific time the next day	**250**	61	*	12	58	28	177	43	36	13	200	162	88
	14%	*19%*	*1%*	*16%*	*19%*	*16%*	*14%*	*15%*	*16%*	*14%*	*14%*	*17%* b	*12%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**448**	108	2	27	97	47	311	88	66	28	349	279	169
	26%	*33%*	*18%*	*36%*	*32%*	*27%*	*25%*	*31%* b	*30%*	*30%*	*25%*	*29%* b	*23%*
Timed delivery (i.e. to arrive by specific time /day)	**225**	58	*	11	55	23	160	41	28	8	186	148	77
	13%	*18%*	*2%*	*14%*	*18%*	*13%*	*13%*	*14%*	*13%*	*9%*	*13%*	*15%* b	*10%*
Standard delivery	**1644**	300	13	71	285	161	1198	273	208	84	1339	935	709
	95%	*93%*	*100%*	*95%*	*94%*	*93%*	*96%* a	*94%*	*95%*	*90%*	*96%* b	*96%*	*95%*
International delivery	**258**	66	5	13	70	28	187	41	47	21	187	147	111
	15%	*21%*	*37%*	*18%*	*23%*	*16%*	*15%*	*14%*	*21%* c	*23%* c	*13%*	*15%*	*15%*
Cross-Border Delivery	**23**	4	-	1	4	3	16	4	3	1	19	13	10
	1%	*1%*	*-%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**5**	4	-	-	4	2	2	1	2	-	3	*	5
	****%***	*1%*	*-%*	*-%*	*1%*	*1%* b	**%*	**%*	*1%*	*-%*	**%*	**%*	*1%* a
Don't Know (DO NOT READ OUT)	**44**	9	-	3	6	7	27	9	6	4	33	23	21
	3%	*3%*	*-%*	*5%*	*2%*	*4%*	*2%*	*3%*	*3%*	*4%*	*2%*	*2%*	*3%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2133**	374	59	169	86	122	54	200	129	107	242	33	115
Weighted total	**1724**	144	17	65	32	47	20	77	46	43	104	14	60
Urgent delivery - on the same day or a specific time the next day	**250**	16	4	9	2	6	3	9	5	5	9	3	6
	14%	*11%*	*24%* **ad**	*14%*	*7%*	*13%*	*15%*	*11%*	*12%*	*11%*	*9%*	*25%* **abd**	*9%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**448**	33	7	14	6	12	4	20	6	9	26	5	13
	26%	*23%*	*41%* **acd**	*21%*	*18%*	*26%* d	*18%*	*26%* d	*12%*	*20%*	*25%*	*36%*	*22%*
Timed delivery (i.e. to arrive by specific time /day)	**225**	12	2	11	1	9	3	8	4	4	10	4	5
	13%	*9%*	*10%*	*17%* **ad**	*3%*	*19%* **cd**	*16%*	*10%*	*8%*	*9%*	*9%*	*31%* **abd**	*8%*
Standard delivery	**1644**	139	17	64	31	46	19	75	44	42	101	14	57
	95%	*97%*	*100%*	*98%*	*96%*	*98%*	*94%*	*97%*	*96%*	*96%*	*97%*	*100%*	*96%*
International delivery	**258**	24	5	12	6	7	5	12	6	4	14	3	12
	15%	*17%*	*31%* **ac**	*18%*	*19%*	*15%*	*26%* d	*16%*	*13%*	*9%*	*13%*	*20%*	*21%* a
Cross-Border Delivery	**23**	2	*	1	*	1	*	1	*	1	1	*	1
	1%	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*2%*	*1%*	*2%*	*1%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**5**	-	-	-	-	-	-	-	-	-	*	-	1
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*2%*
Don't Know (DO NOT READ OUT)	**44**	3	-	1	1	1	1	1	2	2	1	-	1
	3%	*2%*	*-%*	*2%*	*4%*	*2%*	*6%*	*2%*	*3%*	*4%*	*1%*	*-%*	*2%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 105 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2133**	310	115	36	518	138	141	161	125	152	186	127	124
Weighted total	**1724**	268	139	49	234	100	102	130	118	175	155	146	109
Urgent delivery - on the same day or a specific time the next day	**250**	32	16	8	25	17	18	23	37	25	19	21	9
	14%	*12%*	*11%*	*17%*	*11%*	*17%*	*18%*	*17%*	*32%*	*14%*	*12%*	*14%*	*8%*
						dl	**dl**	**dlabdefgijkl**					
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**448**	57	27	15	55	32	37	46	50	42	34	37	16
	26%	*21%*	*20%*	*31%*	*24%*	*32%*	*36%*	*36%*	*43%*	*24%*	*22%*	*26%*	*15%*
				l	l	**abdjl**	**abdijl**	**abdijl**	**abdijkl**			l	
Timed delivery (i.e. to arrive by specific time /day)	**225**	29	17	14	24	15	18	17	23	22	22	18	6
	13%	*11%*	*12%*	*29%*	*10%*	*15%*	*18%*	*13%*	*19%*	*12%*	*14%*	*12%*	*5%*
				abdegijkl		l	**adl**	l	**adl**	l	l	l	
Standard delivery	**1644**	255	138	47	225	93	98	122	112	170	142	137	105
	95%	*95%*	*100%*	*96%*	*96%*	*93%*	*96%*	*94%*	*95%*	*97%*	*92%*	*94%*	*96%*
			aeghjk		j					j			
International delivery	**258**	29	13	11	35	16	21	26	34	30	21	15	7
	15%	*11%*	*9%*	*23%*	*15%*	*16%*	*21%*	*20%*	*29%*	*17%*	*14%*	*10%*	*6%*
				abkl	l	l	**abkl**	**abkl**	**abdeijkl**	**al**	l		
Cross-Border Delivery	**23**	3	2	1	2	1	1	2	1	4	1	2	1
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	**5**	-	-	-	1	-	*	-	-	*	2	-	2
	%	-%	-%	-%	*%	-%	*%	-%	-%	*%	*1%*	-%	*2%*
											a		a
Don't Know (DO NOT READ OUT)	**44**	8	-	2	5	4	2	4	2	4	6	5	*
	3%	*3%*	-%	*4%*	*2%*	*4%*	*2%*	*3%*	*1%*	*3%*	*4%*	*4%*	*%*
				bl		**bl**					**bl**	**bl**	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2133**	461	797	438	437
Weighted total	**1724**	456	435	423	410
Urgent delivery - on the same day or a specific time the next day	**250**	56	61	85	48
	14%	*12%*	*14%*	*20%* **abd**	*12%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**448**	100	123	138	87
	26%	*22%*	*28%* **ad**	*33%* **ad**	*21%*
Timed delivery (i.e. to arrive by specific time /day)	**225**	60	57	62	46
	13%	*13%*	*13%*	*15%*	*11%*
Standard delivery	**1644**	440	416	404	384
	95%	*97%* d	*96%*	*96%*	*94%*
International delivery	**258**	53	72	90	43
	15%	*12%*	*16%* **ad**	*21%* **abd**	*11%*
Cross-Border Delivery	**23**	6	5	7	5
	1%	*1%*	*1%*	*2%*	*1%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**5**	-	1	*	4
	****%***	*-%*	**%*	**%*	*1%* a
Don't Know (DO NOT READ OUT)	**44**	10	12	10	12
	3%	*2%*	*3%*	*2%*	*3%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 106 Page 1958

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1685**	1097	368	143	77	588	373	327	104	71	131
Weighted total	**1312**	1245	42	16	9	67	412	322	79	41	39
Urgent delivery - on the same day or a specific time the next day	**172**	158	7	3	3	13	42	45	14	5	10
	13%	*13%*	*16%*	*20%* a	*39%* **abce**	*20%* a	*10%*	*14%*	*17%* a	*13%*	*26%* **abd**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**299**	279	10	5	4	20	92	76	21	10	13
	23%	*22%*	*25%*	*34%* **ab**	*44%* **abe**	*30%* a	*22%*	*24%*	*27%*	*25%*	*33%* **ab**
Timed delivery (i.e. to arrive by specific time /day)	**154**	143	5	3	3	11	37	39	15	5	10
	12%	*11%*	*13%*	*18%* a	*34%* **abce**	*17%* a	*9%*	*12%*	*19%* a	*11%*	*26%* **abd**
Standard delivery	**1230**	1167	39	15	8	63	390	300	76	39	37
	94%	*94%*	*94%*	*96%*	*94%*	*95%*	*95%*	*93%*	*97%*	*96%*	*94%*
International delivery	**152**	140	6	3	3	12	34	41	12	4	10
	12%	*11%*	*14%*	*20%* a	*32%* **abce**	*18%* a	*8%*	*13%*	*15%* a	*10%*	*25%* **abd**
Cross-Border Delivery	**16**	14	1	1	*	2	3	6	*	1	1
	1%	*1%*	*3%* a	*4%* a	*4%* a	*4%* a	*1%*	*2%*	**%*	*4%* a	*2%*
Other (PLEASE SPECIFY)	**2**	2	-	-	-	-	-	2	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**6**	6	*	-	*	*	3	1	-	-	-
	****%***	**%*	**%*	*-%*	*1%*	**%*	*1%*	**%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**33**	31	1	*	*	2	9	5	2	-	1
	3%	*3%*	*3%*	*3%*	*4%*	*3%*	*2%*	*2%*	*2%*	*-%*	*2%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters
Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1685**	127	62	190	43	97	200	121	109	109	1058	220	209	198
Weighted total	**1312**	147	76	190	45	96	215	127	111	112	1119	70	67	55
Urgent delivery - on the same day or a specific time the next day	**172**	16	2	34	6	13	31	11	13	21	145	10	9	8
	13%	*11%*	*3%*	*18%* **bg**	*12%*	*13%* b	*15%* b	*8%*	*12%*	*18%* **bg**	*13%* b	*14%* b	*13%* b	*15%* b
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**299**	36	5	57	10	8	51	28	24	34	252	19	16	11
	23%	*24%* **be**	*6%*	*30%* **bejm**	*23%* **be**	*9%*	*24%* **be**	*22%* **be**	*21%* **be**	*30%* **be**	*23%* **be**	*28%* **be**	*23%* **be**	*21%* **be**
Timed delivery (i.e. to arrive by specific time /day)	**154**	10	*	41	6	8	26	13	15	12	132	9	7	6
	12%	*7%* b	**%*	*22%* **abefgij klm**	*13%* b	*9%* b	*12%* b	*10%* b	*13%* b	*11%* b	*12%* b	*12%* b	*11%* b	*11%* b
Standard delivery	**1230**	136	76	172	42	93	202	118	103	105	1046	67	64	52
	94%	*93%*	*99%* c	*91%*	*92%*	*96%*	*94%*	*92%*	*93%*	*93%*	*93%*	*96%* c	*95%*	*95%*
International delivery	**152**	13	10	53	1	10	13	5	11	10	127	9	6	10
	12%	*9%*	*13%* **gabdefgh**	*28%* **ijklm**	*2%*	*11%* g	*6%*	*4%*	*10%*	*9%*	*11%* **fg**	*12%* **fg**	*9%*	*18%* **adfgijl**
Cross-Border Delivery	**16**	-	-	-	-	-	-	-	-	-	-	-	-	16
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*30%* **abcdefgh ijkl**
Other (PLEASE SPECIFY)	**2**	-	-	-	-	-	-	-	-	2	2	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%* j	**%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**6**	-	-	-	-	2	2	1	-	-	5	*	*	*
	****%***	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*1%*	*-%*	*-%*	**%*	**%*	**%*	**%*
Don't Know (DO NOT READ OUT)	**33**	3	*	11	-	2	5	2	3	2	29	1	1	2
	3%	*2%*	*1%*	*6%* **jkl**	*-%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*1%*	*2%*	*4%* k

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 106 (continuation) Page 1960

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1685**	44	181	44	169	415	51	134	646	1155	530	1474	211
Weighted total	**1312**	30	123	32	123	374	28	117	482	989	322	1190	122
Urgent delivery - on the same day or a specific time the next day	**172**	3	15	2	17	42	2	31	60	131	41	153	19
	13%	*9%*	*12%*	*6%*	*14%*	*11%*	*7%*	*26%* **abcdefh**	*12%*	*13%*	*13%*	*13%*	*15%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**299**	6	25	9	30	71	8	43	106	221	78	273	26
	23%	*20%*	*20%*	*27%*	*24%*	*19%*	*28%*	*37%* **abdeh**	*22%*	*22%*	*24%*	*23%*	*22%*
Timed delivery (i.e. to arrive by specific time /day)	**154**	*	14	*	18	40	2	19	60	121	33	139	15
	12%	*1%*	*12%* **ac**	**%*	*15%* **ac**	*11%* **ac**	*9%*	*16%* **ac**	*12%* **ac**	*12%*	*10%*	*12%*	*13%*
Standard delivery	**1230**	30	117	29	116	356	25	109	446	919	311	1116	113
	94%	*100%* **cf**	*95%*	*91%*	*94%*	*95%*	*89%*	*93%*	*92%*	*93%*	*96%* a	*94%*	*93%*
International delivery	**152**	*	16	2	11	46	1	26	50	119	33	137	15
	12%	**%*	*13%* **af**	*7%*	*9%*	*12%* a	*3%*	*22%* **abcdefh**	*10%* a	*12%*	*10%*	*11%*	*12%*
Cross-Border Delivery	**16**	1	1	-	1	5	*	1	7	10	7	15	1
	1%	*3%*	*1%*	*-%*	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**2**	-	-	-	-	-	-	-	2	2	-	2	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	*-%*
None of these (DO NOT READ OUT)	**6**	-	1	-	-	2	-	-	2	4	1	4	2
	****%***	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	**%*	**%*	**%*	*2%* a
Don't Know (DO NOT READ OUT)	**33**	-	*	-	3	6	*	3	19	30	4	28	6
	3%	*-%*	**%*	*-%*	*3%*	*2%*	*1%*	*3%*	*4%* **be**	*3%* b	*1%*	*2%*	*5%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters
Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1685**	1621	64	947	296	431
Weighted total	**1312**	1256	56	754	216	330
Urgent delivery - on the same day or a specific time the next day	**172**	169	3	81	33	57
	13%	*13%* b	*5%*	*11%*	*15%* a	*17%* a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**299**	291	8	150	58	90
	23%	*23%*	*14%*	*20%*	*27%* a	*27%* a
Timed delivery (i.e. to arrive by specific time /day)	**154**	153	1	77	27	49
	12%	*12%* b	*2%*	*10%*	*12%*	*15%* a
Standard delivery	**1230**	1178	52	717	197	305
	94%	*94%*	*92%*	*95%* b	*91%*	*93%*
International delivery	**152**	151	1	66	29	56
	12%	*12%* b	*1%*	*9%*	*13%* a	*17%* a
Cross-Border Delivery	**16**	16	*	7	2	7
	1%	*1%*	*1%*	*1%*	*1%*	*2%*
Other (PLEASE SPECIFY)	**2**	2	-	-	-	2
	****%***	**%*	*-%*	*-%*	*-%*	*1%* a
None of these (DO NOT READ OUT)	**6**	6	-	3	2	1
	****%***	**%*	*-%*	**%*	*1%*	**%*
Don't Know (DO NOT READ OUT)	**33**	33	*	17	6	9
	3%	*3%*	*1%*	*2%*	*3%*	*3%*

Columns Tested: a,b - a,b,c

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters
Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	**j**	a	b	c
Unweighted total	**1685**	1274	343	54	7	4	2	-	1	1617	68	484	790	411
Weighted total	**1312**	1067	213	28	3	1	*	-	*	1280	32	467	600	245
Urgent delivery - on the same day or a specific time the next day	**172**	129	36	4	2	1	-	-	*	165	6	45	85	42
	13%	*12%*	*17%* a	*14%*	*66%*	*58%*	*-%*	*-%*	*100%*	*13%*	*20%*	*10%*	*14%* a	*17%* a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**299**	233	58	6	2	1	-	-	*	290	9	87	145	66
	23%	*22%*	*27%* a	*22%*	*66%*	*58%*	*-%*	*-%*	*100%*	*23%*	*27%*	*19%*	*24%* a	*27%* a
Timed delivery (i.e. to arrive by specific time /day)	**154**	118	30	3	2	1	-	-	*	148	6	42	76	36
	12%	*11%*	*14%*	*11%*	*66%*	*58%*	*-%*	*-%*	*100%*	*12%*	*17%*	*9%*	*13%*	*15%* a
Standard delivery	**1230**	1012	190	24	3	1	*	-	*	1202	28	449	563	217
	94%	*95%* **bcj**	*89%*	*86%*	*100%*	*100%*	*100%*	*-%*	*100%*	*94%* **bcj**	*88%*	*96%* c	*94%* c	*89%*
International delivery	**152**	113	31	6	2	*	-	-	*	144	8	34	79	39
	12%	*11%*	*14%* a	*21%* **ai**	*69%*	*30%*	*-%*	*-%*	*100%*	*11%*	*26%* **abi**	*7%*	*13%* a	*16%* a
Cross-Border Delivery	**16**	11	5	*	*	-	-	-	-	16	*	4	8	5
	1%	*1%*	*2%*	*1%*	*3%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*2%*
Other (PLEASE SPECIFY)	**2**	2	-	-	-	-	-	-	-	2	-	-	2	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*
None of these (DO NOT READ OUT)	**6**	6	-	-	-	-	-	-	-	6	-	3	3	-
	****%***	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	**%*	*-%*
Don't Know (DO NOT READ OUT)	**33**	22	9	2	-	-	-	-	-	32	2	8	14	11
	3%	*2%*	*4%* a	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*5%*	*2%*	*2%*	*4%* a

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 106 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	***d**	***e**	***f**	***g**
Unweighted total	**1685**	1208	902	1315	658	504	1185	1147	89	36	29	8	4	1
Weighted total	**1312**	865	623	967	500	326	876	881	41	23	15	2	4	*
Urgent delivery - on the same day or a specific time the next day	**172**	121	100	133	77	51	121	120	7	3	2	*	-	*
	13%	*14%*	*16%*	*14%*	*15%*	*16%*	*14%*	*14%*	*16%*	*13%*	*12%*	*3%*	*-%*	*100%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**299**	195	165	226	128	76	212	213	6	4	2	*	-	*
	23%	*23%*	*26%* a	*23%*	*26%*	*23%*	*24%*	*24%* b	*15%*	*17%*	*13%*	*5%*	*-%*	*100%*
Timed delivery (i.e. to arrive by specific time /day)	**154**	107	86	119	72	44	116	112	4	1	1	*	-	*
	12%	*12%*	*14%*	*12%*	*14%*	*14%*	*13%*	*13%*	*11%*	*4%*	*9%*	*5%*	*-%*	*100%*
Standard delivery	**1230**	815	575	905	458	306	817	827	35	23	15	2	2	*
	94%	*94%* d	*92%*	*94%*	*92%*	*94%*	*93%*	*94%* b	*87%*	*100%* b	*95%*	*100%*	*50%*	*100%*
International delivery	**152**	108	95	122	81	50	109	111	4	1	5	*	*	*
	12%	*13%*	*15%*	*13%*	*16%* **acf**	*15%*	*12%*	*13%*	*10%*	*6%*	*30%*	*3%*	*3%*	*100%*
Cross-Border Delivery	**16**	12	9	13	7	5	11	11	1	*	*	-	*	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*	**%*	*-%*	*3%*	*-%*
Other (PLEASE SPECIFY)	**2**	2	2	2	-	-	2	2	-	-	-	-	-	-
	****%***	**%*	**%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**6**	*	*	*	1	-	3	*	-	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	*-%*	**%* a	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**33**	25	20	29	15	6	21	23	3	*	1	-	2	-
	3%	*3%*	*3%*	*3%*	*3%*	*2%*	*2%*	*3%*	*8%* a	**%*	*5%*	*-%*	*50%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters
Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	***b**	***c**	***d**	***e**	***f**	***g**	***h**	a	b	c	d	***e**
Unweighted total	**1685**	626	14	10	4	1	3	-	4	360	307	342	296	9
Weighted total	**1312**	479	10	6	5	*	*	-	1	320	241	235	164	6
Urgent delivery - on the same day or a specific time the next day	**172**	74	*	*	2	-	*	-	*	29	34	35	33	1
	13%	*16%*	*3%*	*3%*	*35%*	*-%*	*30%*	*-%*	*24%*	*9%*	*14%* a	*15%* a	*20%* **ab**	*13%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**299**	123	*	2	2	-	*	-	*	59	62	53	50	1
	23%	*26%*	*3%*	*36%*	*35%*	*-%*	*30%*	*-%*	*24%*	*19%*	*26%* a	*23%*	*30%* **ac**	*21%*
Timed delivery (i.e. to arrive by specific time /day)	**154**	69	*	*	2	-	*	-	*	28	34	35	22	1
	12%	*15%*	*3%*	*3%*	*35%*	*-%*	*30%*	*-%*	*24%*	*9%*	*14%* a	*15%* a	*14%* a	*9%*
Standard delivery	**1230**	440	10	4	4	*	*	-	1	298	233	218	148	6
	94%	*92%*	*100%*	*67%*	*69%*	*100%*	*100%*	*-%*	*100%*	*93%*	*97%* **acd**	*93%*	*90%*	*100%*
International delivery	**152**	77	1	*	2	-	*	-	*	37	30	27	26	1
	12%	*16%*	*14%*	*6%*	*35%*	*-%*	*30%*	*-%*	*24%*	*12%*	*12%*	*11%*	*16%*	*21%*
Cross-Border Delivery	**16**	7	-	*	-	-	-	-	-	5	3	4	1	-
	1%	*1%*	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*2%*	*1%*	*-%*
Other (PLEASE SPECIFY)	**2**	-	-	-	-	-	-	-	-	-	-	2	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**6**	1	-	-	-	-	-	-	-	*	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**33**	14	-	-	2	-	-	-	-	11	2	7	9	-
	3%	*3%*	*-%*	*-%*	*31%*	*-%*	*-%*	*-%*	*-%*	*3%* b	*1%*	*3%*	*5%* b	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters
Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**1685**	211	158	170	108	10	390	33	232	1482	203	1250	64
Weighted total	**1312**	165	122	140	68	3	330	19	149	1146	166	925	41
Urgent delivery - on the same day or a specific time the next day	**172**	23	23	20	11	*	44	5	28	149	23	126	6
	13%	*14%*	*19%*	*14%*	*16%*	*14%*	*13%*	*25%*	*19%*	*13%*	*14%*	*14%*	*15%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**299**	31	41	37	17	1	77	7	43	259	40	213	12
	23%	*19%*	*33%* a	*27%*	*25%*	*40%*	*23%*	*35%*	*29%*	*23%*	*24%*	*23%*	*30%*
Timed delivery (i.e. to arrive by specific time /day)	**154**	21	25	15	10	1	43	5	24	130	24	112	7
	12%	*13%*	*21%* **ac**	*11%*	*14%*	*21%*	*13%*	*28%* a	*16%*	*11%*	*14%*	*12%*	*17%*
Standard delivery	**1230**	155	113	121	64	3	301	19	136	1082	148	865	39
	94%	*94%* c	*92%*	*86%*	*94%* c	*97%*	*91%*	*98%*	*91%*	*94%* b	*89%*	*94%*	*94%*
International delivery	**152**	23	23	20	13	2	49	7	25	127	25	114	8
	12%	*14%*	*19%*	*14%*	*19%*	*59%*	*15%*	*35%* **ac**	*17%*	*11%*	*15%*	*12%*	*19%*
Cross-Border Delivery	**16**	2	2	2	1	*	3	1	3	15	2	13	*
	1%	*1%*	*2%*	*1%*	*1%*	*10%*	*1%*	*5%*	*2%*	*1%*	*1%*	*1%*	**%*
Other (PLEASE SPECIFY)	**2**	-	-	-	-	-	-	-	-	2	-	2	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
None of these (DO NOT READ OUT)	**6**	1	-	-	-	-	1	-	-	4	1	*	-
	****%***	*1%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*1%*	**%*	*-%*
Don't Know (DO NOT READ OUT)	**33**	3	2	6	4	*	12	*	3	25	8	27	2
	3%	*2%*	*2%*	*4%*	*6%*	*3%*	*4%*	*1%*	*2%*	*2%*	*5%* a	*3%*	*4%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters
Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	1685	71	137	199	30	465	193	409	1129	198	1
Weighted total	1312	56	115	156	17	336	164	280	803	104	2
Urgent delivery - on the same day or a specific time the next day	172	8	15	23	3	54	22	69	111	31	-
	13%	*15%*	*13%*	*15%*	*16%*	*16%*	*14%*	*25%* b	*14%*	*30%* b	*-%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	299	14	27	42	6	87	40	111	178	53	-
	23%	*26%*	*23%*	*27%*	*35%*	*26%*	*25%*	*40%* b	*22%*	*51%* **ab**	*-%*
Timed delivery (i.e. to arrive by specific time /day)	154	6	17	21	2	48	24	63	99	32	-
	12%	*11%*	*15%*	*14%*	*13%*	*14%*	*15%*	*22%* b	*12%*	*31%* **ab**	*-%*
Standard delivery	1230	52	103	141	15	312	146	270	757	100	2
	94%	*93%*	*90%*	*91%*	*90%*	*93%*	*89%*	*96%*	*94%*	*96%*	*100%*
International delivery	152	7	18	33	2	55	26	61	104	54	-
	12%	*13%*	*16%*	*21%*	*14%*	*16%*	*16%*	*22%* b	*13%*	*52%* **ab**	*-%*
Cross-Border Delivery	16	1	2	4	1	5	2	4	11	9	-
	1%	*2%*	*2%*	*2%*	*4%*	*2%*	*1%*	*2%*	*1%*	*8%* **ab**	*-%*
Other (PLEASE SPECIFY)	2	-	-	-	2	-	-	-	2	-	-
	**%*	*-%*	*-%*	*-%*	*10%* a	*-%*	*-%*	*-%*	**%*	*-%*	*-%*
None of these (DO NOT READ OUT)	6	-	-	-	-	-	1	*	*	-	-
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	**%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	33	-	6	6	1	8	7	3	25	2	-
	3%	*-%*	*5%*	*4%*	*4%*	*2%*	*4%*	*1%*	*3%* a	*2%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters
Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1685**	351	795	152	-	432	445	161	5	1157	854	517	1010	834	13
Weighted total	**1312**	250	533	82	-	320	315	104	3	832	592	373	725	570	4
Urgent delivery - on the same day or a specific time the next day	**172**	59	91	26	-	57	51	26	1	116	95	57	105	85	2
	13%	*24%* b	*17%*	*32%* b	*-%*	*18%*	*16%*	*25%* **ab**	*28%*	*14%*	*16%*	*15%*	*14%*	*15%*	*65%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**299**	110	136	40	-	96	78	35	2	185	153	98	174	130	2
	23%	*44%* b	*26%*	*49%* b	*-%*	*30%*	*25%*	*33%* b	*92%*	*22%*	*26%*	*26%*	*24%*	*23%*	*69%*
Timed delivery (i.e. to arrive by specific time /day)	**154**	57	74	29	-	55	42	23	2	102	79	51	92	67	2
	12%	*23%* b	*14%*	*35%* **ab**	*-%*	*17%*	*13%*	*22%* b	*92%*	*12%*	*13%*	*14%*	*13%*	*12%*	*69%*
Standard delivery	**1230**	232	500	74	-	288	300	97	3	783	545	345	685	538	3
	94%	*93%*	*94%*	*90%*	*-%*	*90%*	*95%* a	*94%*	*100%*	*94%*	*92%*	*93%*	*95%*	*94%*	*97%*
International delivery	**152**	54	89	47	-	56	61	43	*	105	88	61	105	74	2
	12%	*22%* b	*17%*	*57%* **ab**	*-%*	*17%*	*19%*	*42%* **ab**	*18%*	*13%*	*15%*	*16%* a	*15%*	*13%*	*54%*
Cross-Border Delivery	**16**	5	8	6	-	5	5	3	*	12	9	6	11	10	1
	1%	*2%*	*2%*	*7%* **ab**	*-%*	*1%*	*2%*	*3%*	*18%*	*1%*	*2%*	*2%*	*1%*	*2%*	*19%*
Other (PLEASE SPECIFY)	**2**	-	2	-	-	-	-	-	-	2	2	-	2	2	-
	****%***	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	**%*	*-%*
None of these (DO NOT READ OUT)	**6**	*	*	-	-	1	-	-	-	*	*	-	*	*	-
	****%***	**%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	**%*	*-%*
Don't Know (DO NOT READ OUT)	**33**	3	17	3	-	10	8	4	-	24	20	8	20	18	-
	3%	*1%*	*3%*	*4%*	*-%*	*3%*	*3%*	*4%*	*-%*	*3%*	*3%*	*2%*	*3%*	*3%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 106 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1685**	377	265	313	105	85	962	822	44	17	14	11
Weighted total	**1312**	247	172	223	62	47	688	568	29	11	17	9
Urgent delivery - on the same day or a specific time the next day	**172**	45	36	47	19	14	102	80	3	5	2	2
	13%	*18%*	*21%*	*21%*	*30%* a	*31%* a	*15%*	*14%*	*11%*	*48%*	*11%*	*18%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**299**	75	47	74	28	17	158	123	9	4	2	*
	23%	*30%*	*28%*	*33%*	*44%* **abc**	*36%*	*23%*	*22%*	*32%*	*35%*	*11%*	*1%*
Timed delivery (i.e. to arrive by specific time /day)	**154**	39	30	45	17	13	87	62	5	3	2	-
	12%	*16%*	*17%*	*20%*	*27%* **ab**	*27%* a	*13%*	*11%*	*17%*	*29%*	*11%*	*-%*
Standard delivery	**1230**	224	167	198	59	45	654	536	26	9	15	9
	94%	*91%*	*97%* **ac**	*89%*	*94%*	*96%* c	*95%*	*94%*	*90%*	*83%*	*90%*	*96%*
International delivery	**152**	54	44	44	28	23	107	74	2	4	3	2
	12%	*22%*	*25%*	*20%*	*46%* **abc**	*49%* **abc**	*16%*	*13%*	*7%*	*39%*	*17%*	*23%*
Cross-Border Delivery	**16**	5	4	4	2	2	10	10	*	*	-	*
	1%	*2%*	*2%*	*2%*	*3%*	*4%*	*1%*	*2%*	*%*	*4%*	*-%*	*5%*
Other (PLEASE SPECIFY)	**2**	-	-	-	-	-	2	2	-	-	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**6**	-	-	1	-	-	*	*	-	-	-	-
	%	*-%*	*-%*	*%*	*-%*	*-%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**33**	8	3	6	2	2	19	16	3	2	2	*
	3%	*3%*	*2%*	*3%*	*3%*	*4%*	*3%*	*3%*	*10%*	*16%*	*10%*	*3%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 106 (continuation) Page 1969

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1685**	1655	1685	1685	1450	1674	1061	1635	459	4	1366	52	241	1338
Weighted total	**1312**	1283	1312	1312	1119	1300	821	1267	306	5	1041	41	196	1018
Urgent delivery - on the same day or a specific time the next day	**172**	168	172	172	158	169	172	170	101	-	133	4	33	125
	13%	*13%*	*13%*	*13%*	*14%*	*13%*	*21%* b	*13%*	*33%* **ab**	*-%*	*13%*	*11%*	*17%* b	*12%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**299**	292	299	299	272	296	299	282	140	-	231	7	56	218
	23%	*23%*	*23%*	*23%*	*24%*	*23%*	*36%* b	*22%*	*46%* **ab**	*-%*	*22%*	*17%*	*29%* b	*21%*
Timed delivery (i.e. to arrive by specific time /day)	**154**	150	154	154	147	153	154	150	94	-	116	5	34	106
	12%	*12%*	*12%*	*12%*	*13%*	*12%*	*19%* b	*12%*	*31%* **ab**	*-%*	*11%*	*11%*	*17%* b	*10%*
Standard delivery	**1230**	1201	1230	1230	1043	1219	758	1230	291	5	981	35	175	965
	94%	*94%*	*94%*	*94%*	*93%*	*94%*	*92%*	*97%* **ac**	*95%*	*100%*	*94%* b	*86%*	*89%*	*95%* a
International delivery	**152**	148	152	152	138	150	129	152	152	-	113	5	39	101
	12%	*12%*	*12%*	*12%*	*12%*	*12%*	*16%* b	*12%*	*50%* **ab**	*-%*	*11%*	*11%*	*20%* b	*10%*
Cross-Border Delivery	**16**	16	16	16	13	16	10	16	16	-	14	*	2	14
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*5%* **ab**	*-%*	*1%*	*1%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**2**	2	2	2	-	2	-	2	-	2	2	-	-	2
	****%***	**%*	**%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	*36%*	**%*	*-%*	*-%*	**%*
None of these (DO NOT READ OUT)	**6**	6	6	6	6	6	4	6	4	-	3	-	-	4
	****%***	**%*	**%*	**%*	*1%*	**%*	*1%*	**%*	*1%* b	*-%*	**%*	*-%*	*-%*	**%*
Don't Know (DO NOT READ OUT)	**33**	33	33	33	31	33	16	7	3	-	22	5	11	21
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*2%* b	*1%*	*1%*	*-%*	*2%*	*11%* a	*5%* b	*2%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters
Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1685**	319	13	78	297	197	1162	318	211	87	1369	1000	685
Weighted total	**1312**	266	7	65	244	139	924	240	172	76	1052	765	547
Urgent delivery - on the same day or a specific time the next day	**172**	38	*	8	35	21	121	27	23	9	139	107	65
	13%	*14%*	*2%*	*13%*	*14%*	*15%*	*13%*	*11%*	*13%*	*12%*	*13%*	*14%*	*12%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**299**	73	*	16	63	33	219	46	41	19	235	177	122
	23%	*28%*	*5%*	*25%*	*26%*	*23%*	*24%*	*19%*	*24%*	*25%*	*22%*	*23%*	*22%*
Timed delivery (i.e. to arrive by specific time /day)	**154**	35	*	9	31	12	116	24	27	5	119	94	60
	12%	*13%*	*3%*	*15%*	*13%*	*8%*	*13%*	*10%*	*16%* b	*7%*	*11%*	*12%*	*11%*
Standard delivery	**1230**	239	7	57	223	128	872	223	158	66	996	717	513
	94%	*90%*	*100%*	*89%*	*91%*	*92%*	*94%*	*93%*	*92%*	*86%*	*95%* b	*94%*	*94%*
International delivery	**152**	39	2	10	40	14	108	29	29	15	104	98	54
	12%	*15%*	*25%*	*15%*	*16%*	*10%*	*12%*	*12%*	*17%* c	*19%* c	*10%*	*13%*	*10%*
Cross-Border Delivery	**16**	3	*	2	4	2	12	2	3	1	13	10	7
	1%	*1%*	*7%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**2**	2	-	-	2	-	2	-	2	-	-	-	2
	****%***	*1%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*	*1%* c	*-%*	*-%*	*-%*	**%*
None of these (DO NOT READ OUT)	**6**	3	-	*	3	-	5	1	1	-	4	4	2
	****%***	*1%*	*-%*	**%*	*1%*	*-%*	*1%*	**%*	*1%*	*-%*	**%*	*1%*	**%*
Don't Know (DO NOT READ OUT)	**33**	11	-	5	6	7	16	8	7	7	18	20	13
	3%	*4%*	*-%*	*8%* b	*2%*	*5%* b	*2%*	*3%*	*4%* c	*9%* c	*2%*	*3%*	*2%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters
Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	*c	d
Unweighted total	**1685**	325	56	158	79	116	50	179	111	91	199	28	85
Weighted total	**1312**	121	15	59	28	44	17	70	39	34	78	11	44
Urgent delivery - on the same day or a specific time the next day	**172**	13	3	7	1	6	1	8	4	3	4	3	6
	13%	*11%*	*23%* ad	*12%*	*4%*	*13%*	*6%*	*11%*	*9%*	*9%*	*5%*	*28%*	*15%* b
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**299**	28	6	11	4	10	2	17	4	7	12	4	13
	23%	*23%*	*41%* **acd**	*19%*	*13%*	*22%* d	*9%*	*25%* **bd**	*12%*	*20%*	*15%*	*41%*	*30%* b
Timed delivery (i.e. to arrive by specific time /day)	**154**	12	2	8	1	6	1	8	2	2	4	3	6
	12%	*10%*	*14%* d	*13%* d	*3%*	*15%* d	*6%*	*11%*	*6%*	*5%*	*5%*	*28%*	*13%* **ab**
Standard delivery	**1230**	115	15	56	25	42	16	67	37	32	73	11	41
	94%	*95%*	*100%* d	*94%*	*92%*	*95%*	*92%*	*95%*	*96%*	*95%*	*93%*	*99%*	*95%*
International delivery	**152**	13	3	9	5	6	3	6	5	2	9	2	6
	12%	*11%*	*21%* a	*15%*	*17%*	*13%*	*17%*	*9%*	*13%*	*5%*	*11%*	*20%*	*13%*
Cross-Border Delivery	**16**	1	*	1	*	1	*	1	*	*	1	*	*
	1%	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	**%*	*1%*	*3%*	*1%*
Other (PLEASE SPECIFY)	**2**	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**6**	-	-	1	1	-	-	-	-	*	3	-	-
	****%***	*-%*	*-%*	*2%* a	*4%* a	*-%*	*-%*	*-%*	*-%*	**%*	*4%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**33**	3	-	1	1	1	1	1	2	2	1	-	*
	3%	*2%*	*-%*	*2%*	*4%*	*3%*	*7%* c	*2%*	*4%*	*5%*	*1%*	*-%*	**%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 106 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	*c	d	e	f	g	h	i	j	k	l
Unweighted total	**1685**	249	86	22	422	108	100	132	99	108	150	100	109
Weighted total	**1312**	203	103	32	177	78	73	101	97	125	118	113	92
Urgent delivery - on the same day or a specific time the next day	**172**	29	13	3	19	9	14	14	21	15	14	16	4
	13%	*14%* l	*12%* l	*11%*	*11%* l	*12%* l	*19%* **dl**	*14%* l	*22%* **djl**	*12%* l	*12%* l	*14%* l	*4%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**299**	35	20	7	37	22	27	23	34	24	24	26	20
	23%	*17%*	*20%*	*23%*	*21%*	*28%* a	*36%* **abdgijkl**	*23%*	*35%* **abdgijkl**	*20%*	*21%*	*23%*	*21%*
Timed delivery (i.e. to arrive by specific time /day)	**154**	24	10	3	16	10	13	9	20	14	16	15	3
	12%	*12%* l	*10%*	*11%*	*9%*	*13%* l	*18%* **dl**	*9%*	*20%* **adgl**	*11%* l	*14%* l	*13%* l	*4%*
Standard delivery	**1230**	192	102	30	166	70	70	95	90	120	109	101	86
	94%	*94%*	*100%* **adeghjkl**	*93%*	*93%*	*90%*	*96%*	*94%*	*93%*	*96%*	*92%*	*90%*	*94%*
International delivery	**152**	19	6	6	19	8	16	15	20	19	12	7	3
	12%	*10%* l	*6%*	*17%*	*11%* l	*10%* l	*22%* **abdejkl**	*15%* **bkl**	*21%* **abdejkl**	*16%* **bkl**	*10%* l	*6%*	*4%*
Cross-Border Delivery	**16**	3	1	*	2	1	1	2	1	3	1	2	*
	1%	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*3%*	*1%*	*1%*	**%*
Other (PLEASE SPECIFY)	**2**	2	-	-	-	-	-	-	-	-	-	-	-
	****%***	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**6**	-	-	-	3	1	-	2	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*2%* a	*1%*	*-%*	*2%* a	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**33**	4	-	2	4	2	1	2	2	4	4	7	*
	3%	*2%*	*-%*	*7%*	*2%*	*3%*	*1%*	*2%*	*2%*	*4%*	*4%*	*6%* **bdl**	**%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters
Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**1685**	357	630	339	359
Weighted total	**1312**	338	329	322	323
Urgent delivery - on the same day or a specific time the next day	**172**	45	42	51	34
	13%	*13%*	*13%*	*16%* d	*11%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**299**	62	86	81	70
	23%	*18%*	*26%* a	*25%* a	*22%*
Timed delivery (i.e. to arrive by specific time /day)	**154**	37	39	43	35
	12%	*11%*	*12%*	*13%*	*11%*
Standard delivery	**1230**	324	306	304	296
	94%	*96%* d	*93%*	*94%*	*92%*
International delivery	**152**	32	43	55	22
	12%	*9%*	*13%* d	*17%* **ad**	*7%*
Cross-Border Delivery	**16**	4	4	6	3
	1%	*1%*	*1%*	*2%*	*1%*
Other (PLEASE SPECIFY)	**2**	2	-	-	-
	****%***	*1%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**6**	-	4	2	-
	****%***	*-%*	*1%* **ad**	*1%*	*-%*
Don't Know (DO NOT READ OUT)	**33**	6	7	8	12
	3%	*2%*	*2%*	*3%*	*4%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 107 Page 1974

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1761**	1176	364	142	79	585	410	347	112	73	129
Weighted total	**1411**	1345	41	16	9	66	451	348	91	45	38
Urgent delivery - on the same day or a specific time the next day	**361**	341	12	5	3	20	106	97	28	14	12
	26%	*25%*	*29%*	*31%*	*37%* a	*30%* a	*23%*	*28%*	*31%*	*32%*	*32%* a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**800**	763	23	9	5	36	251	217	49	28	19
	57%	*57%*	*55%*	*55%*	*56%*	*55%*	*56%*	*62%* e	*54%*	*61%*	*50%*
Timed delivery (i.e. to arrive by specific time /day)	**351**	333	10	4	3	18	108	92	28	11	13
	25%	*25%*	*25%*	*28%*	*35%* a	*27%*	*24%*	*26%*	*30%*	*24%*	*33%* a
Standard delivery	**1077**	1022	33	13	8	54	338	264	73	33	35
	76%	*76%*	*80%*	*82%*	*91%* **ab**	*82%* a	*75%*	*76%*	*81%*	*72%*	*91%* **abcd**
International delivery	**266**	250	9	4	3	15	79	77	17	8	8
	19%	*19%*	*21%*	*25%*	*31%* a	*23%* a	*17%*	*22%*	*19%*	*17%*	*20%*
Cross-Border Delivery	**20**	18	2	1	*	2	5	7	1	1	*
	1%	*1%*	*4%* a	*3%*	*4%*	*4%* a	*1%*	*2%*	*1%*	*2%*	*1%*
Other (PLEASE SPECIFY)	**3**	3	*	-	-	*	1	-	*	-	-
	%	*%*	*%*	*-%*	*-%*	*%*	*%*	*-%*	*%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**4**	4	*	-	-	*	1	2	-	-	*
	%	*%*	*%*	*-%*	*-%*	*%*	*%*	*1%*	*-%*	*-%*	*%*
Don't Know (DO NOT READ OUT)	**26**	24	1	1	*	2	4	5	3	2	1
	2%	*2%*	*3%*	*4%* a	*3%*	*3%*	*1%*	*2%*	*3%*	*4%* a	*2%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 107 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1761**	136	66	195	43	112	223	122	112	117	1126	230	207	198
Weighted total	**1411**	158	87	198	45	111	244	129	120	121	1213	70	69	59
Urgent delivery - on the same day or a specific time the next day	**361**	39	16	62	9	22	61	30	36	27	303	23	21	15
	26%	*25%*	*19%*	*31%* e	*20%*	*20%*	*25%*	*23%*	*30%*	*22%*	*25%*	*33%* **beij**	*30%*	*25%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**800**	82	40	113	21	65	136	78	70	79	683	42	46	28
	57%	*52%*	*46%*	*57%*	*47%*	*59%*	*56%*	*60%* m	*58%*	*65%* **abdm**	*56%* m	*59%* m	*67%* **abcdfjm**	*48%*
Timed delivery (i.e. to arrive by specific time /day)	**351**	36	18	55	13	29	57	32	41	21	301	19	17	14
	25%	*23%*	*20%*	*28%* i	*29%*	*26%*	*23%*	*25%*	*34%* **abfijlm**	*18%*	*25%*	*27%* i	*24%*	*23%*
Standard delivery	**1077**	115	69	146	34	79	187	106	90	91	918	59	51	48
	76%	*73%*	*79%*	*74%*	*75%*	*72%*	*77%*	*82%*	*75%*	*75%*	*76%*	*85%* **acefhijl**	*74%*	*82%* **acej**
International delivery	**266**	28	17	63	2	19	35	16	26	17	223	14	11	18
	19%	*18%* d	*19%* **dadefgij**	*32%* **kl**	*4%*	*17%* d	*14%*	*12%*	*22%* **dg**	*14%*	*18%* d	*20%* d	*16%* **dadefgijk**	*30%* l
Cross-Border Delivery	**20**	-	-	-	-	-	-	-	-	-	-	-	-	20
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*35%* **abcdefgh ijkl**
Other (PLEASE SPECIFY)	**3**	-	-	-	-	-	1	2	-	-	3	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%* j	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**4**	-	2	-	-	-	1	-	-	-	3	-	*	1
	****%***	*-%*	*2%* **cjk**	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*1%* j
Don't Know (DO NOT READ OUT)	**26**	7	*	8	-	3	1	*	2	2	24	1	-	1
	2%	*5%* **fgkl**	**%*	*4%* **fgl**	*-%*	*3%* l	*1%*	**%*	*2%*	*2%*	*2%* l	*1%*	*-%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 107 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1761**	40	190	43	169	474	59	110	674	1235	526	1546	215
Weighted total	**1411**	27	131	35	138	437	33	98	510	1084	327	1287	124
Urgent delivery - on the same day or a specific time the next day	**361**	7	34	8	32	131	7	23	118	277	84	327	35
	26%	*25%*	*26%*	*22%*	*23%*	*30%* h	*21%*	*23%*	*23%*	*26%*	*26%*	*25%*	*28%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**800**	13	80	21	70	256	22	52	285	623	177	733	66
	57%	*46%*	*61%* d	*61%*	*50%*	*58%*	*66%* d	*53%*	*56%*	*57%*	*54%*	*57%*	*54%*
Timed delivery (i.e. to arrive by specific time /day)	**351**	4	34	7	24	126	5	26	122	275	76	316	35
	25%	*14%*	*26%*	*21%*	*18%*	*29%* **adf**	*15%*	*27%*	*24%*	*25%*	*23%*	*25%*	*28%*
Standard delivery	**1077**	25	92	28	109	340	28	73	380	822	255	983	93
	76%	*94%* **bdegh**	*70%*	*79%*	*79%*	*78%* b	*83%*	*75%*	*75%*	*76%*	*78%*	*76%*	*75%*
International delivery	**266**	1	32	9	22	84	6	18	92	215	51	242	24
	19%	*5%*	*25%* **adh**	*26%* a	*16%*	*19%* a	*18%* a	*18%* a	*18%* a	*20%* b	*16%*	*19%*	*19%*
Cross-Border Delivery	**20**	2	1	1	2	6	*	*	9	13	8	18	2
	1%	*6%* **eg**	*1%*	*2%*	*1%*	*1%*	*%*	*%*	*2%*	*1%*	*2%*	*1%*	*2%*
Other (PLEASE SPECIFY)	**3**	-	2	-	-	*	-	-	1	3	-	*	3
	%	-%	*1%* **eh**	-%	-%	*%*	-%	-%	*%*	*%*	-%	*%*	*2%* a
None of these (DO NOT READ OUT)	**4**	-	1	-	*	2	-	-	1	3	1	3	1
	%	-%	*1%*	-%	*%*	*%*	-%	-%	*%*	*%*	*%*	*%*	*1%*
Don't Know (DO NOT READ OUT)	**26**	-	1	-	4	8	*	1	12	23	2	24	1
	2%	-%	*1%*	-%	*3%*	*2%*	*1%*	*1%*	*2%*	*2%* b	*1%*	*2%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets
Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1761**	1694	67	1004	290	456
Weighted total	**1411**	1344	67	822	215	363
Urgent delivery - on the same day or a specific time the next day	**361**	345	16	188	61	110
	26%	*26%*	*24%*	*23%*	*28%*	*30%* a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**800**	767	32	453	123	220
	57%	*57%*	*48%*	*55%*	*58%*	*61%*
Timed delivery (i.e. to arrive by specific time /day)	**351**	340	11	194	56	98
	25%	*25%*	*16%*	*24%*	*26%*	*27%*
Standard delivery	**1077**	1026	50	628	164	276
	76%	*76%*	*75%*	*76%*	*76%*	*76%*
International delivery	**266**	260	5	136	37	91
	19%	*19%* b	*8%*	*16%*	*17%*	*25%* **ab**
Cross-Border Delivery	**20**	20	*	11	3	7
	1%	*1%*	*1%*	*1%*	*1%*	*2%*
Other (PLEASE SPECIFY)	**3**	2	1	1	-	2
	****%***	**%*	*2%* a	**%*	*-%*	*1%*
None of these (DO NOT READ OUT)	**4**	4	-	2	2	*
	****%***	**%*	*-%*	**%*	*1%*	**%*
Don't Know (DO NOT READ OUT)	**26**	25	*	11	6	9
	2%	*2%*	*1%*	*1%*	*3%* a	*2%*

Columns Tested: a,b - a,b,c

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets
Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**1761**	1345	349	53	6	4	3	-	1	1694	67	553	792	416
Weighted total	**1411**	1153	226	26	3	2	1	-	*	1379	32	545	608	258
Urgent delivery - on the same day or a specific time the next day	**361**	284	62	10	2	2	-	-	*	347	15	127	158	77
	26%	*25%*	*28%*	*39%* **ai**	*70%*	*85%*	*-%*	*-%*	*100%*	*25%*	*45%* **abi**	*23%*	*26%*	*30%* a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**800**	651	128	17	2	2	*	-	*	778	21	295	356	149
	57%	*56%*	*57%*	*63%*	*76%*	*85%*	*59%*	*-%*	*100%*	*56%*	*66%*	*54%*	*59%*	*58%*
Timed delivery (i.e. to arrive by specific time /day)	**351**	273	66	8	2	2	-	-	*	338	12	123	150	78
	25%	*24%*	*29%* a	*31%*	*70%*	*85%*	*-%*	*-%*	*100%*	*25%*	*38%* **ai**	*23%*	*25%*	*30%* **ab**
Standard delivery	**1077**	895	156	20	3	2	1	-	*	1051	26	449	446	182
	76%	*78%* b	*69%*	*76%*	*100%*	*95%*	*100%*	*-%*	*100%*	*76%* b	*80%*	*82%* **bc**	*73%*	*70%*
International delivery	**266**	195	58	9	2	2	*	-	*	253	13	91	104	70
	19%	*17%*	*26%* **ai**	*32%* **ai**	*68%*	*80%*	*41%*	*-%*	*100%*	*18%*	*40%* **abi**	*17%*	*17%*	*27%* **ab**
Cross-Border Delivery	**20**	15	5	*	-	-	-	-	-	20	*	6	9	5
	1%	*1%*	*2%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*1%*	*1%*	*2%*
Other (PLEASE SPECIFY)	**3**	1	-	2	-	-	-	-	-	1	2	-	1	2
	****%***	**%*	*-%*	*7%* **abi**	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*6%* **abi**	*-%*	**%*	*1%* a
None of these (DO NOT READ OUT)	**4**	4	-	*	-	-	-	-	-	4	*	1	3	*
	****%***	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*
Don't Know (DO NOT READ OUT)	**26**	14	10	2	-	-	-	-	-	24	2	5	9	12
	2%	*1%*	*5%* **ai**	*6%* **ai**	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*5%* **ai**	*1%*	*2%*	*5%* **ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 107 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	1761	1172	848	1280	697	512	1191	1114	91	38	26	6	3	1
Weighted total	1411	835	581	941	533	345	900	855	43	23	15	1	4	*
Urgent delivery - on the same day or a specific time the next day	361	191	131	208	147	85	230	183	19	4	1	*	-	*
	26%	*23%*	*23%*	*22%*	*28%*	*25%*	*26%*	*21%*	*44%*	*18%*	*10%*	*10%*	*-%*	*100%*
					abc		c		**ac**					
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	800	438	311	501	304	189	505	461	17	16	5	*	*	*
	57%	*52%*	*54%*	*53%*	*57%*	*55%*	*56%*	*54%*	*40%*	*72%*	*37%*	*13%*	*3%*	*100%*
					a			b		**ab**				
Timed delivery (i.e. to arrive by specific time /day)	351	188	138	210	154	79	227	193	10	2	3	*	-	*
	25%	*23%*	*24%*	*22%*	*29%*	*23%*	*25%*	*23%*	*22%*	*10%*	*21%*	*10%*	*-%*	*100%*
					abce									
Standard delivery	1077	625	417	697	376	251	683	632	31	20	10	1	2	*
	76%	*75%*	*72%*	*74%*	*71%*	*73%*	*76%*	*74%*	*72%*	*87%*	*71%*	*100%*	*49%*	*100%*
		d					**bd**							
International delivery	266	136	109	160	131	67	168	143	5	6	5	*	-	*
	19%	*16%*	*19%*	*17%*	*25%*	*20%*	*19%*	*17%*	*11%*	*29%*	*32%*	*10%*	*-%*	*100%*
					abcef					b				
Cross-Border Delivery	20	11	7	12	7	5	13	11	1	*	*	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	*2%*	*%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	3	3	-	3	*	1	*	3	-	-	-	-	-	-
	%	*%*	*-%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	4	1	1	1	*	*	3	1	*	-	-	-	-	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	26	21	19	24	15	9	20	19	2	*	1	-	2	-
	2%	*3%*	*3%*	*3%*	*3%*	*2%*	*2%*	*2%*	*5%*	*%*	*4%*	*-%*	*51%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets
Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	***b**	***c**	***d**	***e**	***f**	***g**	***h**	a	b	c	d	***e**
Unweighted total	**1761**	663	15	11	4	1	3	-	4	359	318	324	268	10
Weighted total	**1411**	512	9	7	5	*	*	-	1	330	232	220	150	8
Urgent delivery - on the same day or a specific time the next day	**361**	139	4	2	2	-	*	-	*	61	54	51	39	3
	26%	*27%*	*41%*	*30%*	*35%*	*-%*	*30%*	*-%*	*24%*	*19%*	*23%*	*23%*	*26%* a	*33%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**800**	292	6	4	2	-	*	-	*	177	135	108	75	5
	57%	*57%*	*69%*	*59%*	*35%*	*-%*	*44%*	*-%*	*34%*	*54%*	*58%* **cd**	*49%*	*50%*	*60%*
Timed delivery (i.e. to arrive by specific time /day)	**351**	146	4	3	2	-	*	-	*	53	55	62	37	1
	25%	*28%*	*41%*	*44%*	*35%*	*-%*	*30%*	*-%*	*24%*	*16%*	*24%* a	*28%* a	*25%* a	*7%*
Standard delivery	**1077**	362	7	4	4	-	*	-	*	231	185	157	118	4
	76%	*71%*	*76%*	*56%*	*69%*	*-%*	*100%*	*-%*	*78%*	*70%*	*80%* **ac**	*72%*	*79%* **ac**	*57%*
International delivery	**266**	124	3	2	2	*	*	-	*	53	43	30	32	1
	19%	*24%*	*35%*	*31%*	*35%*	*100%*	*30%*	*-%*	*45%*	*16%*	*19%*	*14%*	*21%* c	*11%*
Cross-Border Delivery	**20**	7	-	*	-	-	-	-	-	4	4	3	1	-
	1%	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*	*1%*	*1%*	*-%*
Other (PLEASE SPECIFY)	**3**	*	-	-	-	-	-	-	-	2	-	1	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**4**	-	-	*	-	-	-	-	-	1	-	*	*	-
	****%***	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	**%*	*-%*
Don't Know (DO NOT READ OUT)	**26**	13	-	-	2	-	-	-	-	8	1	6	9	-
	2%	*3%*	*-%*	*-%*	*31%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*3%* b	*6%* **abc**	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets
Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**1761**	224	165	178	118	11	420	33	241	1530	231	1215	64
Weighted total	**1411**	169	125	149	84	4	362	20	148	1210	201	897	43
Urgent delivery - on the same day or a specific time the next day	**361**	34	42	44	27	1	107	6	34	294	68	199	9
	26%	*20%*	*33%* a	*29%* a	*32%* a	*26%*	*30%*	*28%*	*23%*	*24%*	*34%* a	*22%*	*20%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**800**	86	74	94	48	1	218	11	75	673	127	474	26
	57%	*50%*	*59%*	*63%* a	*57%*	*37%*	*60%* c	*54%*	*51%*	*56%*	*63%* a	*53%*	*61%*
Timed delivery (i.e. to arrive by specific time /day)	**351**	36	37	55	26	1	106	5	43	288	62	202	7
	25%	*21%*	*30%*	*37%* a	*31%* a	*16%*	*29%*	*27%*	*29%*	*24%*	*31%* a	*22%*	*16%*
Standard delivery	**1077**	123	87	92	69	4	250	17	108	941	136	667	29
	76%	*73%* c	*69%*	*62%*	*82%* **bc**	*95%*	*69%*	*85%*	*73%*	*78%* b	*67%*	*74%*	*68%*
International delivery	**266**	29	31	38	32	1	98	5	29	213	52	150	10
	19%	*17%*	*25%*	*25%* a	*39%* **abc**	*26%*	*27%* c	*24%*	*20%*	*18%*	*26%* a	*17%*	*23%*
Cross-Border Delivery	**20**	2	2	2	1	-	4	1	3	17	3	12	1
	1%	*1%*	*2%*	*2%*	*1%*	*-%*	*1%*	*4%*	*2%*	*1%*	*2%*	*1%*	*2%*
Other (PLEASE SPECIFY)	**3**	-	-	-	*	-	*	-	-	1	2	1	2
	****%***	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*1%* a	**%*	*4%* a
None of these (DO NOT READ OUT)	**4**	-	-	-	*	-	-	*	-	4	*	1	-
	****%***	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*	**%*	**%*	**%*	*-%*
Don't Know (DO NOT READ OUT)	**26**	5	3	3	4	*	11	*	4	19	6	23	1
	2%	*3%*	*2%*	*2%*	*5%*	*2%*	*3%*	*1%*	*3%*	*2%*	*3%*	*3%*	*2%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets
Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1761**	74	148	205	28	488	209	407	1086	192	1
Weighted total	**1411**	59	121	156	15	357	176	285	764	103	2
Urgent delivery - on the same day or a specific time the next day	**361**	14	39	48	5	93	54	90	175	46	2
	26%	*23%*	*32%*	*31%*	*30%*	*26%*	*31%*	*32%* b	*23%*	*45%* **ab**	*100%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**800**	37	70	97	7	202	103	176	399	63	2
	57%	*62%*	*58%*	*62%*	*45%*	*56%*	*58%*	*62%* b	*52%*	*61%* b	*100%*
Timed delivery (i.e. to arrive by specific time /day)	**351**	18	39	54	5	101	54	88	174	38	-
	25%	*31%*	*32%*	*35%*	*35%*	*28%*	*31%*	*31%* b	*23%*	*36%* b	*-%*
Standard delivery	**1077**	40	76	101	12	267	109	220	586	90	2
	76%	*67%*	*62%*	*65%*	*80%*	*75%* b	*62%*	*77%*	*77%*	*87%* **ab**	*100%*
International delivery	**266**	17	38	47	5	76	56	69	124	49	-
	19%	*29%*	*31%*	*30%*	*30%*	*21%*	*32%* a	*24%* b	*16%*	*47%* **ab**	*-%*
Cross-Border Delivery	**20**	1	2	3	1	5	2	5	9	6	-
	1%	*1%*	*2%*	*2%*	*3%*	*2%*	*1%*	*2%*	*1%*	*6%* **ab**	*-%*
Other (PLEASE SPECIFY)	**3**	-	*	-	-	-	*	-	3	-	-
	****%***	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**4**	-	*	*	-	-	*	*	1	1	-
	****%***	*-%*	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*	*1%*	*-%*
Don't Know (DO NOT READ OUT)	**26**	-	5	5	1	9	6	2	21	2	-
	2%	*-%*	*4%*	*3%*	*5%*	*3%*	*3%*	*1%*	*3%* a	*2%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets
Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	1761	344	741	144	-	468	455	162	5	1120	799	545	976	799	13
Weighted total	1411	238	493	77	-	352	325	108	3	799	552	398	700	536	3
Urgent delivery - on the same day or a specific time the next day	361	65	120	25	-	120	101	46	3	184	125	105	161	125	1
	26%	*27%*	*24%*	*33%* b	*-%*	*34%*	*31%*	*43%* **ab**	*100%*	*23%*	*23%*	*26%*	*23%*	*23%*	*44%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	800	150	263	46	-	233	173	74	3	412	294	225	373	278	3
	57%	*63%* b	*53%*	*59%*	*-%*	*66%* b	*53%*	*68%* b	*100%*	*52%*	*53%*	*57%*	*53%*	*52%*	*95%*
Timed delivery (i.e. to arrive by specific time /day)	351	77	124	32	-	127	97	48	1	181	130	117	157	127	2
	25%	*32%* b	*25%*	*41%* b	*-%*	*36%* b	*30%*	*45%* b	*31%*	*23%*	*23%*	*30%* **ab**	*22%*	*24%*	*66%*
Standard delivery	1077	175	369	64	-	235	269	85	1	603	397	293	524	433	3
	76%	*73%*	*75%*	*82%* a	*-%*	*67%*	*83%* a	*79%* a	*33%*	*75%*	*72%*	*74%*	*75%*	*81%* a	*97%*
International delivery	266	56	96	40	-	101	92	58	1	133	103	98	132	95	2
	19%	*24%*	*19%*	*51%* **ab**	*-%*	*29%*	*28%*	*54%* **ab**	*22%*	*17%*	*19%*	*25%* **ab**	*19%*	*18%*	*59%*
Cross-Border Delivery	20	3	7	4	-	6	4	3	*	10	7	6	9	9	*
	1%	*1%*	*1%*	*5%* **ab**	*-%*	*2%*	*1%*	*2%*	*18%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
Other (PLEASE SPECIFY)	3	-	-	-	-	*	*	*	-	1	-	-	-	1	-
	**%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*
None of these (DO NOT READ OUT)	4	*	1	1	-	*	*	*	-	1	1	*	1	1	*
	**%*	**%*	**%*	*1%*	*-%*	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	**%*	**%*	*3%*
Don't Know (DO NOT READ OUT)	26	2	17	2	-	9	9	5	-	21	19	9	16	14	-
	2%	*1%*	*4%* a	*3%*	*-%*	*3%*	*3%*	*5%*	*-%*	*3%*	*4%*	*2%*	*2%*	*3%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 107 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1761**	392	274	339	113	84	936	786	41	18	17	16
Weighted total	**1411**	265	181	247	71	47	666	536	26	13	18	11
Urgent delivery - on the same day or a specific time the next day	**361**	85	65	80	40	25	161	130	6	2	6	2
	26%	*32%*	*36%*	*32%*	*56%* **abc**	*53%* **abc**	*24%*	*24%*	*22%*	*14%*	*32%*	*16%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**800**	156	110	168	56	30	357	270	11	6	10	5
	57%	*59%*	*61%*	*68%* a	*79%* **abce**	*65%*	*54%*	*50%*	*44%*	*46%*	*54%*	*41%*
Timed delivery (i.e. to arrive by specific time /day)	**351**	85	62	96	37	21	161	127	4	2	7	3
	25%	*32%*	*34%*	*39%* a	*52%* **abc**	*45%* a	*24%*	*24%*	*15%*	*15%*	*41%*	*23%*
Standard delivery	**1077**	202	157	168	57	39	505	441	18	8	10	10
	76%	*76%* c	*87%* **ac**	*68%*	*80%* c	*84%* c	*76%*	*82%* a	*69%*	*65%*	*58%*	*90%*
International delivery	**266**	75	55	75	44	24	128	92	5	3	7	6
	19%	*28%*	*31%*	*31%*	*62%* **abc**	*52%* **abc**	*19%*	*17%*	*18%*	*23%*	*39%*	*48%*
Cross-Border Delivery	**20**	4	3	5	1	2	7	9	*	*	-	-
	1%	*2%*	*2%*	*2%*	*2%*	*3%*	*1%*	*2%*	*%*	*2%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**3**	-	-	-	-	-	*	1	-	-	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**4**	-	-	*	*	-	1	1	-	*	-	-
	%	*-%*	*-%*	*%*	*%*	*-%*	*%*	*%*	*-%*	*1%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**26**	9	3	4	3	2	15	13	3	2	2	-
	2%	*3%*	*2%*	*2%*	*5%*	*4%*	*2%*	*2%*	*11%*	*15%*	*9%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets
Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1761**	1656	1450	1676	1761	1747	1210	1691	510	3	1413	52	246	1392
Weighted total	**1411**	1302	1119	1321	1411	1400	980	1345	352	3	1106	37	200	1089
Urgent delivery - on the same day or a specific time the next day	**361**	333	288	340	361	361	361	356	177	-	272	4	63	255
	26%	*26%*	*26%*	*26%*	*26%*	*26%*	*37%* b	*26%*	*50%* **ab**	*-%*	*25%* b	*12%*	*31%* b	*23%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**800**	723	627	736	800	796	800	760	247	*	610	17	130	585
	57%	*56%*	*56%*	*56%*	*57%*	*57%*	*82%* **bc**	*56%*	*70%* b	*5%*	*55%*	*45%*	*65%* b	*54%*
Timed delivery (i.e. to arrive by specific time /day)	**351**	319	282	328	351	350	351	339	158	*	266	7	68	246
	25%	*24%*	*25%*	*25%*	*25%*	*25%*	*36%* b	*25%*	*45%* **ab**	*5%*	*24%*	*18%*	*34%* b	*23%*
Standard delivery	**1077**	988	851	1006	1077	1067	683	1077	311	*	858	26	143	847
	76%	*76%*	*76%*	*76%*	*76%*	*76%*	*70%*	*80%* a	*88%* **ab**	*5%*	*78%*	*70%*	*72%*	*78%* a
International delivery	**266**	238	210	243	266	264	229	262	266	*	193	7	64	170
	19%	*18%*	*19%*	*18%*	*19%*	*19%*	*23%* b	*19%*	*76%* **ab**	*5%*	*17%*	*18%*	*32%* b	*16%*
Cross-Border Delivery	**20**	17	13	17	20	20	16	19	20	-	16	*	3	16
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*6%* **ab**	*-%*	*1%*	*1%*	*2%*	*1%*
Other (PLEASE SPECIFY)	**3**	3	3	3	3	3	*	3	*	3	1	-	-	1
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*100%*	**%*	*-%*	*-%*	**%*
None of these (DO NOT READ OUT)	**4**	4	4	4	4	4	2	4	2	-	2	-	*	4
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*1%*	*-%*	**%*	*-%*	**%*	**%*
Don't Know (DO NOT READ OUT)	**26**	26	24	26	26	26	2	11	-	-	20	3	7	19
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	**%*	*1%* **ac**	*-%*	*-%*	*2%*	*9%* a	*3%*	*2%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets
Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	***b**	a	b	a	b	c	a	b	c	a	b
Unweighted total	**1761**	347	17	86	325	210	1240	304	245	91	1407	1027	734
Weighted total	**1411**	299	13	72	280	156	1027	221	202	83	1115	800	611
Urgent delivery - on the same day or a specific time the next day	**361**	94	4	31	84	47	273	41	75	17	270	209	152
	26%	*31%*	*35%*	*44%* b	*30%*	*30%* c	*27%* c	*19%*	*37%* **bc**	*20%*	*24%*	*26%*	*25%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**800**	201	3	42	186	98	577	118	130	43	618	450	350
	57%	*67%*	*26%*	*58%*	*66%*	*62%* c	*56%*	*53%*	*64%* **bc**	*51%*	*55%*	*56%*	*57%*
Timed delivery (i.e. to arrive by specific time /day)	**351**	94	2	29	82	44	256	50	67	16	265	200	151
	25%	*31%*	*16%*	*41%* b	*29%*	*28%*	*25%*	*23%*	*33%* **bc**	*20%*	*24%*	*25%*	*25%*
Standard delivery	**1077**	199	9	50	192	111	795	165	154	58	857	585	492
	76%	*67%*	*71%*	*69%*	*69%*	*71%*	*77%* a	*75%*	*76%*	*70%*	*77%*	*73%*	*80%* a
International delivery	**266**	84	4	23	78	42	194	30	57	25	180	142	124
	19%	*28%*	*35%*	*33%*	*28%*	*27%* **bc**	*19%* c	*14%*	*28%* c	*31%* c	*16%*	*18%*	*20%*
Cross-Border Delivery	**20**	4	*	1	4	2	14	4	4	*	16	12	8
	1%	*1%*	*4%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	**%*	*1%*	*2%*	*1%*
Other (PLEASE SPECIFY)	**3**	-	2	*	2	*	-	3	*	2	1	2	1
	****%***	*-%*	*15%*	**%*	*1%*	**%*	*-%*	*1%* b	**%*	*2%* **ac**	**%*	**%*	**%*
None of these (DO NOT READ OUT)	**4**	*	-	-	*	2	1	1	*	-	4	3	1
	****%***	**%*	*-%*	*-%*	**%*	*1%* b	**%*	**%*	**%*	*-%*	**%*	**%*	**%*
Don't Know (DO NOT READ OUT)	**26**	8	-	3	4	6	16	3	3	6	17	20	6
	2%	*3%*	*-%*	*5%*	*1%*	*4%* b	*2%*	*2%*	*2%*	*7%* **ac**	*2%*	*2%* b	*1%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 107 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	*c	d
Unweighted total	**1761**	323	51	165	83	119	54	179	115	94	200	29	97
Weighted total	**1411**	119	12	64	30	47	19	69	40	37	80	11	48
Urgent delivery - on the same day or a specific time the next day	**361**	20	3	15	6	10	2	12	5	5	14	2	9
	26%	*17%*	*27%*	*23%*	*18%*	*22%*	*9%*	*18%*	*13%*	*12%*	*17%*	*18%*	*20%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**800**	58	5	37	15	26	10	35	16	13	44	6	22
	57%	*49%*	*44%*	*58%* a	*51%*	*55%* d	*52%*	*50%*	*40%*	*34%*	*55%* a	*60%*	*45%*
Timed delivery (i.e. to arrive by specific time /day)	**351**	24	3	16	6	12	3	15	5	6	17	3	9
	25%	*20%*	*24%*	*25%*	*21%*	*25%* d	*14%*	*22%* d	*12%*	*16%*	*21%*	*30%*	*18%*
Standard delivery	**1077**	94	11	48	21	36	15	55	35	31	61	8	40
	76%	*79%*	*99%* **acd**	*74%*	*69%*	*77%*	*76%*	*80%*	*87%* a	*83%*	*76%*	*71%*	*84%*
International delivery	**266**	17	2	13	6	9	3	11	4	7	12	1	9
	19%	*15%*	*18%*	*21%*	*20%*	*19%*	*13%*	*15%*	*10%*	*18%*	*15%*	*12%*	*18%*
Cross-Border Delivery	**20**	1	*	*	*	*	*	*	*	1	*	*	1
	1%	*1%*	**%*	**%*	**%*	**%*	*1%*	*1%*	**%*	*2%*	**%*	*3%*	*1%*
Other (PLEASE SPECIFY)	**3**	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**4**	*	-	-	-	-	-	-	*	-	1	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**26**	1	-	1	1	1	1	1	1	1	1	*	*
	2%	*1%*	*-%*	*2%*	*4%*	*3%*	*6%*	*2%*	*3%*	*3%*	*1%*	*1%*	**%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 107 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	*c	d	e	f	g	h	i	j	k	l
Unweighted total	**1761**	249	83	25	441	113	112	122	108	121	155	120	112
Weighted total	**1411**	204	103	35	189	84	80	93	107	145	126	145	99
Urgent delivery - on the same day or a specific time the next day	**361**	61	27	12	33	18	29	21	36	38	34	29	23
	26%	*30%*	*26%*	*33%*	*18%*	*21%*	*37%*	*23%*	*34%*	*26%*	*27%*	*20%*	*23%*
		dk					**degkl**		**dek**	d	d		
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**800**	107	64	22	89	49	47	53	68	84	72	93	51
	57%	*53%*	*62%*	*61%*	*47%*	*59%*	*59%*	*56%*	*64%*	*58%*	*57%*	*64%*	*52%*
			d			d	d		d	d	d	**ad**	
Timed delivery (i.e. to arrive by specific time /day)	**351**	56	21	15	39	14	20	17	40	38	32	34	23
	25%	*27%*	*21%*	*43%*	*21%*	*17%*	*25%*	*18%*	*37%*	*26%*	*25%*	*24%*	*24%*
		de							**bdegjkl**				
Standard delivery	**1077**	150	84	26	151	69	57	78	91	108	86	98	80
	76%	*74%*	*81%*	*73%*	*80%*	*82%*	*71%*	*83%*	*85%*	*75%*	*68%*	*68%*	*81%*
			jk		**jk**	**jk**		**afjk**	**afjk**				**jk**
International delivery	**266**	30	21	10	32	13	14	19	40	28	30	20	9
	19%	*15%*	*20%*	*29%*	*17%*	*15%*	*18%*	*20%*	*38%*	*19%*	*24%*	*14%*	*9%*
			l		l		l	**labdefgijkl**		l	**akl**		
Cross-Border Delivery	**20**	3	1	*	2	2	1	2	1	3	2	3	1
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*
Other (PLEASE SPECIFY)	**3**	-	-	-	-	-	1	-	-	*	2	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*
							d				d		
None of these (DO NOT READ OUT)	**4**	-	2	-	1	-	-	-	*	-	1	-	-
	****%***	*-%*	*2%*	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*
			a										
Don't Know (DO NOT READ OUT)	**26**	4	-	-	3	-	1	2	2	7	2	2	2
	2%	*2%*	*-%*	*-%*	*1%*	*-%*	*1%*	*2%*	*2%*	*5%*	*2%*	*2%*	*2%*
										bde			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 107 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**1761**	357	666	351	387
Weighted total	**1411**	342	353	346	369
Urgent delivery - on the same day or a specific time the next day	**361**	99	80	96	86
	26%	*29%* b	*23%*	*28%*	*23%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**800**	193	185	205	217
	57%	*56%*	*52%*	*59%* b	*59%* b
Timed delivery (i.e. to arrive by specific time /day)	**351**	93	73	95	89
	25%	*27%* b	*21%*	*28%* b	*24%*
Standard delivery	**1077**	260	277	278	263
	76%	*76%*	*78%* d	*80%* d	*71%*
International delivery	**266**	61	60	87	59
	19%	*18%*	*17%*	*25%* **abd**	*16%*
Cross-Border Delivery	**20**	4	5	6	5
	1%	*1%*	*1%*	*2%*	*1%*
Other (PLEASE SPECIFY)	**3**	-	1	*	2
	%	*-%*	*%*	*%*	*%*
None of these (DO NOT READ OUT)	**4**	2	1	*	1
	%	*1%*	*%*	*%*	*%*
Don't Know (DO NOT READ OUT)	**26**	4	4	11	7
	2%	*1%*	*1%*	*3%* b	*2%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 108 Page 1990

QNQ3. When you receive post or parcels in the mail, do you normally...

Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total	**2000**	1920	51	18	11	80	692	457	116	50	48
Open everything on the same day it was received	**1685**	1610	47	18	10	75	537	389	110	46	47
	84%	*84%*	*93%*	*97%*	*92%*	*94%*	*78%*	*85%*	*95%*	*92%*	*98%*
			a	**ab**	a	a		a	**ab**	a	**abd**
Open only the things that look important on the same day	**131**	129	1	*	*	2	60	34	3	4	*
	7%	*7%*	*2%*	*1%*	*3%*	*2%*	*9%*	*7%*	*3%*	*8%*	*1%*
		bce					**ce**	**ce**		e	
Open only parcels on the same day	**23**	22	*	*	-	*	11	5	-	-	*
	1%	*1%*	*1%*	*1%*	*-%*	*1%*	*2%*	*1%*	*-%*	*-%*	**%*
Put things I've received aside until I have time to open them	**161**	158	2	*	*	3	83	29	3	*	*
	8%	*8%*	*4%*	*1%*	*5%*	*4%*	*12%*	*6%*	*3%*	**%*	*1%*
		bce					**bcde**	**de**			

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 108 (continuation)

QNQ3. When you receive post or parcels in the mail, do you normally...

Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total	**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
Open everything on the same day it was received	**1685**	181	103	242	59	138	274	174	133	134	1438	86	79	81
	84%	*82%*	*90%*	*81%*	*90%*	*85%*	*84%*	*87%*	*81%*	*81%*	*84%*	*84%*	*81%*	*91%*
														acfhijkl
Open only the things that look important on the same day	**131**	13	4	24	4	9	32	9	13	4	112	6	10	4
	7%	*6%*	*3%*	*8%*	*6%*	*6%*	*10%*	*5%*	*8%*	*3%*	*7%*	*6%*	*10%*	*4%*
				i			**bgijkm**						**bgijkm**	
Open only parcels on the same day	**23**	7	*	2	-	7	*	-	2	2	19	1	1	1
	1%	*3%*	**%*	*1%*	*-%*	*5%*	**%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
		cfgj				**cfgjkm**								
Put things I've received aside until I have time to open them	**161**	20	8	30	3	7	18	16	17	24	142	9	7	3
	8%	*9%*	*7%*	*10%*	*4%*	*4%*	*6%*	*8%*	*10%*	*15%*	*8%*	*9%*	*7%*	*4%*
		m		**em**					m	**defjlm**	m	m		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 108 (continuation)

QNQ3. When you receive post or parcels in the mail, do you normally...

Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2398**	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total	**2000**	38	176	47	194	589	56	141	756	1548	452	1794	206
Open everything on the same day it was received	**1685**	32	144	37	162	527	49	124	607	1292	392	1508	177
	84%	*84%*	*82%*	*78%*	*84%*	*89%*	*87%*	*88%*	*80%*	*83%*	*87%*	*84%*	*86%*
						bcdh		h			a		
Open only the things that look important on the same day	**131**	2	17	7	13	26	5	6	56	98	33	123	8
	7%	*5%*	*9%*	*15%*	*7%*	*4%*	*9%*	*4%*	*7%*	*6%*	*7%*	*7%*	*4%*
			eg	**degh**					e			b	
Open only parcels on the same day	**23**	-	3	-	2	7	*	-	10	18	4	21	2
	1%	*-%*	*2%*	*-%*	*1%*	*1%*	**%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*
Put things I've received aside until I have time to open them	**161**	4	12	3	16	29	2	11	84	140	22	142	19
	8%	*11%*	*7%*	*7%*	*8%*	*5%*	*4%*	*8%*	*11%*	*9%*	*5%*	*8%*	*9%*
									bef	b			

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2398**	2274	124	1449	371	549
Weighted total	**2000**	1874	126	1243	290	433
Open everything on the same day it was received	**1685**	1580	105	1018	246	402
	84%	*84%*	*83%*	*82%*	*85%*	*93%* **ab**
Open only the things that look important on the same day	**131**	121	10	93	17	14
	7%	*6%*	*8%*	*7%* c	*6%* c	*3%*
Open only parcels on the same day	**23**	23	-	19	1	3
	1%	*1%*	*-%*	*2%*	**%*	*1%*
Put things I've received aside until I have time to open them	**161**	150	12	113	26	15
	8%	*8%*	*9%*	*9%* c	*9%* c	*4%*

Columns Tested: a,b - a,b,c

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**2398**	1908	413	60	8	5	3	-	1	2321	77	904	1004	490
Weighted total	**2000**	1695	267	30	5	3	1	-	*	1962	38	905	790	305
Open everything on the same day it was received	**1685**	1399	250	27	5	3	*	-	*	1650	35	722	677	285
	84%	*83%*	*94%* **ai**	*89%*	*100%*	*100%*	*82%*	*-%*	*100%*	*84%*	*91%*	*80%*	*86%* a	*94%* **ab**
Open only the things that look important on the same day	**131**	127	4	1	-	-	*	-	-	131	1	74	53	4
	7%	*7%* b	*1%*	*2%*	*-%*	*-%*	*18%*	*-%*	*-%*	*7%* b	*2%*	*8%* c	*7%* c	*1%*
Open only parcels on the same day	**23**	21	2	-	-	-	-	-	-	23	-	14	7	2
	1%	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*2%*	*1%*	*1%*
Put things I've received aside until I have time to open them	**161**	148	11	3	-	-	-	-	-	159	3	94	53	14
	8%	*9%* b	*4%*	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%* b	*7%*	*10%* **bc**	*7%*	*4%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 108 (continuation)

QNQ3. When you receive post or parcels in the mail, do you normally...

Base: All

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total	**2398**	1469	998	1607	769	623	1539	1412	108	42	30	9	4	1
Weighted total	**2000**	1088	703	1219	609	435	1190	1113	54	27	17	3	4	*
Open everything on the same day it was received	**1685**	946	616	1053	527	381	1031	961	43	27	14	3	4	*
	84%	*87%*	*88%*	*86%*	*86%*	*88%*	*87%*	*86%*	*81%*	*100%* **abd**	*81%*	*100%*	*97%*	*100%*
Open only the things that look important on the same day	**131**	54	37	64	43	19	63	60	2	-	2	-	*	-
	7%	*5%*	*5%*	*5%*	*7%* **ae**	*4%*	*5%*	*5%*	*4%*	*-%*	*12%* c	*-%*	*3%*	*-%*
Open only parcels on the same day	**23**	8	5	12	10	2	13	10	2	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*3%* a	*-%*	*-%*	*-%*	*-%*	*-%*
Put things I've received aside until I have time to open them	**161**	81	44	90	29	33	83	82	7	*	1	-	-	-
	8%	*7%* d	*6%*	*7%* d	*5%*	*8%* d	*7%* d	*7%*	*12%* c	**%*	*6%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 108 (continuation)

QNQ3. When you receive post or parcels in the mail, do you normally...

Base: All

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	***b**	***c**	***d**	***e**	***f**	***g**	***h**	a	b	c	d	***e**
Unweighted total	**2398**	733	17	11	4	1	3	-	4	487	391	399	316	13
Weighted total	**2000**	586	10	7	5	*	*	-	1	450	298	284	176	11
Open everything on the same day it was received	**1685**	512	7	3	4	*	*	-	1	372	253	249	168	10
	84%	*87%*	*72%*	*52%*	*66%*	*100%*	*100%*	*-%*	*100%*	*83%*	*85%*	*88%* a	*95%* **abc**	*90%*
Open only the things that look important on the same day	**131**	42	-	2	-	-	-	-	-	30	17	15	2	1
	7%	*7%*	*-%*	*27%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%* d	*6%* d	*5%* d	*1%*	*10%*
Open only parcels on the same day	**23**	8	-	1	-	-	-	-	-	5	2	4	1	-
	1%	*1%*	*-%*	*21%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*-%*
Put things I've received aside until I have time to open them	**161**	25	3	-	2	-	-	-	-	44	25	15	5	-
	8%	*4%*	*28%*	*-%*	*34%*	*-%*	*-%*	*-%*	*-%*	*10%* **cd**	*8%* d	*5%*	*3%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
Open everything on the same day it was received	**1685**	179	120	143	78	5	357	17	150	1466	218	1004	48
	84%	*86%*	*86%*	*85%*	*91%*	*100%*	*87%* b	*71%*	*87%* b	*84%*	*85%*	*86%*	*89%*
Open only the things that look important on the same day	**131**	17	11	12	3	-	26	3	13	114	17	61	4
	7%	*8%*	*8%*	*7%*	*4%*	*-%*	*6%*	*14%*	*8%*	*7%*	*7%*	*5%*	*7%*
Open only parcels on the same day	**23**	2	3	4	1	-	7	2	1	19	3	12	-
	1%	*1%*	*2%*	*2%*	*1%*	*-%*	*2%*	*7%* **ac**	*1%*	*1%*	*1%*	*1%*	*-%*
Put things I've received aside until I have time to open them	**161**	11	6	10	3	-	20	2	7	145	17	88	2
	8%	*5%*	*4%*	*6%*	*4%*	*-%*	*5%*	*8%*	*4%*	*8%*	*7%*	*8%*	*3%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2398**	77	164	224	33	531	238	477	1370	220	1
Weighted total	**2000**	62	137	177	19	402	207	340	1009	122	2
Open everything on the same day it was received	**1685**	52	122	154	17	347	179	297	873	111	2
	84%	*84%*	*90%*	*87%*	*93%*	*86%*	*87%*	*87%*	*87%*	*91%*	*100%*
Open only the things that look important on the same day	**131**	8	5	13	1	30	13	13	53	6	-
	7%	*13%* b	*4%*	*7%*	*6%*	*7%*	*6%*	*4%*	*5%*	*5%*	*-%*
Open only parcels on the same day	**23**	-	1	1	-	9	1	-	8	-	-
	1%	*-%*	*1%*	*1%*	*-%*	*2%*	*1%*	*-%*	*1%*	*-%*	*-%*
Put things I've received aside until I have time to open them	**161**	2	8	8	*	16	14	30	75	6	-
	8%	*3%*	*6%*	*5%*	*1%*	*4%*	*7%*	*9%*	*7%*	*5%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**2398**	384	877	164	-	507	502	180	6	1409	943	594	1220	999	15
Weighted total	**2000**	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
Open everything on the same day it was received	**1685**	243	530	81	-	336	324	103	4	907	586	389	782	605	5
	84%	*88%*	*88%*	*89%*	*-%*	*85%*	*87%*	*85%*	*89%*	*87%*	*88%*	*87%*	*86%*	*87%*	*97%*
Open only the things that look important on the same day	**131**	16	30	6	-	35	22	9	-	52	34	32	48	34	*
	7%	*6%*	*5%*	*7%*	*-%*	*9%*	*6%*	*8%*	*-%*	*5%*	*5%*	*7%*	*5%*	*5%*	*3%*
Open only parcels on the same day	**23**	2	4	*	-	5	7	-	-	8	5	10	9	8	-
	1%	*1%*	*1%*	*1%*	*-%*	*1%*	*2%*	*-%*	*-%*	*1%*	*1%*	*2%* **ab**	*1%*	*1%*	*-%*
Put things I've received aside until I have time to open them	**161**	16	39	3	-	18	18	8	*	77	42	18	68	45	-
	8%	*6%*	*6%*	*3%*	*-%*	*5%*	*5%*	*7%*	*11%*	*7%* c	*6%* c	*4%*	*7%*	*6%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 108 (continuation)

QNQ3. When you receive post or parcels in the mail, do you normally...

Base: All

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2398**	423	297	367	117	92	1159	982	55	21	18	16
Weighted total	**2000**	291	204	274	75	52	860	688	37	16	19	11
Open everything on the same day it was received	**1685**	253	182	237	64	43	743	602	31	14	13	11
	84%	*87%*	*89%*	*87%*	*86%*	*84%*	*86%*	*87%*	*85%*	*85%*	*70%*	*98%*
Open only the things that look important on the same day	**131**	20	13	23	8	4	49	35	2	1	1	-
	7%	*7%*	*7%*	*8%*	*11%*	*8%*	*6%*	*5%*	*6%*	*4%*	*5%*	*-%*
Open only parcels on the same day	**23**	7	3	4	-	-	7	7	-	-	*	*
	1%	*2%*	*2%*	*1%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*1%*	*2%*
Put things I've received aside until I have time to open them	**161**	11	6	10	3	4	61	44	3	2	5	-
	8%	*4%*	*3%*	*4%*	*3%*	*8%* **bc**	*7%*	*6%*	*9%*	*11%*	*24%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 108 (continuation)

QNQ3. When you receive post or parcels in the mail, do you normally...

Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2398**	2133	1685	2163	1761	2322	1313	2167	561	4	1928	65	301	1938
Weighted total	**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
Open everything on the same day it was received	**1685**	1465	1129	1491	1195	1622	901	1500	324	4	1338	46	216	1326
	84%	*85%*	*86%*	*85%*	*85%*	*85%*	*85%*	*85%*	*83%*	*75%*	*85%*	*87%*	*84%*	*84%*
Open only the things that look important on the same day	**131**	110	80	111	91	126	66	108	32	1	95	4	18	103
	7%	*6%*	*6%*	*6%*	*6%*	*7%*	*6%*	*6%*	*8%*	*22%*	*6%*	*7%*	*7%*	*7%*
Open only parcels on the same day	**23**	19	12	19	19	22	16	18	7	-	20	-	1	20
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*-%*	*1%*	*-%*	**%*	*1%*
Put things I've received aside until I have time to open them	**161**	130	90	132	106	149	76	138	30	*	113	3	22	131
	8%	*8%*	*7%*	*8%*	*8%*	*8%*	*7%*	*8%*	*8%*	*3%*	*7%*	*6%*	*9%*	*8%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 108 (continuation)

QNQ3. When you receive post or parcels in the mail, do you normally...

Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2398**	418	17	97	392	257	1716	412	297	107	1967	1353	1045
Weighted total	**2000**	376	13	86	352	193	1472	320	259	98	1624	1093	907
Open everything on the same day it was received	**1685**	323	9	72	304	156	1239	278	213	82	1374	931	753
	84%	*86%*	*70%*	*83%*	*86%*	*81%*	*84%*	*87%* a	*82%*	*84%*	*85%*	*85%*	*83%*
Open only the things that look important on the same day	**131**	25	4	3	28	12	104	16	14	9	108	66	65
	7%	*7%*	*29%*	*4%*	*8%*	*6%*	*7%*	*5%*	*6%*	*9%*	*7%*	*6%*	*7%*
Open only parcels on the same day	**23**	3	-	1	3	2	20	*	7	-	16	13	10
	1%	*1%*	*-%*	*1%*	*1%*	*1%* c	*1%* c	**%*	*3%* c	*-%*	*1%*	*1%*	*1%*
Put things I've received aside until I have time to open them	**161**	24	*	11	18	23	108	26	24	7	126	82	79
	8%	*6%*	*1%*	*12%* b	*5%*	*12%* b	*7%*	*8%*	*9%*	*7%*	*8%*	*8%*	*9%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 108 (continuation)

QNQ3. When you receive post or parcels in the mail, do you normally...

Base: All

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2398**	387	59	177	91	126	57	208	134	112	256	36	134
Weighted total	**2000**	152	17	69	34	49	21	82	50	47	112	15	73
Open everything on the same day it was received	**1685**	131	14	61	32	44	17	72	43	41	91	15	60
	84%	*86%*	*85%*	*88%*	*96%* **abc**	*90%*	*84%*	*88%*	*86%*	*88%*	*81%*	*100%* **abd**	*83%*
Open only the things that look important on the same day	**131**	6	2	3	*	1	1	4	4	*	11	-	5
	7%	*4%*	*12%* **ad**	*5%* d	**%*	*2%*	*7%*	*4%*	*7%* a	*1%*	*10%* **ac**	*-%*	*6%* a
Open only parcels on the same day	**23**	1	-	1	-	1	1	-	1	-	2	-	-
	1%	*1%*	*-%*	*1%*	*-%*	*2%* c	*5%* c	*-%*	*2%* c	*-%*	*2%*	*-%*	*-%*
Put things I've received aside until I have time to open them	**161**	13	1	4	1	3	1	6	3	5	8	-	8
	8%	*9%*	*3%*	*6%*	*4%*	*6%*	*5%*	*7%*	*5%*	*11%* c	*7%*	*-%*	*11%* c

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 108 (continuation)

QNQ3. When you receive post or parcels in the mail, do you normally...

Base: All

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2398**	331	128	41	563	172	162	184	142	174	209	155	137
Weighted total	**2000**	289	154	57	261	123	116	150	141	209	187	184	130
Open everything on the same day it was received	**1685**	253	137	48	219	110	99	134	118	174	149	139	104
	84%	*88%*	*89%*	*85%*	*84%*	*89%*	*86%*	*89%*	*83%*	*83%*	*80%*	*76%*	*80%*
		jkl	**jk**		k	**jkl**	k	**jkl**					
Open only the things that look important on the same day	**131**	19	4	2	18	4	7	10	10	17	11	12	16
	7%	*7%*	*3%*	*4%*	*7%*	*3%*	*6%*	*7%*	*7%*	*8%*	*6%*	*7%*	*12%*
													abdefj
Open only parcels on the same day	**23**	1	2	2	3	1	1	*	3	*	4	4	*
	1%	*%*	*1%*	*4%*	*1%*	*1%*	*1%*	*%*	*2%*	*%*	*2%*	*2%*	*%*
				agil					a			a	
Put things I've received aside until I have time to open them	**161**	16	11	4	21	8	9	6	10	18	22	28	9
	8%	*5%*	*7%*	*7%*	*8%*	*7%*	*7%*	*4%*	*7%*	*8%*	*12%*	*15%*	*7%*
											ag	**abdefghl**	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 108 (continuation)

QNQ3. When you receive post or parcels in the mail, do you normally...

Base: All

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2398**	500	897	500	501
Weighted total	**2000**	500	500	500	500
Open everything on the same day it was received	**1685**	438	428	425	393
	84%	*88%*	*86%*	*85%*	*79%*
		d	d	d	
Open only the things that look important on the same day	**131**	26	29	37	40
	7%	*5%*	*6%*	*7%*	*8%*
Open only parcels on the same day	**23**	6	5	4	8
	1%	*1%*	*1%*	*1%*	*2%*
Put things I've received aside until I have time to open them	**161**	30	38	34	60
	8%	*6%*	*8%*	*7%*	*12%*
					abc

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 109 Page 2006

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?

Base: All who don't open everything on the same day (QNQ3=2-4)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	***c**	***d**	e	a	b	***c**	***d**	***e**
Unweighted total	**309**	263	34	5	7	46	128	68	10	5	9
Weighted total	**315**	310	4	1	1	5	154	68	6	4	1
As soon as possible - likely the following day	**143**	140	3	*	1	4	72	30	3	-	*
	45%	*45%*	*67%* a	*67%*	*75%*	*68%* a	*47%*	*45%*	*58%*	*-%*	*54%*
Within a few days of receiving them	**101**	100	1	*	*	1	55	22	*	3	*
	32%	*32%*	*23%*	*8%*	*25%*	*22%*	*35%*	*32%*	*4%*	*76%*	*30%*
At the end of the week /within the week	**47**	47	*	*	-	1	21	11	*	1	*
	15%	*15%*	*10%*	*25%*	*-%*	*10%*	*14%*	*16%*	*8%*	*24%*	*16%*
At least a week later	**24**	24	-	-	-	-	6	4	2	-	-
	8%	*8%*	*-%*	*-%*	*-%*	*-%*	*4%*	*7%*	*30%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?
Base: All who don't open everything on the same day (QNQ3=2-4)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	***e**	f	***g**	***h**	***i**	j	k	l	***m**
Unweighted total	**309**	31	8	40	6	17	47	16	20	22	207	42	40	20
Weighted total	**315**	39	12	55	6	23	50	25	31	31	273	16	18	8
As soon as possible - likely the following day	**143**	18	5	21	5	10	15	9	18	22	120	8	13	2
	45%	*45%*	*41%*	*37%*	*72%*	*42%*	*29%*	*35%*	*58%*	*70%*	*44%*	*52%* f	*70%* **acfj**	*23%*
Within a few days of receiving them	**101**	14	3	20	2	12	20	11	6	6	93	3	2	3
	32%	*35%* l	*26%*	*36%* l	*28%*	*50%*	*40%* **kl**	*44%*	*18%*	*18%*	*34%* l	*19%*	*13%*	*35%*
At the end of the week /within the week	**47**	8	4	10	-	-	8	5	4	1	40	3	2	3
	15%	*19%*	*34%*	*19%*	*-%*	*-%*	*15%*	*20%*	*12%*	*3%*	*14%*	*18%*	*11%*	*39%*
At least a week later	**24**	-	-	5	-	2	8	-	4	3	21	2	1	*
	8%	*-%*	*-%*	*8%*	*-%*	*7%*	*15%* a	*-%*	*12%*	*9%*	*8%*	*11%*	*5%*	*4%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 109 (continuation) Page 2008

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?

Base: All who don't open everything on the same day (QNQ3=2-4)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	***b**	***c**	d	e	***f**	***g**	h	a	b	a	***b**
Unweighted total	**309**	8	27	7	30	72	9	14	142	226	83	281	28
Weighted total	**315**	6	32	10	32	62	7	16	149	256	59	286	29
As soon as possible - likely the following day	**143**	3	14	4	24	34	3	5	57	121	22	131	12
	45%	*45%*	*43%*	*41%*	*74%* h	*54%* h	*43%*	*29%*	*38%*	*47%*	*37%*	*46%*	*41%*
Within a few days of receiving them	**101**	*	10	4	4	17	2	8	55	81	20	91	10
	32%	*5%*	*31%*	*41%*	*13%*	*28%*	*29%*	*49%*	*37%* d	*32%*	*33%*	*32%*	*35%*
At the end of the week /within the week	**47**	2	4	2	4	6	2	*	26	34	13	42	5
	15%	*33%*	*14%*	*18%*	*13%*	*10%*	*28%*	*3%*	*18%*	*13%*	*23%* a	*15%*	*18%*
At least a week later	**24**	1	4	-	-	5	-	3	11	20	4	22	2
	8%	*18%*	*12%*	*-%*	*-%*	*8%*	*-%*	*19%*	*7%*	*8%*	*7%*	*8%*	*6%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?
Base: All who don't open everything on the same day (QNQ3=2-4)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**309**	291	18	218	38	44
Weighted total	**315**	294	22	225	44	32
As soon as possible - likely the following day	**143**	134	9	95	24	19
	45%	*46%*	*41%*	*42%*	*54%*	*61%* a
Within a few days of receiving them	**101**	92	10	73	18	6
	32%	*31%*	*44%*	*32%*	*41%* c	*20%*
At the end of the week /within the week	**47**	45	2	40	2	3
	15%	*15%*	*10%*	*18%* b	*5%*	*9%*
At least a week later	**24**	23	1	17	-	3
	8%	*8%*	*5%*	*8%*	*-%*	*10%* b

Columns Tested: a,b - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 109 (continuation)

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?

Base: All who don't open everything on the same day (QNQ3=2-4)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	**309**	279	24	5	-	-	1	-	-	303	6	166	113	30
Weighted total	**315**	296	16	3	-	-	*	-	-	312	3	183	113	20
As soon as possible - likely the following day	**143**	130	10	3	-	-	*	-	-	140	3	76	54	13
	45%	*44%*	*60%*	*85%*	*-%*	*-%*	*100%*	*-%*	*-%*	*45%*	*86%*	*42%*	*48%*	*65%* a
Within a few days of receiving them	**101**	97	4	-	-	-	-	-	-	101	-	55	42	4
	32%	*33%*	*24%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*32%*	*-%*	*30%*	*37%*	*20%*
At the end of the week /within the week	**47**	45	2	*	-	-	-	-	-	47	*	33	12	3
	15%	*15%*	*13%*	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*	*15%*	*14%*	*18%*	*10%*	*13%*
At least a week later	**24**	23	*	-	-	-	-	-	-	24	-	18	6	*
	8%	*8%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*-%*	*10%*	*5%*	*2%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?
Base: All who don't open everything on the same day (QNQ3=2-4)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**309**	154	93	174	82	61	166	159	10	1	3	-	1	-
Weighted total	**315**	143	87	166	82	54	159	152	10	*	3	-	*	-
As soon as possible - likely the following day	**143**	65	42	78	43	31	84	72	7	*	-	-	*	-
	45%	*46%*	*49%*	*47%*	*53%*	*58%*	*53%*	*47%*	*63%*	*100%*	*-%*	*-%*	*100%*	*-%*
Within a few days of receiving them	**101**	46	28	54	23	16	43	49	2	-	3	-	-	-
	32%	*32%*	*32%*	*33%*	*28%*	*29%*	*27%*	*32%*	*19%*	*-%*	*100%*	*-%*	*-%*	*-%*
At the end of the week /within the week	**47**	26	14	27	11	5	25	27	-	-	-	-	-	-
	15%	*18%*	*16%*	*16%*	*13%*	*10%*	*16%*	*18%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
At least a week later	**24**	5	3	6	5	2	7	5	2	-	-	-	-	-
	8%	*4%*	*3%*	*4%*	*6%*	*3%*	*4%*	*3%*	*17%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 109 (continuation) Page 2012

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?

Base: All who don't open everything on the same day (QNQ3=2-4)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	*d	*e
Unweighted total	**309**	76	2	3	1	-	-	-	-	72	50	38	13	1
Weighted total	**315**	74	3	3	2	-	-	-	-	78	45	34	8	1
As soon as possible - likely the following day	**143**	38	3	1	2	-	-	-	-	29	22	20	6	1
	45%	*51%*	*100%*	*29%*	*100%*	*-%*	*-%*	*-%*	*-%*	*37%*	*49%*	*60% a*	*76%*	*100%*
Within a few days of receiving them	**101**	21	-	2	-	-	-	-	-	32	13	7	2	-
	32%	*28%*	*-%*	*71%*	*-%*	*-%*	*-%*	*-%*	*-%*	*41% c*	*30%*	*20%*	*24%*	*-%*
At the end of the week /within the week	**47**	11	-	-	-	-	-	-	-	12	8	7	-	-
	15%	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*16%*	*18%*	*20%*	*-%*	*-%*
At least a week later	**24**	5	-	-	-	-	-	-	-	5	1	-	-	-
	8%	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*3%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 109 (continuation)

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?

Base: All who don't open everything on the same day (QNQ3=2-4)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	a	b	a	*b
Unweighted total	**309**	26	20	26	10	-	53	4	25	274	35	169	5
Weighted total	**315**	30	19	26	7	-	54	7	22	278	37	161	6
As soon as possible - likely the following day	**143**	16	14	9	5	-	31	2	11	129	14	76	3
	45%	*54%*	*72%*	*35%*	*62%*	*-%*	*57%*	*27%*	*50%*	*46%*	*38%*	*47%*	*51%*
Within a few days of receiving them	**101**	9	5	8	*	-	11	3	8	92	10	54	*
	32%	*32%*	*28%*	*30%*	*3%*	*-%*	*21%*	*47%*	*39%*	*33%*	*26%*	*33%*	*9%*
At the end of the week /within the week	**47**	2	-	7	2	-	7	2	2	41	7	25	2
	15%	*8%*	*-%*	*25%*	*28%*	*-%*	*13%*	*27%*	*11%*	*15%*	*18%*	*16%*	*41%*
At least a week later	**24**	2	-	3	*	-	5	-	-	17	7	6	-
	8%	*6%*	*-%*	*11%*	*7%*	*-%*	*9%*	*-%*	*-%*	*6%*	*19%* a	*4%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 109 (continuation)

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?

Base: All who don't open everything on the same day (QNQ3=2-4)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	***b**	***a**	***b**	a	***b**	a	b	***c**	***d**
Unweighted total	**309**	11	16	24	2	57	25	48	145	13	-
Weighted total	**315**	10	14	22	1	55	28	43	135	11	-
As soon as possible - likely the following day	**143**	2	6	8	*	31	12	26	62	7	-
	45%	*23%*	*41%*	*38%*	*19%*	*58%*	*43%*	*60%*	*46%*	*58%*	*-%*
Within a few days of receiving them	**101**	6	2	6	-	15	7	14	43	3	-
	32%	*58%*	*16%*	*29%*	*-%*	*28%*	*27%*	*32%*	*32%*	*24%*	*-%*
At the end of the week /within the week	**47**	2	4	6	-	7	4	3	26	2	-
	15%	*19%*	*27%*	*25%*	*-%*	*12%*	*16%*	*8%*	*19%*	*16%*	*-%*
At least a week later	**24**	-	2	2	1	1	4	-	5	*	-
	8%	*-%*	*16%*	*8%*	*81%*	*2%*	*15%*	*-%*	*4%*	*3%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 109 (continuation)

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?

Base: All who don't open everything on the same day (QNQ3=2-4)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	**309**	36	79	11	-	51	52	16	1	151	88	63	131	99	1
Weighted total	**315**	34	72	10	-	58	47	18	*	137	82	59	125	87	*
As soon as possible - likely the following day	**143**	23	33	4	-	30	22	6	*	61	39	33	59	43	*
	45%	*66%* b	*46%*	*38%*	*-%*	*51%*	*47%*	*35%*	*100%*	*45%*	*48%*	*56%*	*48%*	*49%*	*100%*
Within a few days of receiving them	**101**	7	24	3	-	16	15	8	-	46	28	16	41	30	-
	32%	*20%*	*33%*	*27%*	*-%*	*28%*	*32%*	*43%*	*-%*	*34%*	*34%*	*27%*	*33%*	*35%*	*-%*
At the end of the week /within the week	**47**	4	13	2	-	9	6	4	-	24	11	9	18	11	-
	15%	*11%*	*18%*	*24%*	*-%*	*15%*	*13%*	*21%*	*-%*	*18%*	*14%*	*15%*	*15%*	*13%*	*-%*
At least a week later	**24**	1	3	1	-	3	4	-	-	5	3	1	6	3	-
	8%	*3%*	*4%*	*11%*	*-%*	*6%*	*8%*	*-%*	*-%*	*4%*	*4%*	*2%*	*5%*	*3%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 109 (continuation) Page 2016

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?

Base: All who don't open everything on the same day (QNQ3=2-4)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	**309**	40	30	35	10	9	126	101	7	2	6	1
Weighted total	**315**	39	23	37	11	8	117	86	5	2	6	*
As soon as possible - likely the following day	**143**	20	15	20	1	2	54	40	4	2	3	-
	45%	*52%*	*65%*	*53%*	*12%*	*30%*	*46%*	*46%*	*77%*	*74%*	*49%*	*-%*
Within a few days of receiving them	**101**	12	4	12	6	4	38	32	1	-	2	-
	32%	*31%*	*18%*	*33%*	*53%*	*48%*	*32%*	*37%*	*23%*	*-%*	*40%*	*-%*
At the end of the week /within the week	**47**	5	4	4	4	2	19	11	-	1	*	*
	15%	*12%*	*17%*	*12%*	*35%*	*22%*	*16%*	*13%*	*-%*	*26%*	*2%*	*100%*
At least a week later	**24**	2	-	1	-	-	6	3	-	-	*	-
	8%	*5%*	*-%*	*3%*	*-%*	*-%*	*5%*	*3%*	*-%*	*-%*	*9%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 109 (continuation) Page 2017

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?

Base: All who don't open everything on the same day (QNQ3=2-4)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**309**	258	192	262	221	295	164	265	79	2	226	10	40	252
Weighted total	**315**	259	182	262	216	297	158	264	69	1	228	7	41	254
As soon as possible - likely the following day	**143**	123	93	125	108	137	77	126	32	1	106	3	16	118
	45%	*48%*	*51%*	*48%*	*50%*	*46%*	*49%*	*48%*	*47%*	*100%*	*47%*	*43%*	*39%*	*46%*
Within a few days of receiving them	**101**	84	60	84	71	96	51	87	23	-	78	2	17	81
	32%	*32%*	*33%*	*32%*	*33%*	*32%*	*32%*	*33%*	*33%*	*-%*	*34%*	*36%*	*41%*	*32%*
At the end of the week /within the week	**47**	36	23	36	24	40	19	34	3	-	36	1	6	39
	15%	*14%*	*12%*	*14%*	*11%*	*14%*	*12%*	*13%* c	*5%*	*-%*	*16%*	*14%*	*14%*	*15%*
At least a week later	**24**	15	7	16	14	24	11	16	10	-	8	*	2	17
	8%	*6%*	*4%*	*6%*	*6%*	*8%*	*7%*	*6%*	*15%* **ab**	*-%*	*4%*	*7%*	*6%*	*7%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 109 (continuation) Page 2018

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?

Base: All who don't open everything on the same day (QNQ3=2-4)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	*b	c	a	b
Unweighted total	**309**	52	3	16	46	37	227	43	47	16	244	162	147
Weighted total	**315**	53	4	14	48	37	233	42	45	16	250	161	154
As soon as possible - likely the following day	**143**	23	*	9	17	22	106	15	20	8	116	76	67
	45%	*44%*	*4%*	*60%*	*35%*	*59%*	*45%*	*37%*	*44%*	*47%*	*46%*	*47%*	*43%*
Within a few days of receiving them	**101**	13	2	2	15	11	74	16	16	4	81	49	52
	32%	*24%*	*48%*	*13%*	*30%*	*30%*	*32%*	*38%*	*34%*	*26%*	*32%*	*30%*	*34%*
At the end of the week /within the week	**47**	12	-	2	10	2	35	6	4	2	38	25	22
	15%	*23%*	*-%*	*14%*	*21%*	*6%*	*15%*	*15%*	*9%*	*13%*	*15%*	*16%*	*14%*
At least a week later	**24**	5	2	2	7	2	18	4	6	2	16	11	13
	8%	*9%*	*49%*	*13%*	*14%*	*5%*	*8%*	*10%*	*13%*	*13%*	*6%*	*7%*	*8%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 109 (continuation)

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?

Base: All who don't open everything on the same day (QNQ3=2-4)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	*c	*d	*a	*b	*c	*d	*a	b	*c	*d
Unweighted total	**309**	35	5	14	4	9	7	15	13	9	34	-	17
Weighted total	**315**	21	3	8	1	5	3	10	7	6	21	-	12
As soon as possible - likely the following day	**143**	8	*	6	1	4	2	4	4	2	8	-	7
	45%	*40%*	*17%*	*75%*	*96%*	*80%*	*69%*	*40%*	*51%*	*42%*	*36%*	*-%*	*55%*
Within a few days of receiving them	**101**	8	1	2	*	1	1	3	4	1	9	-	3
	32%	*38%*	*42%*	*25%*	*4%*	*20%*	*31%*	*35%*	*49%*	*21%*	*42%*	*-%*	*26%*
At the end of the week /within the week	**47**	*	-	-	-	-	-	-	-	-	1	-	1
	15%	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*	*7%*
At least a week later	**24**	5	1	-	-	-	-	2	-	2	3	-	1
	8%	*22%*	*40%*	*-%*	*-%*	*-%*	*-%*	*25%*	*-%*	*38%*	*17%*	*-%*	*11%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 109 (continuation)

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?

Base: All who don't open everything on the same day (QNQ3=2-4)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	*e	*f	*g	*h	i	j	*k	*l
Unweighted total	**309**	34	14	7	63	20	24	16	21	30	32	29	19
Weighted total	**315**	36	17	9	42	13	16	16	24	35	37	45	25
As soon as possible - likely the following day	**143**	17	5	2	19	8	10	6	7	13	21	26	8
	45%	*48%*	*31%*	*26%*	*45%*	*62%*	*59%*	*38%*	*29%*	*38%*	*55%*	*59%*	*33%*
Within a few days of receiving them	**101**	15	2	-	13	3	5	8	13	13	8	11	11
	32%	*41%*	*10%*	*-%*	*31%*	*25%*	*28%*	*47%*	*54%*	*37%*	*22%*	*25%*	*43%*
At the end of the week /within the week	**47**	3	8	4	3	2	1	1	2	9	5	4	6
	15%	*9%*	*46%*	*47%*	*7%*	*13%*	*6%*	*4%*	*10%*	*26%* d	*13%*	*8%*	*24%*
At least a week later	**24**	*	2	2	7	-	1	2	2	-	4	4	-
	8%	*1%*	*13%*	*27%*	*17%* ai	*-%*	*6%*	*11%*	*8%*	*-%*	*10%*	*8%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?
Base: All who don't open everything on the same day (QNQ3=2-4)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**309**	55	107	67	80
Weighted total	**315**	62	72	75	107
As soon as possible - likely the following day	**143**	25	37	26	55
	45%	*40%*	*51%* c	*35%*	*51%* c
Within a few days of receiving them	**101**	17	21	33	30
	32%	*27%*	*29%*	*44%* **bd**	*28%*
At the end of the week /within the week	**47**	15	6	12	15
	15%	*24%* b	*8%*	*16%*	*14%*
At least a week later	**24**	5	8	4	7
	8%	*8%*	*11%*	*5%*	*7%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 110

QNQ5. When you receive items of post how often do you reply via post on the same day?

Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total	**2000**	1920	51	18	11	80	692	457	116	50	48
Always	**123**	116	4	2	1	8	50	27	10	6	3
	6%	*6%*	*9%* a	*11%* a	*11%*	*9%* a	*7%*	*6%*	*9%*	*11%*	*6%*
Very often	**207**	196	6	3	2	11	64	55	13	4	8
	10%	*10%*	*12%*	*19%* **ab**	*15%*	*14%* a	*9%*	*12%*	*11%*	*9%*	*16%* a
Sometimes	**388**	368	13	4	2	20	137	75	19	12	9
	19%	*19%*	*26%* a	*23%*	*21%*	*25%* a	*20%*	*16%*	*16%*	*24%*	*18%*
Not very often	**588**	566	15	4	3	23	197	142	31	5	15
	29%	*29%*	*30%*	*24%*	*28%*	*28%*	*28%* d	*31%* d	*27%* d	*11%*	*30%* d
Never	**655**	640	11	3	1	15	239	157	40	23	14
	33%	*33%* **bcde**	*21%*	*15%*	*13%*	*19%*	*35%*	*34%*	*35%*	*45%* e	*29%*
N/A / Don't know / Can't remember	**38**	34	1	1	1	4	5	2	3	-	*
	2%	*2%*	*3%*	*8%* **ab**	*13%* **abe**	*5%* **ab**	*1%*	**%*	*3%* b	*-%*	**%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QNQ5. When you receive items of post how often do you reply via post on the same day?

Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total	**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
Always	**123**	15	10	13	10	7	22	19	6	3	104	7	6	6
	6%	*7%*	*8%*	*5%*	*15%*	*4%*	*7%*	*9%*	*4%*	*2%*	*6%*	*7%*	*6%*	*7%*
		i	i		**acefhijklm**		i	**ci**			i	i	i	i
Very often	**207**	13	12	29	9	14	38	11	23	23	172	12	8	15
	10%	*6%*	*11%*	*10%*	*14%*	*8%*	*12%*	*6%*	*14%*	*14%*	*10%*	*11%*	*8%*	*17%*
					ag		**ag**		**ag**	**ag**		**ag**		**acegjl**
Sometimes	**388**	41	27	70	14	33	50	40	31	19	326	21	24	17
	19%	*19%*	*24%*	*23%*	*21%*	*21%*	*15%*	*20%*	*19%*	*12%*	*19%*	*21%*	*24%*	*19%*
			i	**fi**		i		i			i	i	**fij**	
Not very often	**588**	68	29	80	16	50	98	60	54	48	503	30	28	27
	29%	*31%*	*26%*	*27%*	*24%*	*31%*	*30%*	*30%*	*33%*	*29%*	*29%*	*29%*	*28%*	*31%*
Never	**655**	79	36	100	16	53	111	62	46	68	571	30	31	23
	33%	*36%*	*31%*	*34%*	*24%*	*33%*	*34%*	*31%*	*28%*	*41%*	*33%*	*30%*	*31%*	*26%*
		m					m			**dhklm**	m			
N/A / Don't know / Can't remember	**38**	3	*	6	*	5	6	7	3	5	34	2	1	1
	2%	*1%*	*%*	*2%*	*1%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*1%*	*1%*
								m						

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 110 (continuation) Page 2024

QNQ5. When you receive items of post how often do you reply via post on the same day?

Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2398**	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total	**2000**	38	176	47	194	589	56	141	756	1548	452	1794	206
Always	**123**	4	6	4	18	34	6	11	40	91	33	114	10
	6%	*11%* b	*4%*	*8%*	*9%* **bh**	*6%*	*11%* **beh**	*8%*	*5%*	*6%*	*7%*	*6%*	*5%*
Very often	**207**	2	14	4	24	48	4	29	83	156	51	183	24
	10%	*5%*	*8%*	*8%*	*13%* e	*8%*	*6%*	*20%* **abcdefh**	*11%*	*10%*	*11%*	*10%*	*12%*
Sometimes	**388**	10	25	6	46	97	20	37	147	284	103	338	50
	19%	*26%* b	*14%*	*13%*	*24%* **be**	*16%*	*35%* **bcdeh**	*26%* **bce**	*19%*	*18%*	*23%* a	*19%*	*24%* a
Not very often	**588**	16	62	17	54	163	16	32	229	454	134	539	49
	29%	*41%* **deg**	*35%* **eg**	*36%*	*28%*	*28%*	*28%*	*23%*	*30%*	*29%*	*30%*	*30%* b	*24%*
Never	**655**	7	66	16	46	233	10	30	245	531	125	587	69
	33%	*17%*	*38%* **adfg**	*35%* **afg**	*24%*	*40%* **adfgh**	*17%*	*22%*	*32%* **adfg**	*34%* b	*28%*	*33%*	*33%*
N/A / Don't know / Can't remember	**38**	*	3	-	5	14	1	2	13	32	6	34	5
	2%	*1%*	*1%*	*-%*	*3%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QNQ5. When you receive items of post how often do you reply via post on the same day?
Base: All

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2398**	2274	124	1449	371	549
Weighted total	**2000**	1874	126	1243	290	433
Always	**123**	112	11	68	17	38
	6%	*6%*	*9%*	*5%*	*6%*	*9%* a
Very often	**207**	196	11	104	54	49
	10%	*10%*	*9%*	*8%*	*19%* **ac**	*11%*
Sometimes	**388**	362	26	223	69	93
	19%	*19%*	*21%*	*18%*	*24%* a	*22%*
Not very often	**588**	557	32	364	88	132
	29%	*30%*	*25%*	*29%*	*30%*	*30%*
Never	**655**	609	47	467	60	104
	33%	*32%*	*37%*	*38%* **bc**	*21%*	*24%*
N/A / Don't know / Can't remember	**38**	38	*	17	2	17
	2%	*2%*	*%*	*1%*	*1%*	*4%* **ab**

Columns Tested: a,b - a,b,c

QNQ5. When you receive items of post how often do you reply via post on the same day?
Base: All

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**2398**	1908	413	60	8	5	3	-	1	2321	77	904	1004	490
Weighted total	**2000**	1695	267	30	5	3	1	-	*	1962	38	905	790	305
Always	**123**	91	29	3	*	-	-	-	-	120	3	41	50	32
	6%	*5%*	*11%* **ai**	*11%*	*3%*	*-%*	*-%*	*-%*	*-%*	*6%*	*9%*	*5%*	*6%*	*11%* **ab**
Very often	**207**	154	48	3	-	2	-	-	-	202	5	48	106	53
	10%	*9%*	*18%* **ai**	*9%*	*-%*	*68%*	*-%*	*-%*	*-%*	*10%*	*12%*	*5%*	*13%* a	*17%* **ab**
Sometimes	**388**	332	52	1	2	*	*	-	-	385	3	164	168	56
	19%	*20%* **cj**	*20%* **cj**	*3%*	*39%*	*4%*	*59%*	*-%*	*-%*	*20%* **cj**	*8%*	*18%*	*21%*	*18%*
Not very often	**588**	513	68	6	1	*	-	-	*	581	7	255	259	75
	29%	*30%* j	*26%*	*20%*	*14%*	*10%*	*-%*	*-%*	*100%*	*30%* j	*18%*	*28%*	*33%* **ac**	*25%*
Never	**655**	576	62	17	*	*	*	-	-	637	18	384	192	80
	33%	*34%* b	*23%*	*57%* **abi**	*3%*	*9%*	*41%*	*-%*	*-%*	*32%* b	*47%* **abi**	*42%* **bc**	*24%*	*26%*
N/A / Don't know / Can't remember	**38**	28	7	*	2	*	-	-	-	36	2	14	15	10
	2%	*2%*	*3%*	*1%*	*40%*	*9%*	*-%*	*-%*	*-%*	*2%*	*6%* **ai**	*2%*	*2%*	*3%* a

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QNQ5. When you receive items of post how often do you reply via post on the same day?

Base: All

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total	**2398**	1469	998	1607	769	623	1539	1412	108	42	30	9	4	1
Weighted total	**2000**	1088	703	1219	609	435	1190	1113	54	27	17	3	4	*
Always	**123**	86	53	89	43	36	88	73	5	6	4	*	-	-
	6%	*8%*	*7%*	*7%*	*7%*	*8%*	*7%*	*7%*	*9%*	*22%* **ab**	*25%* **ab**	*12%*	*-%*	*-%*
Very often	**207**	140	102	152	73	56	157	130	13	5	4	*	-	-
	10%	*13%*	*15%*	*12%*	*12%*	*13%*	*13%*	*12%*	*24%* a	*19%*	*21%*	*5%*	*-%*	*-%*
Sometimes	**388**	267	163	285	130	107	263	258	14	5	6	*	2	-
	19%	*25%*	*23%*	*23%*	*21%*	*25%*	*22%*	*23%*	*27%*	*19%*	*33%*	*3%*	*52%*	*-%*
Not very often	**588**	333	232	384	180	122	370	357	14	7	2	1	2	*
	29%	*31%*	*33%* e	*31%*	*30%*	*28%*	*31%*	*32%* d	*26%*	*27%*	*13%*	*41%*	*45%*	*100%*
Never	**655**	249	146	297	174	107	286	283	7	3	1	1	*	-
	33%	*23%*	*21%*	*24%* b	*29%* **abcf**	*25%*	*24%*	*25%* **bd**	*12%*	*12%*	*7%*	*38%*	*3%*	*-%*
N/A / Don't know / Can't remember	**38**	13	7	14	10	7	26	13	1	*	-	-	-	-
	2%	*1%*	*1%*	*1%*	*2%*	*2%*	*2%* **abc**	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 110 (continuation)

QNQ5. When you receive items of post how often do you reply via post on the same day?

Base: All

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	***b**	***c**	***d**	***e**	***f**	***g**	***h**	a	b	c	d	***e**
Unweighted total	**2398**	733	17	11	4	1	3	-	4	487	391	399	316	13
Weighted total	**2000**	586	10	7	5	*	*	-	1	450	298	284	176	11
Always	**123**	42	*	1	-	-	-	-	-	21	22	25	18	3
	6%	*7%*	**%*	*16%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*7%*	*9%* a	*10%* a	*32%*
Very often	**207**	71	1	*	-	-	-	-	-	35	27	47	41	3
	10%	*12%*	*11%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*9%*	*16%* **ab**	*23%* **abc**	*26%*
Sometimes	**388**	124	2	2	2	*	-	-	*	94	75	59	52	3
	19%	*21%*	*20%*	*27%*	*35%*	*100%*	*-%*	*-%*	*22%*	*21%*	*25%*	*21%*	*30%* **ac**	*27%*
Not very often	**588**	175	3	1	-	-	*	-	*	142	104	93	43	2
	29%	*30%*	*29%*	*21%*	*-%*	*-%*	*30%*	*-%*	*24%*	*32%* d	*35%* d	*33%* d	*25%*	*16%*
Never	**655**	164	4	2	3	-	*	-	*	154	68	54	19	-
	33%	*28%*	*39%*	*31%*	*65%*	*-%*	*56%*	*-%*	*44%*	*34%* **bcd**	*23%* d	*19%* d	*11%*	*-%*
N/A / Don't know / Can't remember	**38**	10	-	*	-	-	*	-	*	4	2	6	2	-
	2%	*2%*	*-%*	*3%*	*-%*	*-%*	*13%*	*-%*	*10%*	*1%*	*1%*	*2%*	*1%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QNQ5. When you receive items of post how often do you reply via post on the same day?
Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
Always	**123**	13	9	13	7	*	31	-	11	108	16	88	1
	6%	*6%*	*6%*	*8%*	*9%*	*2%*	*8%*	*-%*	*7%*	*6%*	*6%*	*8%* b	*2%*
Very often	**207**	22	11	26	13	*	44	1	27	183	24	146	5
	10%	*11%*	*8%*	*15%* b	*15%* b	*8%*	*11%*	*6%*	*16%* a	*11%*	*9%*	*13%*	*10%*
Sometimes	**388**	52	33	27	17	*	87	6	37	354	34	281	4
	19%	*25%* c	*24%*	*16%*	*20%*	*10%*	*21%*	*25%*	*22%*	*20%* b	*13%*	*24%* b	*8%*
Not very often	**588**	61	46	55	14	3	116	7	56	510	78	355	29
	29%	*29%* d	*33%* d	*33%* d	*17%*	*54%*	*28%*	*27%*	*33%*	*29%*	*31%*	*30%*	*54%* a
Never	**655**	58	40	42	31	1	128	9	37	555	99	283	12
	33%	*28%*	*29%*	*25%*	*37%* c	*26%*	*31%* c	*37%* c	*22%*	*32%*	*39%* a	*24%*	*23%*
N/A / Don't know / Can't remember	**38**	2	*	6	2	-	6	1	3	34	4	12	2
	2%	*1%*	**%*	*3%* b	*3%*	*-%*	*1%*	*5%*	*2%*	*2%*	*2%*	*1%*	*3%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QNQ5. When you receive items of post how often do you reply via post on the same day?
Base: All

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	***d**
Unweighted total	**2398**	77	164	224	33	531	238	477	1370	220	1
Weighted total	**2000**	62	137	177	19	402	207	340	1009	122	2
Always	**123**	5	9	18	1	27	16	30	80	10	-
	6%	*8%*	*6%*	*10%*	*5%*	*7%*	*8%*	*9%*	*8%*	*8%*	*-%*
Very often	**207**	4	20	17	2	44	28	53	129	20	-
	10%	*6%*	*14%*	*10%*	*12%*	*11%*	*14%*	*16%*	*13%*	*16%*	*-%*
Sometimes	**388**	14	26	43	2	96	34	76	250	37	-
	19%	*22%*	*19%*	*25%*	*11%*	*24%* b	*16%*	*22%*	*25%*	*30%* a	*-%*
Not very often	**588**	21	48	56	9	115	65	116	304	38	2
	29%	*34%*	*35%*	*32%*	*49%* a	*29%*	*31%*	*34%*	*30%*	*31%*	*100%*
Never	**655**	18	34	40	4	115	60	61	234	16	-
	33%	*29%*	*25%*	*23%*	*22%*	*29%*	*29%*	*18%*	*23%* **ac**	*13%*	*-%*
N/A / Don't know / Can't remember	**38**	*	1	2	-	6	4	4	13	2	-
	2%	*1%*	*1%*	*1%*	*-%*	*1%*	*2%*	*1%*	*1%*	*1%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 110 (continuation)

QNQ5. When you receive items of post how often do you reply via post on the same day?

Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	2398	384	877	164	-	507	502	180	6	1409	943	594	1220	999	15
Weighted total	2000	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
Always	123	19	51	4	-	25	24	5	-	86	52	34	70	50	2
	6%	*7%*	*9%*	*4%*	*-%*	*6%*	*6%*	*5%*	*-%*	*8%*	*8%*	*8%*	*8%*	*7%*	*42%*
Very often	207	49	88	16	-	52	50	19	*	135	97	52	122	86	1
	10%	*18%*	*15%*	*18%*	*-%*	*13%*	*13%*	*16%*	*2%*	*13%*	*14%*	*12%*	*13%*	*12%*	*13%*
Sometimes	388	60	137	19	-	71	86	22	3	263	161	100	227	166	2
	19%	*22%*	*23%*	*21%*	*-%*	*18%*	*23%* a	*18%*	*78%*	*25%*	*24%*	*22%*	*25%*	*24%*	*44%*
Not very often	588	97	193	36	-	127	97	37	*	314	214	133	283	212	*
	29%	*35%*	*32%*	*40%*	*-%*	*32%* b	*26%*	*30%*	*6%*	*30%*	*32%*	*30%*	*31%*	*31%*	*1%*
Never	655	49	127	15	-	111	110	32	*	236	138	124	195	171	-
	33%	*18%*	*21%*	*16%*	*-%*	*28%*	*30%*	*27%*	*11%*	*23%*	*21%*	*28%* ab	*21%*	*25%*	*-%*
N/A / Don't know / Can't remember	38	4	5	2	-	9	4	5	*	11	5	6	9	8	-
	2%	*1%*	*1%*	*2%*	*-%*	*2%*	*1%*	*4%* b	*3%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 110 (continuation)

QNQ5. When you receive items of post how often do you reply via post on the same day?

Base: All

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	2398	423	297	367	117	92	1159	982	55	21	18	16
Weighted total	2000	291	204	274	75	52	860	688	37	16	19	11
Always	123	17	12	17	5	3	67	48	1	1	-	*
	6%	*6%*	*6%*	*6%*	*6%*	*6%*	*8%*	*7%*	*2%*	*3%*	*-%*	*3%*
Very often	207	47	23	36	15	9	115	79	4	1	2	2
	10%	*16%*	*11%*	*13%*	*20%* b	*17%*	*13%*	*12%*	*10%*	*3%*	*9%*	*16%*
Sometimes	388	73	53	54	16	10	211	169	6	7	2	2
	19%	*25%*	*26%*	*20%*	*21%*	*19%*	*24%*	*25%*	*17%*	*46%*	*13%*	*14%*
Not very often	588	80	59	92	21	16	255	207	17	1	7	2
	29%	*27%*	*29%*	*34%* a	*27%*	*32%*	*30%*	*30%*	*46%*	*4%*	*38%*	*13%*
Never	655	72	56	71	18	12	201	177	6	7	8	6
	33%	*25%*	*27%*	*26%*	*24%*	*23%*	*23%*	*26%*	*17%*	*43%*	*41%*	*54%*
N/A / Don't know / Can't remember	38	2	2	4	1	2	10	8	3	-	-	-
	2%	*1%*	*1%*	*1%*	*1%*	*4%* a	*1%*	*1%*	*9%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 110 (continuation)

QNQ5. When you receive items of post how often do you reply via post on the same day?

Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2398**	2133	1685	2163	1761	2322	1313	2167	561	4	1928	65	301	1938
Weighted total	**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
Always	**123**	111	87	113	87	111	65	110	23	-	98	7	15	98
	6%	*6%*	*7%*	*6%*	*6%*	*6%*	*6%*	*6%*	*6%*	*-%*	*6%*	*13%* a	*6%*	*6%*
Very often	**207**	187	154	193	150	204	123	187	44	-	172	3	28	161
	10%	*11%*	*12%*	*11%*	*11%*	*11%*	*12%*	*11%*	*11%*	*-%*	*11%*	*6%*	*11%*	*10%*
Sometimes	**388**	359	285	361	278	376	189	356	82	-	321	7	43	332
	19%	*21%*	*22%*	*21%*	*20%*	*20%*	*18%*	*20%*	*21%*	*-%*	*20%*	*14%*	*17%*	*21%*
Not very often	**588**	516	412	526	427	574	339	531	118	3	464	14	69	474
	29%	*30%*	*31%*	*30%*	*30%*	*30%*	*32%*	*30%*	*30%*	*59%*	*30%*	*27%*	*27%*	*30%*
Never	**655**	523	353	530	450	618	329	552	115	2	480	21	92	488
	33%	*30%* b	*27%*	*30%* b	*32%* b	*32%* b	*31%*	*31%*	*29%*	*41%*	*31%*	*40%*	*36%*	*31%*
N/A / Don't know / Can't remember	**38**	28	21	30	19	36	15	28	10	-	32	*	8	26
	2%	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*-%*	*2%*	**%*	*3%*	*2%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QNQ5. When you receive items of post how often do you reply via post on the same day?
Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	2398	418	17	97	392	257	1716	412	297	107	1967	1353	1045
Weighted total	2000	376	13	86	352	193	1472	320	259	98	1624	1093	907
Always	123	32	-	2	31 a	14	89	18	14	7	102	73	50
	6%	8%	-%	3%	9%	7%	6%	6%	5%	7%	6%	7%	6%
Very often	207	42	*	9	36	30 bc	150	23	29	8	170	126 b	81
	10%	11%	1%	10%	10%	16%	10%	7%	11%	8%	10%	12%	9%
Sometimes	388	54	*	17	49	34	288	63	34	16	336 a	211	177
	19%	14%	1%	19%	14%	18%	20%	20%	13%	16%	21%	19%	20%
Not very often	588	114	2	23	109	56	427	105	74	34	475	328	260
	29%	30%	19%	27%	31%	29%	29%	33%	29%	35%	29%	30%	29%
Never	655	129	10	33	121	53	487	107	103 c	33	508	338	317 a
	33%	34%	77%	38%	35%	27%	33%	34%	40%	34%	31%	31%	35%
N/A / Don't know / Can't remember	38	5	*	3	5	6 c	29	3	5	*	33	16	22
	2%	1%	2%	3%	1%	3%	2%	1%	2%	*%	2%	2%	2%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 110 (continuation)

QNQ5. When you receive items of post how often do you reply via post on the same day?

Base: All

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2398**	387	59	177	91	126	57	208	134	112	256	36	134
Weighted total	**2000**	152	17	69	34	49	21	82	50	47	112	15	73
Always	**123**	11	2	7	3	2	4	7	6	3	7	*	4
	6%	*7%*	*9%*	*10%*	*9%*	*5%*	*20%* **ac**	*9%*	*12%* a	*7%*	*7%*	*2%*	*5%*
Very often	**207**	17	1	8	5	8	1	11	3	7	11	*	7
	10%	*11%*	*4%*	*12%*	*14%* b	*16%* **bd**	*3%*	*13%* **bd**	*6%*	*15%* c	*10%*	*2%*	*10%*
Sometimes	**388**	35	3	15	6	11	7	21	12	13	18	3	16
	19%	*23%*	*18%*	*22%*	*16%*	*22%*	*32%*	*25%*	*25%*	*28%* b	*16%*	*17%*	*23%*
Not very often	**588**	51	7	18	10	13	4	23	17	12	34	8	18
	29%	*33%*	*39%* c	*26%*	*30%*	*26%*	*21%*	*28%*	*33%*	*26%*	*30%*	*54%* **abd**	*25%*
Never	**655**	36	5	20	10	15	5	18	12	11	39	4	26
	33%	*24%*	*29%*	*29%*	*29%*	*31%*	*22%*	*23%*	*24%*	*23%*	*35%* a	*24%*	*36%* a
N/A / Don't know / Can't remember	**38**	2	-	1	*	*	*	1	*	*	2	-	1
	2%	*2%*	*-%*	*2%*	**%*	**%*	*1%*	*1%*	*1%*	**%*	*2%*	*-%*	*2%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 110 (continuation)

QNQ5. When you receive items of post how often do you reply via post on the same day?

Base: All

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2398**	331	128	41	563	172	162	184	142	174	209	155	137
Weighted total	**2000**	289	154	57	261	123	116	150	141	209	187	184	130
Always	**123**	24	11	7	15	4	6	8	10	11	13	9	3
	6%	*8%*	*7%*	*13%*	*6%*	*3%*	*6%*	*6%*	*7%*	*5%*	*7%*	*5%*	*2%*
		el		**el**									
Very often	**207**	22	20	5	27	22	17	25	12	24	10	9	14
	10%	*8%*	*13%*	*9%*	*10%*	*18%*	*14%*	*16%*	*8%*	*12%*	*5%*	*5%*	*11%*
			jk		j	**adhjk**	**ajk**	**adhjk**		**jk**			
Sometimes	**388**	59	22	12	53	24	21	21	34	42	25	45	29
	19%	*21%*	*14%*	*21%*	*20%*	*20%*	*18%*	*14%*	*24%*	*20%*	*13%*	*25%*	*22%*
		j			j				**bgj**			**bgj**	j
Not very often	**588**	87	47	24	75	34	38	44	34	53	61	53	38
	29%	*30%*	*31%*	*42%*	*29%*	*28%*	*32%*	*29%*	*24%*	*26%*	*33%*	*29%*	*29%*
				hi									
Never	**655**	89	49	9	87	38	33	48	50	76	72	61	45
	33%	*31%*	*32%*	*15%*	*33%*	*31%*	*29%*	*32%*	*35%*	*36%*	*39%*	*33%*	*35%*
		c	c		c	c		c	c	c	**cf**	c	c
N/A / Don't know / Can't remember	**38**	7	6	-	5	-	1	4	2	2	5	6	1
	2%	*2%*	*4%*	*-%*	*2%*	*-%*	*1%*	*3%*	*2%*	*1%*	*2%*	*3%*	*1%*
		e	e					e			e	e	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

QNQ5. When you receive items of post how often do you reply via post on the same day?
Base: All

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2398**	500	897	500	501
Weighted total	**2000**	500	500	500	500
Always	**123**	43	26	29	25
	6%	*9%*	*5%*	*6%*	*5%*
		bd			
Very often	**207**	47	65	61	34
	10%	*9%*	*13%*	*12%*	*7%*
			ad	d	
Sometimes	**388**	93	98	98	99
	19%	*19%*	*20%*	*20%*	*20%*
Not very often	**588**	158	147	131	152
	29%	*32%*	*29%*	*26%*	*30%*
Never	**655**	146	158	173	178
	33%	*29%*	*32%*	*35%*	*36%*
					a
N/A / Don't know / Can't remember	**38**	13	6	8	11
	2%	*3%*	*1%*	*2%*	*2%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 111 Page 2038

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2239**	1572	424	151	92	667	590	427	128	82	142
Weighted total	**1837**	1760	48	18	10	76	646	421	107	48	43
6am - 8.59am	**26**	25	*	1	*	1	9	4	1	1	2
	1%	*1%*	*1%*	*5%* **abe**	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*4%* **ab**
9am - 11.59am	**1102**	1053	31	10	7	48	362	247	77	32	27
	60%	*60%*	*64%*	*57%*	*69%*	*63%*	*56%*	*59%*	*72%* **ab**	*67%*	*63%*
12pm - 2.59pm	**462**	444	12	5	1	18	177	117	18	12	10
	25%	*25%* d	*24%* d	*27%* d	*12%*	*23%* d	*27%* c	*28%* c	*17%*	*25%*	*23%*
3pm - 5.59pm	**24**	24	*	-	*	*	8	10	-	1	*
	1%	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*2%*	*-%*	*2%*	**%*
6pm - 5.59am	**8**	8	*	*	*	*	3	3	1	-	*
	****%***	**%*	**%*	**%*	*1%*	**%*	*1%*	*1%*	*1%*	*-%*	*1%*
Don't know	**214**	206	4	2	2	8	87	40	9	2	4
	12%	*12%*	*9%*	*11%*	*17%* b	*11%*	*13%* d	*10%*	*8%*	*4%*	*9%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 111 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2239**	176	85	244	60	137	262	165	134	144	1407	298	271	263
Weighted total	**1837**	206	110	273	64	141	289	181	147	151	1562	98	92	84
6am - 8.59am	**26**	3	3	1	-	*	-	3	5	4	20	*	3	3
	1%	*2%*	*3%*	**%*	*-%*	**%*	*-%*	*2%*	*4%*	*2%*	*1%*	*1%*	*4%*	*3%*
		f	f					f	**cefjk**	f			**cefjk**	**cefjk**
9am - 11.59am	**1102**	153	64	154	39	71	186	102	90	74	934	65	57	46
	60%	*74%*	*58%*	*57%*	*60%*	*50%*	*65%*	*56%*	*62%*	*49%*	*60%*	*67%*	*61%*	*55%*
		bcdefgh ijlm					**eim**		i		**ei**	**cegijm**	**ei**	
12pm - 2.59pm	**462**	32	23	64	20	44	73	57	31	48	393	23	19	27
	25%	*15%*	*21%*	*23%*	*32%*	*31%*	*25%*	*32%*	*21%*	*32%*	*25%*	*23%*	*21%*	*32%*
				a	a	**al**	a	**akl**		**al**	a	a		**abchjkl**
3pm - 5.59pm	**24**	1	2	1	-	2	2	3	1	4	16	2	4	2
	1%	*1%*	*2%*	**%*	*-%*	*1%*	*1%*	*2%*	*1%*	*3%*	*1%*	*2%*	*4%*	*2%*
										c			**acfj**	
6pm - 5.59am	**8**	-	-	1	1	1	3	-	-	1	7	*	*	*
	****%***	*-%*	*-%*	**%*	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*	**%*	**%*	**%*	**%*
Don't know	**214**	17	18	51	4	23	24	15	18	20	192	7	9	6
	12%	*8%*	*17%*	*19%*	*7%*	*17%*	*8%*	*9%*	*12%*	*13%*	*12%*	*7%*	*10%*	*8%*
			afkmadfgjkl	m		**afgklm**				k	**km**			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 111 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2239**	56	211	55	224	566	77	153	895	1575	664	1951	288
Weighted total	**1837**	37	144	47	185	513	56	137	716	1420	417	1653	183
6am - 8.59am	**26**	*	1	-	2	5	3	-	14	16	10	23	4
	1%	*1%*	*1%*	*-%*	*1%*	*1%*	*6%* **bdegh**	*-%*	*2%*	*1%*	*3%* a	*1%*	*2%*
9am - 11.59am	**1102**	17	78	26	119	318	30	80	432	859	242	988	114
	60%	*47%*	*55%*	*55%*	*64%* **ab**	*62%* a	*54%*	*58%*	*60%* a	*61%*	*58%*	*60%*	*62%*
12pm - 2.59pm	**462**	17	38	13	44	128	18	40	165	334	128	416	46
	25%	*44%* **bdegh**	*27%*	*28%*	*24%*	*25%*	*32%*	*29%*	*23%*	*24%*	*31%* a	*25%*	*25%*
3pm - 5.59pm	**24**	1	2	-	6	4	-	2	9	20	5	24	*
	1%	*3%*	*1%*	*-%*	*3%* **eh**	*1%*	*-%*	*2%*	*1%*	*1%*	*1%*	*1%*	**%*
6pm - 5.59am	**8**	*	1	2	1	1	*	*	2	5	3	8	-
	****%***	**%*	*1%*	*5%* **bdegh**	*1%*	**%*	*1%*	**%*	**%*	**%*	*1%*	**%*	*-%*
Don't know	**214**	2	22	6	14	57	4	15	95	186	28	195	20
	12%	*5%*	*16%* **ad**	*13%*	*7%*	*11%*	*8%*	*11%*	*13%* d	*13%* b	*7%*	*12%*	*11%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2239**	2124	115	1362	350	505
Weighted total	**1837**	1721	115	1153	271	388
6am - 8.59am	**26**	23	3	13	4	9
	1%	*1%*	*3%*	*1%*	*1%*	*2%*
9am - 11.59am	**1102**	1037	64	698	147	244
	60%	*60%*	*56%*	*60%*	*54%*	*63%*
				b		b
12pm - 2.59pm	**462**	430	32	289	75	91
	25%	*25%*	*28%*	*25%*	*28%*	*24%*
3pm - 5.59pm	**24**	24	1	15	6	3
	1%	*1%*	*1%*	*1%*	*2%*	*1%*
					c	
6pm - 5.59am	**8**	8	*	6	1	*
	%	*%*	*%*	*1%*	*%*	*%*
Don't know	**214**	200	15	132	37	40
	12%	*12%*	*13%*	*11%*	*14%*	*10%*

Columns Tested: a,b - a,b,c

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**2239**	1798	376	51	7	3	3	-	1	2174	65	855	943	441
Weighted total	**1837**	1568	237	25	4	2	1	-	*	1805	32	852	716	269
6am - 8.59am	**26**	22	4	*	-	-	-	-	-	26	*	12	10	4
	1%	*1%*	*2%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*1%*	*1%*	*2%*
9am - 11.59am	**1102**	915	159	20	4	2	1	-	*	1074	27	493	423	187
	60%	*58%*	*67%*	*82%*	*98%*	*95%*	*100%*	*-%*	*100%*	*60%*	*86%*	*58%*	*59%*	*70%*
			ai	**abi**							**abi**			**ab**
12pm - 2.59pm	**462**	404	56	2	*	*	-	-	-	460	3	217	187	58
	25%	*26%*	*24%*	*9%*	*2%*	*5%*	*-%*	*-%*	*-%*	*25%*	*8%*	*25%*	*26%*	*22%*
		cj	**cj**							**cj**				
3pm - 5.59pm	**24**	22	1	2	-	-	-	-	-	23	2	12	9	2
	1%	*1%*	**%*	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*5%*	*1%*	*1%*	*1%*
				abi							**abi**			
6pm - 5.59am	**8**	6	1	-	-	-	-	-	-	8	-	3	3	1
	****%***	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	**%*	*1%*
Don't know	**214**	199	15	*	-	-	-	-	-	214	*	115	84	16
	12%	*13%*	*6%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*12%*	*1%*	*13%*	*12%*	*6%*
		bcj								**bcj**		c	c	

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	***d**	***e**	***f**	***g**
Unweighted total	**2239**	1417	954	1545	688	594	1439	1359	104	38	29	9	4	1
Weighted total	**1837**	1049	672	1172	532	412	1093	1073	52	23	17	3	4	*
6am - 8.59am	**26**	14	7	14	5	10	18	12	2	*	-	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*4%*	**%*	*-%*	*-%*	*-%*	*-%*
						bcd			a					
9am - 11.59am	**1102**	632	408	699	326	250	648	632	40	15	8	1	2	*
	60%	*60%*	*61%*	*60%*	*61%*	*61%*	*59%*	*59%*	*78%*	*67%*	*47%*	*21%*	*48%*	*100%*
									a					
12pm - 2.59pm	**462**	271	176	312	141	100	301	294	2	4	6	2	2	-
	25%	*26%*	*26%*	*27%*	*27%*	*24%*	*28%*	*27%*	*5%*	*18%*	*38%*	*79%*	*52%*	*-%*
								b		b				
3pm - 5.59pm	**24**	15	11	18	4	1	13	16	2	-	-	-	-	-
	1%	*1%*	*2%*	*1%*	*1%*	**%*	*1%*	*1%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*
		e	e	e										
6pm - 5.59am	**8**	4	3	5	3	1	6	5	-	-	*	-	-	-
	****%***	**%*	**%*	**%*	*1%*	**%*	*1%*	**%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*
Don't know	**214**	113	67	125	52	50	108	115	5	3	2	-	-	-
	12%	*11%*	*10%*	*11%*	*10%*	*12%*	*10%*	*11%*	*9%*	*15%*	*13%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**2239**	655	14	11	4	1	3	-	4	469	370	386	306	13
Weighted total	**1837**	510	9	7	5	*	*	-	1	432	281	273	173	11
6am - 8.59am	**26**	5	-	-	-	-	-	-	-	5	2	4	4	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*1%*	*2%*	*-%*
9am - 11.59am	**1102**	308	8	6	4	-	*	-	*	237	168	175	113	7
	60%	*60%*	*88%*	*86%*	*66%*	*-%*	*100%*	*-%*	*78%*	*55%*	*60%*	*64%* a	*65%* a	*60%*
12pm - 2.59pm	**462**	137	1	1	2	*	-	-	*	128	72	65	44	3
	25%	*27%*	*12%*	*14%*	*34%*	*100%*	*-%*	*-%*	*22%*	*30%*	*25%*	*24%*	*25%*	*23%*
3pm - 5.59pm	**24**	4	-	-	-	-	-	-	-	8	8	*	2	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%* c	*3%* c	**%*	*1%*	*-%*
6pm - 5.59am	**8**	3	-	-	-	-	-	-	-	2	1	1	*	-
	****%***	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	**%*	**%*	*-%*
Don't know	**214**	52	-	-	-	-	-	-	-	53	31	28	11	2
	12%	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*12%* d	*11%* d	*10%*	*6%*	*17%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted total	**2239**	237	153	175	112	10	401	33	251	2117	122	1530	14
Weighted total	**1837**	191	119	145	73	3	344	23	162	1744	93	1165	6
6am - 8.59am	**26**	1	2	2	*	-	4	-	1	25	1	14	-
	1%	**%*	*2%*	*1%*	**%*	*-%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*-%*
9am - 11.59am	**1102**	112	68	90	53	2	217	12	94	1041	61	693	6
	60%	*59%*	*57%*	*62%*	*72%* **ab**	*57%*	*63%*	*52%*	*58%*	*60%*	*66%*	*59%*	*97%*
12pm - 2.59pm	**462**	58	34	36	12	1	88	8	45	443	19	310	*
	25%	*30%* d	*29%* d	*25%*	*16%*	*39%*	*26%*	*36%*	*27%*	*25%*	*20%*	*27%*	*1%*
3pm - 5.59pm	**24**	1	*	-	3	-	4	-	1	24	*	18	-
	1%	**%*	**%*	*-%*	*5%* **abc**	*-%*	*1%*	*-%*	**%*	*1%*	**%*	*2%*	*-%*
6pm - 5.59am	**8**	1	2	-	*	-	2	*	1	8	-	5	-
	****%***	*1%*	*2%*	*-%*	**%*	*-%*	*1%*	**%*	*1%*	**%*	*-%*	**%*	*-%*
Don't know	**214**	18	12	16	5	*	29	3	20	203	11	125	*
	12%	*10%*	*10%*	*11%*	*7%*	*4%*	*8%*	*12%*	*13%*	*12%*	*12%*	*11%*	*2%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**2239**	77	152	224	28	531	157	459	1325	207	-
Weighted total	**1837**	62	123	177	16	402	130	325	977	114	-
6am - 8.59am	**26**	1	1	2	-	4	1	2	13	3	-
	1%	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*2%* a	*-%*
9am - 11.59am	**1102**	32	75	106	12	248	78	197	586	67	-
	60%	*53%*	*62%*	*60%*	*76%*	*62%*	*60%*	*61%*	*60%*	*59%*	*-%*
12pm - 2.59pm	**462**	23	33	50	1	103	39	85	249	29	-
	25%	*37%*	*27%*	*28%*	*8%*	*26%*	*30%*	*26%*	*26%*	*26%*	*-%*
3pm - 5.59pm	**24**	2	*	2	-	4	-	5	14	2	-
	1%	*3%*	*%*	*1%*	*-%*	*1%*	*-%*	*1%*	*1%*	*2%*	*-%*
6pm - 5.59am	**8**	-	*	*	-	3	*	2	4	1	-
	%	*-%*	*%*	*%*	*-%*	*1%*	*%*	*1%*	*%*	*1%*	*-%*
Don't know	**214**	4	12	16	2	40	12	34	111	11	-
	12%	*6%*	*10%*	*9%*	*16%*	*10%*	*9%*	*10%*	*11%*	*9%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**2239**	366	839	148	-	442	464	158	6	1409	943	594	1220	999	15
Weighted total	**1837**	265	575	79	-	334	336	103	4	1044	668	448	907	692	5
6am - 8.59am	**26**	1	7	2	-	5	1	*	-	14	7	5	8	7	-
	1%	**%*	*1%*	*3%* a	*-%*	*1%*	**%*	**%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*
9am - 11.59am	**1102**	157	342	49	-	190	213	55	3	630	405	274	529	439	3
	60%	*59%*	*59%*	*61%*	*-%*	*57%*	*64%* **ac**	*53%*	*58%*	*60%*	*61%*	*61%*	*58%*	*63%* a	*65%*
12pm - 2.59pm	**462**	73	147	12	-	101	78	21	2	268	174	115	247	160	*
	25%	*28%* c	*25%* c	*15%*	*-%*	*30%* **bc**	*23%*	*20%*	*39%*	*26%*	*26%*	*26%*	*27%* b	*23%*	*2%*
3pm - 5.59pm	**24**	7	11	2	-	4	4	4	-	15	11	4	16	7	-
	1%	*3%*	*2%*	*2%*	*-%*	*1%*	*1%*	*4%* a	*-%*	*1%*	*2%*	*1%*	*2%*	*1%*	*-%*
6pm - 5.59am	**8**	3	3	1	-	3	3	1	-	4	3	3	4	4	1
	****%***	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*-%*	**%*	**%*	*1%*	**%*	*1%*	*20%*
Don't know	**214**	24	65	14	-	32	36	22	*	113	67	46	102	76	1
	12%	*9%*	*11%*	*18%* **ab**	*-%*	*9%*	*11%*	*22%* **ab**	*3%*	*11%*	*10%*	*10%*	*11%*	*11%*	*13%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2239**	399	280	339	109	86	1159	982	55	21	18	16
Weighted total	**1837**	273	191	243	69	50	860	688	37	16	19	11
6am - 8.59am	**26**	3	1	3	*	*	7	7	1	-	-	-
	1%	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	*3%*	*-%*	*-%*	*-%*
9am - 11.59am	**1102**	164	114	137	37	28	498	433	27	5	12	9
	60%	*60%*	*60%*	*56%*	*54%*	*55%*	*58%*	*63%* a	*75%*	*33%*	*65%*	*81%*
12pm - 2.59pm	**462**	71	52	72	13	8	230	164	7	4	4	-
	25%	*26%*	*27%* e	*29%* **de**	*18%*	*16%*	*27%*	*24%*	*19%*	*25%*	*21%*	*-%*
3pm - 5.59pm	**24**	4	4	4	2	4	15	7	*	-	-	-
	1%	*2%*	*2%*	*2%*	*3%*	*7%* **abc**	*2%*	*1%*	**%*	*-%*	*-%*	*-%*
6pm - 5.59am	**8**	3	*	3	*	*	4	3	1	-	-	-
	****%***	*1%*	**%*	*1%*	**%*	**%*	**%*	**%*	*3%*	*-%*	*-%*	*-%*
Don't know	**214**	29	20	25	16	10	106	74	*	7	3	2
	12%	*10%*	*10%*	*10%*	*24%* **abc**	*21%* **abc**	*12%*	*11%*	*1%*	*42%*	*14%*	*19%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 111 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2239**	1998	1579	2026	1638	2169	1207	2024	516	3	1928	65	301	1938
Weighted total	**1837**	1588	1214	1613	1289	1762	950	1623	355	3	1566	53	257	1580
6am - 8.59am	**26**	22	17	22	15	25	8	21	1	-	22	3 a	1	25
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*-%*	*1%*	*6%*	**%*	*2%*
9am - 11.59am	**1102**	951	735	967	777	1062	573	974	218	3	987 b	25	143	959
	60%	*60%*	*61%*	*60%*	*60%*	*60%*	*60%*	*60%*	*61%*	*95%*	*63%*	*47%*	*55%*	*61%*
12pm - 2.59pm	**462**	409	302	415	326	441	242	415	76	-	378	16	75	387
	25%	*26%*	*25%*	*26%*	*25%*	*25%*	*25%*	*26%*	*22%*	*-%*	*24%*	*31%*	*29%*	*24%*
3pm - 5.59pm	**24**	21	16	21	15	22	14	21	5	-	14	3 a	5	20
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*-%*	*1%*	*5%*	*2%*	*1%*
6pm - 5.59am	**8**	7	7	8	7	8	6	8	3	-	5	*	1	6
	****%***	**%*	*1%*	**%*	*1%*	**%*	*1%*	**%*	*1%*	*-%*	**%*	*1%*	*1%*	**%*
Don't know	**214**	178	138	180	149	203	107	183	52 b	*	159	6	32	183
	12%	*11%*	*11%*	*11%*	*12%*	*12%*	*11%*	*11%*	*15%*	*5%*	*10%*	*11%*	*12%*	*12%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 111 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2239**	280	12	63	267	228	1612	387	224	86	1908	1266	973
Weighted total	**1837**	240	7	54	221	169	1360	293	187	76	1560	1000	836
6am - 8.59am	**26**	3	-	*	3	1	18	6	1	*	25	11	15
	1%	*1%*	*-%*	**%*	*1%*	*1%*	*1%*	*2%*	*1%*	**%*	*2%*	*1%*	*2%*
9am - 11.59am	**1102**	151	4	39	134	111	811	169	126	53	913	600	502
	60%	*63%*	*63%*	*73%*	*61%*	*66%*	*60%*	*58%*	*68%* c	*70%* c	*59%*	*60%*	*60%*
12pm - 2.59pm	**462**	64	2	11	60	36	344	80	38	17	404	262	200
	25%	*27%*	*34%*	*21%*	*27%*	*21%*	*25%*	*27%*	*20%*	*23%*	*26%*	*26%*	*24%*
3pm - 5.59pm	**24**	2	-	-	2	-	23	1	4	-	20	18	7
	1%	*1%*	*-%*	*-%*	*1%*	*-%*	*2%* a	**%*	*2%*	*-%*	*1%*	*2%*	*1%*
6pm - 5.59am	**8**	-	-	-	*	1	6	1	-	-	8	3	5
	****%***	*-%*	*-%*	*-%*	**%*	*1%*	**%*	**%*	*-%*	*-%*	*1%*	**%*	*1%*
Don't know	**214**	21	*	3	22	19	158	35	18	5	189	106	108
	12%	*9%*	*2%*	*6%*	*10%*	*11%*	*12%*	*12%*	*10%*	*7%*	*12%*	*11%*	*13%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2239**	368	51	165	78	120	52	200	127	105	242	34	129
Weighted total	**1837**	143	12	65	28	48	19	80	46	42	103	15	70
6am - 8.59am	**26**	4	1	*	*	*	*	1	1	4	*	1	-
	1%	*2%*	*11%* **acd**	**%*	**%*	**%*	**%*	*2%*	*2%*	*8%* **bd**	**%*	*7%* **bd**	*-%*
9am - 11.59am	**1102**	81	5	41	17	30	15	49	28	23	62	8	39
	60%	*57%*	*46%*	*63%* b	*60%*	*62%*	*78%* **cd**	*60%*	*61%*	*55%*	*60%*	*54%*	*55%*
12pm - 2.59pm	**462**	35	3	19	8	14	2	19	8	12	20	4	22
	25%	*25%*	*22%*	*28%*	*28%*	*28%* **bd**	*10%*	*23%* b	*17%*	*28%*	*19%*	*25%*	*31%* b
3pm - 5.59pm	**24**	1	-	-	-	-	-	1	-	*	1	-	1
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*1%*	*1%*	*-%*	*2%*
6pm - 5.59am	**8**	5	*	2	1	2	*	3	2	*	2	2	2
	****%***	*3%*	*3%*	*4%*	*5%*	*5%*	*2%*	*4%*	*5%*	**%*	*2%*	*14%* **abd**	*3%*
Don't know	**214**	17	2	3	2	2	2	7	7	3	17	*	6
	12%	*12%* c	*19%* c	*5%*	*8%*	*4%*	*11%*	*9%*	*15%* a	*8%*	*17%* **acd**	**%*	*9%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 111 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2239**	314	116	37	532	162	150	168	135	158	196	141	130
Weighted total	**1837**	273	136	51	244	116	107	135	133	191	168	163	119
6am - 8.59am	**26**	7	*	-	6	3	3	*	1	2	3	1	1
	1%	*2%*	**%*	*-%*	*2%*	*3%*	*3%* g	**%*	*1%*	*1%*	*2%*	**%*	*1%*
9am - 11.59am	**1102**	177	73	29	137	68	64	77	89	115	100	103	70
	60%	*65%* **bd**	*54%*	*58%*	*56%*	*58%*	*60%*	*57%*	*66%* **bd**	*60%*	*60%*	*63%*	*59%*
12pm - 2.59pm	**462**	65	43	16	61	38	28	47	24	37	40	35	29
	25%	*24%*	*32%* **hi**	*32%*	*25%*	*32%* **ahik**	*26%*	*35%* **adhijk**	*18%*	*19%*	*24%*	*21%*	*24%*
3pm - 5.59pm	**24**	4	2	*	3	1	2	2	2	5	-	2	1
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	*3%* j	*-%*	*1%*	*1%*
6pm - 5.59am	**8**	-	-	-	7	1	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*3%* **afgijk**	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**214**	20	17	5	30	5	10	9	18	33	25	24	18
	12%	*7%*	*13%* e	*9%*	*12%* **aeg**	*5%*	*9%*	*7%*	*14%* **aeg**	*17%* **aefg**	*15%* **aeg**	*14%* **aeg**	*16%* **aeg**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2239**	467	844	461	467
Weighted total	**1837**	460	467	460	449
6am - 8.59am	**26**	7	12	3	4
	1%	*2%*	*3%*	*1%*	*1%*
			cd		
9am - 11.59am	**1102**	280	269	280	272
	60%	*61%*	*58%*	*61%*	*61%*
12pm - 2.59pm	**462**	124	127	107	104
	25%	*27%*	*27%*	*23%*	*23%*
3pm - 5.59pm	**24**	6	6	9	3
	1%	*1%*	*1%*	*2%*	*1%*
6pm - 5.59am	**8**	-	8	-	-
	****%***	*-%*	*2%*	*-%*	*-%*
			acd		
Don't know	**214**	42	45	60	67
	12%	*9%*	*10%*	*13%*	*15%*
					ab

Columns Tested: a,b,c,d

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All using RM (QV4=1)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2239**	1572	424	151	92	667	590	427	128	82	142
Weighted total	**1837**	1760	48	18	10	76	646	421	107	48	43
Very Dissatisfied	**14**	13	*	*	-	1	6	-	4	-	*
	1%	*1%*	**%*	*2%*	*-%*	*1%*	*1%* b	*-%*	*4%* **ab**	*-%*	*1%*
Fairly Dissatisfied	**39**	37	1	*	*	2	16	3	3	2	*
	2%	*2%*	*3%*	*2%*	*1%*	*2%*	*2%* b	*1%*	*3%* b	*4%* **be**	**%*
Neither Satisfied Nor Dissatisfied	**212**	204	4	2	2	8	82	52	13	3	4
	12%	*12%*	*9%*	*10%*	*18%* **be**	*10%*	*13%*	*12%*	*12%*	*7%*	*10%*
Fairly Satisfied	**683**	653	19	7	4	30	255	166	41	13	10
	37%	*37%*	*39%*	*39%*	*36%*	*39%*	*40%* **de**	*40%* **de**	*39%* e	*27%*	*24%*
Very Satisfied	**883**	847	24	8	5	37	286	199	45	30	28
	48%	*48%*	*49%*	*48%*	*45%*	*48%*	*44%*	*47%*	*43%*	*62%* **abc**	*65%* **abc**
Don't Know (DO NOT READ OUT)	**6**	6	-	-	-	-	-	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**1566**	1500	42	15	8	66	542	365	87	43	38
	85%	*85%*	*88%* d	*87%*	*81%*	*87%*	*84%*	*87%*	*81%*	*89%*	*89%*
NET: Dissatisfied	**53**	51	2	1	*	2	22	3	7	2	*
	3%	*3%*	*3%*	*3%*	*1%*	*3%*	*3%* b	*1%*	*7%* **be**	*4%* b	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 112 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2239**	176	85	244	60	137	262	165	134	144	1407	298	271	263
Weighted total	**1837**	206	110	273	64	141	289	181	147	151	1562	98	92	84
Very Dissatisfied	**14**	2	*	4	-	-	1	2	2	2	12	1	*	-
	1%	*1%*	**%*	*1%*	*-%*	*-%*	**%*	*1%*	*2%* m	*1%*	*1%*	*1%*	*1%*	*-%*
Fairly Dissatisfied	**39**	5	2	4	1	2	7	4	6	3	34	2	3	*
	2%	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*4%* m	*2%*	*2%*	*2%*	*3%* m	*1%*
Neither Satisfied Nor Dissatisfied	**212**	14	16	44	*	17	29	12	20	29	182	12	11	6
	12%	*7%*	*14%* d	*16%* **adfgjm**	**%*	*12%* d	*10%* d	*7%*	*14%* **adm**	*19%* **adfgjlm**	*12%* d	*13%* **adm**	*12%* d	*8%* d
Fairly Satisfied	**683**	81	45	107	24	50	109	80	57	47	599	24	31	28
	37%	*39%* k	*41%* k	*39%* k	*37%*	*35%* k	*38%* k	*44%* **iklm**	*39%* k	*31%*	*38%* k	*25%*	*33%* k	*34%* k
Very Satisfied	**883**	105	46	114	37	72	141	83	61	70	729	59	47	49
	48%	*51%*	*41%*	*42%*	*58%* **bch**	*51%*	*49%*	*46%*	*42%*	*47%*	*47%*	*60%* **bcfghijl**	*51%* c	*58%* **bcfghij**
Don't Know (DO NOT READ OUT)	**6**	-	2	-	2	-	2	-	-	-	6	-	-	-
	****%***	*-%*	*2%* **cklm**	*-%*	*3%* **acgijklm**	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
NET: Satisfied	**1566**	186	91	221	61	122	250	163	118	117	1329	83	78	77
	85%	*90%* **chi**	*82%*	*81%*	*95%* **bchijkl**	*86%*	*87%* i	*90%* **chi**	*80%*	*78%*	*85%* i	*84%*	*84%*	*92%* **bchijkl**
NET: Dissatisfied	**53**	6	2	8	1	2	8	6	9	5	46	3	3	*
	3%	*3%* m	*2%*	*3%* m	*2%*	*1%*	*3%*	*3%* m	*6%* **em**	*3%* m	*3%* m	*3%* m	*4%* m	*1%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 112 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2239**	56	211	55	224	566	77	153	895	1575	664	1951	288
Weighted total	**1837**	37	144	47	185	513	56	137	716	1420	417	1653	183
Very Dissatisfied	**14**	-	2	*	*	2	*	-	9	12	2	14	-
	1%	*-%*	*1%*	*1%*	**%*	**%*	*1%*	*-%*	*1%*	*1%*	**%*	*1%*	*-%*
Fairly Dissatisfied	**39**	*	4	-	6	10	-	4	16	30	9	34	6
	2%	*1%*	*3%*	*-%*	*3%*	*2%*	*-%*	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*
Neither Satisfied Nor Dissatisfied	**212**	1	15	5	26	50	4	21	90	172	40	199	13
	12%	*3%*	*10%*	*12%*	*14%*	*10%*	*7%*	*15%*	*13%*	*12%*	*10%*	*12%*	*7%*
					a			a	a			b	
Fairly Satisfied	**683**	15	60	14	64	190	23	58	257	526	156	621	62
	37%	*41%*	*41%*	*29%*	*34%*	*37%*	*42%*	*43%*	*36%*	*37%*	*38%*	*38%*	*34%*
Very Satisfied	**883**	20	64	27	90	260	28	54	341	676	208	781	103
	48%	*55%*	*44%*	*58%*	*48%*	*51%*	*50%*	*39%*	*48%*	*48%*	*50%*	*47%*	*56%*
		g		g		g							a
Don't Know (DO NOT READ OUT)	**6**	-	-	-	-	1	-	-	5	4	2	6	-
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	**%*	**%*	**%*	*-%*
NET: Satisfied	**1566**	36	123	41	153	450	51	112	598	1202	364	1401	165
	85%	*96%*	*86%*	*87%*	*83%*	*88%*	*92%*	*82%*	*83%*	*85%*	*87%*	*85%*	*90%*
		bdgh				h	**dgh**						a
NET: Dissatisfied	**53**	*	6	*	6	12	*	4	24	42	11	47	6
	3%	*1%*	*4%*	*1%*	*3%*	*2%*	*1%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All using RM (QV4=1)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2239**	2124	115	1362	350	505
Weighted total	**1837**	1721	115	1153	271	388
Very Dissatisfied	**14**	12	2	3	5	6
	1%	*1%*	*2%*	**%*	*2%* a	*2%* a
Fairly Dissatisfied	**39**	39	*	23	9	8
	2%	*2%*	**%*	*2%*	*3%*	*2%*
Neither Satisfied Nor Dissatisfied	**212**	208	4	123	41	38
	12%	*12%* b	*4%*	*11%*	*15%* **ac**	*10%*
Fairly Satisfied	**683**	644	38	400	118	162
	37%	*37%*	*33%*	*35%*	*43%* a	*42%* a
Very Satisfied	**883**	813	70	601	97	174
	48%	*47%*	*61%* a	*52%* **bc**	*36%*	*45%* b
Don't Know (DO NOT READ OUT)	**6**	6	-	4	-	-
	****%***	**%*	*-%*	**%*	*-%*	*-%*
NET: Satisfied	**1566**	1457	109	1001	215	336
	85%	*85%*	*94%* a	*87%* b	*79%*	*87%* b
NET: Dissatisfied	**53**	51	2	25	14	14
	3%	*3%*	*2%*	*2%*	*5%* a	*3%*

Columns Tested: a,b - a,b,c

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All using RM (QV4=1)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	2239	1798	376	51	7	3	3	-	1	2174	65	855	943	441
Weighted total	1837	1568	237	25	4	2	1	-	*	1805	32	852	716	269
Very Dissatisfied	14	5	7	2	-	-	-	-	-	12	2	2	2	9
	1%	**%*	*3%*	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*5%*	**%*	**%*	*3%*
			ai	**ai**							**ai**			**ab**
Fairly Dissatisfied	39	32	6	1	-	-	-	-	-	38	1	15	17	7
	2%	*2%*	*3%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*3%*	*2%*	*2%*	*3%*
Neither Satisfied Nor Dissatisfied	212	183	27	2	-	-	-	-	-	210	2	96	87	29
	12%	*12%*	*12%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*12%*	*5%*	*11%*	*12%*	*11%*
Fairly Satisfied	683	574	90	12	4	2	*	-	*	664	19	301	274	109
	37%	*37%*	*38%*	*49%*	*90%*	*89%*	*59%*	*-%*	*100%*	*37%*	*58%*	*35%*	*38%*	*40%*
											abi			
Very Satisfied	883	769	106	8	*	*	*	-	-	874	9	434	335	115
	48%	*49%*	*45%*	*34%*	*10%*	*11%*	*41%*	*-%*	*-%*	*48%*	*29%*	*51%*	*47%*	*43%*
		cj	j							**cj**		c		
Don't Know (DO NOT READ OUT)	6	6	-	-	-	-	-	-	-	6	-	4	2	-
	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	**%*	*-%*
NET: Satisfied	1566	1343	196	21	4	2	1	-	*	1538	28	734	608	224
	85%	*86%*	*83%*	*83%*	*100%*	*100%*	*100%*	*-%*	*100%*	*85%*	*87%*	*86%*	*85%*	*83%*
NET: Dissatisfied	53	37	13	3	-	-	-	-	-	50	3	18	19	16
	3%	*2%*	*6%*	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*8%*	*2%*	*3%*	*6%*
			ai	**ai**							**ai**			**ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All using RM (QV4=1)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	2239	1417	954	1545	688	594	1439	1359	104	38	29	9	4	1
Weighted total	1837	1049	672	1172	532	412	1093	1073	52	23	17	3	4	*
Very Dissatisfied	14	11	11	11	9	9	10	8	2	-	-	-	2	-
	1%	*1%*	*2%*	*1%*	*2%*	*2%* acf	*1%*	*1%*	*3%* a	*-%*	*-%*	*-%*	*50%*	*-%*
Fairly Dissatisfied	39	22	10	24	12	7	20	21	*	3	-	-	-	-
	2%	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	**%*	*12%* ab	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	212	118	72	131	63	45	127	120	5	3	1	1	-	-
	12%	*11%*	*11%*	*11%*	*12%*	*11%*	*12%*	*11%*	*11%*	*14%*	*8%*	*43%*	*-%*	*-%*
Fairly Satisfied	683	403	270	450	220	162	424	415	18	8	7	1	*	*
	37%	*38%*	*40%*	*38%*	*41%*	*39%*	*39%*	*39%*	*36%*	*35%*	*42%*	*52%*	*3%*	*100%*
Very Satisfied	883	495	310	555	228	190	512	509	26	9	8	*	2	-
	48%	*47%*	*46%*	*47%* d	*43%*	*46%*	*47%*	*47%*	*50%*	*39%*	*50%*	*5%*	*48%*	*-%*
Don't Know (DO NOT READ OUT)	6	-	-	-	-	-	-	-	-	-	-	-	-	-
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	1566	898	580	1006	448	351	936	924	44	17	15	2	2	*
	85%	*86%*	*86%*	*86%*	*84%*	*85%*	*86%*	*86%* c	*86%*	*74%*	*92%*	*57%*	*50%*	*100%*
NET: Dissatisfied	53	34	21	35	21	16	29	28	2	3	-	-	2	-
	3%	*3%*	*3%*	*3%*	*4%*	*4%*	*3%*	*3%*	*4%*	*12%* ab	*-%*	*-%*	*50%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All using RM (QV4=1)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**2239**	655	14	11	4	1	3	-	4	469	370	386	306	13
Weighted total	**1837**	510	9	7	5	*	*	-	1	432	281	273	173	11
Very Dissatisfied	**14**	5	2	-	2	-	-	-	-	2	-	3	6	-
	1%	*1%*	*20%*	*-%*	*31%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%* b	*3%* **abc**	*-%*
Fairly Dissatisfied	**39**	11	-	1	-	-	-	-	-	10	8	5	1	-
	2%	*2%*	*-%*	*14%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*3%* d	*2%*	*1%*	*-%*
Neither Satisfied Nor Dissatisfied	**212**	63	-	*	-	-	-	-	-	46	35	30	19	*
	12%	*12%*	*-%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*11%*	*13%*	*11%*	*11%*	*2%*
Fairly Satisfied	**683**	209	5	2	4	*	*	-	*	160	122	98	68	2
	37%	*41%*	*48%*	*29%*	*69%*	*100%*	*87%*	*-%*	*90%*	*37%*	*43%* c	*36%*	*40%*	*18%*
Very Satisfied	**883**	222	3	4	*	-	*	-	*	213	117	137	79	9
	48%	*43%*	*32%*	*53%*	*1%*	*-%*	*13%*	*-%*	*10%*	*49%* b	*42%*	*50%* b	*45%*	*80%*
Don't Know (DO NOT READ OUT)	**6**	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**1566**	431	8	5	4	*	*	-	1	373	238	235	147	11
	85%	*84%*	*80%*	*82%*	*69%*	*100%*	*100%*	*-%*	*100%*	*86%*	*85%*	*86%*	*85%*	*98%*
NET: Dissatisfied	**53**	17	2	1	2	-	-	-	-	12	8	8	7	-
	3%	*3%*	*20%*	*14%*	*31%*	*-%*	*-%*	*-%*	*-%*	*3%*	*3%*	*3%*	*4%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All using RM (QV4=1)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted total	2239	237	153	175	112	10	401	33	251	2117	122	1530	14
Weighted total	1837	191	119	145	73	3	344	23	162	1744	93	1165	6
Very Dissatisfied	**14**	2	-	3	3	-	6	-	2	12	2	11	-
	1%	*1%*	*-%*	*2%*	*5%* **ab**	*-%*	*2%*	*-%*	*1%*	*1%*	*2%*	*1%*	*-%*
Fairly Dissatisfied	**39**	2	5	2	4	-	9	-	4	35	4	24	-
	2%	*1%*	*4%*	*2%*	*5%* a	*-%*	*3%*	*-%*	*2%*	*2%*	*4%*	*2%*	*-%*
Neither Satisfied Nor Dissatisfied	**212**	19	16	20	7	*	40	6	16	199	12	131	1
	12%	*10%*	*14%*	*14%*	*10%*	*3%*	*12%*	*26%* **ac**	*10%*	*11%*	*13%*	*11%*	*10%*
Fairly Satisfied	**683**	85	44	62	25	2	151	9	60	650	33	450	1
	37%	*45%*	*37%*	*43%*	*34%*	*57%*	*44%*	*38%*	*37%*	*37%*	*35%*	*39%*	*9%*
Very Satisfied	**883**	83	53	57	33	1	138	8	79	841	43	549	5
	48%	*43%*	*45%*	*40%*	*46%*	*39%*	*40%*	*36%*	*49%* a	*48%*	*46%*	*47%*	*81%*
Don't Know (DO NOT READ OUT)	**6**	-	-	-	-	-	-	-	-	6	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
NET: Satisfied	**1566**	168	98	119	59	3	289	17	139	1491	75	999	6
	85%	*88%*	*82%*	*83%*	*80%*	*97%*	*84%*	*74%*	*86%*	*86%*	*81%*	*86%*	*90%*
NET: Dissatisfied	**53**	4	5	5	7	-	15	-	6	48	5	35	-
	3%	*2%*	*4%*	*4%*	*10%* **ac**	*-%*	*4%*	*-%*	*4%*	*3%*	*6%*	*3%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All using RM (QV4=1)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	2239	77	152	224	28	531	157	459	1325	207	-
Weighted total	1837	62	123	177	16	402	130	325	977	114	-
Very Dissatisfied	14	1	2	3	-	7	2	2	11	*	-
	1%	*2%*	*1%*	*2%*	*-%*	*2%*	*1%*	*1%*	*1%*	**%*	*-%*
Fairly Dissatisfied	39	2	3	4	-	9	3	7	20	3	-
	2%	*4%*	*2%*	*2%*	*-%*	*2%*	*2%*	*2%*	*2%*	*3%*	*-%*
Neither Satisfied Nor Dissatisfied	212	8	15	17	4	47	16	36	113	14	-
	12%	*12%*	*12%*	*10%*	*29%*	*12%*	*12%*	*11%*	*12%*	*12%*	*-%*
Fairly Satisfied	683	30	48	81	1	167	53	124	375	50	-
	37%	*49%*	*39%*	*46%*	*7%*	*42%*	*41%*	*38%*	*38%*	*43%*	*-%*
Very Satisfied	883	21	55	72	10	172	56	156	457	47	-
	48%	*33%*	*45%*	*41%*	*64%*	*43%*	*43%*	*48%*	*47%*	*41%*	*-%*
Don't Know (DO NOT READ OUT)	6	-	-	-	-	-	-	-	-	-	-
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	1566	51	103	153	11	339	109	280	832	97	-
	85%	*82%*	*84%*	*87%*	*71%*	*84%*	*84%*	*86%*	*85%*	*85%*	*-%*
NET: Dissatisfied	53	3	4	6	-	17	5	9	32	4	-
	3%	*5%*	*3%*	*4%*	*-%*	*4%*	*3%*	*3%*	*3%*	*3%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 112 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	2239	366	839	148	-	442	464	158	6	1409	943	594	1220	999	15
Weighted total	1837	265	575	79	-	334	336	103	4	1044	668	448	907	692	5
Very Dissatisfied	14	2	11	-	-	5	5	2	-	11	11	7	5	9	-
	1%	*1%*	*2%*	*-%*	*-%*	*1%*	*1%*	*2%*	*-%*	*1%*	*2%*	*2%*	*1%*	*1%*	*-%*
Fairly Dissatisfied	39	3	9	2	-	8	8	4	-	22	10	11	18	13	-
	2%	*1%*	*2%*	*2%*	*-%*	*2%*	*2%*	*4%*	*-%*	*2%*	*1%*	*3%*	*2%*	*2%*	*-%*
Neither Satisfied Nor Dissatisfied	212	33	64	11	-	50	29	14	-	118	72	54	103	67	*
	12%	*12%*	*11%*	*14%*	*-%*	*15%* b	*9%*	*13%*	*-%*	*11%*	*11%*	*12%*	*11%*	*10%*	*1%*
Fairly Satisfied	683	117	230	31	-	130	158	49	4	401	268	187	339	290	1
	37%	*44%*	*40%*	*39%*	*-%*	*39%*	*47%* a	*48%* a	*95%*	*38%*	*40%*	*42%*	*37%*	*42%* a	*28%*
Very Satisfied	883	111	262	36	-	141	136	34	*	492	308	189	442	313	4
	48%	*42%*	*46%*	*45%*	*-%*	*42%* c	*40%*	*33%*	*5%*	*47%* c	*46%*	*42%*	*49%*	*45%*	*71%*
Don't Know (DO NOT READ OUT)	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	1566	228	492	67	-	271	294	83	4	893	575	376	780	603	5
	85%	*86%*	*85%*	*84%*	*-%*	*81%*	*88%* ac	*81%*	*100%*	*86%*	*86%*	*84%*	*86%*	*87%*	*99%*
NET: Dissatisfied	53	4	20	2	-	13	13	6	-	34	21	18	24	22	-
	3%	*2%*	*3%*	*2%*	*-%*	*4%*	*4%*	*6%*	*-%*	*3%*	*3%*	*4%*	*3%*	*3%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All using RM (QV4=1)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2239**	399	280	339	109	86	1159	982	55	21	18	16
Weighted total	**1837**	273	191	243	69	50	860	688	37	16	19	11
Very Dissatisfied	**14**	3	3	5	2	2	5	9	1	2	2	2
	1%	*1%*	*2%*	*2%*	*3%*	*4%*	*1%*	*1%*	*3%*	*11%*	*9%*	*16%*
Fairly Dissatisfied	**39**	7	3	8	3	3	18	14	*	-	*	-
	2%	*2%*	*1%*	*3%*	*4%*	*6%* b	*2%*	*2%*	*1%*	*-%*	*3%*	*-%*
Neither Satisfied Nor Dissatisfied	**212**	32	29	33	13	11	100	66	3	4	6	*
	12%	*12%*	*15%*	*13%*	*19%* a	*23%* **ac**	*12%*	*10%*	*7%*	*23%*	*33%*	*3%*
Fairly Satisfied	**683**	123	82	94	34	22	330	293	16	2	7	6
	37%	*45%*	*43%*	*39%*	*50%* c	*44%*	*38%*	*43%* a	*43%*	*16%*	*39%*	*49%*
Very Satisfied	**883**	109	75	104	16	12	407	307	17	8	3	4
	48%	*40%* **de**	*39%* **de**	*43%* **de**	*24%*	*24%*	*47%*	*45%*	*46%*	*50%*	*16%*	*33%*
Don't Know (DO NOT READ OUT)	**6**	-	-	-	-	-	-	-	-	-	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**1566**	232	156	198	51	34	737	600	33	11	11	9
	85%	*85%* **de**	*82%* e	*81%* e	*74%*	*68%*	*86%*	*87%*	*89%*	*66%*	*56%*	*81%*
NET: Dissatisfied	**53**	10	5	13	5	5	23	23	1	2	2	2
	3%	*4%*	*3%*	*5%*	*7%* b	*9%* **ab**	*3%*	*3%*	*4%*	*11%*	*11%*	*16%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 112 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2239**	1998	1579	2026	1638	2169	1207	2024	516	3	1928	65	301	1938
Weighted total	**1837**	1588	1214	1613	1289	1762	950	1623	355	3	1566	53	257	1580
Very Dissatisfied	**14**	14	12	14	12	14	6	10	1	-	-	14	6	8
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	*-%*	*-%*	*26%* a	*2%* b	*1%*
Fairly Dissatisfied	**39**	35	29	35	25	39	16	33	9	-	-	39	20	19
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*-%*	*-%*	*74%* a	*8%* b	*1%*
Neither Satisfied Nor Dissatisfied	**212**	175	132	176	146	202	117	177	53	*	-	-	73	139
	12%	*11%*	*11%*	*11%*	*11%*	*11%*	*12%*	*11%*	*15%* b	*5%*	*-%*	*-%*	*28%* b	*9%*
Fairly Satisfied	**683**	599	472	609	494	667	370	620	137	-	683	-	106	577
	37%	*38%*	*39%*	*38%*	*38%*	*38%*	*39%*	*38%*	*39%*	*-%*	*44%* b	*-%*	*41%*	*36%*
Very Satisfied	**883**	762	569	778	612	839	441	780	154	3	883	-	52	832
	48%	*48%*	*47%*	*48%*	*47%*	*48%*	*46%*	*48%*	*43%*	*95%*	*56%* b	*-%*	*20%*	*53%* a
Don't Know (DO NOT READ OUT)	**6**	2	-	2	-	1	-	2	-	-	-	-	-	6
	****%***	**%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*
NET: Satisfied	**1566**	1362	1041	1387	1106	1506	811	1401	291	3	1566	-	158	1408
	85%	*86%*	*86%*	*86%*	*86%*	*85%*	*85%*	*86%* c	*82%*	*95%*	*100%* b	*-%*	*62%*	*89%* a
NET: Dissatisfied	**53**	49	41	49	37	53	22	43	11	-	-	53	26	27
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*	*-%*	*-%*	*100%* a	*10%* b	*2%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 112 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2239**	280	12	63	267	228	1612	387	224	86	1908	1266	973
Weighted total	**1837**	240	7	54	221	169	1360	293	187	76	1560	1000	836
Very Dissatisfied	**14**	3	-	2	1	4	8	2	3	2	9	11	3
	1%	*1%*	*-%*	*3%*	**%*	*2%* bc	*1%*	*1%*	*2%*	*2%* c	*1%*	*1%* b	**%*
Fairly Dissatisfied	**39**	6	*	-	8	10	17	12	10	4	25	22	18
	2%	*3%*	*4%*	*-%*	*3%*	*6%* b	*1%*	*4%* b	*5%* c	*6%* c	*2%*	*2%*	*2%*
Neither Satisfied Nor Dissatisfied	**212**	29	*	10	25	31	150	31	30	8	173	121	91
	12%	*12%*	*6%*	*18%*	*11%*	*18%* bc	*11%*	*11%*	*16%* c	*11%*	*11%*	*12%*	*11%*
Fairly Satisfied	**683**	100	2	24	92	65	494	119	71	35	568	392	291
	37%	*42%*	*35%*	*44%*	*42%*	*38%*	*36%*	*41%*	*38%*	*46%*	*36%*	*39%* b	*35%*
Very Satisfied	**883**	102	4	19	96	59	690	127	73	26	780	449	434
	48%	*42%*	*55%*	*35%*	*43%*	*35%*	*51%* ac	*43%* a	*39%*	*35%*	*50%* ab	*45%*	*52%* a
Don't Know (DO NOT READ OUT)	**6**	-	-	-	-	-	2	2	-	-	4	6	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*	**%*	*1%* b	*-%*
NET: Satisfied	**1566**	202	6	42	188	124	1184	246	144	61	1348	841	726
	85%	*84%*	*91%*	*79%*	*85%*	*73%*	*87%* a	*84%* a	*77%*	*81%*	*86%* a	*84%*	*87%*
NET: Dissatisfied	**53**	9	*	2	9	14	25	14	13	6	34	33	20
	3%	*4%*	*4%*	*3%*	*4%*	*8%* b	*2%*	*5%* b	*7%* c	*8%* c	*2%*	*3%*	*2%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All using RM (QV4=1)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2239**	368	51	165	78	120	52	200	127	105	242	34	129
Weighted total	**1837**	143	12	65	28	48	19	80	46	42	103	15	70
Very Dissatisfied	**14**	*	*	*	*	*	*	*	-	-	*	*	-
	1%	**%*	*3%* a	**%*	*1%*	*1%*	*2%*	**%*	*-%*	*-%*	**%*	**%*	*-%*
Fairly Dissatisfied	**39**	4	*	3	2	1	1	2	1	1	3	-	2
	2%	*3%*	**%*	*5%*	*7%*	*3%*	*5%*	*3%*	*3%*	*3%*	*3%*	*-%*	*3%*
Neither Satisfied Nor Dissatisfied	**212**	21	3	5	4	4	2	10	6	4	18	3	8
	12%	*15%* c	*29%* **ac**	*8%*	*16%* c	*8%*	*12%*	*13%*	*12%*	*9%*	*17%* a	*22%* a	*11%*
Fairly Satisfied	**683**	50	2	25	7	18	6	23	15	17	35	3	25
	37%	*35%* b	*15%*	*38%* **bd**	*25%*	*37%*	*30%*	*29%*	*32%*	*40%*	*34%*	*23%*	*35%*
Very Satisfied	**883**	68	6	32	14	25	10	44	24	21	47	8	34
	48%	*48%*	*53%*	*49%*	*51%*	*52%*	*51%*	*54%*	*53%*	*49%*	*45%*	*54%*	*49%*
Don't Know (DO NOT READ OUT)	**6**	-	-	-	-	-	-	-	-	-	-	-	1
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*
NET: Satisfied	**1566**	118	8	57	21	43	15	67	39	37	82	11	59
	85%	*82%* b	*68%*	*87%* **bd**	*76%*	*88%*	*81%*	*84%*	*85%*	*88%*	*79%*	*77%*	*84%*
NET: Dissatisfied	**53**	4	*	4	2	2	1	3	1	1	3	*	2
	3%	*3%*	*3%*	*5%*	*8%* a	*4%*	*7%*	*3%*	*3%*	*3%*	*3%*	**%*	*3%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 112 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2239**	314	116	37	532	162	150	168	135	158	196	141	130
Weighted total	**1837**	273	136	51	244	116	107	135	133	191	168	163	119
Very Dissatisfied	**14**	*	-	-	*	-	1	*	-	2	6	4	-
	1%	**%*	*-%*	*-%*	**%*	*-%*	*1%*	**%*	*-%*	*1%*	*3%*	*3%*	*-%*
											abdeghl	**ade**	
Fairly Dissatisfied	**39**	3	2	*	7	6	3	4	2	3	4	2	2
	2%	*1%*	*2%*	*1%*	*3%*	*5%*	*3%*	*3%*	*2%*	*1%*	*2%*	*1%*	*2%*
						aik							
Neither Satisfied Nor Dissatisfied	**212**	34	18	3	34	7	14	10	14	22	23	17	15
	12%	*12%*	*14%*	*7%*	*14%*	*6%*	*13%*	*7%*	*10%*	*11%*	*14%*	*10%*	*12%*
		e	e		**eg**						e		
Fairly Satisfied	**683**	99	43	21	85	39	38	58	58	77	58	54	53
	37%	*36%*	*31%*	*41%*	*35%*	*33%*	*36%*	*43%*	*44%*	*40%*	*34%*	*33%*	*45%*
									b				**bdek**
Very Satisfied	**883**	136	71	26	116	64	50	62	59	88	77	86	48
	48%	*50%*	*52%*	*51%*	*47%*	*55%*	*47%*	*45%*	*44%*	*46%*	*46%*	*53%*	*41%*
						l							
Don't Know (DO NOT READ OUT)	**6**	-	2	-	1	-	1	2	-	-	-	-	-
	****%***	*-%*	*1%*	*-%*	**%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
			a					a					
NET: Satisfied	**1566**	235	114	47	201	103	88	119	118	165	135	140	102
	85%	*86%*	*84%*	*92%*	*82%*	*88%*	*82%*	*88%*	*88%*	*86%*	*81%*	*86%*	*86%*
						j		j					
NET: Dissatisfied	**53**	4	2	*	8	6	4	4	2	5	9	6	2
	3%	*1%*	*2%*	*1%*	*3%*	*5%*	*4%*	*3%*	*2%*	*2%*	*6%*	*4%*	*2%*
						a					a		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All using RM (QV4=1)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2239**	467	844	461	467
Weighted total	**1837**	460	467	460	449
Very Dissatisfied	**14**	*	1	2	10
	1%	**%*	**%*	*1%*	*2%*
					abc
Fairly Dissatisfied	**39**	6	16	9	8
	2%	*1%*	*4%*	*2%*	*2%*
			a		
Neither Satisfied Nor Dissatisfied	**212**	56	56	45	55
	12%	*12%*	*12%*	*10%*	*12%*
Fairly Satisfied	**683**	163	162	193	165
	37%	*35%*	*35%*	*42%*	*37%*
				ab	
Very Satisfied	**883**	233	230	209	212
	48%	*51%*	*49%*	*45%*	*47%*
Don't Know (DO NOT READ OUT)	**6**	2	2	2	-
	****%***	**%*	**%*	**%*	*-%*
NET: Satisfied	**1566**	396	391	402	377
	85%	*86%*	*84%*	*87%*	*84%*
NET: Dissatisfied	**53**	6	18	11	18
	3%	*1%*	*4%*	*2%*	*4%*
			a		a

Columns Tested: a,b,c,d

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2239**	1572	424	151	92	667	590	427	128	82	142
Weighted total	**1837**	1760	48	18	10	76	646	421	107	48	43
Very Dissatisfied	**50**	49	1	1	*	2	21	8	8	2	1
	3%	*3%*	*2%*	*3%*	*4%*	*2%*	*3%*	*2%*	*8%* **abe**	*4%*	*2%*
Fairly Dissatisfied	**81**	77	3	1	*	4	33	18	5	3	1
	4%	*4%*	*5%*	*4%*	*4%*	*5%*	*5%*	*4%*	*4%*	*6%*	*3%*
Neither Satisfied Nor Dissatisfied	**261**	251	5	3	2	10	93	65	14	7	6
	14%	*14%*	*11%*	*15%*	*19%* b	*13%*	*14%*	*15%*	*13%*	*14%*	*15%*
Fairly Satisfied	**625**	599	17	6	3	26	214	157	45	9	9
	34%	*34%*	*35%*	*34%*	*30%*	*34%*	*33%* **de**	*37%* **de**	*42%* **de**	*19%*	*20%*
Very Satisfied	**786**	752	22	8	4	33	271	164	34	28	26
	43%	*43%*	*45%*	*43%*	*37%*	*44%*	*42%* c	*39%*	*32%*	*57%* **abc**	*60%* **abc**
Don't Know (DO NOT READ OUT)	**34**	32	1	*	1	2	15	8	1	-	-
	2%	*2%*	*2%*	*1%*	*6%* **abce**	*2%*	*2%*	*2%*	*1%*	*-%*	*-%*
NET: Satisfied	**1411**	1352	39	14	7	59	485	321	78	37	35
	77%	*77%* d	*80%* d	*77%*	*67%*	*78%* d	*75%*	*76%*	*73%*	*76%*	*80%*
NET: Dissatisfied	**131**	126	3	1	1	5	54	26	13	5	2
	7%	*7%*	*7%*	*7%*	*8%*	*7%*	*8%*	*6%*	*12%* **be**	*10%*	*5%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2239**	176	85	244	60	137	262	165	134	144	1407	298	271	263
Weighted total	**1837**	206	110	273	64	141	289	181	147	151	1562	98	92	84
Very Dissatisfied	**50**	8	2	4	2	6	9	7	2	7	47	1	2	-
	3%	*4%*	*2%*	*1%*	*4%*	*4%*	*3%*	*4%*	*2%*	*4%*	*3%*	*1%*	*2%*	*-%*
		m	m		m	m	m	m	m	m	m		m	
Fairly Dissatisfied	**81**	5	2	11	6	7	12	7	5	12	68	6	4	2
	4%	*2%*	*2%*	*4%*	*10%*	*5%*	*4%*	*4%*	*4%*	*8%*	*4%*	*6%*	*5%*	*2%*
					abjm					**am**		**am**		
Neither Satisfied Nor Dissatisfied	**261**	16	25	45	12	8	47	28	26	18	222	15	14	10
	14%	*8%*	*22%*	*16%*	*18%*	*5%*	*16%*	*15%*	*17%*	*12%*	*14%*	*15%*	*15%*	*12%*
			aeijm	**ae**	**ae**		**ae**	**ae**	**ae**		**ae**	**ae**	**ae**	e
Fairly Satisfied	**625**	91	33	95	8	55	106	57	51	49	546	27	27	25
	34%	*44%*	*30%*	*35%*	*13%*	*39%*	*37%*	*32%*	*35%*	*33%*	*35%*	*28%*	*29%*	*30%*
		bdgijkl m	d	d		**dkl**	**dk**	d	d	d	**dk**	d	d	d
Very Satisfied	**786**	85	47	109	34	62	113	75	60	63	649	47	44	45
	43%	*41%*	*43%*	*40%*	*53%*	*44%*	*39%*	*42%*	*41%*	*41%*	*42%*	*48%*	*48%*	*53%*
												fj	**fj**	**acfghij**
Don't Know (DO NOT READ OUT)	**34**	2	2	9	2	3	1	6	2	3	30	1	1	2
	2%	*1%*	*2%*	*3%*	*3%*	*2%*	*1%*	*3%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*
				fkl				**fl**						
NET: Satisfied	**1411**	176	80	205	42	117	219	132	111	112	1195	75	71	70
	77%	*85%*	*73%*	*75%*	*66%*	*83%*	*76%*	*73%*	*76%*	*74%*	*76%*	*76%*	*77%*	*84%*
		bcdfghi jkl				**dg**								**bcdfgijk**
NET: Dissatisfied	**131**	12	4	14	9	14	21	15	8	19	115	8	7	2
	7%	*6%*	*3%*	*5%*	*14%*	*10%*	*7%*	*8%*	*5%*	*12%*	*7%*	*8%*	*7%*	*2%*
					bchm	m	m	m		**abchjm**	m	m	m	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2239**	56	211	55	224	566	77	153	895	1575	664	1951	288
Weighted total	**1837**	37	144	47	185	513	56	137	716	1420	417	1653	183
Very Dissatisfied	**50**	-	6	*	5	17	-	8	14	44	6	48	2
	3%	*-%*	*4%*	*1%*	*3%*	*3%*	*-%*	*6%* **fh**	*2%*	*3%* b	*1%*	*3%*	*1%*
Fairly Dissatisfied	**81**	4	7	2	14	17	4	9	24	52	28	77	4
	4%	*9%* **eh**	*5%*	*5%*	*8%* **eh**	*3%*	*6%*	*6%*	*3%*	*4%*	*7%* a	*5%*	*2%*
Neither Satisfied Nor Dissatisfied	**261**	4	21	6	26	65	7	13	118	199	62	235	26
	14%	*12%*	*15%*	*14%*	*14%*	*13%*	*13%*	*10%*	*16%* **eg**	*14%*	*15%*	*14%*	*14%*
Fairly Satisfied	**625**	13	53	7	57	182	16	54	243	497	129	567	59
	34%	*34%* c	*37%* c	*15%*	*31%* c	*36%* c	*30%* c	*40%* c	*34%* c	*35%*	*31%*	*34%*	*32%*
Very Satisfied	**786**	17	57	27	79	230	28	52	295	598	187	696	89
	43%	*45%*	*40%*	*58%* **bdgh**	*42%*	*45%*	*50%*	*38%*	*41%*	*42%*	*45%*	*42%*	*49%* a
Don't Know (DO NOT READ OUT)	**34**	-	*	4	5	1	*	*	23	30	4	30	4
	2%	*-%*	**%*	*8%* **abefg**	*3%* **be**	**%*	*1%*	**%*	*3%* **beg**	*2%*	*1%*	*2%*	*2%*
NET: Satisfied	**1411**	29	110	34	135	412	44	106	537	1095	316	1263	148
	77%	*79%*	*77%*	*72%*	*73%*	*80%* **dh**	*80%*	*78%*	*75%*	*77%*	*76%*	*76%*	*81%*
NET: Dissatisfied	**131**	4	13	3	19	35	4	17	38	96	35	125	6
	7%	*9%*	*9%*	*6%*	*10%* h	*7%*	*6%*	*12%* **eh**	*5%*	*7%*	*8%*	*8%* b	*3%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2239**	2124	115	1362	350	505
Weighted total	**1837**	1721	115	1153	271	388
Very Dissatisfied	**50**	50	*	20	10	20
	3%	*3%*	**%*	*2%*	*4%*	*5%*
					a	a
Fairly Dissatisfied	**81**	81	*	47	24	8
	4%	*5%*	**%*	*4%*	*9%*	*2%*
		b		c	**ac**	
Neither Satisfied Nor Dissatisfied	**261**	247	14	157	49	46
	14%	*14%*	*12%*	*14%*	*18%*	*12%*
					ac	
Fairly Satisfied	**625**	590	36	390	90	141
	34%	*34%*	*31%*	*34%*	*33%*	*36%*
Very Satisfied	**786**	723	63	513	93	169
	43%	*42%*	*55%*	*45%*	*34%*	*44%*
			a	b		b
Don't Know (DO NOT READ OUT)	**34**	31	2	26	3	4
	2%	*2%*	*2%*	*2%*	*1%*	*1%*
NET: Satisfied	**1411**	1312	99	903	184	310
	77%	*76%*	*86%*	*78%*	*68%*	*80%*
			a	b		b
NET: Dissatisfied	**131**	131	*	67	34	28
	7%	*8%*	**%*	*6%*	*13%*	*7%*
		b			**ac**	

Columns Tested: a,b - a,b,c

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	2239	1798	376	51	7	3	3	-	1	2174	65	855	943	441
Weighted total	1837	1568	237	25	4	2	1	-	*	1805	32	852	716	269
Very Dissatisfied	50	33	14	3	-	-	-	-	-	47	3	17	16	17
	3%	*2%*	*6%* ai	*13%* abi	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*10%* ai	*2%*	*2%*	*6%* ab
Fairly Dissatisfied	81	72	8	*	-	-	-	-	-	80	*	36	36	9
	4%	*5%*	*3%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*2%*	*4%*	*5%*	*3%*
Neither Satisfied Nor Dissatisfied	261	227	28	3	*	2	-	-	-	255	5	117	110	34
	14%	*14%*	*12%*	*13%*	*4%*	*89%*	*-%*	*-%*	*-%*	*14%*	*17%*	*14%*	*15%*	*13%*
Fairly Satisfied	625	524	89	8	4	-	*	-	*	613	12	291	233	102
	34%	*33%*	*38%*	*33%*	*90%*	*-%*	*59%*	*-%*	*100%*	*34%*	*39%*	*34%*	*33%*	*38%* b
Very Satisfied	786	681	95	10	*	*	*	-	-	775	10	369	312	105
	43%	*43%*	*40%*	*39%*	*6%*	*11%*	*41%*	*-%*	*-%*	*43%*	*33%*	*43%*	*44%*	*39%*
Don't Know (DO NOT READ OUT)	34	31	2	-	-	-	-	-	-	34	-	21	10	2
	2%	*2%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*3%* c	*1%*	*1%*
NET: Satisfied	1411	1204	184	18	4	*	1	-	*	1388	23	660	545	207
	77%	*77%*	*78%*	*72%*	*96%*	*11%*	*100%*	*-%*	*100%*	*77%*	*71%*	*77%*	*76%*	*77%*
NET: Dissatisfied	131	105	22	4	-	-	-	-	-	127	4	54	52	26
	7%	*7%*	*9%*	*15%* ai	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*12%*	*6%*	*7%*	*10%* a

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 113 (continuation)

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**2239**	1417	954	1545	688	594	1439	1359	104	38	29	9	4	1
Weighted total	**1837**	1049	672	1172	532	412	1093	1073	52	23	17	3	4	*
Very Dissatisfied	**50**	34	25	37	25	20	33	28	4	4	*	-	2	-
	3%	*3%*	*4%*	*3%*	*5%*	*5%* f	*3%*	*3%*	*7%* a	*15%* a	*1%*	*-%*	*50%*	*-%*
Fairly Dissatisfied	**81**	58	34	63	28	14	57	59	3	*	*	-	-	-
	4%	*5%*	*5%*	*5%*	*5%*	*3%*	*5%*	*6%*	*6%*	*1%*	*2%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**261**	139	89	161	70	55	137	145	5	4	5	2	-	-
	14%	*13%*	*13%*	*14%*	*13%*	*13%*	*13%*	*13%*	*10%*	*18%*	*28%*	*81%*	*-%*	*-%*
Fairly Satisfied	**625**	382	237	415	195	148	389	386	17	6	6	*	*	*
	34%	*36%*	*35%*	*35%*	*37%*	*36%*	*36%*	*36%*	*32%*	*27%*	*33%*	*2%*	*3%*	*100%*
Very Satisfied	**786**	420	278	479	208	166	460	440	22	9	5	*	2	-
	43%	*40%*	*41%*	*41%*	*39%*	*40%*	*42%*	*41%*	*43%*	*39%*	*29%*	*18%*	*48%*	*-%*
Don't Know (DO NOT READ OUT)	**34**	17	9	17	7	10	18	15	1	-	1	-	-	-
	2%	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*-%*	*6%*	*-%*	*-%*	*-%*
NET: Satisfied	**1411**	802	515	894	403	314	849	826	39	15	10	1	2	*
	77%	*76%*	*77%*	*76%*	*76%*	*76%*	*78%*	*77%*	*76%*	*66%*	*63%*	*19%*	*50%*	*100%*
NET: Dissatisfied	**131**	92	59	100	53	34	90	87	7	4	1	-	2	-
	7%	*9%*	*9%*	*9%*	*10%*	*8%*	*8%*	*8%*	*13%*	*16%*	*3%*	*-%*	*50%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**2239**	655	14	11	4	1	3	-	4	469	370	386	306	13
Weighted total	**1837**	510	9	7	5	*	*	-	1	432	281	273	173	11
Very Dissatisfied	**50**	21	2	-	2	-	-	-	-	5	5	14	13	*
	3%	*4%*	*20%*	*-%*	*31%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*	*5%* **ab**	*8%* **ab**	*2%*
Fairly Dissatisfied	**81**	28	-	-	-	-	-	-	-	29	14	13	7	-
	4%	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*5%*	*5%*	*4%*	*-%*
Neither Satisfied Nor Dissatisfied	**261**	66	*	2	2	*	-	-	*	61	51	29	20	*
	14%	*13%*	*1%*	*30%*	*34%*	*100%*	*-%*	*-%*	*22%*	*14%*	*18%* **cd**	*11%*	*11%*	*1%*
Fairly Satisfied	**625**	187	5	*	2	-	*	-	*	152	99	90	70	4
	34%	*37%*	*55%*	*6%*	*35%*	*-%*	*87%*	*-%*	*68%*	*35%*	*35%*	*33%*	*40%* c	*38%*
Very Satisfied	**786**	202	2	4	*	-	*	-	*	176	106	127	62	6
	43%	*39%*	*25%*	*65%*	*1%*	*-%*	*13%*	*-%*	*10%*	*41%*	*38%*	*47%* **bd**	*36%*	*59%*
Don't Know (DO NOT READ OUT)	**34**	7	-	-	-	-	-	-	-	9	6	1	1	-
	2%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%* c	*2%* c	**%*	*1%*	*-%*
NET: Satisfied	**1411**	389	7	5	2	-	*	-	*	328	205	217	132	11
	77%	*76%*	*80%*	*70%*	*35%*	*-%*	*100%*	*-%*	*78%*	*76%*	*73%*	*79%* b	*76%*	*97%*
NET: Dissatisfied	**131**	49	2	-	2	-	-	-	-	34	19	27	20	*
	7%	*10%*	*20%*	*-%*	*31%*	*-%*	*-%*	*-%*	*-%*	*8%*	*7%*	*10%*	*12%* b	*2%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted total	**2239**	237	153	175	112	10	401	33	251	2117	122	1530	14
Weighted total	**1837**	191	119	145	73	3	344	23	162	1744	93	1165	6
Very Dissatisfied	**50**	2	5	12	6	-	20	-	4	45	5	37	-
	3%	*1%*	*4%*	*8%* a	*8%* a	*-%*	*6%* c	*-%*	*3%*	*3%*	*5%*	*3%*	*-%*
Fairly Dissatisfied	**81**	12	6	7	2	-	15	3	10	75	5	63	-
	4%	*6%*	*5%*	*5%*	*3%*	*-%*	*4%*	*11%*	*6%*	*4%*	*6%*	*5%*	*-%*
Neither Satisfied Nor Dissatisfied	**261**	21	18	22	8	*	46	3	21	250	10	159	2
	14%	*11%*	*16%*	*15%*	*11%*	*10%*	*13%*	*14%*	*13%*	*14%*	*11%*	*14%*	*41%*
Fairly Satisfied	**625**	73	43	45	30	2	127	8	60	593	33	413	2
	34%	*38%*	*36%*	*31%*	*41%*	*59%*	*37%*	*33%*	*37%*	*34%*	*35%*	*35%*	*39%*
Very Satisfied	**786**	78	46	57	27	1	130	10	66	749	37	477	1
	43%	*41%*	*39%*	*39%*	*37%*	*31%*	*38%*	*43%*	*41%*	*43%*	*40%*	*41%*	*21%*
Don't Know (DO NOT READ OUT)	**34**	4	*	2	-	-	6	-	1	31	3	17	-
	2%	*2%*	**%*	*2%*	*-%*	*-%*	*2%*	*-%*	**%*	*2%*	*3%*	*1%*	*-%*
NET: Satisfied	**1411**	151	89	102	57	3	257	18	126	1341	70	890	4
	77%	*79%* c	*75%*	*70%*	*78%*	*90%*	*75%*	*75%*	*78%*	*77%*	*75%*	*76%*	*59%*
NET: Dissatisfied	**131**	14	11	19	9	-	35	3	15	121	10	100	-
	7%	*8%*	*9%*	*13%*	*12%*	*-%*	*10%*	*11%*	*9%*	*7%*	*11%*	*9%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**2239**	77	152	224	28	531	157	459	1325	207	-
Weighted total	**1837**	62	123	177	16	402	130	325	977	114	-
Very Dissatisfied	**50**	6	6	13	-	18	6	11	33	2	-
	3%	*10%*	*5%*	*7%*	*-%*	*5%*	*5%*	*3%*	*3%*	*2%*	*-%*
Fairly Dissatisfied	**81**	3	4	6	-	23	5	21	56	11	-
	4%	*5%*	*4%*	*4%*	*-%*	*6%*	*4%*	*7%*	*6%*	*10%* b	*-%*
Neither Satisfied Nor Dissatisfied	**261**	7	21	23	6	46	23	45	132	19	-
	14%	*11%*	*17%*	*13%*	*42%*	*12%*	*18%* a	*14%*	*14%*	*17%*	*-%*
Fairly Satisfied	**625**	22	43	68	1	145	50	123	344	38	-
	34%	*36%*	*35%*	*39%*	*7%*	*36%*	*39%*	*38%*	*35%*	*33%*	*-%*
Very Satisfied	**786**	24	43	62	7	167	41	120	395	40	-
	43%	*38%*	*35%*	*35%*	*48%*	*42%* b	*32%*	*37%*	*40%*	*35%*	*-%*
Don't Know (DO NOT READ OUT)	**34**	-	4	4	*	2	4	5	17	4	-
	2%	*-%*	*3%*	*2%*	*3%*	*1%*	*3%* a	*2%*	*2%*	*3%*	*-%*
NET: Satisfied	**1411**	46	86	131	9	312	92	243	739	78	-
	77%	*74%*	*70%*	*74%*	*55%*	*78%*	*70%*	*75%*	*76%* c	*68%*	*-%*
NET: Dissatisfied	**131**	9	11	20	-	41	11	32	89	13	-
	7%	*15%*	*9%*	*11%*	*-%*	*10%*	*9%*	*10%*	*9%*	*12%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	2239	366	839	148	-	442	464	158	6	1409	943	594	1220	999	15
Weighted total	1837	265	575	79	-	334	336	103	4	1044	668	448	907	692	5
Very Dissatisfied	50	11	23	3	-	18	11	4	-	34	25	19	30	23	-
	3%	*4%*	*4%*	*4%*	*-%*	*5%*	*3%*	*4%*	*-%*	*3%*	*4%*	*4%*	*3%*	*3%*	*-%*
Fairly Dissatisfied	81	22	29	5	-	20	18	7	*	58	34	26	55	35	1
	4%	*8%* b	*5%*	*6%*	*-%*	*6%*	*5%*	*7%*	*3%*	*6%*	*5%*	*6%*	*6%*	*5%*	*20%*
Neither Satisfied Nor Dissatisfied	261	38	81	17	-	48	46	18	2	139	88	58	117	106	*
	14%	*14%*	*14%*	*22%* ab	*-%*	*14%*	*14%*	*18%*	*39%*	*13%*	*13%*	*13%*	*13%*	*15%*	*2%*
Fairly Satisfied	625	98	194	22	-	117	132	42	2	380	236	162	324	253	2
	34%	*37%*	*34%*	*28%*	*-%*	*35%*	*39%*	*40%*	*56%*	*36%*	*35%*	*36%*	*36%*	*36%*	*38%*
Very Satisfied	786	94	238	28	-	126	125	29	*	417	276	180	369	266	2
	43%	*35%*	*41%* a	*35%*	*-%*	*38%* c	*37%* c	*29%*	*2%*	*40%*	*41%*	*40%*	*41%*	*38%*	*40%*
Don't Know (DO NOT READ OUT)	34	2	9	4	-	6	3	2	-	17	9	3	12	9	-
	2%	*1%*	*2%*	*5%* ab	*-%*	*2%*	*1%*	*2%*	*-%*	*2%*	*1%*	*1%*	*1%*	*1%*	*-%*
NET: Satisfied	1411	192	432	50	-	243	257	71	3	797	512	342	692	519	4
	77%	*72%* c	*75%* c	*63%*	*-%*	*73%*	*77%*	*69%*	*58%*	*76%*	*77%*	*76%*	*76%*	*75%*	*77%*
NET: Dissatisfied	131	33	53	8	-	38	29	11	*	92	59	45	85	59	1
	7%	*13%*	*9%*	*10%*	*-%*	*11%*	*9%*	*11%*	*3%*	*9%*	*9%*	*10%*	*9%*	*8%*	*20%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 113 (continuation)

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2239**	399	280	339	109	86	1159	982	55	21	18	16
Weighted total	**1837**	273	191	243	69	50	860	688	37	16	19	11
Very Dissatisfied	**50**	13	8	14	4	4	30	27	1	2	2	2
	3%	*5%*	*4%*	*6%*	*5%*	*7%*	*3%*	*4%*	*3%*	*11%*	*9%*	*16%*
Fairly Dissatisfied	**81**	18	10	20	3	5	46	33	1	-	1	-
	4%	*7%*	*5%*	*8%*	*4%*	*9%*	*5%*	*5%*	*4%*	*-%*	*5%*	*-%*
Neither Satisfied Nor Dissatisfied	**261**	39	42	31	17	10	118	100	4	2	4	*
	14%	*14%*	*22%* **ac**	*13%*	*25%* **ac**	*20%*	*14%*	*15%*	*10%*	*11%*	*20%*	*2%*
Fairly Satisfied	**625**	101	63	82	28	17	304	258	13	6	10	6
	34%	*37%*	*33%*	*34%*	*41%*	*33%*	*35%*	*38%*	*36%*	*39%*	*50%*	*50%*
Very Satisfied	**786**	98	63	92	15	11	350	262	18	6	3	4
	43%	*36%* **de**	*33%* d	*38%* **de**	*22%*	*23%*	*41%*	*38%*	*48%*	*39%*	*16%*	*32%*
Don't Know (DO NOT READ OUT)	**34**	4	5	4	2	4	12	9	-	-	-	-
	2%	*1%*	*2%*	*2%*	*3%*	*8%* **abc**	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**1411**	199	126	174	43	28	654	520	31	12	13	9
	77%	*73%* **de**	*66%*	*71%* e	*62%*	*56%*	*76%*	*75%*	*84%*	*78%*	*66%*	*82%*
NET: Dissatisfied	**131**	31	18	35	6	8	76	59	2	2	3	2
	7%	*11%*	*10%*	*14%*	*9%*	*17%*	*9%*	*9%*	*7%*	*11%*	*14%*	*16%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2239**	1998	1579	2026	1638	2169	1207	2024	516	3	1928	65	301	1938
Weighted total	**1837**	1588	1214	1613	1289	1762	950	1623	355	3	1566	53	257	1580
Very Dissatisfied	**50**	46	39	46	38	49	35	42	10	-	16	17	17	34
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	*-%*	*1%*	*31%* a	*6%* b	*2%*
Fairly Dissatisfied	**81**	75	63	75	61	81	48	74	16	-	34	12	28	52
	4%	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*-%*	*2%*	*22%* a	*11%* b	*3%*
Neither Satisfied Nor Dissatisfied	**261**	207	164	217	174	253	139	224	65	-	157	14	68	193
	14%	*13%*	*14%*	*13%*	*14%*	*14%*	*15%*	*14%*	*18%* **ab**	*-%*	*10%*	*26%* a	*27%* b	*12%*
Fairly Satisfied	**625**	548	442	554	465	601	316	559	109	1	575	4	85	540
	34%	*35%*	*36%*	*34%*	*36%*	*34%*	*33%*	*34%*	*31%*	*41%*	*37%* b	*8%*	*33%*	*34%*
Very Satisfied	**786**	686	493	696	529	748	395	697	148	2	759	7	53	733
	43%	*43%*	*41%*	*43%*	*41%*	*42%*	*42%*	*43%*	*42%*	*59%*	*48%* b	*13%*	*21%*	*46%* a
Don't Know (DO NOT READ OUT)	**34**	25	13	25	22	30	18	27	6	-	24	*	6	28
	2%	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*	*2%*	*%*	*2%*	*2%*
NET: Satisfied	**1411**	1233	935	1250	994	1349	711	1256	257	3	1335	11	138	1273
	77%	*78%*	*77%*	*77%*	*77%*	*77%*	*75%*	*77%* c	*72%*	*100%*	*85%* b	*20%*	*54%*	*81%* a
NET: Dissatisfied	**131**	122	102	122	99	129	82	116	26	-	50	28	45	86
	7%	*8%*	*8%*	*8%*	*8%*	*7%*	*9%*	*7%*	*7%*	*-%*	*3%*	*54%* a	*18%* b	*5%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2239**	280	12	63	267	228	1612	387	224	86	1908	1266	973
Weighted total	**1837**	240	7	54	221	169	1360	293	187	76	1560	1000	836
Very Dissatisfied	**50**	13	2	3	12	6	34	10	7	4	39	38	12
	3%	*5%*	*27%*	*6%*	*5%*	*4%*	*2%*	*4%*	*4%*	*5%*	*3%*	*4%* b	*1%*
Fairly Dissatisfied	**81**	9	*	-	10	10	52	18	7	7	67	55	26
	4%	*4%*	*4%*	*-%*	*5%*	*6%*	*4%*	*6%* b	*4%*	*9%* c	*4%*	*6%* b	*3%*
Neither Satisfied Nor Dissatisfied	**261**	41	*	9	36	18	189	52	32	6	221	154	107
	14%	*17%*	*5%*	*16%*	*16%*	*11%*	*14%*	*18%* **ab**	*17%* b	*8%*	*14%*	*15%*	*13%*
Fairly Satisfied	**625**	82	1	21	77	54	459	109	70	37	513	336	289
	34%	*34%*	*10%*	*39%*	*35%*	*32%*	*34%*	*37%*	*38%*	*48%* c	*33%*	*34%*	*35%*
Very Satisfied	**786**	91	4	19	84	79	604	94	68	22	688	397	389
	43%	*38%*	*54%*	*35%*	*38%*	*47%* c	*44%* c	*32%*	*37%*	*30%*	*44%* **ab**	*40%*	*46%* a
Don't Know (DO NOT READ OUT)	**34**	4	-	2	2	2	22	9	2	*	32	20	14
	2%	*2%*	*-%*	*4%*	*1%*	*1%*	*2%*	*3%*	*1%*	**%*	*2%*	*2%*	*2%*
NET: Satisfied	**1411**	173	4	40	160	132	1063	203	138	59	1201	733	678
	77%	*72%*	*64%*	*74%*	*73%*	*78%* c	*78%* c	*69%*	*74%*	*78%*	*77%*	*73%*	*81%* a
NET: Dissatisfied	**131**	22	2	3	22	16	86	29	15	10	106	93	38
	7%	*9%*	*31%*	*6%*	*10%*	*10%*	*6%*	*10%* b	*8%*	*14%* c	*7%*	*9%* b	*5%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2239**	368	51	165	78	120	52	200	127	105	242	34	129
Weighted total	**1837**	143	12	65	28	48	19	80	46	42	103	15	70
Very Dissatisfied	**50**	1	-	1	1	-	-	*	*	1	3	*	*
	3%	*1%*	*-%*	*1%*	*3%*	*-%*	*-%*	**%*	**%*	*3%* d	*2%*	**%*	**%*
Fairly Dissatisfied	**81**	9	*	2	2	2	*	6	3	*	4	2	6
	4%	*6%*	**%*	*3%*	*7%*	*5%*	*1%*	*7%*	*6%*	**%*	*4%*	*14%* **ab**	*9%* **ab**
Neither Satisfied Nor Dissatisfied	**261**	27	5	8	3	7	4	13	8	9	16	1	7
	14%	*19%*	*41%* **acd**	*13%*	*11%*	*14%*	*19%*	*16%*	*17%*	*22%* d	*16%*	*10%*	*9%*
Fairly Satisfied	**625**	53	3	28	12	18	8	31	17	10	41	6	31
	34%	*37%*	*25%*	*43%* b	*44%* b	*38%*	*44%*	*38%*	*37%*	*24%*	*40%* a	*39%*	*44%* a
Very Satisfied	**786**	51	4	26	10	21	7	31	18	20	38	5	26
	43%	*36%*	*33%*	*39%*	*34%*	*42%*	*36%*	*38%*	*39%*	*48%*	*37%*	*36%*	*37%*
Don't Know (DO NOT READ OUT)	**34**	2	*	*	*	*	-	*	1	1	1	-	*
	2%	*1%*	**%*	**%*	**%*	**%*	*-%*	**%*	*2%*	*3%*	*1%*	*-%*	**%*
NET: Satisfied	**1411**	105	7	54	22	39	15	61	35	31	79	11	57
	77%	*73%* b	*58%*	*82%* **ab**	*78%* b	*81%*	*81%*	*76%*	*75%*	*73%*	*77%*	*76%*	*81%*
NET: Dissatisfied	**131**	10	*	3	3	2	*	6	3	1	6	2	6
	7%	*7%*	**%*	*5%*	*11%* b	*5%*	*1%*	*8%*	*6%*	*3%*	*6%*	*15%* a	*9%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2239**	314	116	37	532	162	150	168	135	158	196	141	130
Weighted total	**1837**	273	136	51	244	116	107	135	133	191	168	163	119
Very Dissatisfied	**50**	14	4	-	4	2	3	2	3	8	6	4	*
	3%	*5%*	*3%*	*-%*	*2%*	*2%*	*3%*	*1%*	*2%*	*4%*	*4%*	*3%*	**%*
		dgl								l			
Fairly Dissatisfied	**81**	10	5	2	12	7	4	2	9	8	5	6	11
	4%	*4%*	*4%*	*3%*	*5%*	*6%*	*4%*	*2%*	*6%*	*4%*	*3%*	*4%*	*9%*
						g			g				**agj**
Neither Satisfied Nor Dissatisfied	**261**	32	22	7	36	15	20	26	20	28	32	10	13
	14%	*12%*	*16%*	*14%*	*15%*	*13%*	*19%*	*19%*	*15%*	*15%*	*19%*	*6%*	*11%*
			k		k	k	**ak**	**ak**	k	k	**ak**		
Fairly Satisfied	**625**	92	45	17	94	28	30	52	46	71	59	46	46
	34%	*34%*	*33%*	*33%*	*39%*	*24%*	*28%*	*38%*	*35%*	*37%*	*35%*	*28%*	*39%*
		e			**efk**			e	e	e	e		e
Very Satisfied	**786**	121	61	23	95	63	47	52	52	73	65	87	46
	43%	*44%*	*45%*	*46%*	*39%*	*54%*	*44%*	*38%*	*39%*	*38%*	*39%*	*54%*	*39%*
						adghijl						**dghijl**	
Don't Know (DO NOT READ OUT)	**34**	5	-	2	3	1	1	2	4	4	1	10	2
	2%	*2%*	*-%*	*4%*	*1%*	*1%*	*1%*	*2%*	*3%*	*2%*	**%*	*6%*	*2%*
				b								**abdefgj**	
NET: Satisfied	**1411**	212	106	40	189	91	78	104	98	144	124	133	92
	77%	*78%*	*78%*	*79%*	*78%*	*78%*	*73%*	*76%*	*74%*	*75%*	*74%*	*82%*	*78%*
NET: Dissatisfied	**131**	24	9	2	16	9	7	4	12	16	11	10	11
	7%	*9%*	*6%*	*3%*	*7%*	*8%*	*7%*	*3%*	*9%*	*8%*	*6%*	*6%*	*10%*
		g				g			g	g			g

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2239**	467	844	461	467
Weighted total	**1837**	460	467	460	449
Very Dissatisfied	**50**	18	9	13	11
	3%	*4%*	*2%*	*3%*	*2%*
		b			
Fairly Dissatisfied	**81**	17	24	19	22
	4%	*4%*	*5%*	*4%*	*5%*
Neither Satisfied Nor Dissatisfied	**261**	61	71	73	55
	14%	*13%*	*15%*	*16%*	*12%*
Fairly Satisfied	**625**	153	153	169	151
	34%	*33%*	*33%*	*37%*	*34%*
Very Satisfied	**786**	205	205	176	199
	43%	*45%*	*44%*	*38%*	*44%*
Don't Know (DO NOT READ OUT)	**34**	7	5	10	13
	2%	*1%*	*1%*	*2%*	*3%*
					b
NET: Satisfied	**1411**	358	358	345	349
	77%	*78%*	*77%*	*75%*	*78%*
NET: Dissatisfied	**131**	34	33	31	32
	7%	*7%*	*7%*	*7%*	*7%*

Columns Tested: a,b,c,d

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2239**	1572	424	151	92	667	590	427	128	82	142
Weighted total	**1837**	1760	48	18	10	76	646	421	107	48	43
Very Dissatisfied	**20**	19	*	1	*	1	10	1	4	1	1
	1%	*1%*	**%*	*3%* **abe**	*2%* b	*1%*	*2%* b	**%*	*3%* b	*1%*	*2%*
Fairly Dissatisfied	**66**	64	1	1	*	2	23	9	8	3	2
	4%	*4%*	*3%*	*3%*	*2%*	*3%*	*4%*	*2%*	*8%* **ab**	*5%*	*4%*
Neither Satisfied Nor Dissatisfied	**216**	206	5	3	2	10	71	55	11	6	3
	12%	*12%*	*11%*	*15%*	*23%* **abe**	*13%*	*11%*	*13%*	*10%*	*13%*	*7%*
Fairly Satisfied	**641**	613	19	6	3	28	239	152	42	10	12
	35%	*35%*	*40%*	*35%*	*30%*	*37%*	*37%* **de**	*36%* **de**	*39%* **de**	*20%*	*27%*
Very Satisfied	**871**	837	22	8	4	34	302	195	41	29	26
	47%	*48%*	*46%*	*44%*	*40%*	*45%*	*47%*	*46%*	*38%*	*60%* **abc**	*60%* **abc**
Don't Know (DO NOT READ OUT)	**23**	22	*	-	*	1	2	8	1	-	-
	1%	*1%*	*1%*	*-%*	*3%* c	*1%*	**%*	*2%* a	*1%*	*-%*	*-%*
NET: Satisfied	**1512**	1449	41	14	7	62	541	348	83	39	38
	82%	*82%* d	*85%* d	*79%*	*70%*	*82%* d	*84%*	*83%*	*78%*	*80%*	*87%* c
NET: Dissatisfied	**86**	83	2	1	*	3	33	10	12	3	2
	5%	*5%*	*3%*	*6%*	*4%*	*4%*	*5%* b	*2%*	*11%* **ab**	*7%* b	*6%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2239**	176	85	244	60	137	262	165	134	144	1407	298	271	263
Weighted total	**1837**	206	110	273	64	141	289	181	147	151	1562	98	92	84
Very Dissatisfied	**20**	3	-	3	-	2	2	2	*	3	15	1	2	2
	1%	*2%*	*-%*	*1%*	*-%*	*1%*	*1%*	*1%*	**%*	*2%*	*1%*	*1%*	*2%*	*2%*
Fairly Dissatisfied	**66**	4	7	14	-	3	10	5	8	8	59	5	2	1
	4%	*2%*	*6%* m	*5%* m	*-%*	*2%*	*4%* m	*3%*	*6%* m	*5%* m	*4%* m	*5%* m	*2%*	*1%*
Neither Satisfied Nor Dissatisfied	**216**	16	14	40	8	16	28	25	25	17	188	11	12	5
	12%	*8%*	*13%*	*15%* **am**	*12%*	*12%*	*10%*	*14%* m	*17%* **afm**	*11%*	*12%* m	*11%*	*13%* m	*6%*
Fairly Satisfied	**641**	88	35	93	16	51	113	55	54	54	558	28	29	26
	35%	*43%* **dgklm**	*32%*	*34%*	*24%*	*36%*	*39%* **dkm**	*30%*	*37%*	*36%*	*36%* k	*29%*	*32%*	*31%*
Very Satisfied	**871**	93	53	116	39	70	135	92	57	68	722	53	46	49
	47%	*45%*	*48%*	*42%*	*61%* **acfhij**	*49%*	*47%*	*51%* h	*39%*	*45%*	*46%*	*54%* **chj**	*50%* h	*59%* **acfhijl**
Don't Know (DO NOT READ OUT)	**23**	2	2	7	2	-	1	3	2	1	20	1	1	1
	1%	*1%*	*2%*	*3%* f	*3%* **ef**	*-%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
NET: Satisfied	**1512**	181	88	209	55	120	248	147	111	122	1280	81	76	75
	82%	*87%* **ch**	*80%*	*77%*	*85%*	*85%* **ch**	*86%* **ch**	*81%*	*76%*	*81%*	*82%* c	*83%*	*82%*	*89%* **bcghijkl**
NET: Dissatisfied	**86**	8	7	17	-	4	12	6	9	11	74	6	4	3
	5%	*4%*	*6%*	*6%* d	*-%*	*3%*	*4%*	*4%*	*6%*	*7%* **dm**	*5%*	*6%*	*4%*	*3%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2239**	56	211	55	224	566	77	153	895	1575	664	1951	288
Weighted total	**1837**	37	144	47	185	513	56	137	716	1420	417	1653	183
Very Dissatisfied	**20**	-	5	*	1	7	-	1	5	17	3	19	*
	1%	*-%*	*4%* **deh**	*1%*	**%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*
Fairly Dissatisfied	**66**	*	5	*	11	22	*	5	22	53	14	62	4
	4%	*1%*	*4%*	**%*	*6%*	*4%*	*1%*	*4%*	*3%*	*4%*	*3%*	*4%*	*2%*
Neither Satisfied Nor Dissatisfied	**216**	2	18	7	19	37	5	19	111	175	41	194	22
	12%	*5%*	*12%* e	*15%* e	*10%*	*7%*	*9%*	*14%* e	*15%* **ade**	*12%*	*10%*	*12%*	*12%*
Fairly Satisfied	**641**	15	48	11	65	186	15	60	242	498	143	583	57
	35%	*40%*	*33%*	*24%*	*35%*	*36%*	*26%*	*44%* **bcfh**	*34%*	*35%*	*34%*	*35%*	*31%*
Very Satisfied	**871**	20	66	28	90	259	36	52	319	659	211	774	97
	47%	*53%* g	*46%*	*59%* **gh**	*49%* g	*50%* **gh**	*64%* **bdegh**	*38%*	*45%*	*46%*	*51%*	*47%*	*53%*
Don't Know (DO NOT READ OUT)	**23**	*	2	-	1	3	*	*	16	18	4	21	2
	1%	*1%*	*1%*	*-%*	**%*	*1%*	*1%*	**%*	*2%* e	*1%*	*1%*	*1%*	*1%*
NET: Satisfied	**1512**	35	113	39	155	444	50	112	562	1157	355	1357	154
	82%	*93%* **bgh**	*79%*	*84%*	*83%*	*87%* **bh**	*90%* **bh**	*82%*	*78%*	*81%*	*85%* a	*82%*	*84%*
NET: Dissatisfied	**86**	*	11	*	11	29	*	6	28	70	17	81	5
	5%	*1%*	*7%* **fh**	*1%*	*6%* f	*6%*	*1%*	*5%*	*4%*	*5%*	*4%*	*5%*	*3%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2239**	2124	115	1362	350	505
Weighted total	**1837**	1721	115	1153	271	388
Very Dissatisfied	**20**	19	*	6	6	7
	1%	*1%*	**%*	*1%*	*2%* a	*2%* a
Fairly Dissatisfied	**66**	66	1	41	12	13
	4%	*4%*	*1%*	*4%*	*5%*	*3%*
Neither Satisfied Nor Dissatisfied	**216**	210	6	136	36	40
	12%	*12%* b	*6%*	*12%*	*13%*	*10%*
Fairly Satisfied	**641**	603	38	393	108	135
	35%	*35%*	*33%*	*34%*	*40%* a	*35%*
Very Satisfied	**871**	803	68	566	107	187
	47%	*47%*	*59%* a	*49%* b	*39%*	*48%* b
Don't Know (DO NOT READ OUT)	**23**	20	3	12	1	5
	1%	*1%*	*2%*	*1%*	**%*	*1%*
NET: Satisfied	**1512**	1406	105	959	215	322
	82%	*82%*	*91%* a	*83%*	*79%*	*83%*
NET: Dissatisfied	**86**	85	1	47	19	20
	5%	*5%* b	*1%*	*4%*	*7%* a	*5%*

Columns Tested: a,b - a,b,c

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**2239**	1798	376	51	7	3	3	-	1	2174	65	855	943	441
Weighted total	**1837**	1568	237	25	4	2	1	-	*	1805	32	852	716	269
Very Dissatisfied	**20**	9	9	2	-	-	-	-	-	18	2	4	5	10
	1%	*1%*	*4%* ai	*7%* ai	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*5%* ai	*%*	*1%*	*4%* ab
Fairly Dissatisfied	**66**	56	11	-	-	-	-	-	-	66	-	24	32	11
	4%	*4%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*3%*	*4%*	*4%*
Neither Satisfied Nor Dissatisfied	**216**	191	22	4	*	-	-	-	-	213	4	107	84	26
	12%	*12%*	*9%*	*15%*	*1%*	*-%*	*-%*	*-%*	*-%*	*12%*	*12%*	*13%*	*12%*	*10%*
Fairly Satisfied	**641**	540	86	9	4	2	*	-	*	626	15	283	258	101
	35%	*34%*	*36%*	*35%*	*88%*	*84%*	*59%*	*-%*	*100%*	*35%*	*46%*	*33%*	*36%*	*37%*
Very Satisfied	**871**	754	107	9	*	*	*	-	-	860	10	423	330	117
	47%	*48%* j	*45%* j	*37%*	*10%*	*16%*	*41%*	*-%*	*-%*	*48%* j	*32%*	*50%* c	*46%*	*44%*
Don't Know (DO NOT READ OUT)	**23**	18	3	2	-	-	-	-	-	21	2	11	7	5
	1%	*1%*	*1%*	*7%* abi	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*5%* abi	*1%*	*1%*	*2%*
NET: Satisfied	**1512**	1294	193	18	4	2	1	-	*	1487	25	706	588	218
	82%	*83%* c	*81%*	*72%*	*99%*	*100%*	*100%*	*-%*	*100%*	*82%* c	*78%*	*83%*	*82%*	*81%*
NET: Dissatisfied	**86**	65	19	2	-	-	-	-	-	84	2	28	37	21
	5%	*4%*	*8%* ai	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*5%*	*3%*	*5%*	*8%* a

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	***d**	***e**	***f**	***g**
Unweighted total	**2239**	1417	954	1545	688	594	1439	1359	104	38	29	9	4	1
Weighted total	**1837**	1049	672	1172	532	412	1093	1073	52	23	17	3	4	*
Very Dissatisfied	**20**	16	11	17	11	6	15	11	2	2	*	-	2	-
	1%	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*3%*	*7%* a	*1%*	*-%*	*50%*	*-%*
Fairly Dissatisfied	**66**	42	28	50	25	12	42	44	3	2	*	-	-	-
	4%	*4%*	*4%*	*4%*	*5%*	*3%*	*4%*	*4%*	*5%*	*9%*	*3%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**216**	119	74	127	64	51	117	114	5	3	4	2	-	-
	12%	*11%*	*11%*	*11%*	*12%*	*12%*	*11%*	*11%*	*9%*	*11%*	*21%*	*81%*	*-%*	*-%*
Fairly Satisfied	**641**	394	266	439	204	152	394	405	22	5	7	*	*	*
	35%	*38%*	*40%*	*37%*	*38%*	*37%*	*36%*	*38%* c	*42%* c	*19%*	*39%*	*3%*	*3%*	*100%*
Very Satisfied	**871**	473	292	535	225	184	515	494	21	12	6	*	2	-
	47%	*45%*	*43%*	*46%*	*42%*	*45%*	*47%* d	*46%*	*40%*	*53%*	*36%*	*16%*	*48%*	*-%*
Don't Know (DO NOT READ OUT)	**23**	5	3	5	3	7	11	5	*	-	-	-	-	-
	1%	**%*	**%*	**%*	**%*	*2%* **abcd**	*1%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**1512**	867	557	974	429	337	909	898	42	17	13	1	2	*
	82%	*83%*	*83%*	*83%*	*81%*	*82%*	*83%*	*84%*	*82%*	*72%*	*75%*	*19%*	*50%*	*100%*
NET: Dissatisfied	**86**	58	39	66	36	18	57	56	4	4	1	-	2	-
	5%	*6%*	*6%*	*6%*	*7%*	*4%*	*5%*	*5%*	*9%*	*17%* a	*4%*	*-%*	*50%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**2239**	655	14	11	4	1	3	-	4	469	370	386	306	13
Weighted total	**1837**	510	9	7	5	*	*	-	1	432	281	273	173	11
Very Dissatisfied	**20**	9	-	-	2	-	-	-	-	3	4	5	4	-
	1%	*2%*	*-%*	*-%*	*31%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*	*2%*	*2%*	*-%*
Fairly Dissatisfied	**66**	25	-	-	-	-	-	-	-	17	10	16	7	*
	4%	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*3%*	*6%*	*4%*	*2%*
Neither Satisfied Nor Dissatisfied	**216**	61	4	*	-	-	-	-	-	45	31	24	26	1
	12%	*12%*	*40%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*11%*	*11%*	*9%*	*15%* c	*8%*
Fairly Satisfied	**641**	195	5	*	4	-	*	-	*	158	120	93	62	5
	35%	*38%*	*56%*	*5%*	*69%*	*-%*	*100%*	*-%*	*78%*	*37%*	*43%* c	*34%*	*36%*	*49%*
Very Satisfied	**871**	218	*	6	*	*	-	-	*	206	114	136	74	5
	47%	*43%*	*4%*	*93%*	*1%*	*100%*	*-%*	*-%*	*22%*	*48%* b	*41%*	*50%* b	*43%*	*41%*
Don't Know (DO NOT READ OUT)	**23**	3	-	-	-	-	-	-	-	2	2	*	1	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	**%*	**%*	*-%*
NET: Satisfied	**1512**	413	6	7	4	*	*	-	1	363	234	229	136	10
	82%	*81%*	*60%*	*97%*	*69%*	*100%*	*100%*	*-%*	*100%*	*84%*	*83%*	*84%*	*79%*	*90%*
NET: Dissatisfied	**86**	34	-	-	2	-	-	-	-	21	14	20	11	*
	5%	*7%*	*-%*	*-%*	*31%*	*-%*	*-%*	*-%*	*-%*	*5%*	*5%*	*7%*	*6%*	*2%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted total	2239	237	153	175	112	10	401	33	251	2117	122	1530	14
Weighted total	1837	191	119	145	73	3	344	23	162	1744	93	1165	6
Very Dissatisfied	**20**	2	1	5	3	-	8	1	2	18	2	17	-
	1%	*1%*	*1%*	*3%*	*4%*	*-%*	*2%*	*3%*	*1%*	*1%*	*2%*	*1%*	*-%*
Fairly Dissatisfied	**66**	6	9	8	2	-	15	4	7	61	5	50	-
	4%	*3%*	*7%*	*6%*	*3%*	*-%*	*4%*	*15%* **ac**	*4%*	*4%*	*6%*	*4%*	*-%*
Neither Satisfied Nor Dissatisfied	**216**	24	14	17	7	-	39	1	25	207	9	126	1
	12%	*13%*	*12%*	*12%*	*10%*	*-%*	*11%*	*4%*	*15%*	*12%*	*10%*	*11%*	*9%*
Fairly Satisfied	**641**	79	39	57	27	2	137	8	59	604	37	435	2
	35%	*41%*	*33%*	*39%*	*37%*	*72%*	*40%*	*34%*	*36%*	*35%*	*40%*	*37%*	*36%*
Very Satisfied	**871**	77	56	57	34	1	144	10	68	831	39	531	3
	47%	*40%*	*47%*	*39%*	*46%*	*28%*	*42%*	*44%*	*42%*	*48%*	*42%*	*46%*	*56%*
Don't Know (DO NOT READ OUT)	**23**	2	-	*	-	-	2	-	1	22	1	5	-
	1%	*1%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*1%*	*1%*	*1%*	**%*	*-%*
NET: Satisfied	**1512**	156	96	114	61	3	281	18	127	1435	76	967	6
	82%	*82%*	*80%*	*79%*	*83%*	*100%*	*82%*	*79%*	*78%*	*82%*	*82%*	*83%*	*91%*
NET: Dissatisfied	**86**	8	9	13	5	-	22	4	9	79	7	66	-
	5%	*4%*	*8%*	*9%* a	*6%*	*-%*	*6%*	*18%* **ac**	*6%*	*5%*	*8%*	*6%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	2239	77	152	224	28	531	157	459	1325	207	-
Weighted total	1837	62	123	177	16	402	130	325	977	114	-
Very Dissatisfied	20	1	3	5	1	7	3	5	16	1	-
	1%	*2%*	*3%*	*3%*	*7%*	*2%*	*3%*	*1%*	*2%*	*1%*	*-%*
Fairly Dissatisfied	66	4	3	10	-	22	3	18	39	10	-
	4%	*6%*	*3%*	*5%*	*-%*	*5%*	*3%*	*6%*	*4%*	*9%* b	*-%*
Neither Satisfied Nor Dissatisfied	216	12	12	16	3	50	15	37	113	15	-
	12%	*19%* b	*10%*	*9%*	*20%*	*12%*	*11%*	*11%*	*12%*	*13%*	*-%*
Fairly Satisfied	641	18	50	68	2	151	53	130	363	46	-
	35%	*30%*	*40%*	*39%*	*14%*	*38%*	*41%*	*40%*	*37%*	*40%*	*-%*
Very Satisfied	871	26	52	75	9	172	53	135	442	40	-
	47%	*43%*	*42%*	*43%*	*56%*	*43%*	*40%*	*41%*	*45%* c	*35%*	*-%*
Don't Know (DO NOT READ OUT)	23	*	2	2	*	-	3	*	5	2	-
	1%	*%*	*2%*	*1%*	*3%*	*-%*	*2%* a	*%*	*1%*	*2%* **ab**	*-%*
NET: Satisfied	1512	44	101	144	11	323	106	265	804	86	-
	82%	*72%*	*83%*	*81%*	*70%*	*80%*	*81%*	*81%*	*82%* c	*75%*	*-%*
NET: Dissatisfied	86	5	7	14	1	29	7	23	55	12	-
	5%	*8%*	*6%*	*8%*	*7%*	*7%*	*5%*	*7%*	*6%*	*10%* b	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**2239**	366	839	148	-	442	464	158	6	1409	943	594	1220	999	15
Weighted total	**1837**	265	575	79	-	334	336	103	4	1044	668	448	907	692	5
Very Dissatisfied	**20**	5	9	1	-	8	4	2	-	16	11	7	14	9	-
	1%	*2%*	*2%*	*2%*	*-%*	*2%*	*1%*	*2%*	*-%*	*1%*	*2%*	*2%*	*2%*	*1%*	*-%*
Fairly Dissatisfied	**66**	18	24	8	-	17	15	7	*	42	28	25	36	36	-
	4%	*7%* b	*4%*	*10%* b	*-%*	*5%*	*4%*	*7%*	*3%*	*4%*	*4%*	*5%*	*4%*	*5%*	*-%*
Neither Satisfied Nor Dissatisfied	**216**	30	66	15	-	48	42	19	2	119	74	54	95	78	1
	12%	*11%*	*11%*	*19%* **ab**	*-%*	*14%*	*12%*	*18%*	*50%*	*11%*	*11%*	*12%*	*10%*	*11%*	*24%*
Fairly Satisfied	**641**	114	224	28	-	121	137	42	2	393	263	168	353	271	2
	35%	*43%*	*39%*	*35%*	*-%*	*36%*	*41%*	*41%*	*45%*	*38%*	*39%*	*37%*	*39%*	*39%*	*42%*
Very Satisfied	**871**	98	249	25	-	138	137	32	*	470	289	193	407	294	2
	47%	*37%*	*43%* **ac**	*31%*	*-%*	*41%* c	*41%* c	*31%*	*2%*	*45%*	*43%*	*43%*	*45%*	*43%*	*35%*
Don't Know (DO NOT READ OUT)	**23**	*	3	2	-	2	1	1	-	5	3	1	3	3	-
	1%	**%*	**%*	*3%* **ab**	*-%*	*1%*	**%*	*1%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*
NET: Satisfied	**1512**	211	474	53	-	259	274	75	2	863	553	361	760	566	4
	82%	*80%* c	*82%* c	*66%*	*-%*	*78%*	*82%* c	*72%*	*47%*	*83%*	*83%*	*81%*	*84%*	*82%*	*76%*
NET: Dissatisfied	**86**	23	33	10	-	25	19	9	*	58	39	32	49	45	-
	5%	*9%*	*6%*	*12%* b	*-%*	*7%*	*6%*	*9%*	*3%*	*6%*	*6%*	*7%*	*5%*	*7%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2239**	399	280	339	109	86	1159	982	55	21	18	16
Weighted total	**1837**	273	191	243	69	50	860	688	37	16	19	11
Very Dissatisfied	**20**	4	2	7	2	2	13	10	1	2	2	-
	1%	*2%*	*1%*	*3%*	*3%*	*4%* b	*2%*	*1%*	*3%*	*11%*	*9%*	*-%*
Fairly Dissatisfied	**66**	13	15	15	7	4	33	33	*	2	1	-
	4%	*5%*	*8%*	*6%*	*10%* a	*8%*	*4%*	*5%*	**%*	*11%*	*5%*	*-%*
Neither Satisfied Nor Dissatisfied	**216**	43	25	31	11	10	100	79	5	*	4	2
	12%	*16%*	*13%*	*13%*	*16%*	*20%*	*12%*	*12%*	*13%*	*1%*	*19%*	*18%*
Fairly Satisfied	**641**	103	80	85	30	21	320	271	12	6	10	5
	35%	*38%*	*42%*	*35%*	*44%*	*42%*	*37%*	*39%*	*33%*	*39%*	*53%*	*41%*
Very Satisfied	**871**	108	66	102	17	11	391	292	19	6	3	5
	47%	*39%* **de**	*35%* e	*42%* **de**	*25%*	*22%*	*45%*	*42%*	*51%*	*39%*	*15%*	*41%*
Don't Know (DO NOT READ OUT)	**23**	3	3	2	2	2	3	3	*	-	-	-
	1%	*1%*	*1%*	*1%*	*3%*	*5%* **ac**	**%*	**%*	*1%*	*-%*	*-%*	*-%*
NET: Satisfied	**1512**	210	146	187	47	32	711	563	30	12	13	9
	82%	*77%* e	*77%* e	*77%* e	*69%*	*63%*	*83%*	*82%*	*83%*	*77%*	*68%*	*82%*
NET: Dissatisfied	**86**	17	17	23	9	6	46	43	1	4	3	-
	5%	*6%*	*9%*	*9%*	*13%* a	*12%*	*5%*	*6%*	*3%*	*22%*	*14%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2239**	1998	1579	2026	1638	2169	1207	2024	516	3	1928	65	301	1938
Weighted total	**1837**	1588	1214	1613	1289	1762	950	1623	355	3	1566	53	257	1580
Very Dissatisfied	**20**	18	14	18	17	20	13	15	7	-	1	10	14	6
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%* b	*-%*	**%*	*20%* a	*5%* b	**%*
Fairly Dissatisfied	**66**	58	50	58	46	65	37	58	17	-	12	17	36	30
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*5%*	*-%*	*1%*	*32%* a	*14%* b	*2%*
Neither Satisfied Nor Dissatisfied	**216**	176	142	181	154	208	124	186	49	*	120	13	61	156
	12%	*11%*	*12%*	*11%*	*12%*	*12%*	*13%*	*11%*	*14%*	*5%*	*8%*	*25%* a	*24%* b	*10%*
Fairly Satisfied	**641**	566	450	573	470	617	331	580	123	1	574	7	86	555
	35%	*36%*	*37%*	*36%*	*36%*	*35%*	*35%*	*36%*	*35%*	*36%*	*37%* b	*14%*	*33%*	*35%*
Very Satisfied	**871**	758	551	772	592	836	437	770	155	2	846	5	56	814
	47%	*48%*	*45%*	*48%*	*46%*	*47%*	*46%*	*47%*	*44%*	*59%*	*54%* b	*9%*	*22%*	*52%* a
Don't Know (DO NOT READ OUT)	**23**	12	6	12	10	17	8	14	4	-	13	*	4	19
	1%	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*2%*	*1%*
NET: Satisfied	**1512**	1324	1002	1345	1062	1453	768	1349	279	3	1420	12	142	1369
	82%	*83%*	*82%*	*83%*	*82%*	*82%*	*81%*	*83%* c	*78%*	*95%*	*91%* b	*23%*	*55%*	*87%* a
NET: Dissatisfied	**86**	76	65	76	63	84	50	73	24	-	13	27	50	36
	5%	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*4%*	*7%* b	*-%*	*1%*	*52%* a	*19%* b	*2%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	2239	280	12	63	267	228	1612	387	224	86	1908	1266	973
Weighted total	1837	240	7	54	221	169	1360	293	187	76	1560	1000	836
Very Dissatisfied	20	6	-	2	4	6	9	5	2	4	14	15	5
	1%	*2%*	*-%*	*3%*	*2%*	*4%* b	*1%*	*2%*	*1%*	*5%* ac	*1%*	*2%* b	*1%*
Fairly Dissatisfied	66	11	-	1	11	10	47	9	10	4	53	40	27
	4%	*4%*	*-%*	*2%*	*5%*	*6%*	*3%*	*3%*	*5%*	*5%*	*3%*	*4%*	*3%*
Neither Satisfied Nor Dissatisfied	216	29	3	13	23	18	152	45	39	4	171	123	94
	12%	*12%*	*39%*	*24%* b	*10%*	*11%*	*11%*	*15%* b	*21%* bc	*5%*	*11%*	*12%*	*11%*
Fairly Satisfied	641	78	*	18	77	59	480	100	61	36	538	361	280
	35%	*33%*	*4%*	*34%*	*35%*	*35%*	*35%*	*34%*	*33%*	*48%* ac	*35%*	*36%*	*33%*
Very Satisfied	871	114	4	20	103	75	657	130	74	26	765	448	422
	47%	*48%*	*54%*	*37%*	*47%*	*44%*	*48%*	*44%*	*40%*	*35%*	*49%* ab	*45%*	*51%* a
Don't Know (DO NOT READ OUT)	23	3	*	*	3	1	16	4	-	2	19	14	9
	1%	*1%*	*4%*	**%*	*1%*	**%*	*1%*	*1%*	*-%*	*2%* a	*1%*	*1%*	*1%*
NET: Satisfied	1512	193	4	38	180	133	1137	230	135	63	1303	809	703
	82%	*80%*	*58%*	*71%*	*82%*	*79%*	*84%* c	*79%*	*72%*	*83%*	*84%* a	*81%*	*84%*
NET: Dissatisfied	86	16	-	3	15	16	56	14	12	7	66	55	31
	5%	*7%*	*-%*	*5%*	*7%*	*10%* bc	*4%*	*5%*	*7%*	*10%* c	*4%*	*5%*	*4%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2239**	368	51	165	78	120	52	200	127	105	242	34	129
Weighted total	**1837**	143	12	65	28	48	19	80	46	42	103	15	70
Very Dissatisfied	**20**	1	1	1	1	*	*	*	*	*	2	*	*
	1%	*1%*	*9%* ac	*2%*	*4%*	*1%*	*1%*	*%	*%	*1%*	*2%*	*%	*%
Fairly Dissatisfied	**66**	8	*	2	2	1	1	4	2	2	4	1	2
	4%	*6%*	*4%*	*4%*	*8%*	*3%*	*7%*	*5%*	*5%*	*5%*	*4%*	*8%*	*2%*
Neither Satisfied Nor Dissatisfied	**216**	17	3	5	4	4	2	9	4	6	12	2	8
	12%	*12%*	*22%* ac	*8%*	*14%*	*8%*	*12%*	*11%*	*8%*	*13%*	*11%*	*16%*	*11%*
Fairly Satisfied	**641**	58	4	27	10	19	7	32	19	10	47	5	30
	35%	*41%*	*33%*	*41%*	*36%*	*39%*	*39%*	*40%*	*40%*	*24%*	*46%* a	*32%*	*43%* a
Very Satisfied	**871**	59	4	29	11	24	8	35	22	24	37	6	30
	47%	*41%*	*32%*	*45%*	*38%*	*50%*	*41%*	*44%*	*47%*	*57%* bd	*36%*	*43%*	*42%*
Don't Know (DO NOT READ OUT)	**23**	-	-	-	-	-	-	-	-	-	1	-	1
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*2%*
NET: Satisfied	**1512**	117	8	57	21	43	15	67	40	34	84	11	60
	82%	*82%* b	*65%*	*86%* bd	*74%*	*88%*	*80%*	*84%*	*87%*	*81%*	*82%*	*75%*	*85%*
NET: Dissatisfied	**86**	10	1	4	3	2	1	4	2	3	6	1	2
	5%	*7%*	*13%*	*6%*	*12%*	*4%*	*8%*	*5%*	*5%*	*6%*	*6%*	*8%*	*2%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 114 (continuation)

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2239**	314	116	37	532	162	150	168	135	158	196	141	130
Weighted total	**1837**	273	136	51	244	116	107	135	133	191	168	163	119
Very Dissatisfied	**20**	3	2	-	3	1	1	-	*	4	-	5	*
	1%	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*-%*	**%*	*2%*	*-%*	*3%*	**%*
										j		**gj**	
Fairly Dissatisfied	**66**	10	7	2	9	6	2	5	7	7	6	2	2
	4%	*4%*	*5%*	*3%*	*4%*	*5%*	*2%*	*4%*	*5%*	*4%*	*4%*	*1%*	*2%*
Neither Satisfied Nor Dissatisfied	**216**	26	14	5	31	10	12	16	23	22	25	16	16
	12%	*10%*	*11%*	*10%*	*13%*	*9%*	*11%*	*12%*	*17%*	*11%*	*15%*	*10%*	*13%*
									ae				
Fairly Satisfied	**641**	93	45	21	97	43	39	47	47	71	55	42	43
	35%	*34%*	*33%*	*42%*	*40%*	*37%*	*36%*	*35%*	*35%*	*37%*	*33%*	*26%*	*36%*
					k	k				k			
Very Satisfied	**871**	138	66	21	103	56	51	65	53	84	78	98	57
	47%	*51%*	*49%*	*41%*	*42%*	*48%*	*48%*	*48%*	*40%*	*44%*	*47%*	*60%*	*48%*
		dh										**cdeghij**	
Don't Know (DO NOT READ OUT)	**23**	3	2	2	2	*	2	2	3	4	3	-	*
	1%	*1%*	*1%*	*3%*	*1%*	**%*	*2%*	*1%*	*2%*	*2%*	*2%*	*-%*	**%*
				kl									
NET: Satisfied	**1512**	231	111	42	199	99	90	112	100	154	134	140	100
	82%	*85%*	*81%*	*83%*	*82%*	*85%*	*84%*	*83%*	*75%*	*81%*	*80%*	*86%*	*84%*
		h				h	h					h	
NET: Dissatisfied	**86**	12	9	2	12	7	3	5	7	11	6	8	3
	5%	*5%*	*7%*	*3%*	*5%*	*6%*	*3%*	*4%*	*5%*	*6%*	*4%*	*5%*	*2%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2239**	467	844	461	467
Weighted total	**1837**	460	467	460	449
Very Dissatisfied	**20**	4	5	4	6
	1%	*1%*	*1%*	*1%*	*1%*
Fairly Dissatisfied	**66**	19	17	20	11
	4%	*4%*	*4%*	*4%*	*2%*
Neither Satisfied Nor Dissatisfied	**216**	46	52	61	57
	12%	*10%*	*11%*	*13%*	*13%*
Fairly Satisfied	**641**	159	178	164	140
	35%	*34%*	*38%* d	*36%*	*31%*
Very Satisfied	**871**	226	210	202	233
	47%	*49%*	*45%*	*44%*	*52%* **bc**
Don't Know (DO NOT READ OUT)	**23**	7	4	9	3
	1%	*1%*	*1%*	*2%*	*1%*
NET: Satisfied	**1512**	384	388	366	373
	82%	*83%*	*83%*	*80%*	*83%*
NET: Dissatisfied	**86**	23	22	24	17
	5%	*5%*	*5%*	*5%*	*4%*

Columns Tested: a,b,c,d

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2239**	1572	424	151	92	667	590	427	128	82	142
Weighted total	**1837**	1760	48	18	10	76	646	421	107	48	43
Very Dissatisfied	**17**	16	*	-	-	*	7	-	2	-	*
	1%	*1%*	*1%*	*-%*	*-%*	**%*	*1%* b	*-%*	*2%* b	*-%*	**%*
Fairly Dissatisfied	**53**	51	2	*	*	2	26	8	4	1	2
	3%	*3%*	*4%*	*1%*	*2%*	*3%*	*4%*	*2%*	*4%*	*2%*	*4%*
Neither Satisfied Nor Dissatisfied	**168**	160	5	2	2	8	59	44	5	3	1
	9%	*9%*	*10%*	*10%*	*15%*	*11%*	*9%* e	*10%* e	*5%*	*6%*	*3%*
Fairly Satisfied	**456**	436	13	5	2	20	186	110	20	6	11
	25%	*25%*	*28%*	*27%*	*22%*	*27%*	*29%* **cd**	*26%* d	*19%*	*12%*	*26%* d
Very Satisfied	**683**	655	17	8	4	29	224	153	40	22	22
	37%	*37%*	*35%*	*45%* b	*38%*	*37%*	*35%*	*36%*	*37%*	*45%*	*51%* **abc**
Don't Know (DO NOT READ OUT)	**460**	443	11	3	2	17	145	105	36	17	6
	25%	*25%*	*24%*	*18%*	*23%*	*22%*	*22%* e	*25%* e	*34%* **abe**	*35%* **ae**	*15%*
NET: Satisfied	**1140**	1091	30	13	6	49	409	264	59	28	33
	62%	*62%*	*62%*	*71%* **ab**	*60%*	*64%*	*63%*	*63%*	*56%*	*57%*	*77%* **abcd**
NET: Dissatisfied	**69**	67	2	*	*	3	33	8	6	1	2
	4%	*4%*	*4%* c	*1%*	*2%*	*3%*	*5%* b	*2%*	*5%* b	*2%*	*4%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2239**	176	85	244	60	137	262	165	134	144	1407	298	271	263
Weighted total	**1837**	206	110	273	64	141	289	181	147	151	1562	98	92	84
Very Dissatisfied	**17**	-	-	-	-	-	3	3	1	4	11	2	3	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*3%*	*-%*
								cm		**acjm**		**acjm**	**acejm**	
Fairly Dissatisfied	**53**	9	1	5	-	8	4	9	5	4	45	2	3	2
	3%	*4%*	*1%*	*2%*	*-%*	*6%*	*1%*	*5%*	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*
		f				**cf**		f						
Neither Satisfied Nor Dissatisfied	**168**	20	7	21	5	13	23	26	14	17	146	9	8	4
	9%	*10%*	*6%*	*8%*	*7%*	*9%*	*8%*	*14%*	*10%*	*11%*	*9%*	*10%*	*9%*	*5%*
								cfjm		m	m	m		
Fairly Satisfied	**456**	40	36	76	17	27	69	41	42	39	386	23	20	28
	25%	*19%*	*32%*	*28%*	*26%*	*19%*	*24%*	*23%*	*29%*	*26%*	*25%*	*23%*	*21%*	*33%*
			ael	a					a					**aefgjkl**
Very Satisfied	**683**	78	35	95	31	51	100	63	49	60	564	44	38	37
	37%	*38%*	*32%*	*35%*	*48%*	*36%*	*35%*	*35%*	*34%*	*40%*	*36%*	*45%*	*42%*	*44%*
					bf							**bcfghj**		**cfhj**
Don't Know (DO NOT READ OUT)	**460**	60	31	75	12	42	88	39	35	28	410	17	20	13
	25%	*29%*	*28%*	*27%*	*19%*	*30%*	*31%*	*22%*	*24%*	*18%*	*26%*	*17%*	*22%*	*15%*
		ikm	**km**	**ikm**		**ikm**	**giklm**		m		**ikm**		m	
NET: Satisfied	**1140**	117	71	171	48	78	170	104	92	99	950	67	58	64
	62%	*57%*	*64%*	*63%*	*74%*	*55%*	*59%*	*57%*	*63%*	*66%*	*61%*	*69%*	*63%*	*77%*
					aefgj							**aefgj**		**abcefghi jkl**
NET: Dissatisfied	**69**	9	1	5	-	8	7	12	6	8	57	5	6	2
	4%	*4%*	*1%*	*2%*	*-%*	*6%*	*3%*	*7%*	*4%*	*5%*	*4%*	*5%*	*6%*	*3%*
						c		**cdf**					**cdfj**	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2239**	56	211	55	224	566	77	153	895	1575	664	1951	288
Weighted total	**1837**	37	144	47	185	513	56	137	716	1420	417	1653	183
Very Dissatisfied	**17**	-	3	-	2	2	*	*	9	11	5	15	2
	1%	*-%*	*2%* e	*-%*	*1%*	**%*	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*
Fairly Dissatisfied	**53**	*	2	-	8	18	-	3	22	41	12	48	5
	3%	*1%*	*1%*	*-%*	*4%*	*3%*	*-%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*
Neither Satisfied Nor Dissatisfied	**168**	5	11	4	15	40	4	12	76	121	48	150	19
	9%	*14%*	*8%*	*9%*	*8%*	*8%*	*7%*	*9%*	*11%*	*8%*	*11%* a	*9%*	*10%*
Fairly Satisfied	**456**	5	35	12	47	126	11	34	187	354	102	411	45
	25%	*13%*	*24%*	*25%*	*25%*	*25%*	*20%*	*25%*	*26%* a	*25%*	*25%*	*25%*	*24%*
Very Satisfied	**683**	17	50	17	61	195	33	50	258	521	162	604	79
	37%	*47%*	*35%*	*37%*	*33%*	*38%*	*60%* **bcdegh**	*37%*	*36%*	*37%*	*39%*	*37%*	*43%* a
Don't Know (DO NOT READ OUT)	**460**	9	42	13	53	132	7	37	166	372	88	425	34
	25%	*25%*	*29%* f	*29%* f	*28%* f	*26%* f	*13%*	*27%* f	*23%* f	*26%* b	*21%*	*26%* b	*19%*
NET: Satisfied	**1140**	22	86	29	108	321	44	84	444	875	265	1016	124
	62%	*60%*	*60%*	*62%*	*58%*	*63%*	*80%* **abcdegh**	*61%*	*62%*	*62%*	*64%*	*61%*	*67%*
NET: Dissatisfied	**69**	*	5	-	10	20	*	4	31	53	17	63	7
	4%	*1%*	*3%*	*-%*	*5%*	*4%*	*1%*	*3%*	*4%*	*4%*	*4%*	*4%*	*4%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2239**	2124	115	1362	350	505
Weighted total	**1837**	1721	115	1153	271	388
Very Dissatisfied	**17**	14	2	13	3	1
	1%	*1%*	*2%*	*1%*	*1%*	**%*
Fairly Dissatisfied	**53**	52	1	37	10	5
	3%	*3%*	*1%*	*3%* c	*4%* c	*1%*
Neither Satisfied Nor Dissatisfied	**168**	159	9	99	25	39
	9%	*9%*	*8%*	*9%*	*9%*	*10%*
Fairly Satisfied	**456**	421	35	300	78	77
	25%	*24%*	*31%*	*26%* c	*29%* c	*20%*
Very Satisfied	**683**	636	47	415	92	166
	37%	*37%*	*41%*	*36%*	*34%*	*43%* **ab**
Don't Know (DO NOT READ OUT)	**460**	439	21	290	63	100
	25%	*25%*	*18%*	*25%*	*23%*	*26%*
NET: Satisfied	**1140**	1057	82	715	170	243
	62%	*61%*	*71%* a	*62%*	*63%*	*63%*
NET: Dissatisfied	**69**	66	3	50	13	5
	4%	*4%*	*3%*	*4%* c	*5%* c	*1%*

Columns Tested: a,b - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 115 (continuation)

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	2239	1798	376	51	7	3	3	-	1	2174	65	855	943	441
Weighted total	1837	1568	237	25	4	2	1	-	*	1805	32	852	716	269
Very Dissatisfied	17	15	2	-	-	-	-	-	-	17	-	9	6	2
	1%	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	*1%*
Fairly Dissatisfied	53	43	8	1	-	-	-	-	-	52	1	27	16	10
	3%	*3%*	*4%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*4%*	*3%*	*2%*	*4%*
Neither Satisfied Nor Dissatisfied	168	148	14	4	2	-	-	-	*	162	6	81	67	20
	9%	*9%*	*6%*	*16%*	*44%*	*-%*	*-%*	*-%*	*100%*	*9%*	*18%*	*10%*	*9%*	*8%*
		b		b							**abi**			
Fairly Satisfied	456	395	55	5	*	-	*	-	-	451	5	218	177	61
	25%	*25%*	*23%*	*20%*	*4%*	*-%*	*41%*	*-%*	*-%*	*25%*	*17%*	*26%*	*25%*	*23%*
Very Satisfied	683	566	101	13	2	*	*	-	-	668	16	295	271	117
	37%	*36%*	*43%*	*52%*	*52%*	*16%*	*59%*	*-%*	*-%*	*37%*	*49%*	*35%*	*38%*	*44%*
			ai	**ai**							**ai**			**ab**
Don't Know (DO NOT READ OUT)	460	400	55	2	-	2	-	-	-	456	4	222	179	59
	25%	*26%*	*23%*	*8%*	*-%*	*84%*	*-%*	*-%*	*-%*	*25%*	*12%*	*26%*	*25%*	*22%*
		cj	**cj**							**cj**				
NET: Satisfied	1140	962	157	18	2	*	1	-	-	1119	21	513	448	178
	62%	*61%*	*66%*	*71%*	*56%*	*16%*	*100%*	*-%*	*-%*	*62%*	*66%*	*60%*	*63%*	*66%*
														a
NET: Dissatisfied	69	58	10	1	-	-	-	-	-	68	1	36	22	11
	4%	*4%*	*4%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*4%*	*4%*	*3%*	*4%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 05/02/19

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	2239	1417	954	1545	688	594	1439	1359	104	38	29	9	4	1
Weighted total	1837	1049	672	1172	532	412	1093	1073	52	23	17	3	4	*
Very Dissatisfied	17	7	6	7	4	6	10	7	-	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	53	25	11	27	10	7	31	22	3	-	-	-	-	-
	3%	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*6%* a	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	168	102	63	115	44	34	91	108	3	2	1	-	-	*
	9%	*10%*	*9%*	*10%*	*8%*	*8%*	*8%*	*10%*	*6%*	*10%*	*4%*	*-%*	*-%*	*100%*
Fairly Satisfied	456	254	163	281	129	90	278	256	17	3	3	1	*	-
	25%	*24%*	*24%*	*24%*	*24%*	*22%*	*25%*	*24%*	*34%* **ac**	*13%*	*20%*	*45%*	*3%*	*-%*
Very Satisfied	683	378	253	428	207	149	421	385	20	14	6	2	2	-
	37%	*36%*	*38%*	*37%*	*39%*	*36%*	*39%*	*36%*	*38%*	*60%* **ab**	*33%*	*54%*	*48%*	*-%*
Don't Know (DO NOT READ OUT)	460	282	177	314	138	128	261	293	9	4	7	*	2	-
	25%	*27%*	*26%*	*27%*	*26%*	*31%* **bdf**	*24%*	*27%* b	*17%*	*16%*	*43%*	*2%*	*50%*	*-%*
NET: Satisfied	1140	632	416	709	336	238	699	642	37	17	9	3	2	-
	62%	*60%*	*62%*	*61%*	*63%*	*58%*	*64%* **ae**	*60%*	*72%* a	*73%*	*53%*	*98%*	*50%*	*-%*
NET: Dissatisfied	69	32	17	34	14	12	41	30	3	-	-	-	-	-
	4%	*3%*	*2%*	*3%*	*3%*	*3%*	*4%*	*3%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	2239	655	14	11	4	1	3	-	4	469	370	386	306	13
Weighted total	1837	510	9	7	5	*	*	-	1	432	281	273	173	11
Very Dissatisfied	17	4	-	-	-	-	-	-	-	2	1	4	1	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*1%*	**%*	*-%*
Fairly Dissatisfied	53	7	3	*	-	-	-	-	-	12	5	6	3	-
	3%	*1%*	*33%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*2%*	*2%*	*1%*	*-%*
Neither Satisfied Nor Dissatisfied	168	39	-	2	3	-	*	-	*	33	32	23	27	-
	9%	*8%*	*-%*	*27%*	*65%*	*-%*	*30%*	*-%*	*24%*	*8%*	*11%*	*8%*	*15%* **ac**	*-%*
Fairly Satisfied	456	128	*	*	-	-	*	-	*	112	70	62	34	2
	25%	*25%*	*5%*	*3%*	*-%*	*-%*	*56%*	*-%*	*44%*	*26%* d	*25%*	*23%*	*20%*	*19%*
Very Satisfied	683	200	2	4	-	*	*	-	*	137	104	114	67	6
	37%	*39%*	*25%*	*67%*	*-%*	*100%*	*13%*	*-%*	*32%*	*32%*	*37%*	*42%* a	*39%* a	*54%*
Don't Know (DO NOT READ OUT)	460	133	4	-	2	-	-	-	-	136	69	65	42	3
	25%	*26%*	*38%*	*-%*	*35%*	*-%*	*-%*	*-%*	*-%*	*31%* **bcd**	*25%*	*24%*	*24%*	*28%*
NET: Satisfied	1140	328	3	5	-	*	*	-	*	249	175	176	102	8
	62%	*64%*	*29%*	*70%*	*-%*	*100%*	*70%*	*-%*	*76%*	*58%*	*62%*	*64%* a	*59%*	*72%*
NET: Dissatisfied	69	10	3	*	-	-	-	-	-	14	6	10	3	-
	4%	*2%*	*33%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*2%*	*4%*	*2%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	a	b	a	***b**
Unweighted total	**2239**	237	153	175	112	10	401	33	251	2117	122	1530	14
Weighted total	**1837**	191	119	145	73	3	344	23	162	1744	93	1165	6
Very Dissatisfied	**17**	1	1	1	*	-	3	-	1	15	2	7	-
	1%	**%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*1%*	*1%*	*2%*	*1%*	*-%*
Fairly Dissatisfied	**53**	4	-	4	*	1	4	-	6	50	3	26	*
	3%	*2%*	*-%*	*3%* b	**%*	*45%*	*1%*	*-%*	*4%* a	*3%*	*3%*	*2%*	*1%*
Neither Satisfied Nor Dissatisfied	**168**	15	7	13	8	-	26	2	16	162	6	114	*
	9%	*8%*	*5%*	*9%*	*10%*	*-%*	*8%*	*8%*	*10%*	*9%*	*7%*	*10%*	*4%*
Fairly Satisfied	**456**	47	34	32	16	*	91	11	27	434	22	281	*
	25%	*25%*	*28%*	*22%*	*22%*	*15%*	*26%* c	*45%* **ac**	*17%*	*25%*	*24%*	*24%*	*1%*
Very Satisfied	**683**	67	44	58	37	1	133	4	67	652	31	425	3
	37%	*35%*	*37%*	*40%*	*51%* **ab**	*39%*	*39%* b	*19%*	*41%* b	*37%*	*34%*	*36%*	*45%*
Don't Know (DO NOT READ OUT)	**460**	57	34	36	11	-	87	6	44	430	29	311	3
	25%	*30%* d	*28%* d	*25%*	*16%*	*-%*	*25%*	*27%*	*27%*	*25%*	*32%*	*27%*	*50%*
NET: Satisfied	**1140**	114	77	90	53	2	224	15	94	1086	53	706	3
	62%	*60%*	*65%*	*62%*	*73%* a	*55%*	*65%*	*64%*	*58%*	*62%*	*57%*	*61%*	*46%*
NET: Dissatisfied	**69**	5	1	5	1	1	7	-	7	65	4	33	*
	4%	*3%*	*1%*	*4%*	*1%*	*45%*	*2%*	*-%*	*4%*	*4%*	*4%*	*3%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	2239	77	152	224	28	531	157	459	1325	207	-
Weighted total	1837	62	123	177	16	402	130	325	977	114	-
Very Dissatisfied	17	1	2	2	-	2	2	3	7	2	-
	1%	*2%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*2%*	*-%*
Fairly Dissatisfied	53	-	4	2	1	6	4	10	23	1	-
	3%	*-%*	*3%*	*1%*	*7%*	*2%*	*3%*	*3%*	*2%*	*1%*	*-%*
Neither Satisfied Nor Dissatisfied	168	4	12	18	*	33	12	25	98	11	-
	9%	*6%*	*9%*	*10%*	*2%*	*8%*	*9%*	*8%*	*10%*	*9%*	*-%*
Fairly Satisfied	456	18	30	47	1	97	32	87	244	35	-
	25%	*30%*	*24%*	*27%*	*8%*	*24%*	*25%*	*27%*	*25%*	*31%*	*-%*
Very Satisfied	683	28	42	64	9	162	45	118	349	43	-
	37%	*45%*	*34%*	*36%*	*55%*	*40%*	*34%*	*36%*	*36%*	*38%*	*-%*
Don't Know (DO NOT READ OUT)	460	10	34	43	4	102	36	82	255	22	-
	25%	*17%*	*28%*	*24%*	*28%*	*25%*	*28%*	*25%*	*26%* c	*19%*	*-%*
NET: Satisfied	1140	46	71	111	10	259	77	205	593	79	-
	62%	*75%* b	*58%*	*63%*	*63%*	*64%*	*59%*	*63%*	*61%*	*69%* b	*-%*
NET: Dissatisfied	69	1	6	4	1	8	5	13	30	3	-
	4%	*2%*	*5%*	*2%*	*7%*	*2%*	*4%*	*4%*	*3%*	*3%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**2239**	366	839	148	-	442	464	158	6	1409	943	594	1220	999	15
Weighted total	**1837**	265	575	79	-	334	336	103	4	1044	668	448	907	692	5
Very Dissatisfied	**17**	3	6	-	-	4	1	1	-	7	6	3	6	5	-
	1%	*1%*	*1%*	*-%*	*-%*	*1%*	**%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*
Fairly Dissatisfied	**53**	5	11	3	-	8	6	4	-	24	11	5	24	9	*
	3%	*2%*	*2%*	*3%*	*-%*	*2%*	*2%*	*4%*	*-%*	*2%*	*2%*	*1%*	*3%* b	*1%*	*2%*
Neither Satisfied Nor Dissatisfied	**168**	27	54	6	-	28	30	4	-	102	61	35	86	74	*
	9%	*10%*	*9%*	*7%*	*-%*	*8%*	*9%* c	*4%*	*-%*	*10%*	*9%*	*8%*	*9%*	*11%*	*1%*
Fairly Satisfied	**456**	66	146	22	-	83	92	32	4	254	163	113	227	184	*
	25%	*25%*	*25%*	*27%*	*-%*	*25%*	*27%*	*31%*	*84%*	*24%*	*24%*	*25%*	*25%*	*27%*	*6%*
Very Satisfied	**683**	95	221	32	-	132	129	37	*	377	252	182	340	244	3
	37%	*36%*	*38%*	*41%*	*-%*	*40%*	*38%*	*36%*	*2%*	*36%*	*38%*	*41%* a	*37%*	*35%*	*59%*
Don't Know (DO NOT READ OUT)	**460**	69	138	17	-	79	77	25	1	280	176	110	224	176	2
	25%	*26%*	*24%*	*22%*	*-%*	*24%*	*23%*	*25%*	*14%*	*27%*	*26%*	*25%*	*25%*	*25%*	*31%*
NET: Satisfied	**1140**	161	366	54	-	215	221	68	4	631	415	295	567	427	3
	62%	*61%*	*64%*	*68%*	*-%*	*64%*	*66%*	*66%*	*86%*	*60%*	*62%*	*66%* a	*63%*	*62%*	*65%*
NET: Dissatisfied	**69**	8	16	3	-	12	7	5	-	31	17	8	30	14	*
	4%	*3%*	*3%*	*3%*	*-%*	*4%*	*2%*	*5%*	*-%*	*3%*	*3%*	*2%*	*3%*	*2%*	*2%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2239**	399	280	339	109	86	1159	982	55	21	18	16
Weighted total	**1837**	273	191	243	69	50	860	688	37	16	19	11
Very Dissatisfied	**17**	3	1	3	1	-	6	5	1	-	*	-
	1%	*1%*	*1%*	*1%*	*2%*	*-%*	*1%*	*1%*	*3%*	*-%*	*3%*	*-%*
Fairly Dissatisfied	**53**	5	2	3	1	*	23	12	*	-	3	-
	3%	*2%*	*1%*	*1%*	*1%*	*1%*	*3%*	*2%*	*1%*	*-%*	*17%*	*-%*
Neither Satisfied Nor Dissatisfied	**168**	23	17	23	2	1	86	72	1	*	2	2
	9%	*9%*	*9%*	*10%* **de**	*3%*	*3%*	*10%*	*10%*	*3%*	**%*	*9%*	*18%*
Fairly Satisfied	**456**	75	60	60	26	14	211	191	8	5	3	3
	25%	*27%*	*32%* c	*25%*	*38%* **ac**	*27%*	*25%*	*28%*	*23%*	*34%*	*14%*	*24%*
Very Satisfied	**683**	107	59	102	19	16	329	236	15	5	4	2
	37%	*39%* **bd**	*31%*	*42%* **bd**	*28%*	*31%*	*38%*	*34%*	*42%*	*28%*	*21%*	*14%*
Don't Know (DO NOT READ OUT)	**460**	60	51	53	19	19	205	172	10	6	7	5
	25%	*22%*	*27%*	*22%*	*28%*	*38%* **abc**	*24%*	*25%*	*27%*	*38%*	*37%*	*44%*
NET: Satisfied	**1140**	183	119	162	45	29	540	427	24	10	7	4
	62%	*67%*	*63%*	*66%*	*65%*	*58%*	*63%*	*62%*	*65%*	*62%*	*35%*	*38%*
NET: Dissatisfied	**69**	8	3	6	2	*	28	17	2	-	4	-
	4%	*3%*	*1%*	*2%*	*3%*	*1%*	*3%*	*2%*	*4%*	*-%*	*20%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2239**	1998	1579	2026	1638	2169	1207	2024	516	3	1928	65	301	1938
Weighted total	**1837**	1588	1214	1613	1289	1762	950	1623	355	3	1566	53	257	1580
Very Dissatisfied	**17**	13	8	13	8	15	7	13	3	-	9	4	5	12
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*8%* a	*2%*	*1%*
Fairly Dissatisfied	**53**	46	32	46	34	53	27	46	12	-	32	5	15	38
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*-%*	*2%*	*9%* a	*6%* b	*2%*
Neither Satisfied Nor Dissatisfied	**168**	142	115	143	115	162	81	145	26	1	113	7	26	142
	9%	*9%*	*9%*	*9%*	*9%*	*9%*	*9%*	*9%*	*7%*	*41%*	*7%*	*13%*	*10%*	*9%*
Fairly Satisfied	**456**	389	293	400	319	445	261	413	106	-	385	9	67	389
	25%	*24%*	*24%*	*25%*	*25%*	*25%*	*28%*	*25%*	*30%* b	*-%*	*25%*	*16%*	*26%*	*25%*
Very Satisfied	**683**	585	459	599	475	655	356	592	136	-	655	6	81	602
	37%	*37%*	*38%*	*37%*	*37%*	*37%*	*37%*	*36%*	*38%*	*-%*	*42%* b	*11%*	*32%*	*38%* a
Don't Know (DO NOT READ OUT)	**460**	414	307	414	338	433	218	413	73	2	374	22	62	397
	25%	*26%*	*25%*	*26%*	*26%*	*25%*	*23%*	*25%* c	*20%*	*59%*	*24%*	*42%* a	*24%*	*25%*
NET: Satisfied	**1140**	973	752	999	794	1100	617	1005	242	-	1040	14	148	991
	62%	*61%*	*62%*	*62%*	*62%*	*62%*	*65%*	*62%*	*68%* b	*-%*	*66%* b	*27%*	*58%*	*63%*
NET: Dissatisfied	**69**	58	40	58	42	67	34	59	15	-	40	9	20	49
	4%	*4%*	*3%*	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	*-%*	*3%*	*17%* a	*8%* b	*3%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2239**	280	12	63	267	228	1612	387	224	86	1908	1266	973
Weighted total	**1837**	240	7	54	221	169	1360	293	187	76	1560	1000	836
Very Dissatisfied	**17**	3	-	-	3	1	11	5	3	2	12	12	5
	1%	*1%*	*-%*	*-%*	*1%*	**%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*
Fairly Dissatisfied	**53**	4	-	2	4	7	33	13	7	1	45	31	22
	3%	*2%*	*-%*	*4%*	*2%*	*4%*	*2%*	*4%* b	*4%*	*1%*	*3%*	*3%*	*3%*
Neither Satisfied Nor Dissatisfied	**168**	17	*	4	18	18	122	27	9	7	151	91	78
	9%	*7%*	*6%*	*7%*	*8%*	*10%*	*9%*	*9%*	*5%*	*10%*	*10%* a	*9%*	*9%*
Fairly Satisfied	**456**	58	2	15	58	36	344	74	47	13	395	264	192
	25%	*24%*	*32%*	*28%*	*26%*	*21%*	*25%*	*25%*	*25%*	*17%*	*25%*	*26%*	*23%*
Very Satisfied	**683**	97	2	19	87	66	513	99	62	28	588	353	330
	37%	*40%*	*30%*	*35%*	*39%*	*39%*	*38%*	*34%*	*33%*	*36%*	*38%*	*35%*	*40%* a
Don't Know (DO NOT READ OUT)	**460**	61	2	14	52	42	338	75	59	26	368	250	210
	25%	*25%*	*32%*	*26%*	*23%*	*25%*	*25%*	*25%*	*32%* c	*34%* c	*24%*	*25%*	*25%*
NET: Satisfied	**1140**	155	4	34	145	102	857	174	109	40	982	617	523
	62%	*65%*	*62%*	*63%*	*66%*	*61%*	*63%*	*59%*	*58%*	*53%*	*63%*	*62%*	*62%*
NET: Dissatisfied	**69**	7	-	2	7	7	45	18	10	2	57	43	27
	4%	*3%*	*-%*	*4%*	*3%*	*4%*	*3%*	*6%* b	*5%*	*3%*	*4%*	*4%*	*3%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2239**	368	51	165	78	120	52	200	127	105	242	34	129
Weighted total	**1837**	143	12	65	28	48	19	80	46	42	103	15	70
Very Dissatisfied	**17**	2	*	*	*	*	*	*	1	1	*	-	1
	1%	*1%*	*3%*	**%*	*1%*	*1%*	*2%*	**%*	*3%* c	*3%*	**%*	*-%*	*2%*
Fairly Dissatisfied	**53**	6	2	1	1	*	*	2	*	2	9	1	3
	3%	*4%* c	*19%* **acd**	*1%*	*4%*	*1%*	*1%*	*2%*	*1%*	*5%*	*9%*	*7%*	*4%*
Neither Satisfied Nor Dissatisfied	**168**	9	1	6	4	4	1	5	4	2	10	2	4
	9%	*7%*	*9%*	*9%*	*15%* a	*8%*	*6%*	*6%*	*8%*	*4%*	*10%*	*15%* a	*6%*
Fairly Satisfied	**456**	40	3	19	9	13	7	22	15	7	27	6	23
	25%	*28%*	*22%*	*29%*	*31%*	*27%*	*34%*	*28%*	*32%*	*18%*	*26%*	*40%* a	*32%* a
Very Satisfied	**683**	49	4	21	10	16	6	25	17	20	29	3	19
	37%	*34%*	*33%*	*32%*	*35%*	*33%*	*32%*	*32%*	*36%*	*47%* **bcd**	*28%*	*18%*	*27%*
Don't Know (DO NOT READ OUT)	**460**	37	2	19	4	14	5	26	9	10	28	3	20
	25%	*26%* d	*14%*	*30%* **bd**	*14%*	*30%*	*25%*	*32%* d	*19%*	*23%*	*27%*	*20%*	*28%*
NET: Satisfied	**1140**	89	6	39	18	29	13	48	32	27	56	9	42
	62%	*62%*	*56%*	*60%*	*66%*	*61%*	*67%*	*60%*	*68%*	*65%*	*54%*	*58%*	*59%*
NET: Dissatisfied	**69**	8	3	1	1	1	1	2	2	3	10	1	4
	4%	*5%* c	*22%* **acd**	*1%*	*5%*	*1%*	*3%*	*2%*	*4%*	*8%*	*10%*	*7%*	*6%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2239**	314	116	37	532	162	150	168	135	158	196	141	130
Weighted total	**1837**	273	136	51	244	116	107	135	133	191	168	163	119
Very Dissatisfied	**17**	-	*	*	3	-	2	*	*	4	2	1	2
	1%	*-%*	**%*	*1%*	*1%*	*-%*	*2%*	**%*	**%*	*2%*	*1%*	*1%*	*2%*
							a			a	a		a
Fairly Dissatisfied	**53**	5	6	2	17	3	2	3	6	2	5	-	3
	3%	*2%*	*4%*	*4%*	*7%*	*2%*	*2%*	*2%*	*4%*	*1%*	*3%*	*-%*	*2%*
			k	k	**aefgikl**				k		k		
Neither Satisfied Nor Dissatisfied	**168**	29	18	3	21	8	15	13	16	10	18	9	6
	9%	*11%*	*13%*	*7%*	*9%*	*7%*	*14%*	*10%*	*12%*	*5%*	*11%*	*6%*	*5%*
			ikl				**ikl**		i				
Fairly Satisfied	**456**	61	33	10	66	37	24	41	38	45	41	33	27
	25%	*22%*	*24%*	*19%*	*27%*	*32%*	*22%*	*31%*	*28%*	*23%*	*24%*	*20%*	*23%*
						ak		k					
Very Satisfied	**683**	122	57	26	73	49	44	58	44	62	36	73	38
	37%	*45%*	*42%*	*51%*	*30%*	*42%*	*42%*	*43%*	*33%*	*33%*	*21%*	*45%*	*32%*
		dhijl	**dj**	**dhijl**	j	**dj**	**dj**	**dj**	j	j		**dijl**	j
Don't Know (DO NOT READ OUT)	**460**	56	22	9	63	19	19	20	29	67	65	46	42
	25%	*21%*	*16%*	*18%*	*26%*	*17%*	*18%*	*15%*	*22%*	*35%*	*39%*	*28%*	*36%*
					befg					**abcdefgh**	**abcdefgh**	**befg**	**abcdefgh**
NET: Satisfied	**1140**	183	90	36	140	86	68	99	82	107	77	106	65
	62%	*67%*	*66%*	*70%*	*57%*	*74%*	*64%*	*73%*	*61%*	*56%*	*46%*	*65%*	*55%*
		dijl	j	j	j	**dhijl**	j	**dhijl**	j			j	
NET: Dissatisfied	**69**	5	6	2	20	3	5	3	6	6	8	1	5
	4%	*2%*	*4%*	*5%*	*8%*	*2%*	*4%*	*2%*	*5%*	*3%*	*5%*	*1%*	*4%*
					aegik						k		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2239**	467	844	461	467
Weighted total	**1837**	460	467	460	449
Very Dissatisfied	**17**	1	5	4	6
	1%	**%*	*1%*	*1%*	*1%*
					a
Fairly Dissatisfied	**53**	12	22	11	8
	3%	*3%*	*5%*	*2%*	*2%*
			cd		
Neither Satisfied Nor Dissatisfied	**168**	50	44	39	34
	9%	*11%*	*9%*	*9%*	*8%*
Fairly Satisfied	**456**	104	127	124	101
	25%	*23%*	*27%*	*27%*	*22%*
Very Satisfied	**683**	205	167	165	147
	37%	*45%*	*36%*	*36%*	*33%*
		bcd			
Don't Know (DO NOT READ OUT)	**460**	88	102	117	153
	25%	*19%*	*22%*	*25%*	*34%*
				a	**abc**
NET: Satisfied	**1140**	309	294	289	248
	62%	*67%*	*63%*	*63%*	*55%*
		d	d	d	
NET: Dissatisfied	**69**	13	27	15	14
	4%	*3%*	*6%*	*3%*	*3%*
			acd		

Columns Tested: a,b,c,d

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Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2239**	1572	424	151	92	667	590	427	128	82	142
Weighted total	**1837**	1760	48	18	10	76	646	421	107	48	43
Very Dissatisfied	**13**	12	*	-	-	*	6	-	2	1	-
	1%	*1%*	**%*	*-%*	*-%*	**%*	*1%* b	*-%*	*2%* b	*2%* b	*-%*
Fairly Dissatisfied	**18**	16	1	*	*	1	9	1	2	*	*
	1%	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	**%*	*2%*	*1%*	**%*
Neither Satisfied Nor Dissatisfied	**131**	125	4	1	1	5	39	37	6	4	3
	7%	*7%*	*7%*	*4%*	*10%*	*7%*	*6%*	*9%*	*6%*	*9%*	*6%*
Fairly Satisfied	**449**	428	13	6	3	21	171	99	25	6	11
	24%	*24%*	*27%*	*32%* a	*27%*	*28%*	*26%* d	*23%* d	*23%* d	*12%*	*25%* d
Very Satisfied	**770**	739	19	8	4	32	279	172	37	21	21
	42%	*42%*	*40%*	*45%*	*42%*	*41%*	*43%*	*41%*	*34%*	*43%*	*48%* c
Don't Know (DO NOT READ OUT)	**456**	439	12	3	2	17	141	112	36	16	9
	25%	*25%* c	*24%*	*17%*	*19%*	*22%*	*22%*	*27%*	*33%* **ae**	*34%* **ae**	*20%*
NET: Satisfied	**1220**	1167	32	14	7	53	450	271	61	26	32
	66%	*66%*	*66%*	*77%* **ab**	*69%*	*69%*	*70%* **cd**	*64%*	*58%*	*54%*	*73%* **bcd**
NET: Dissatisfied	**30**	29	1	*	*	1	16	1	4	1	*
	2%	*2%*	*2%*	*1%*	*2%*	*2%*	*2%* b	**%*	*3%* **be**	*3%* b	**%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2239**	176	85	244	60	137	262	165	134	144	1407	298	271	263
Weighted total	**1837**	206	110	273	64	141	289	181	147	151	1562	98	92	84
Very Dissatisfied	**13**	-	-	-	-	2	3	2	-	3	9	1	1	1
	1%	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*1%*	*-%*	*2%* c	*1%*	*1%*	*1%*	*1%*
Fairly Dissatisfied	**18**	3	*	*	-	3	-	4	3	1	15	1	1	1
	1%	*2%* f	**%*	**%*	*-%*	*2%* **cf**	*-%*	*2%* **cf**	*2%* **cf**	*1%*	*1%*	*1%*	*1%*	*2%* f
Neither Satisfied Nor Dissatisfied	**131**	11	4	23	5	6	18	16	14	16	113	8	7	3
	7%	*5%*	*4%*	*8%* m	*9%*	*4%*	*6%*	*9%* m	*10%* m	*11%* **em**	*7%* m	*8%* m	*8%* m	*4%*
Fairly Satisfied	**449**	41	25	68	11	38	77	43	42	38	384	22	16	27
	24%	*20%*	*23%*	*25%* l	*18%*	*27%* l	*27%* l	*24%*	*29%* l	*25%*	*25%* l	*23%*	*18%*	*32%* **adjkl**
Very Satisfied	**770**	96	48	108	34	48	109	76	49	68	637	46	48	39
	42%	*47%* **eh**	*44%*	*40%*	*53%* **efh**	*34%*	*38%*	*42%*	*34%*	*45%* h	*41%*	*47%* **efhj**	*52%* **cefhj**	*46%* **eh**
Don't Know (DO NOT READ OUT)	**456**	55	33	74	13	44	82	40	38	25	404	19	19	13
	25%	*27%* **im**	*30%* **ikm**	*27%* **ikm**	*21%*	*31%* **iklm**	*28%* **iklm**	*22%*	*26%* m	*17%*	*26%* **ikm**	*19%*	*21%*	*15%*
NET: Satisfied	**1220**	137	74	176	45	86	186	119	91	106	1021	69	64	66
	66%	*66%*	*67%*	*65%*	*71%*	*61%*	*64%*	*66%*	*62%*	*70%*	*65%*	*70%*	*69%*	*78%* **abcefghj kl**
NET: Dissatisfied	**30**	3	*	*	-	5	3	5	3	4	24	3	1	2
	2%	*2%*	**%*	**%*	*-%*	*3%* c	*1%*	*3%* c	*2%* c	*2%* c	*2%*	*3%* c	*2%*	*3%* c

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2239**	56	211	55	224	566	77	153	895	1575	664	1951	288
Weighted total	**1837**	37	144	47	185	513	56	137	716	1420	417	1653	183
Very Dissatisfied	**13**	2	-	-	1	2	*	*	7	9	4	11	2
	1%	*5%*	*-%*	*-%*	*1%*	**%*	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*
		bdegh											
Fairly Dissatisfied	**18**	-	2	-	1	7	-	*	7	16	2	14	3
	1%	*-%*	*2%*	*-%*	**%*	*1%*	*-%*	**%*	*1%*	*1%*	**%*	*1%*	*2%*
Neither Satisfied Nor Dissatisfied	**131**	2	6	2	17	41	2	4	55	105	26	119	12
	7%	*4%*	*4%*	*5%*	*9%*	*8%*	*4%*	*3%*	*8%*	*7%*	*6%*	*7%*	*7%*
					bg	g			g				
Fairly Satisfied	**449**	8	36	14	41	122	9	33	186	358	91	401	49
	24%	*22%*	*25%*	*30%*	*22%*	*24%*	*17%*	*24%*	*26%*	*25%*	*22%*	*24%*	*27%*
Very Satisfied	**770**	16	57	17	73	220	36	62	286	570	200	687	83
	42%	*42%*	*40%*	*36%*	*40%*	*43%*	*65%*	*46%*	*40%*	*40%*	*48%*	*42%*	*45%*
							abcdegh				a		
Don't Know (DO NOT READ OUT)	**456**	10	42	14	52	120	7	36	175	362	94	421	35
	25%	*27%*	*29%*	*29%*	*28%*	*23%*	*13%*	*26%*	*24%*	*25%*	*23%*	*25%*	*19%*
		f	f	f	f	f		f	f			b	
NET: Satisfied	**1220**	24	93	31	114	342	46	96	473	929	291	1088	132
	66%	*64%*	*65%*	*66%*	*62%*	*67%*	*82%*	*70%*	*66%*	*65%*	*70%*	*66%*	*72%*
							abcdegh				a		a
NET: Dissatisfied	**30**	2	2	-	2	10	*	1	14	25	6	25	5
	2%	*5%*	*2%*	*-%*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*3%*
		dg											

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2239**	2124	115	1362	350	505
Weighted total	**1837**	1721	115	1153	271	388
Very Dissatisfied	**13**	11	2	6	3	4
	1%	*1%*	*2%*	**%*	*1%*	*1%*
Fairly Dissatisfied	**18**	18	-	11	5	2
	1%	*1%*	*-%*	*1%*	*2%* c	**%*
Neither Satisfied Nor Dissatisfied	**131**	121	10	80	18	27
	7%	*7%*	*8%*	*7%*	*7%*	*7%*
Fairly Satisfied	**449**	421	28	285	77	83
	24%	*24%*	*24%*	*25%*	*29%* c	*21%*
Very Satisfied	**770**	713	57	479	105	175
	42%	*41%*	*50%*	*42%*	*39%*	*45%*
Don't Know (DO NOT READ OUT)	**456**	438	18	292	62	98
	25%	*25%* b	*16%*	*25%*	*23%*	*25%*
NET: Satisfied	**1220**	1134	85	764	182	257
	66%	*66%*	*74%*	*66%*	*67%*	*66%*
NET: Dissatisfied	**30**	28	2	17	8	5
	2%	*2%*	*2%*	*1%*	*3%* a	*1%*

Columns Tested: a,b - a,b,c

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**2239**	1798	376	51	7	3	3	-	1	2174	65	855	943	441
Weighted total	**1837**	1568	237	25	4	2	1	-	*	1805	32	852	716	269
Very Dissatisfied	**13**	11	2	-	-	-	-	-	-	13	-	6	5	2
	1%	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	*1%*
Fairly Dissatisfied	**18**	15	3	*	-	-	-	-	*	17	*	6	9	3
	1%	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*100%*	*1%*	*1%*	*1%*	*1%*	*1%*
Neither Satisfied Nor Dissatisfied	**131**	107	19	5	-	-	-	-	-	126	5	61	46	24
	7%	*7%*	*8%*	*21%* **abi**	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*16%* **abi**	*7%*	*6%*	*9%*
Fairly Satisfied	**449**	393	49	5	2	-	*	-	-	442	7	212	181	56
	24%	*25%*	*21%*	*20%*	*48%*	*-%*	*18%*	*-%*	*-%*	*25%*	*22%*	*25%*	*25%*	*21%*
Very Satisfied	**770**	651	103	13	2	*	*	-	-	755	16	349	302	119
	42%	*42%*	*44%*	*51%*	*52%*	*16%*	*82%*	*-%*	*-%*	*42%*	*49%*	*41%*	*42%*	*44%*
Don't Know (DO NOT READ OUT)	**456**	391	61	2	-	2	-	-	-	452	4	217	174	65
	25%	*25%* **cj**	*26%* **cj**	*8%*	*-%*	*84%*	*-%*	*-%*	*-%*	*25%* **cj**	*12%*	*26%*	*24%*	*24%*
NET: Satisfied	**1220**	1044	153	18	4	*	1	-	-	1197	23	562	483	175
	66%	*67%*	*65%*	*71%*	*100%*	*16%*	*100%*	*-%*	*-%*	*66%*	*71%*	*66%*	*67%*	*65%*
NET: Dissatisfied	**30**	26	4	*	-	-	-	-	*	30	*	12	14	4
	2%	*2%*	*2%*	*1%*	*-%*	*-%*	*-%*	*-%*	*100%*	*2%*	*1%*	*1%*	*2%*	*2%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**2239**	1417	954	1545	688	594	1439	1359	104	38	29	9	4	1
Weighted total	**1837**	1049	672	1172	532	412	1093	1073	52	23	17	3	4	*
Very Dissatisfied	**13**	8	2	8	2	3	11	7	-	2	-	-	-	-
	1%	*1%*	**%*	*1%*	**%*	*1%*	*1%* b	*1%*	*-%*	*8%* **ab**	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**18**	14	4	14	8	6	13	10	4	-	-	-	-	*
	1%	*1%*	*1%*	*1%*	*2%* b	*1%*	*1%*	*1%*	*8%* a	*-%*	*-%*	*-%*	*-%*	*100%*
Neither Satisfied Nor Dissatisfied	**131**	68	41	79	34	22	70	75	2	1	1	*	-	-
	7%	*7%*	*6%*	*7%*	*6%*	*5%*	*6%*	*7%*	*4%*	*6%*	*4%*	*3%*	*-%*	*-%*
Fairly Satisfied	**449**	252	168	280	129	97	271	261	14	4	1	*	*	-
	24%	*24%*	*25%*	*24%*	*24%*	*24%*	*25%*	*24%*	*26%*	*18%*	*7%*	*3%*	*5%*	*-%*
Very Satisfied	**770**	428	279	477	217	160	467	426	25	12	8	3	2	-
	42%	*41%*	*42%*	*41%*	*41%*	*39%*	*43%*	*40%*	*49%*	*53%*	*46%*	*92%*	*45%*	*-%*
Don't Know (DO NOT READ OUT)	**456**	279	178	314	142	124	261	295	7	4	7	*	2	-
	25%	*27%*	*27%*	*27%*	*27%*	*30%* f	*24%*	*27%* b	*13%*	*15%*	*44%*	*2%*	*50%*	*-%*
NET: Satisfied	**1220**	680	447	757	346	257	739	687	39	16	9	3	2	-
	66%	*65%*	*66%*	*65%*	*65%*	*62%*	*68%* e	*64%*	*76%* a	*71%*	*52%*	*95%*	*50%*	*-%*
NET: Dissatisfied	**30**	21	5	22	10	9	24	16	4	2	-	-	-	*
	2%	*2%* b	*1%*	*2%* b	*2%*	*2%* b	*2%* b	*1%*	*8%* a	*8%* a	*-%*	*-%*	*-%*	*100%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	2239	655	14	11	4	1	3	-	4	469	370	386	306	13
Weighted total	1837	510	9	7	5	*	*	-	1	432	281	273	173	11
Very Dissatisfied	13	2	-	-	-	-	-	-	-	5	2	1	*	-
	1%	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	**%*	**%*	*-%*
Fairly Dissatisfied	18	6	2	*	-	-	*	-	*	4	1	7	1	-
	1%	*1%*	*21%*	*3%*	*-%*	*-%*	*30%*	*-%*	*24%*	*1%*	**%*	*3%* abd	*1%*	*-%*
Neither Satisfied Nor Dissatisfied	131	29	1	2	2	-	-	-	-	35	16	13	14	-
	7%	*6%*	*11%*	*27%*	*31%*	*-%*	*-%*	*-%*	*-%*	*8%* c	*6%*	*5%*	*8%*	*-%*
Fairly Satisfied	449	126	*	1	2	-	-	-	-	91	84	62	40	2
	24%	*25%*	*2%*	*15%*	*35%*	*-%*	*-%*	*-%*	*-%*	*21%*	*30%* acd	*23%*	*23%*	*19%*
Very Satisfied	770	211	3	4	*	*	*	-	*	162	105	128	75	6
	42%	*41%*	*28%*	*55%*	*1%*	*100%*	*70%*	*-%*	*76%*	*37%*	*37%*	*47%* ab	*43%*	*54%*
Don't Know (DO NOT READ OUT)	456	136	4	-	2	-	-	-	-	134	73	61	43	3
	25%	*27%*	*38%*	*-%*	*34%*	*-%*	*-%*	*-%*	*-%*	*31%* c	*26%*	*22%*	*25%*	*28%*
NET: Satisfied	1220	337	3	5	2	*	*	-	*	253	190	190	115	8
	66%	*66%*	*30%*	*70%*	*35%*	*100%*	*70%*	*-%*	*76%*	*59%*	*67%* a	*70%* a	*66%* a	*72%*
NET: Dissatisfied	30	8	2	*	-	-	*	-	*	9	3	8	1	-
	2%	*2%*	*21%*	*3%*	*-%*	*-%*	*30%*	*-%*	*24%*	*2%*	*1%*	*3%* d	*1%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted total	2239	237	153	175	112	10	401	33	251	2117	122	1530	14
Weighted total	1837	191	119	145	73	3	344	23	162	1744	93	1165	6
Very Dissatisfied	13	*	-	1	*	-	2	-	*	12	*	8	-
	1%	*%	-%	*1%*	*1%*	-%	*%	-%	*%	*1%*	*1%*	*1%*	-%
Fairly Dissatisfied	18	3	-	4	*	-	4	*	4	15	2	13	*
	1%	*2%*	-%	*3%* b	*1%*	-%	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*
Neither Satisfied Nor Dissatisfied	131	9	7	11	6	1	21	2	10	125	6	79	-
	7%	*5%*	*6%*	*7%*	*8%*	*35%*	*6%*	*10%*	*6%*	*7%*	*6%*	*7%*	-%
Fairly Satisfied	449	54	29	27	18	1	88	8	32	429	21	280	*
	24%	*28%* c	*25%*	*19%*	*25%*	*17%*	*26%*	*34%*	*20%*	*25%*	*22%*	*24%*	*3%*
Very Satisfied	770	66	50	64	35	1	137	8	70	737	33	473	3
	42%	*34%*	*42%*	*44%* a	*47%* a	*47%*	*40%*	*35%*	*44%*	*42%*	*36%*	*41%*	*46%*
Don't Know (DO NOT READ OUT)	456	59	33	37	13	-	92	5	45	425	31	311	3
	25%	*31%* d	*28%*	*26%*	*18%*	-%	*27%*	*20%*	*28%*	*24%*	*33%* a	*27%*	*49%*
NET: Satisfied	1220	119	79	92	53	2	226	16	102	1166	54	753	3
	66%	*63%*	*66%*	*63%*	*72%*	*65%*	*65%*	*69%*	*63%*	*67%* b	*58%*	*65%*	*49%*
NET: Dissatisfied	30	4	-	5	1	-	6	*	4	28	3	22	*
	2%	*2%*	-%	*4%* b	*1%*	-%	*2%*	*1%*	*2%*	*2%*	*3%*	*2%*	*2%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**2239**	77	152	224	28	531	157	459	1325	207	-
Weighted total	**1837**	62	123	177	16	402	130	325	977	114	-
Very Dissatisfied	**13**	1	*	1	-	1	*	1	8	*	-
	1%	*2%*	**%*	*1%*	*-%*	**%*	**%*	**%*	*1%*	**%*	*-%*
Fairly Dissatisfied	**18**	*	4	4	*	4	4	6	13	1	-
	1%	**%*	*3%*	*2%*	*1%*	*1%*	*3%*	*2%*	*1%*	*1%*	*-%*
Neither Satisfied Nor Dissatisfied	**131**	6	10	14	-	22	12	21	64	5	-
	7%	*10%*	*8%*	*8%*	*-%*	*5%*	*9%*	*6%*	*7%*	*4%*	*-%*
Fairly Satisfied	**449**	16	28	43	4	100	29	78	241	34	-
	24%	*26%*	*23%*	*24%*	*26%*	*25%*	*22%*	*24%*	*25%*	*30%*	*-%*
Very Satisfied	**770**	29	45	70	10	170	47	139	399	55	-
	42%	*47%*	*37%*	*40%*	*63%*	*42%*	*36%*	*43%*	*41%*	*48%*	*-%*
Don't Know (DO NOT READ OUT)	**456**	10	35	44	1	104	37	80	251	19	-
	25%	*16%*	*29%* a	*25%*	*9%*	*26%*	*29%*	*25%* c	*26%* c	*17%*	*-%*
NET: Satisfied	**1220**	45	73	113	14	270	76	217	640	89	-
	66%	*73%* b	*59%*	*64%*	*90%*	*67%*	*59%*	*67%*	*66%*	*78%* **ab**	*-%*
NET: Dissatisfied	**30**	1	5	5	*	6	5	7	21	1	-
	2%	*2%*	*4%*	*3%*	*1%*	*1%*	*3%*	*2%*	*2%*	*1%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	2239	366	839	148	-	442	464	158	6	1409	943	594	1220	999	15
Weighted total	1837	265	575	79	-	334	336	103	4	1044	668	448	907	692	5
Very Dissatisfied	13	1	2	*	-	2	1	*	-	6	2	2	6	2	-
	1%	*%	*%	1%	-%	1%	*%	*%	-%	1%	*%	*%	1%	*%	-%
Fairly Dissatisfied	18	1	4	1	-	7	6	2	-	14	4	4	12	7	*
	1%	*%	1%	1%	-%	2%	2%	2%	-%	1%	1%	1%	1%	1%	2%
Neither Satisfied Nor Dissatisfied	131	19	34	1	-	26	20	4	*	68	39	25	56	44	*
	7%	7%	6%	2%	-%	8%	6%	4%	11%	7%	6%	6%	6%	6%	1%
		c	c												
Fairly Satisfied	449	69	151	23	-	78	89	26	4	252	168	114	224	182	*
	24%	26%	26%	28%	-%	23%	27%	25%	84%	24%	25%	26%	25%	26%	3%
Very Satisfied	770	104	244	36	-	140	139	43	*	425	278	189	381	280	3
	42%	39%	42%	45%	-%	42%	41%	42%	2%	41%	42%	42%	42%	40%	62%
Don't Know (DO NOT READ OUT)	456	70	141	19	-	82	80	27	*	279	177	113	227	178	2
	25%	26%	24%	23%	-%	24%	24%	26%	3%	27%	27%	25%	25%	26%	31%
NET: Satisfied	1220	173	395	58	-	218	228	69	4	677	446	303	605	462	3
	66%	66%	69%	73%	-%	65%	68%	67%	86%	65%	67%	68%	67%	67%	65%
NET: Dissatisfied	30	2	5	1	-	9	7	3	-	20	5	6	19	9	*
	2%	1%	1%	2%	-%	3%	2%	3%	-%	2%	1%	1%	2%	1%	2%
										b					

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2239**	399	280	339	109	86	1159	982	55	21	18	16
Weighted total	**1837**	273	191	243	69	50	860	688	37	16	19	11
Very Dissatisfied	**13**	1	1	1	*	-	6	4	1	-	*	-
	1%	**%*	*1%*	*1%*	**%*	*-%*	*1%*	*1%*	*3%*	*-%*	*3%*	*-%*
Fairly Dissatisfied	**18**	6	3	5	-	*	12	7	*	-	2	-
	1%	*2%*	*2%*	*2%*	*-%*	**%*	*1%*	*1%*	*1%*	*-%*	*11%*	*-%*
Neither Satisfied Nor Dissatisfied	**131**	15	7	19	3	1	52	45	3	4	3	3
	7%	*6%*	*4%*	*8%* **be**	*4%*	*2%*	*6%*	*6%*	*9%*	*22%*	*14%*	*30%*
Fairly Satisfied	**449**	67	57	50	19	14	218	184	4	2	3	1
	24%	*25%*	*30%* c	*21%*	*27%*	*28%*	*25%*	*27%*	*12%*	*11%*	*15%*	*9%*
Very Satisfied	**770**	116	71	111	26	16	364	280	17	5	4	2
	42%	*43%*	*37%*	*46%* **be**	*37%*	*32%*	*42%*	*41%*	*46%*	*29%*	*20%*	*17%*
Don't Know (DO NOT READ OUT)	**456**	67	51	57	22	20	208	170	10	6	7	5
	25%	*24%*	*27%*	*23%*	*31%*	*39%* **abc**	*24%*	*25%*	*28%*	*38%*	*37%*	*43%*
NET: Satisfied	**1220**	184	128	161	45	30	581	463	21	6	7	3
	66%	*67%*	*67%*	*66%*	*65%*	*59%*	*68%*	*67%*	*58%*	*40%*	*35%*	*26%*
NET: Dissatisfied	**30**	7	4	6	*	*	18	10	2	-	3	-
	2%	*3%*	*2%*	*2%*	**%*	**%*	*2%*	*1%*	*4%*	*-%*	*14%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2239**	1998	1579	2026	1638	2169	1207	2024	516	3	1928	65	301	1938
Weighted total	**1837**	1588	1214	1613	1289	1762	950	1623	355	3	1566	53	257	1580
Very Dissatisfied	**13**	8	9	9	8	13	6	9	3	-	2	6	4	9
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	**%*	*11%* a	*1%*	*1%*
Fairly Dissatisfied	**18**	16	14	16	15	16	12	16	2	-	7	3	6	12
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	**%*	*6%* a	*2%* b	*1%*
Neither Satisfied Nor Dissatisfied	**131**	106	84	107	90	127	64	108	23	-	74	10	32	99
	7%	*7%*	*7%*	*7%*	*7%*	*7%*	*7%*	*7%*	*6%*	*-%*	*5%*	*18%* a	*13%* b	*6%*
Fairly Satisfied	**449**	388	295	395	310	437	252	406	100	1	375	8	73	376
	24%	*24%*	*24%*	*24%*	*24%*	*25%*	*27%*	*25%*	*28%*	*41%*	*24%*	*15%*	*28%*	*24%*
Very Satisfied	**770**	660	502	675	532	741	406	678	156	2	738	3	71	699
	42%	*42%*	*41%*	*42%*	*41%*	*42%*	*43%*	*42%*	*44%*	*59%*	*47%* b	*6%*	*28%*	*44%* a
Don't Know (DO NOT READ OUT)	**456**	410	311	412	334	429	210	406	71	-	369	24	71	385
	25%	*26%*	*26%*	*26%*	*26%*	*24%*	*22%*	*25%* c	*20%*	*-%*	*24%*	*45%* a	*28%*	*24%*
NET: Satisfied	**1220**	1047	797	1070	842	1178	658	1084	256	3	1113	11	144	1075
	66%	*66%*	*66%*	*66%*	*65%*	*67%*	*69%*	*67%*	*72%* b	*100%*	*71%* b	*20%*	*56%*	*68%* a
NET: Dissatisfied	**30**	24	23	25	23	29	18	25	5	-	10	9	10	21
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*-%*	*1%*	*17%* a	*4%* b	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2239**	280	12	63	267	228	1612	387	224	86	1908	1266	973
Weighted total	**1837**	240	7	54	221	169	1360	293	187	76	1560	1000	836
Very Dissatisfied	**13**	2	-	-	2	2	8	2	2	-	10	7	6
	1%	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*
Fairly Dissatisfied	**18**	4	-	2	3	4	11	3	4	1	13	9	9
	1%	*2%*	*-%*	*4%*	*1%*	*2%* b	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*
Neither Satisfied Nor Dissatisfied	**131**	17	*	4	19	22	85	24	12	2	117	77	54
	7%	*7%*	*4%*	*7%*	*9%*	*13%* b	*6%*	*8%*	*6%*	*3%*	*7%*	*8%*	*6%*
Fairly Satisfied	**449**	55	2	13	55	31	344	75	50	18	379	252	198
	24%	*23%*	*34%*	*24%*	*25%*	*18%*	*25%* a	*25%* a	*27%*	*24%*	*24%*	*25%*	*24%*
Very Satisfied	**770**	104	2	21	93	64	582	114	65	27	672	395	375
	42%	*43%*	*30%*	*39%*	*42%*	*38%*	*43%*	*39%*	*35%*	*36%*	*43%* a	*40%*	*45%* a
Don't Know (DO NOT READ OUT)	**456**	58	2	14	49	45	330	75	54	27	368	261	195
	25%	*24%*	*32%*	*25%*	*22%*	*27%*	*24%*	*26%*	*29%*	*36%* c	*24%*	*26%*	*23%*
NET: Satisfied	**1220**	159	4	34	148	95	926	189	115	45	1052	647	573
	66%	*66%*	*64%*	*63%*	*67%*	*57%*	*68%* a	*65%* a	*62%*	*60%*	*67%*	*65%*	*68%*
NET: Dissatisfied	**30**	6	-	2	4	7	19	5	6	1	24	15	15
	2%	*3%*	*-%*	*4%*	*2%*	*4%* b	*1%*	*2%*	*3%*	*1%*	*2%*	*2%*	*2%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 116 (continuation)

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2239**	368	51	165	78	120	52	200	127	105	242	34	129
Weighted total	**1837**	143	12	65	28	48	19	80	46	42	103	15	70
Very Dissatisfied	**13**	*	*	*	*	*	*	*	*	-	*	-	1
	1%	**%*	*3%* a	**%*	*1%*	*1%*	*2%*	**%*	**%*	*-%*	**%*	*-%*	*1%*
Fairly Dissatisfied	**18**	3	1	*	-	*	*	1	1	*	1	1	1
	1%	*2%*	*10%* **acd**	**%*	*-%*	**%*	**%*	*2%*	*1%*	**%*	*1%*	*7%* **ab**	*2%*
Neither Satisfied Nor Dissatisfied	**131**	8	1	5	5	4	1	5	3	1	7	2	3
	7%	*5%*	*9%*	*8%*	*20%* **ac**	*8%*	*6%*	*6%*	*6%*	*3%*	*7%*	*14%* **ad**	*5%*
Fairly Satisfied	**449**	39	4	18	7	12	5	20	12	8	27	6	23
	24%	*27%*	*33%*	*28%*	*27%*	*25%*	*28%*	*25%*	*25%*	*18%*	*27%*	*39%* a	*32%* a
Very Satisfied	**770**	55	4	22	10	17	7	27	21	24	34	3	21
	42%	*38%*	*34%*	*33%*	*35%*	*35%*	*35%*	*34%*	*46%* c	*57%* **bcd**	*33%*	*21%*	*29%*
Don't Know (DO NOT READ OUT)	**456**	39	1	20	5	15	6	27	10	9	33	3	22
	25%	*27%* b	*12%*	*31%* **bd**	*17%*	*32%*	*30%*	*33%* d	*23%*	*22%*	*32%*	*18%*	*31%*
NET: Satisfied	**1220**	94	8	40	17	29	12	47	33	32	61	9	43
	66%	*65%*	*66%*	*61%*	*62%*	*59%*	*63%*	*59%*	*71%* c	*75%* **bd**	*59%*	*60%*	*61%*
NET: Dissatisfied	**30**	3	1	*	*	*	*	2	1	*	2	1	2
	2%	*2%*	*12%* **acd**	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	**%*	*2%*	*7%* a	*3%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2239**	314	116	37	532	162	150	168	135	158	196	141	130
Weighted total	**1837**	273	136	51	244	116	107	135	133	191	168	163	119
Very Dissatisfied	**13**	*	-	*	1	*	1	-	-	2	1	3	4
	1%	**%*	*-%*	*1%*	*1%*	**%*	*1%*	*-%*	*-%*	*1%*	**%*	*2%*	*3%*
													adghj
Fairly Dissatisfied	**18**	4	*	-	5	1	1	1	3	*	2	-	-
	1%	*2%*	**%*	*-%*	*2%*	*1%*	*1%*	*1%*	*2%*	**%*	*1%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**131**	20	13	*	16	8	8	10	14	7	17	8	10
	7%	*7%*	*9%*	*1%*	*7%*	*7%*	*8%*	*7%*	*11%*	*4%*	*10%*	*5%*	*8%*
									i		i		
Fairly Satisfied	**449**	55	45	16	67	31	28	42	34	38	39	34	20
	24%	*20%*	*33%*	*31%*	*27%*	*27%*	*26%*	*31%*	*25%*	*20%*	*23%*	*21%*	*17%*
			aikl		**al**	l		**aikl**					
Very Satisfied	**770**	137	68	25	86	56	49	56	56	71	47	71	49
	42%	*50%*	*50%*	*48%*	*35%*	*48%*	*46%*	*41%*	*42%*	*37%*	*28%*	*43%*	*41%*
		dij	**dij**	j		**dj**	**dj**	j	j			j	j
Don't Know (DO NOT READ OUT)	**456**	55	10	9	69	21	19	26	28	72	62	48	37
	25%	*20%*	*7%*	*18%*	*28%*	*18%*	*18%*	*20%*	*21%*	*38%*	*37%*	*29%*	*31%*
		b			**abefg**	b	b	b	b	**abcdefgh**	**abcdefgh**	**abefg**	**abefg**
NET: Satisfied	**1220**	193	113	41	153	87	78	98	89	110	86	105	69
	66%	*71%*	*83%*	*80%*	*63%*	*74%*	*73%*	*72%*	*67%*	*57%*	*51%*	*64%*	*58%*
		dijl	**adghijkl**	**dijl**	j	**dijl**	**dijl**	**dijl**	j			j	
NET: Dissatisfied	**30**	5	*	*	6	2	2	1	3	2	3	3	4
	2%	*2%*	**%*	*1%*	*3%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*3%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2239**	467	844	461	467
Weighted total	**1837**	460	467	460	449
Very Dissatisfied	**13**	1	3	2	7
	1%	**%*	*1%*	**%*	*2%*
					a
Fairly Dissatisfied	**18**	5	7	4	2
	1%	*1%*	*2%*	*1%*	**%*
Neither Satisfied Nor Dissatisfied	**131**	34	32	31	34
	7%	*7%*	*7%*	*7%*	*8%*
Fairly Satisfied	**449**	117	126	114	93
	24%	*25%*	*27%*	*25%*	*21%*
			d		
Very Satisfied	**770**	230	191	183	167
	42%	*50%*	*41%*	*40%*	*37%*
		bcd			
Don't Know (DO NOT READ OUT)	**456**	74	109	126	147
	25%	*16%*	*23%*	*27%*	*33%*
			a	a	**ab**
NET: Satisfied	**1220**	346	317	297	260
	66%	*75%*	*68%*	*65%*	*58%*
		bcd	d	d	
NET: Dissatisfied	**30**	6	10	6	9
	2%	*1%*	*2%*	*1%*	*2%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2239**	1572	424	151	92	667	590	427	128	82	142
Weighted total	**1837**	1760	48	18	10	76	646	421	107	48	43
Very Dissatisfied	**36**	34	1	1	*	2	15	8	4	2	-
	2%	*2%*	*3%*	*3%*	*1%*	*3%*	*2%*	*2%*	*4%* e	*4%* e	*-%*
Fairly Dissatisfied	**82**	80	2	-	*	2	34	13	4	5	1
	4%	*5%* **ce**	*3%* c	*-%*	*2%*	*2%*	*5%* e	*3%*	*4%*	*10%* **be**	*1%*
Neither Satisfied Nor Dissatisfied	**266**	256	6	3	2	10	90	57	11	12	3
	14%	*15%*	*13%*	*16%*	*15%*	*14%*	*14%* e	*14%*	*11%*	*24%* **abce**	*8%*
Fairly Satisfied	**601**	575	17	6	3	26	226	143	36	8	15
	33%	*33%*	*34%*	*36%*	*27%*	*34%*	*35%* d	*34%* d	*34%* d	*17%*	*34%* d
Very Satisfied	**709**	679	19	6	5	30	241	154	42	20	22
	39%	*39%*	*39%*	*36%*	*47%*	*39%*	*37%*	*37%*	*39%*	*41%*	*50%* **ab**
Don't Know (DO NOT READ OUT)	**143**	136	4	1	1	6	41	46	9	2	3
	8%	*8%*	*8%*	*8%*	*7%*	*8%*	*6%*	*11%* a	*8%*	*5%*	*7%*
NET: Satisfied	**1310**	1254	35	13	8	56	466	297	78	28	36
	71%	*71%*	*73%*	*72%*	*74%*	*73%*	*72%* d	*71%* d	*73%* d	*58%*	*84%* **abcd**
NET: Dissatisfied	**118**	114	3	1	*	4	49	21	8	7	1
	6%	*6%*	*6%*	*3%*	*3%*	*5%*	*8%* e	*5%*	*8%* e	*14%* **be**	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2239**	176	85	244	60	137	262	165	134	144	1407	298	271	263
Weighted total	**1837**	206	110	273	64	141	289	181	147	151	1562	98	92	84
Very Dissatisfied	**36**	3	2	11	2	3	2	*	2	6	32	3	2	-
	2%	*1%*	*2%*	*4%*	*3%*	*2%*	*1%*	**%*	*1%*	*4%*	*2%*	*3%*	*2%*	*-%*
			m	**fgjm**	**gm**	m				**fgm**	m	**gm**	m	
Fairly Dissatisfied	**82**	5	3	7	-	11	11	11	11	12	71	5	3	3
	4%	*2%*	*3%*	*3%*	*-%*	*8%*	*4%*	*6%*	*7%*	*8%*	*5%*	*5%*	*3%*	*3%*
						acdlm			**acdl**	**acdlm**				
Neither Satisfied Nor Dissatisfied	**266**	33	18	28	1	20	40	31	22	30	224	17	16	9
	14%	*16%*	*16%*	*10%*	*2%*	*14%*	*14%*	*17%*	*15%*	*20%*	*14%*	*17%*	*17%*	*11%*
		d	d	d		d	d	d	d	**cdm**	d	**cdm**	**cdm**	d
Fairly Satisfied	**601**	60	39	84	24	41	109	59	56	39	511	34	24	32
	33%	*29%*	*35%*	*31%*	*37%*	*29%*	*38%*	*33%*	*38%*	*26%*	*33%*	*35%*	*26%*	*38%*
							il		**il**		l	**il**		**il**
Very Satisfied	**709**	95	40	108	31	49	106	64	48	57	599	33	39	38
	39%	*46%*	*36%*	*40%*	*49%*	*35%*	*37%*	*36%*	*33%*	*38%*	*38%*	*34%*	*43%*	*45%*
		ehk			**hk**								k	**ehjk**
Don't Know (DO NOT READ OUT)	**143**	11	9	33	6	17	19	15	7	8	126	6	9	3
	8%	*5%*	*8%*	*12%*	*9%*	*12%*	*7%*	*9%*	*5%*	*5%*	*8%*	*6%*	*10%*	*3%*
			mafhijkm			**ahikm**		m			m		m	
NET: Satisfied	**1310**	154	78	192	55	90	215	124	104	96	1110	68	63	69
	71%	*75%*	*71%*	*71%*	*86%*	*64%*	*75%*	*68%*	*71%*	*63%*	*71%*	*69%*	*68%*	*83%*
		ei			**bceghijkl**		**ei**							**abcefghi jkl**
NET: Dissatisfied	**118**	8	5	19	2	14	14	11	13	18	103	8	4	3
	6%	*4%*	*5%*	*7%*	*3%*	*10%*	*5%*	*6%*	*9%*	*12%*	*7%*	*8%*	*4%*	*3%*
						aflm			m	**afjlm**	m	m		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2239**	56	211	55	224	566	77	153	895	1575	664	1951	288
Weighted total	**1837**	37	144	47	185	513	56	137	716	1420	417	1653	183
Very Dissatisfied	**36**	-	3	-	*	5	*	-	28	34	2	35	1
	2%	*-%*	*2%*	*-%*	**%*	*1%*	*1%*	*-%*	*4%* **deg**	*2%* b	*1%*	*2%* b	**%*
Fairly Dissatisfied	**82**	2	9	2	7	23	2	7	29	61	21	78	4
	4%	*7%*	*6%*	*4%*	*4%*	*4%*	*3%*	*5%*	*4%*	*4%*	*5%*	*5%*	*2%*
Neither Satisfied Nor Dissatisfied	**266**	6	7	6	40	80	2	20	105	194	72	248	18
	14%	*17%* **bf**	*5%*	*13%* b	*21%* **bfh**	*16%* **bf**	*4%*	*15%* **bf**	*15%* **bf**	*14%*	*17%* a	*15%* b	*10%*
Fairly Satisfied	**601**	11	60	17	55	154	22	52	230	460	141	541	60
	33%	*31%*	*42%* **deh**	*36%*	*30%*	*30%*	*39%*	*38%* e	*32%*	*32%*	*34%*	*33%*	*33%*
Very Satisfied	**709**	13	55	17	64	212	28	49	271	548	161	623	86
	39%	*35%*	*38%*	*36%*	*35%*	*41%*	*50%* **dgh**	*36%*	*38%*	*39%*	*39%*	*38%*	*47%* a
Don't Know (DO NOT READ OUT)	**143**	4	11	5	18	40	2	9	53	124	19	129	14
	8%	*11%*	*8%*	*11%*	*10%*	*8%*	*4%*	*6%*	*7%*	*9%* b	*5%*	*8%*	*8%*
NET: Satisfied	**1310**	24	114	34	120	365	49	101	501	1008	302	1163	147
	71%	*65%*	*80%* **adeh**	*72%*	*64%*	*71%*	*89%* **acdegh**	*74%* d	*70%*	*71%*	*73%*	*70%*	*80%* a
NET: Dissatisfied	**118**	2	12	2	8	28	2	7	58	95	23	113	5
	6%	*7%*	*8%*	*4%*	*4%*	*5%*	*4%*	*5%*	*8%* d	*7%*	*6%*	*7%* b	*3%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2239**	2124	115	1362	350	505
Weighted total	**1837**	1721	115	1153	271	388
Very Dissatisfied	**36**	36	*	23	10	2
	2%	*2%*	**%*	*2%* c	*4%* c	*1%*
Fairly Dissatisfied	**82**	81	*	52	18	10
	4%	*5%* b	**%*	*5%*	*6%* c	*3%*
Neither Satisfied Nor Dissatisfied	**266**	252	15	142	52	65
	14%	*15%*	*13%*	*12%*	*19%* a	*17%* a
Fairly Satisfied	**601**	566	34	389	86	123
	33%	*33%*	*30%*	*34%*	*32%*	*32%*
Very Satisfied	**709**	660	50	452	87	161
	39%	*38%*	*43%*	*39%* b	*32%*	*42%* b
Don't Know (DO NOT READ OUT)	**143**	126	16	96	18	26
	8%	*7%*	*14%* a	*8%*	*7%*	*7%*
NET: Satisfied	**1310**	1226	84	841	173	284
	71%	*71%*	*73%*	*73%* b	*64%*	*73%* b
NET: Dissatisfied	**118**	117	1	75	27	13
	6%	*7%* b	*1%*	*6%* c	*10%* **ac**	*3%*

Columns Tested: a,b - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 117 (continuation)

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	2239	1798	376	51	7	3	3	-	1	2174	65	855	943	441
Weighted total	1837	1568	237	25	4	2	1	-	*	1805	32	852	716	269
Very Dissatisfied	36	33	3	-	-	-	-	-	-	36	-	17	16	3
	2%	2%	1%	-%	-%	-%	-%	-%	-%	2%	-%	2%	2%	1%
Fairly Dissatisfied	82	68	11	3	-	-	-	-	-	79	3	34	35	14
	4%	4%	5%	11% abi	-%	-%	-%	-%	-%	4%	9%	4%	5%	5%
Neither Satisfied Nor Dissatisfied	266	229	31	6	-	-	-	-	*	260	6	129	101	37
	14%	15%	13%	24% b	-%	-%	-%	-%	100%	14%	19%	15%	14%	14%
Fairly Satisfied	601	521	71	5	2	2	1	-	-	591	10	281	239	80
	33%	33%	30%	21%	45%	89%	100%	-%	-%	33%	30%	33%	33%	30%
Very Satisfied	709	594	104	9	2	*	-	-	-	698	11	317	277	115
	39%	38%	44% a	35%	55%	11%	-%	-%	-%	39%	35%	37%	39%	43%
Don't Know (DO NOT READ OUT)	143	123	18	2	-	-	-	-	-	140	2	74	48	20
	8%	8%	7%	9%	-%	-%	-%	-%	-%	8%	7%	9%	7%	7%
NET: Satisfied	1310	1115	174	14	4	2	1	-	-	1289	21	599	516	195
	71%	71% c	74% c	55%	100%	100%	100%	-%	-%	71% c	65%	70%	72%	73%
NET: Dissatisfied	118	101	14	3	-	-	-	-	-	115	3	50	51	17
	6%	6%	6%	11%	-%	-%	-%	-%	-%	6%	9%	6%	7%	6%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 117 (continuation)

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	2239	1417	954	1545	688	594	1439	1359	104	38	29	9	4	1
Weighted total	1837	1049	672	1172	532	412	1093	1073	52	23	17	3	4	*
Very Dissatisfied	36	21	11	22	10	16	23	18	1	*	1	*	2	-
	2%	*2%*	*2%*	*2%*	*2%*	*4%* abcdf	*2%*	*2%*	*2%*	**%*	*3%*	*2%*	*50%*	*-%*
Fairly Dissatisfied	82	46	36	52	24	18	52	48	1	1	1	-	-	-
	4%	*4%*	*5%*	*4%*	*4%*	*4%*	*5%*	*5%*	*1%*	*5%*	*5%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	266	169	117	186	82	69	169	169	6	7	2	*	2	*
	14%	*16%*	*17%*	*16%*	*15%*	*17%*	*15%*	*16%*	*11%*	*31%* ab	*14%*	*10%*	*45%*	*100%*
Fairly Satisfied	601	343	219	378	172	122	358	347	20	3	7	1	*	-
	33%	*33%*	*33%*	*32%*	*32%*	*30%*	*33%*	*32%* c	*38%* c	*14%*	*41%*	*45%*	*3%*	*-%*
Very Satisfied	709	390	257	447	205	149	425	411	20	10	4	1	*	-
	39%	*37%*	*38%*	*38%*	*39%*	*36%*	*39%*	*38%*	*39%*	*45%*	*24%*	*43%*	*3%*	*-%*
Don't Know (DO NOT READ OUT)	143	80	33	86	40	39	67	79	4	1	2	-	-	-
	8%	*8%* b	*5%*	*7%* b	*7%* b	*9%* bf	*6%*	*7%*	*7%*	*5%*	*13%*	*-%*	*-%*	*-%*
NET: Satisfied	1310	732	476	825	377	271	783	758	40	13	11	2	*	-
	71%	*70%*	*71%* e	*70%* e	*71%* e	*66%*	*72%* e	*71%*	*78%* c	*58%*	*65%*	*88%*	*5%*	*-%*
NET: Dissatisfied	118	67	47	74	33	34	74	66	2	1	1	*	2	-
	6%	*6%*	*7%*	*6%*	*6%*	*8%*	*7%*	*6%*	*4%*	*5%*	*9%*	*2%*	*50%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**2239**	655	14	11	4	1	3	-	4	469	370	386	306	13
Weighted total	**1837**	510	9	7	5	*	*	-	1	432	281	273	173	11
Very Dissatisfied	**36**	9	-	-	*	-	-	-	-	7	5	6	5	-
	2%	*2%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*2%*	*2%*	*2%*	*3%*	*-%*
Fairly Dissatisfied	**82**	22	1	-	-	-	-	-	-	19	17	9	6	*
	4%	*4%*	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*6%*	*3%*	*3%*	*3%*
Neither Satisfied Nor Dissatisfied	**266**	78	-	2	2	-	*	-	*	70	37	40	36	3
	14%	*15%*	*-%*	*30%*	*31%*	*-%*	*30%*	*-%*	*24%*	*16%*	*13%*	*15%*	*21%* **bc**	*32%*
Fairly Satisfied	**601**	169	*	*	2	*	*	-	*	151	81	94	50	1
	33%	*33%*	*5%*	*5%*	*35%*	*100%*	*56%*	*-%*	*66%*	*35%*	*29%*	*34%*	*29%*	*10%*
Very Satisfied	**709**	195	6	4	-	-	*	-	*	144	112	116	69	6
	39%	*38%*	*61%*	*65%*	*-%*	*-%*	*13%*	*-%*	*10%*	*33%*	*40%*	*42%* a	*40%*	*56%*
Don't Know (DO NOT READ OUT)	**143**	36	2	-	2	-	-	-	-	41	30	8	7	-
	8%	*7%*	*23%*	*-%*	*34%*	*-%*	*-%*	*-%*	*-%*	*10%* **cd**	*11%* **cd**	*3%*	*4%*	*-%*
NET: Satisfied	**1310**	364	6	5	2	*	*	-	*	296	193	210	120	7
	71%	*71%*	*66%*	*70%*	*35%*	*100%*	*70%*	*-%*	*76%*	*68%*	*68%*	*77%* **abd**	*69%*	*65%*
NET: Dissatisfied	**118**	32	1	-	*	-	-	-	-	25	22	15	10	*
	6%	*6%*	*11%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*6%*	*8%*	*5%*	*6%*	*3%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted total	2239	237	153	175	112	10	401	33	251	2117	122	1530	14
Weighted total	1837	191	119	145	73	3	344	23	162	1744	93	1165	6
Very Dissatisfied	36	7	-	2	1	-	5	-	5	36	*	21	*
	2%	4% b	-%	1%	1%	-%	1%	-%	3%	2%	1%	2%	8%
Fairly Dissatisfied	82	5	5	10	3	1	17	2	5	75	7	51	-
	4%	3%	4%	7% a	4%	35%	5%	7%	3%	4%	7%	4%	-%
Neither Satisfied Nor Dissatisfied	266	27	17	24	11	1	49	4	29	255	11	186	*
	14%	14%	14%	17%	15%	26%	14%	16%	18%	15%	12%	16%	7%
Fairly Satisfied	601	60	40	51	21	*	115	6	50	575	25	378	*
	33%	31%	33%	36%	29%	15%	33%	28%	31%	33%	27%	32%	6%
Very Satisfied	709	72	47	53	33	1	133	6	63	664	45	442	5
	39%	37%	40%	37%	45%	23%	39%	27%	39%	38%	48% a	38%	79%
Don't Know (DO NOT READ OUT)	143	21	10	4	5	-	25	5	10	139	4	86	*
	8%	11% c	9% c	3%	6%	-%	7%	22% ac	6%	8%	4%	7%	1%
NET: Satisfied	1310	131	87	104	54	1	249	13	114	1239	70	820	5
	71%	69%	73%	72%	73%	38%	72% b	54%	70%	71%	76%	70%	84%
NET: Dissatisfied	118	12	5	12	4	1	21	2	10	111	7	72	*
	6%	6%	4%	8%	5%	35%	6%	7%	6%	6%	8%	6%	8%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	2239	77	152	224	28	531	157	459	1325	207	-
Weighted total	1837	62	123	177	16	402	130	325	977	114	-
Very Dissatisfied	36	*	*	1	-	9	*	10	16	2	-
	2%	*1%*	*%*	*%*	-%	*2%*	*%*	*3%*	*2%*	*2%*	-%
Fairly Dissatisfied	82	2	6	9	1	16	7	14	44	5	-
	4%	*4%*	*5%*	*5%*	*7%*	*4%*	*6%*	*4%*	*4%*	*4%*	-%
Neither Satisfied Nor Dissatisfied	266	9	20	22	1	64	18	49	161	15	-
	14%	*15%*	*16%*	*13%*	*7%*	*16%*	*14%*	*15%*	*17%*	*14%*	-%
Fairly Satisfied	601	18	39	64	2	131	41	125	313	46	-
	33%	*30%*	*31%*	*36%*	*11%*	*33%*	*32%*	*38%* b	*32%*	*41%* b	-%
Very Satisfied	709	28	51	71	12	152	53	112	366	38	-
	39%	*46%*	*41%*	*40%*	*74%*	*38%*	*41%*	*34%*	*37%*	*33%*	-%
Don't Know (DO NOT READ OUT)	143	3	7	11	*	30	10	15	77	8	-
	8%	*5%*	*6%*	*6%*	*1%*	*7%*	*8%*	*5%*	*8%* a	*7%*	-%
NET: Satisfied	1310	46	89	134	13	283	95	237	679	84	-
	71%	*75%*	*73%*	*76%*	*85%*	*70%*	*73%*	*73%*	*70%*	*74%*	-%
NET: Dissatisfied	118	3	6	9	1	26	7	24	60	7	-
	6%	*4%*	*5%*	*5%*	*7%*	*6%*	*6%*	*7%*	*6%*	*6%*	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 117 (continuation)

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	2239	366	839	148	-	442	464	158	6	1409	943	594	1220	999	15
Weighted total	1837	265	575	79	-	334	336	103	4	1044	668	448	907	692	5
Very Dissatisfied	**36**	3	9	2	-	5	4	2	-	21	11	10	18	14	-
	2%	*1%*	*2%*	*2%*	*-%*	*2%*	*1%*	*2%*	*-%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*
Fairly Dissatisfied	**82**	19	30	6	-	20	12	7	-	45	34	18	41	26	-
	4%	*7%*	*5%*	*7%*	*-%*	*6%*	*4%*	*7%*	*-%*	*4%*	*5%*	*4%*	*4%*	*4%*	*-%*
Neither Satisfied Nor Dissatisfied	**266**	42	100	9	-	45	53	13	-	167	115	66	143	116	*
	14%	*16%*	*17%*	*11%*	*-%*	*13%*	*16%*	*13%*	*-%*	*16%*	*17%*	*15%*	*16%*	*17%*	*5%*
Fairly Satisfied	**601**	95	182	29	-	116	113	38	4	343	218	149	308	235	1
	33%	*36%*	*32%*	*37%*	*-%*	*35%*	*34%*	*37%*	*97%*	*33%*	*33%*	*33%*	*34%*	*34%*	*26%*
Very Satisfied	**709**	93	222	30	-	124	131	37	*	388	256	171	340	250	4
	39%	*35%*	*39%*	*38%*	*-%*	*37%*	*39%*	*36%*	*3%*	*37%*	*38%*	*38%*	*37%*	*36%*	*69%*
Don't Know (DO NOT READ OUT)	**143**	12	31	4	-	24	22	5	-	80	33	34	58	51	-
	8%	*4%*	*5%*	*5%*	*-%*	*7%*	*7%*	*5%*	*-%*	*8%* b	*5%*	*8%* b	*6%*	*7%*	*-%*
NET: Satisfied	**1310**	188	404	60	-	240	244	75	4	731	474	321	647	485	5
	71%	*71%*	*70%*	*75%*	*-%*	*72%*	*73%*	*73%*	*100%*	*70%*	*71%*	*72%*	*71%*	*70%*	*95%*
NET: Dissatisfied	**118**	23	39	7	-	26	16	10	-	66	46	27	59	40	-
	6%	*9%*	*7%*	*9%*	*-%*	*8%*	*5%*	*9%* b	*-%*	*6%*	*7%*	*6%*	*6%*	*6%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 05/02/19

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2239**	399	280	339	109	86	1159	982	55	21	18	16
Weighted total	**1837**	273	191	243	69	50	860	688	37	16	19	11
Very Dissatisfied	**36**	6	3	7	2	2	12	14	*	2	*	*
	2%	*2%*	*2%*	*3%*	*3%*	*4%*	*1%*	*2%*	*%*	*11%*	*3%*	*%*
Fairly Dissatisfied	**82**	11	5	17	5	4	37	30	5	2	1	-
	4%	*4%*	*3%*	*7%* b	*7%*	*7%* b	*4%*	*4%*	*14%*	*14%*	*7%*	*-%*
Neither Satisfied Nor Dissatisfied	**266**	40	39	35	12	7	139	115	6	4	5	3
	14%	*15%*	*21%* **ac**	*14%*	*17%*	*14%*	*16%*	*17%*	*16%*	*23%*	*25%*	*25%*
Fairly Satisfied	**601**	95	63	85	31	20	283	234	11	2	4	3
	33%	*35%*	*33%*	*35%*	*45%* b	*41%*	*33%*	*34%*	*30%*	*12%*	*24%*	*27%*
Very Satisfied	**709**	103	63	85	18	12	323	247	14	6	8	4
	39%	*38%* **de**	*33%*	*35%* e	*26%*	*24%*	*38%*	*36%*	*38%*	*39%*	*42%*	*33%*
Don't Know (DO NOT READ OUT)	**143**	19	18	14	2	5	65	49	1	-	-	2
	8%	*7%*	*9%* d	*6%*	*3%*	*10%* d	*8%*	*7%*	*2%*	*-%*	*-%*	*16%*
NET: Satisfied	**1310**	198	126	170	49	32	607	481	25	8	12	7
	71%	*72%*	*66%*	*70%*	*70%*	*64%*	*71%*	*70%*	*68%*	*51%*	*66%*	*59%*
NET: Dissatisfied	**118**	17	8	24	7	6	49	44	5	4	2	*
	6%	*6%*	*4%*	*10%* b	*10%* b	*11%* b	*6%*	*6%*	*14%*	*25%*	*10%*	*%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2239**	1998	1579	2026	1638	2169	1207	2024	516	3	1928	65	301	1938
Weighted total	**1837**	1588	1214	1613	1289	1762	950	1623	355	3	1566	53	257	1580
Very Dissatisfied	**36**	31	26	31	27	36	18	30	8	-	14	8	5	31
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*	*1%*	*15%* a	*2%*	*2%*
Fairly Dissatisfied	**82**	75	64	77	62	80	44	76	17	-	49	10	23	59
	4%	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*-%*	*3%*	*20%* a	*9%* b	*4%*
Neither Satisfied Nor Dissatisfied	**266**	234	187	234	183	259	130	239	52	1	185	11	49	217
	14%	*15%*	*15%*	*15%*	*14%*	*15%*	*14%*	*15%*	*15%*	*41%*	*12%*	*21%* a	*19%* b	*14%*
Fairly Satisfied	**601**	509	393	518	439	586	352	519	131	-	535	8	88	513
	33%	*32%*	*32%*	*32%*	*34%*	*33%*	*37%* b	*32%*	*37%* b	*-%*	*34%* b	*15%*	*34%*	*32%*
Very Satisfied	**709**	610	456	623	481	675	347	632	125	2	675	7	72	637
	39%	*38%*	*38%*	*39%*	*37%*	*38%*	*37%*	*39%*	*35%*	*59%*	*43%* b	*13%*	*28%*	*40%* a
Don't Know (DO NOT READ OUT)	**143**	128	89	130	98	127	60	128	23	-	108	9	20	122
	8%	*8%*	*7%*	*8%*	*8%*	*7%*	*6%*	*8%*	*6%*	*-%*	*7%*	*17%* a	*8%*	*8%*
NET: Satisfied	**1310**	1119	849	1141	920	1261	699	1151	255	2	1210	15	160	1150
	71%	*71%*	*70%*	*71%*	*71%*	*72%*	*74%*	*71%*	*72%*	*59%*	*77%* b	*28%*	*62%*	*73%* a
NET: Dissatisfied	**118**	106	89	108	89	115	62	105	25	-	63	18	28	90
	6%	*7%*	*7%*	*7%*	*7%*	*7%*	*7%*	*6%*	*7%*	*-%*	*4%*	*34%* a	*11%* b	*6%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 117 (continuation)

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	***b**	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2239**	280	12	63	267	228	1612	387	224	86	1908	1266	973
Weighted total	**1837**	240	7	54	221	169	1360	293	187	76	1560	1000	836
Very Dissatisfied	**36**	1	-	-	1	3	28	5	2	2	33	24	12
	2%	**%*	*-%*	*-%*	**%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*
Fairly Dissatisfied	**82**	6	*	4	6	11	53	18	8	7	66	51	30
	4%	*3%*	*2%*	*7%*	*3%*	*6%*	*4%*	*6%* b	*5%*	*10%* c	*4%*	*5%*	*4%*
Neither Satisfied Nor Dissatisfied	**266**	28	*	8	24	31	182	49	23	12	228	153	114
	14%	*12%*	*2%*	*14%*	*11%*	*19%* b	*13%*	*17%*	*12%*	*16%*	*15%*	*15%*	*14%*
Fairly Satisfied	**601**	81	2	14	81	57	437	105	57	25	517	349	252
	33%	*34%*	*33%*	*26%*	*37%*	*34%*	*32%*	*36%*	*30%*	*32%*	*33%*	*35%* b	*30%*
Very Satisfied	**709**	109	4	26	93	55	557	93	79	26	601	349	361
	39%	*45%*	*60%*	*48%*	*42%*	*33%*	*41%* **ac**	*32%*	*42%*	*34%*	*39%*	*35%*	*43%* a
Don't Know (DO NOT READ OUT)	**143**	15	*	2	15	11	104	23	18	4	115	75	68
	8%	*6%*	*4%*	*4%*	*7%*	*7%*	*8%*	*8%*	*10%*	*6%*	*7%*	*8%*	*8%*
NET: Satisfied	**1310**	190	6	40	174	112	993	199	136	50	1118	698	612
	71%	*79%*	*92%*	*74%*	*79%*	*66%*	*73%* **ac**	*68%*	*73%*	*66%*	*72%*	*70%*	*73%*
NET: Dissatisfied	**118**	7	*	4	7	14	81	23	10	9	99	75	43
	6%	*3%*	*2%*	*7%*	*3%*	*8%*	*6%*	*8%*	*5%*	*12%* **ac**	*6%*	*8%* b	*5%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2239**	368	51	165	78	120	52	200	127	105	242	34	129
Weighted total	**1837**	143	12	65	28	48	19	80	46	42	103	15	70
Very Dissatisfied	**36**	2	*	1	1	*	*	*	1	2	3	*	2
	2%	*1%*	*4%*	*2%*	*4%*	*1%*	*2%*	*%*	*3%*	*6%*	*2%*	*%*	*3%*
Fairly Dissatisfied	**82**	9	2	2	3	2	*	3	1	1	9	2	4
	4%	*7%*	*18%* **ac**	*4%*	*11%* c	*4%*	*2%*	*4%*	*3%*	*3%*	*9%* a	*14%* a	*5%*
Neither Satisfied Nor Dissatisfied	**266**	20	*	10	6	8	3	12	7	5	14	2	6
	14%	*14%* b	*4%*	*15%* b	*21%* b	*17%*	*14%*	*14%*	*14%*	*13%*	*14%*	*17%*	*8%*
Fairly Satisfied	**601**	45	3	23	8	17	6	26	15	7	38	4	27
	33%	*31%*	*26%*	*35%*	*29%*	*34%*	*33%*	*33%*	*32%*	*16%*	*36%* a	*29%*	*39%* a
Very Satisfied	**709**	52	3	24	9	19	9	29	20	23	30	4	23
	39%	*36%*	*28%*	*37%*	*33%*	*39%*	*48%*	*36%*	*43%*	*55%* **bcd**	*29%*	*24%*	*33%*
Don't Know (DO NOT READ OUT)	**143**	15	2	5	*	2	*	10	2	3	9	2	8
	8%	*10%* d	*20%* **acd**	*7%*	*1%*	*4%*	*1%*	*13%* **abd**	*5%*	*8%*	*9%*	*15%*	*12%*
NET: Satisfied	**1310**	97	6	47	17	35	15	55	35	30	68	8	51
	71%	*68%* b	*53%*	*72%* b	*62%*	*73%*	*81%*	*68%*	*75%*	*71%*	*66%*	*53%*	*72%* c
NET: Dissatisfied	**118**	12	3	4	4	2	1	4	3	3	12	2	6
	6%	*8%*	*22%* **ac**	*6%*	*16%* **ac**	*5%*	*3%*	*5%*	*5%*	*8%*	*12%*	*15%*	*8%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 117 (continuation)

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2239**	314	116	37	532	162	150	168	135	158	196	141	130
Weighted total	**1837**	273	136	51	244	116	107	135	133	191	168	163	119
Very Dissatisfied	**36**	2	2	2	7	*	1	*	2	5	6	4	4
	2%	*1%*	*1%*	*3%*	*3%*	*%*	*1%*	*%*	*1%*	*3%*	*4%*	*3%*	*4%*
					ae						**aeg**		**aeg**
Fairly Dissatisfied	**82**	5	8	2	17	3	7	6	10	6	11	5	2
	4%	*2%*	*6%*	*3%*	*7%*	*2%*	*6%*	*4%*	*7%*	*3%*	*7%*	*3%*	*2%*
			a		**ael**		**al**		**al**		**al**		
Neither Satisfied Nor Dissatisfied	**266**	35	20	5	30	16	14	19	21	39	27	13	26
	14%	*13%*	*15%*	*11%*	*12%*	*14%*	*13%*	*14%*	*16%*	*20%*	*16%*	*8%*	*22%*
									k	**adk**	k		**adfk**
Fairly Satisfied	**601**	90	44	21	80	37	34	49	44	55	57	51	38
	33%	*33%*	*32%*	*42%*	*33%*	*32%*	*31%*	*36%*	*33%*	*29%*	*34%*	*31%*	*32%*
Very Satisfied	**709**	115	57	15	83	49	44	51	52	73	56	69	46
	39%	*42%*	*42%*	*29%*	*34%*	*42%*	*41%*	*38%*	*39%*	*38%*	*33%*	*42%*	*39%*
		dj											
Don't Know (DO NOT READ OUT)	**143**	27	6	6	25	11	7	10	4	13	11	20	2
	8%	*10%*	*4%*	*12%*	*10%*	*9%*	*7%*	*8%*	*3%*	*7%*	*7%*	*12%*	*2%*
		hl		**hl**	**bhl**	**hl**	l	l		l	l	**bhl**	
NET: Satisfied	**1310**	204	101	36	164	86	77	100	96	128	113	120	84
	71%	*75%*	*74%*	*71%*	*67%*	*74%*	*73%*	*74%*	*72%*	*67%*	*67%*	*74%*	*71%*
		d											
NET: Dissatisfied	**118**	7	10	3	25	3	8	6	11	11	17	10	6
	6%	*3%*	*7%*	*7%*	*10%*	*3%*	*7%*	*5%*	*9%*	*6%*	*10%*	*6%*	*5%*
			a		**aeg**		a		**ae**		**ae**		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2239**	467	844	461	467
Weighted total	**1837**	460	467	460	449
Very Dissatisfied	**36**	6	9	7	15
	2%	*1%*	*2%*	*2%*	*3%* a
Fairly Dissatisfied	**82**	15	27	22	18
	4%	*3%*	*6%* a	*5%*	*4%*
Neither Satisfied Nor Dissatisfied	**266**	60	61	79	66
	14%	*13%*	*13%*	*17%* b	*15%*
Fairly Satisfied	**601**	155	151	149	146
	33%	*34%*	*32%*	*32%*	*33%*
Very Satisfied	**709**	186	176	176	171
	39%	*40%*	*38%*	*38%*	*38%*
Don't Know (DO NOT READ OUT)	**143**	39	43	27	33
	8%	*8%*	*9%* c	*6%*	*7%*
NET: Satisfied	**1310**	341	327	325	317
	71%	*74%*	*70%*	*71%*	*71%*
NET: Dissatisfied	**118**	21	36	29	33
	6%	*4%*	*8%* a	*6%*	*7%*

Columns Tested: a,b,c,d

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2239**	1572	424	151	92	667	590	427	128	82	142
Weighted total	**1837**	1760	48	18	10	76	646	421	107	48	43
Very Dissatisfied	**48**	47	1	1	*	1	20	4	6	2	*
	3%	*3%*	*1%*	*4%* b	*1%*	*2%*	*3%* b	*1%*	*5%* **be**	*3%*	*1%*
Fairly Dissatisfied	**71**	69	2	*	*	3	24	20	5	4	1
	4%	*4%*	*5%*	*2%*	*2%*	*4%*	*4%*	*5%*	*4%*	*8%*	*3%*
Neither Satisfied Nor Dissatisfied	**189**	180	5	2	1	8	72	45	11	4	4
	10%	*10%*	*10%*	*13%*	*14%*	*11%*	*11%*	*11%*	*10%*	*8%*	*9%*
Fairly Satisfied	**366**	346	12	5	3	20	145	88	31	3	8
	20%	*20%*	*26%* a	*27%* a	*31%* a	*27%* a	*22%* d	*21%* d	*29%* **bde**	*7%*	*18%* d
Very Satisfied	**1004**	968	24	8	4	36	338	224	45	32	27
	55%	*55%* **cde**	*50%*	*44%*	*41%*	*48%*	*52%* c	*53%* c	*42%*	*66%* **abc**	*63%* **abc**
Don't Know (DO NOT READ OUT)	**159**	151	4	2	1	7	48	40	10	4	3
	9%	*9%*	*9%*	*10%*	*11%*	*10%*	*7%*	*9%*	*9%*	*8%*	*6%*
NET: Satisfied	**1370**	1314	36	13	8	56	483	312	76	35	35
	75%	*75%*	*76%*	*71%*	*72%*	*74%*	*75%*	*74%*	*71%*	*73%*	*81%*
NET: Dissatisfied	**119**	115	3	1	*	4	44	24	10	5	2
	6%	*7%*	*6%*	*6%*	*3%*	*5%*	*7%*	*6%*	*10%*	*11%* e	*4%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2239**	176	85	244	60	137	262	165	134	144	1407	298	271	263
Weighted total	**1837**	206	110	273	64	141	289	181	147	151	1562	98	92	84
Very Dissatisfied	**48**	2	2	7	1	1	12	4	6	5	40	3	2	2
	3%	*1%*	*2%*	*3%*	*2%*	*1%*	*4%* a	*2%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*
Fairly Dissatisfied	**71**	6	4	14	3	6	10	3	9	9	63	3	3	2
	4%	*3%*	*4%*	*5%*	*5%*	*4%*	*3%*	*2%*	*6%* **gm**	*6%* **gm**	*4%*	*3%*	*4%*	*2%*
Neither Satisfied Nor Dissatisfied	**189**	15	16	28	3	15	27	16	18	23	161	10	10	8
	10%	*7%*	*14%*	*10%*	*4%*	*11%*	*9%*	*9%*	*12%*	*15%* **ad**	*10%*	*11%*	*11%*	*9%*
Fairly Satisfied	**366**	47	25	59	9	25	64	36	22	23	310	16	21	18
	20%	*23%*	*22%*	*22%*	*15%*	*18%*	*22%*	*20%*	*15%*	*16%*	*20%*	*16%*	*23%* k	*22%*
Very Satisfied	**1004**	115	55	132	47	84	154	107	84	76	855	56	47	46
	55%	*56%*	*50%*	*49%*	*73%* **abcfhijklm**	*59%* c	*53%*	*59%* c	*57%*	*50%*	*55%*	*57%* c	*51%*	*55%*
Don't Know (DO NOT READ OUT)	**159**	22	9	32	1	11	22	14	9	14	133	9	9	8
	9%	*11%* d	*8%*	*12%* d	*2%*	*8%*	*8%*	*8%*	*6%*	*9%*	*9%*	*9%* d	*9%* d	*9%* d
NET: Satisfied	**1370**	162	80	191	56	109	219	143	106	100	1165	72	68	65
	75%	*78%* i	*72%*	*70%*	*88%* **bcfhijkl**	*77%* i	*76%* i	*79%* **ci**	*72%*	*66%*	*75%* i	*73%*	*74%*	*77%* i
NET: Dissatisfied	**119**	7	6	21	4	6	21	7	15	15	103	6	6	4
	6%	*4%*	*5%*	*8%*	*6%*	*5%*	*7%*	*4%*	*10%* **agm**	*10%* **ag**	*7%*	*7%*	*6%*	*5%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2239**	56	211	55	224	566	77	153	895	1575	664	1951	288
Weighted total	**1837**	37	144	47	185	513	56	137	716	1420	417	1653	183
Very Dissatisfied	**48**	4	6	*	2	16	*	2	18	37	11	41	7
	3%	*9%*	*4%*	*1%*	*1%*	*3%*	*1%*	*1%*	*3%*	*3%*	*3%*	*2%*	*4%*
		cdefgh	d										
Fairly Dissatisfied	**71**	2	2	1	11	19	-	7	28	52	19	67	4
	4%	*5%*	*2%*	*3%*	*6%*	*4%*	*-%*	*5%*	*4%*	*4%*	*5%*	*4%*	*2%*
					bf			**bf**					
Neither Satisfied Nor Dissatisfied	**189**	4	11	5	16	61	3	9	80	151	38	166	23
	10%	*10%*	*8%*	*11%*	*8%*	*12%*	*6%*	*7%*	*11%*	*11%*	*9%*	*10%*	*12%*
Fairly Satisfied	**366**	5	35	4	30	103	8	33	148	282	84	339	27
	20%	*13%*	*24%*	*8%*	*16%*	*20%*	*14%*	*24%*	*21%*	*20%*	*20%*	*21%*	*14%*
			cd			c		c	c			b	
Very Satisfied	**1004**	21	77	28	103	286	34	70	382	765	239	899	105
	55%	*57%*	*54%*	*60%*	*56%*	*56%*	*62%*	*51%*	*53%*	*54%*	*57%*	*54%*	*57%*
Don't Know (DO NOT READ OUT)	**159**	2	12	8	24	28	10	15	59	133	25	140	19
	9%	*5%*	*8%*	*18%*	*13%*	*5%*	*18%*	*11%*	*8%*	*9%*	*6%*	*8%*	*10%*
				abeh	**eh**		**abeh**	e	e	b			
NET: Satisfied	**1370**	26	112	32	134	389	42	103	530	1047	323	1239	131
	75%	*70%*	*78%*	*68%*	*72%*	*76%*	*76%*	*76%*	*74%*	*74%*	*78%*	*75%*	*72%*
NET: Dissatisfied	**119**	5	9	2	12	35	*	9	47	89	30	108	11
	6%	*14%*	*6%*	*3%*	*7%*	*7%*	*1%*	*7%*	*7%*	*6%*	*7%*	*7%*	*6%*
		bcefh	f		f	f		f	f				

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2239**	2124	115	1362	350	505
Weighted total	**1837**	1721	115	1153	271	388
Very Dissatisfied	**48**	46	2	22	9	16
	3%	*3%*	*2%*	*2%*	*3%*	*4%* a
Fairly Dissatisfied	**71**	71	1	37	14	20
	4%	*4%*	*1%*	*3%*	*5%*	*5%* a
Neither Satisfied Nor Dissatisfied	**189**	180	9	104	28	53
	10%	*10%*	*7%*	*9%*	*10%*	*14%* a
Fairly Satisfied	**366**	338	27	207	70	84
	20%	*20%*	*24%*	*18%*	*26%* a	*22%*
Very Satisfied	**1004**	933	71	680	125	186
	55%	*54%*	*62%*	*59%* **bc**	*46%*	*48%*
Don't Know (DO NOT READ OUT)	**159**	153	6	103	24	28
	9%	*9%*	*5%*	*9%*	*9%*	*7%*
NET: Satisfied	**1370**	1272	98	887	195	270
	75%	*74%*	*85%* a	*77%* c	*72%*	*70%*
NET: Dissatisfied	**119**	116	3	59	24	37
	6%	*7%*	*2%*	*5%*	*9%* a	*9%* a

Columns Tested: a,b - a,b,c

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	2239	1798	376	51	7	3	3	-	1	2174	65	855	943	441
Weighted total	1837	1568	237	25	4	2	1	-	*	1805	32	852	716	269
Very Dissatisfied	48	33	10	5	-	-	-	-	-	43	5	17	16	15
	3%	*2%*	*4%* a	*21%* **abi**	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*17%* **abi**	*2%*	*2%*	*6%* **ab**
Fairly Dissatisfied	71	53	17	1	-	-	-	-	-	70	1	15	38	18
	4%	*3%*	*7%* **ai**	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*4%*	*2%*	*5%* a	*7%* a
Neither Satisfied Nor Dissatisfied	189	155	27	3	4	-	*	-	-	182	7	81	73	34
	10%	*10%*	*12%*	*13%*	*88%*	*-%*	*18%*	*-%*	*-%*	*10%*	*22%* **abi**	*10%*	*10%*	*13%*
Fairly Satisfied	366	289	66	8	*	2	*	-	*	355	11	132	157	77
	20%	*18%*	*28%* **ai**	*34%* **ai**	*1%*	*84%*	*82%*	*-%*	*100%*	*20%*	*34%* **ai**	*15%*	*22%* a	*29%* **ab**
Very Satisfied	1004	897	101	6	*	*	-	-	-	998	7	519	378	107
	55%	*57%* **bcj**	*43%* **cj**	*24%*	*7%*	*16%*	*-%*	*-%*	*-%*	*55%* **bcj**	*21%*	*61%* **bc**	*53%* c	*40%*
Don't Know (DO NOT READ OUT)	159	142	16	1	*	-	-	-	-	158	1	87	55	17
	9%	*9%*	*7%*	*3%*	*3%*	*-%*	*-%*	*-%*	*-%*	*9%*	*3%*	*10%* c	*8%*	*6%*
NET: Satisfied	1370	1186	167	14	*	2	*	-	*	1353	18	651	535	184
	75%	*76%* **bcj**	*71%* j	*58%*	*9%*	*100%*	*82%*	*-%*	*100%*	*75%* **cj**	*55%*	*76%* c	*75%* c	*69%*
NET: Dissatisfied	119	86	26	7	-	-	-	-	-	113	7	33	54	33
	6%	*5%*	*11%* **ai**	*26%* **abi**	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*21%* **abi**	*4%*	*7%* a	*12%* **ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	2239	1417	954	1545	688	594	1439	1359	104	38	29	9	4	1
Weighted total	1837	1049	672	1172	532	412	1093	1073	52	23	17	3	4	*
Very Dissatisfied	48	30	20	36	28	14	36	28	4	2	-	1	2	-
	3%	*3%*	*3%*	*3%*	*5%*	*3%*	*3%*	*3%*	*7%*	*8%*	*-%*	*38%*	*50%*	*-%*
					abcf				a	a				
Fairly Dissatisfied	71	49	30	51	31	17	51	46	5	-	1	*	-	-
	4%	*5%*	*4%*	*4%*	*6%*	*4%*	*5%*	*4%*	*9%*	*-%*	*3%*	*2%*	*-%*	*-%*
									a					
Neither Satisfied Nor Dissatisfied	189	98	63	110	66	59	107	99	3	5	2	-	*	-
	10%	*9%*	*9%*	*9%*	*12%*	*14%*	*10%*	*9%*	*6%*	*24%*	*13%*	*-%*	*3%*	*-%*
					ac	**abcf**				**ab**				
Fairly Satisfied	366	222	167	258	121	93	222	232	13	5	6	1	-	*
	20%	*21%*	*25%*	*22%*	*23%*	*23%*	*20%*	*22%*	*25%*	*20%*	*35%*	*43%*	*-%*	*100%*
			af											
Very Satisfied	1004	535	342	597	244	177	578	559	19	11	7	*	2	-
	55%	*51%*	*51%*	*51%*	*46%*	*43%*	*53%*	*52%*	*37%*	*46%*	*41%*	*18%*	*48%*	*-%*
		de	**de**	**de**			**de**	b						
Don't Know (DO NOT READ OUT)	159	115	50	119	42	52	99	109	8	1	1	-	-	-
	9%	*11%*	*7%*	*10%*	*8%*	*13%*	*9%*	*10%*	*16%*	*3%*	*8%*	*-%*	*-%*	*-%*
		bd		b		**bdf**			c					
NET: Satisfied	1370	757	510	855	365	271	800	791	32	15	13	2	2	*
	75%	*72%*	*76%*	*73%*	*69%*	*66%*	*73%*	*74%*	*62%*	*65%*	*76%*	*60%*	*48%*	*100%*
		e	**de**	**de**			**de**	b						
NET: Dissatisfied	119	79	50	87	59	30	87	74	8	2	1	1	2	-
	6%	*8%*	*7%*	*7%*	*11%*	*7%*	*8%*	*7%*	*16%*	*8%*	*3%*	*40%*	*50%*	*-%*
					abcef				a					

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	2239	655	14	11	4	1	3	-	4	469	370	386	306	13
Weighted total	1837	510	9	7	5	*	*	-	1	432	281	273	173	11
Very Dissatisfied	48	22	4	1	2	-	-	-	-	10	6	13	6	-
	3%	*4%*	*40%*	*14%*	*31%*	*-%*	*-%*	*-%*	*-%*	*2%*	*2%*	*5%*	*4%*	*-%*
Fairly Dissatisfied	71	30	1	*	-	-	-	-	-	18	11	13	10	-
	4%	*6%*	*11%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*4%*	*5%*	*5%*	*-%*
Neither Satisfied Nor Dissatisfied	189	63	1	-	2	-	-	-	-	45	25	23	16	-
	10%	*12%*	*15%*	*-%*	*35%*	*-%*	*-%*	*-%*	*-%*	*11%*	*9%*	*8%*	*9%*	*-%*
Fairly Satisfied	366	116	3	2	-	-	*	-	*	83	73	49	48	4
	20%	*23%*	*33%*	*32%*	*-%*	*-%*	*87%*	*-%*	*68%*	*19%*	*26%* ac	*18%*	*28%* ac	*36%*
Very Satisfied	1004	241	*	3	*	*	*	-	*	222	137	151	82	5
	55%	*47%*	*2%*	*38%*	*1%*	*100%*	*13%*	*-%*	*32%*	*52%*	*49%*	*55%* d	*47%*	*49%*
Don't Know (DO NOT READ OUT)	159	39	-	1	2	-	-	-	-	53	29	25	11	2
	9%	*8%*	*-%*	*14%*	*34%*	*-%*	*-%*	*-%*	*-%*	*12%* d	*10%*	*9%*	*6%*	*15%*
NET: Satisfied	1370	357	3	5	*	*	*	-	1	305	210	200	130	9
	75%	*70%*	*34%*	*70%*	*1%*	*100%*	*100%*	*-%*	*100%*	*71%*	*75%*	*73%*	*75%*	*85%*
NET: Dissatisfied	119	51	5	1	2	-	-	-	-	29	17	26	16	-
	6%	*10%*	*51%*	*17%*	*31%*	*-%*	*-%*	*-%*	*-%*	*7%*	*6%*	*9%*	*9%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted total	**2239**	237	153	175	112	10	401	33	251	2117	122	1530	14
Weighted total	**1837**	191	119	145	73	3	344	23	162	1744	93	1165	6
Very Dissatisfied	**48**	7	6	6	9	-	15	6	7	44	4	36	-
	3%	*4%*	*5%*	*4%*	*12%* **abc**	*-%*	*4%*	*25%* **ac**	*5%*	*3%*	*4%*	*3%*	*-%*
Fairly Dissatisfied	**71**	8	7	11	4	1	23	*	8	66	5	51	-
	4%	*4%*	*6%*	*8%*	*5%*	*35%*	*7%*	*1%*	*5%*	*4%*	*5%*	*4%*	*-%*
Neither Satisfied Nor Dissatisfied	**189**	25	12	20	8	-	46	3	17	176	13	110	*
	10%	*13%*	*10%*	*14%*	*11%*	*-%*	*13%*	*11%*	*11%*	*10%*	*14%*	*9%*	*1%*
Fairly Satisfied	**366**	35	24	34	27	1	82	5	34	345	21	254	3
	20%	*18%*	*20%*	*24%*	*37%* **abc**	*21%*	*24%*	*20%*	*21%*	*20%*	*23%*	*22%*	*55%*
Very Satisfied	**1004**	97	58	65	23	1	153	9	80	961	43	595	3
	55%	*51%* d	*49%* d	*45%* d	*32%*	*31%*	*44%*	*39%*	*50%*	*55%*	*46%*	*51%*	*44%*
Don't Know (DO NOT READ OUT)	**159**	19	12	8	2	*	26	1	15	152	7	119	-
	9%	*10%* d	*10%* d	*5%*	*3%*	*12%*	*8%*	*4%*	*9%*	*9%*	*7%*	*10%*	*-%*
NET: Satisfied	**1370**	133	82	99	50	2	235	14	114	1306	64	848	6
	75%	*69%*	*69%*	*69%*	*68%*	*52%*	*68%*	*59%*	*71%*	*75%*	*69%*	*73%*	*99%*
NET: Dissatisfied	**119**	14	13	18	13	1	37	6	16	110	9	87	-
	6%	*8%*	*11%*	*12%*	*18%* a	*35%*	*11%*	*26%* **ac**	*10%*	*6%*	*10%*	*7%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	2239	77	152	224	28	531	157	459	1325	207	-
Weighted total	1837	62	123	177	16	402	130	325	977	114	-
Very Dissatisfied	48	4	8	7	3	21	7	10	28	3	-
	3%	*6%*	*6%*	*4%*	*18%*	*5%*	*5%*	*3%*	*3%*	*3%*	*-%*
Fairly Dissatisfied	71	4	7	12	*	24	7	22	48	8	-
	4%	*6%*	*6%*	*7%*	*2%*	*6%*	*5%*	*7%*	*5%*	*7%*	*-%*
Neither Satisfied Nor Dissatisfied	189	12	22	28	3	42	24 a	30	89	12	-
	10%	*19%*	*18%*	*16%*	*19%*	*10%*	*19%*	*9%*	*9%*	*11%*	*-%*
Fairly Satisfied	366	15	26	44	3	90	31	64	207	40	-
	20%	*24%*	*21%*	*25%*	*18%*	*22%*	*24%*	*20%*	*21%*	*35%* ab	*-%*
Very Satisfied	1004	27	48	72	5	195 b	50	172 c	496 c	42	-
	55%	*43%*	*39%*	*41%*	*32%*	*48%*	*38%*	*53%*	*51%*	*37%*	*-%*
Don't Know (DO NOT READ OUT)	159	1	12 a	15	2	30	12	27	108	9	-
	9%	*2%*	*10%*	*8%*	*11%*	*7%*	*9%*	*8%*	*11%*	*8%*	*-%*
NET: Satisfied	1370	42	74	115	8	285 b	80	236	703	82	-
	75%	*68%*	*60%*	*65%*	*50%*	*71%*	*62%*	*73%*	*72%*	*72%*	*-%*
NET: Dissatisfied	119	7	15	18	3	45	14	33	76	11	-
	6%	*12%*	*12%*	*10%*	*20%*	*11%*	*11%*	*10%*	*8%*	*10%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	2239	366	839	148	-	442	464	158	6	1409	943	594	1220	999	15
Weighted total	1837	265	575	79	-	334	336	103	4	1044	668	448	907	692	5
Very Dissatisfied	48	13	17	5	-	17	22	10	-	30	20	24	25	26	-
	3%	5%	3%	6% b	-%	5%	7%	10% a	-%	3%	3%	5% ab	3%	4%	-%
Fairly Dissatisfied	71	18	30	6	-	23	21	10	-	49	29	29	40	31	-
	4%	7%	5%	7%	-%	7%	6%	10%	-%	5%	4%	7%	4%	4%	-%
Neither Satisfied Nor Dissatisfied	189	15	56	5	-	49	33	11	*	98	62	52	79	63	*
	10%	6%	10% a	6%	-%	15% b	10%	11%	11%	9%	9%	12%	9%	9%	9%
Fairly Satisfied	366	72	140	33	-	73	84	35	4	219	165	104	202	165	1
	20%	27%	24%	41% ab	-%	22%	25%	34% ab	84%	21%	25% a	23%	22%	24%	28%
Very Satisfied	1004	125	292	25	-	151	152	30	*	534	341	207	478	334	3
	55%	47% c	51% c	32%	-%	45% c	45% c	29%	5%	51% c	51%	46%	53% b	48%	62%
Don't Know (DO NOT READ OUT)	159	21	41	6	-	20	23	6	-	115	50	32	83	74	-
	9%	8%	7%	8%	-%	6%	7%	6%	-%	11% bc	7%	7%	9%	11%	-%
NET: Satisfied	1370	197	432	58	-	225	236	65	4	753	506	310	679	498	5
	75%	74%	75%	73%	-%	67%	70%	63%	89%	72%	76% ac	69%	75%	72%	91%
NET: Dissatisfied	119	31	46	11	-	41	43	20	-	79	50	53	65	57	-
	6%	12% b	8%	13% b	-%	12%	13%	20% ab	-%	8%	7%	12% ab	7%	8%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 118 (continuation)

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2239**	399	280	339	109	86	1159	982	55	21	18	16
Weighted total	**1837**	273	191	243	69	50	860	688	37	16	19	11
Very Dissatisfied	**48**	15	14	11	7	6	25	24	1	2	5	2
	3%	*5%*	*7%*	*5%*	*11%* c	*12%* **ac**	*3%*	*4%*	*3%*	*11%*	*24%*	*16%*
Fairly Dissatisfied	**71**	17	16	17	9	7	42	35	1	-	2	*
	4%	*6%*	*8%*	*7%*	*13%* a	*14%* **ac**	*5%*	*5%*	*2%*	*-%*	*13%*	*2%*
Neither Satisfied Nor Dissatisfied	**189**	31	26	29	10	8	80	62	7	5	4	2
	10%	*11%*	*14%*	*12%*	*14%*	*17%*	*9%*	*9%*	*20%*	*34%*	*20%*	*19%*
Fairly Satisfied	**366**	65	51	57	25	16	176	160	9	5	4	6
	20%	*24%*	*27%*	*23%*	*36%* **ac**	*32%*	*21%*	*23%*	*24%*	*31%*	*20%*	*49%*
Very Satisfied	**1004**	128	71	117	17	11	454	335	14	1	4	*
	55%	*47%* **bde**	*37%* **de**	*48%* **bde**	*25%*	*21%*	*53%*	*49%*	*40%*	*8%*	*23%*	*3%*
Don't Know (DO NOT READ OUT)	**159**	18	13	11	1	2	83	73	4	3	-	1
	9%	*6%*	*7%* d	*5%*	*2%*	*4%*	*10%*	*11%*	*11%*	*16%*	*-%*	*11%*
NET: Satisfied	**1370**	193	121	174	42	27	630	494	23	6	8	6
	75%	*70%* e	*64%*	*72%* **bde**	*61%*	*53%*	*73%*	*72%*	*64%*	*39%*	*43%*	*52%*
NET: Dissatisfied	**119**	32	30	28	16	13	67	59	2	2	7	2
	6%	*12%*	*16%*	*12%*	*23%* **ac**	*26%* **abc**	*8%*	*9%*	*5%*	*11%*	*37%*	*18%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2239**	1998	1579	2026	1638	2169	1207	2024	516	3	1928	65	301	1938
Weighted total	**1837**	1588	1214	1613	1289	1762	950	1623	355	3	1566	53	257	1580
Very Dissatisfied	**48**	40	38	42	35	48	29	37	12	-	21	16	25	23
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*-%*	*1%*	*29%* a	*10%* b	*1%*
Fairly Dissatisfied	**71**	66	54	67	52	70	41	67	16	-	37	8	31	41
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*5%*	*-%*	*2%*	*16%* a	*12%* b	*3%*
Neither Satisfied Nor Dissatisfied	**189**	158	122	159	129	177	97	163	41	1	120	10	64	125
	10%	*10%*	*10%*	*10%*	*10%*	*10%*	*10%*	*10%*	*11%*	*36%*	*8%*	*20%* a	*25%* b	*8%*
Fairly Satisfied	**366**	316	249	322	258	359	193	325	101	*	315	7	63	303
	20%	*20%*	*21%*	*20%*	*20%*	*20%*	*20%*	*20%*	*28%* ab	*5%*	*20%*	*13%*	*25%* b	*19%*
Very Satisfied	**1004**	865	651	880	711	958	519	896	162	-	940	8	62	942
	55%	*54%*	*54%*	*55%*	*55%*	*54%*	*55%* c	*55%* c	*46%*	*-%*	*60%* b	*16%*	*24%*	*60%* a
Don't Know (DO NOT READ OUT)	**159**	143	100	143	105	151	70	134	24	2	133	4	12	146
	9%	*9%*	*8%*	*9%*	*8%*	*9%*	*7%*	*8%*	*7%*	*59%*	*9%*	*7%*	*5%*	*9%* a
NET: Satisfied	**1370**	1181	900	1203	970	1317	712	1222	262	*	1255	15	125	1245
	75%	*74%*	*74%*	*75%*	*75%*	*75%*	*75%*	*75%*	*74%*	*5%*	*80%* b	*29%*	*49%*	*79%* a
NET: Dissatisfied	**119**	106	92	108	86	117	70	104	28	-	58	24	55	64
	6%	*7%*	*8%*	*7%*	*7%*	*7%*	*7%*	*6%*	*8%*	*-%*	*4%*	*45%* a	*21%* b	*4%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	2239	280	12	63	267	228	1612	387	224	86	1908	1266	973
Weighted total	1837	240	7	54	221	169	1360	293	187	76	1560	1000	836
Very Dissatisfied	48	12	-	4	8	13	23	12	17	4	27	27	21
	3%	*5%*	*-%*	*7%*	*4%*	*8%* bc	*2%*	*4%* b	*9%* c	*5%* c	*2%*	*3%*	*3%*
Fairly Dissatisfied	71	12	*	1	13	12	41	18	12	6	54	47	25
	4%	*5%*	*4%*	*2%*	*6%*	*7%* b	*3%*	*6%* b	*6%* c	*7%*	*3%*	*5%* b	*3%*
Neither Satisfied Nor Dissatisfied	189	38	*	12	33	28	129	32	26	8	154	93	95
	10%	*16%*	*3%*	*22%*	*15%*	*17%* bc	*9%*	*11%*	*14%*	*10%*	*10%*	*9%*	*11%*
Fairly Satisfied	366	60	3	14	52	42	259	64	48	13	305	211	155
	20%	*25%*	*37%*	*27%*	*24%*	*25%* b	*19%*	*22%*	*25%* c	*17%*	*20%*	*21%*	*19%*
Very Satisfied	1004	103	4	20	99	69	785	142	74	38	882	533	472
	55%	*43%*	*55%*	*38%*	*45%*	*41%*	*58%* ac	*48%*	*40%*	*51%*	*57%* a	*53%*	*56%*
Don't Know (DO NOT READ OUT)	159	15	*	2	15	5	123	25	9	8	138	90	68
	9%	*6%*	*1%*	*4%*	*7%*	*3%*	*9%* a	*9%* a	*5%*	*10%*	*9%*	*9%*	*8%*
NET: Satisfied	1370	162	6	35	151	111	1044	206	122	51	1187	743	627
	75%	*68%*	*92%*	*65%*	*68%*	*66%*	*77%* ac	*70%*	*65%*	*67%*	*76%* a	*74%*	*75%*
NET: Dissatisfied	119	24	*	5	22	25	64	30	29	9	81	73	46
	6%	*10%*	*4%*	*9%*	*10%*	*15%* b	*5%*	*10%* b	*16%* c	*12%* c	*5%*	*7%*	*5%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2239**	368	51	165	78	120	52	200	127	105	242	34	129
Weighted total	**1837**	143	12	65	28	48	19	80	46	42	103	15	70
Very Dissatisfied	**48**	3	*	3	2	2	3	2	3	2	3	-	1
	3%	*2%*	*3%*	*5%*	*8%* a	*5%*	*17%* **acd**	*3%*	*6%*	*4%*	*3%*	*-%*	*1%*
Fairly Dissatisfied	**71**	9	2	3	3	2	*	5	4	3	5	2	3
	4%	*6%*	*18%* **ac**	*5%*	*12%*	*5%*	**%*	*6%*	*8%*	*6%*	*5%*	*14%* b	*5%*
Neither Satisfied Nor Dissatisfied	**189**	14	*	9	8	4	5	8	4	4	12	*	4
	10%	*10%*	*4%*	*14%* b	*28%* **abc**	*9%*	*25%* **acd**	*10%*	*9%*	*9%*	*12%* d	*3%*	*5%*
Fairly Satisfied	**366**	29	5	14	5	11	2	12	9	10	22	3	21
	20%	*20%*	*41%* **acd**	*21%*	*17%*	*22%*	*13%*	*15%*	*19%*	*23%*	*21%*	*20%*	*30%*
Very Satisfied	**1004**	70	4	31	9	26	7	41	23	21	50	9	33
	55%	*49%* **bd**	*33%*	*48%* d	*31%*	*54%* b	*37%*	*51%*	*50%*	*49%*	*48%*	*61%*	*48%*
Don't Know (DO NOT READ OUT)	**159**	18	*	4	1	3	2	12	4	4	11	*	8
	9%	*12%* **bcd**	*2%*	*7%*	*5%*	*6%*	*8%*	*15%* a	*8%*	*9%*	*11%*	*1%*	*11%*
NET: Satisfied	**1370**	99	9	45	13	37	9	53	32	30	72	12	54
	75%	*69%* d	*74%* d	*69%* d	*48%*	*76%* b	*49%*	*67%* b	*69%* b	*71%*	*69%*	*81%*	*77%*
NET: Dissatisfied	**119**	13	2	7	6	5	3	7	6	4	8	2	4
	6%	*9%*	*20%* a	*10%*	*20%* **ac**	*10%*	*17%*	*9%*	*14%*	*10%*	*8%*	*14%*	*6%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 118 (continuation)

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2239**	314	116	37	532	162	150	168	135	158	196	141	130
Weighted total	**1837**	273	136	51	244	116	107	135	133	191	168	163	119
Very Dissatisfied	**48**	2	7	-	6	1	1	3	6	7	3	9	3
	3%	*1%*	*5%*	*-%*	*2%*	*1%*	*1%*	*2%*	*4%*	*3%*	*2%*	*6%*	*3%*
			aef						a	a		**adefj**	
Fairly Dissatisfied	**71**	6	8	4	14	10	2	7	5	8	8	*	-
	4%	*2%*	*6%*	*8%*	*6%*	*9%*	*2%*	*5%*	*4%*	*4%*	*5%*	**%*	*-%*
			kl	**kl**	**akl**	**afkl**		**kl**	**kl**	**kl**	**kl**		
Neither Satisfied Nor Dissatisfied	**189**	21	7	3	24	4	14	16	17	24	22	21	15
	10%	*8%*	*5%*	*6%*	*10%*	*3%*	*14%*	*12%*	*13%*	*13%*	*13%*	*13%*	*12%*
					e		**be**	e	**be**	**be**	**be**	**be**	e
Fairly Satisfied	**366**	45	38	9	58	28	25	32	27	38	28	18	19
	20%	*17%*	*28%*	*19%*	*24%*	*24%*	*23%*	*23%*	*20%*	*20%*	*17%*	*11%*	*16%*
			ajkl		**ak**	k	k	k	k	k			
Very Satisfied	**1004**	170	72	28	116	59	58	73	74	95	88	98	74
	55%	*62%*	*53%*	*54%*	*47%*	*50%*	*55%*	*54%*	*55%*	*50%*	*52%*	*60%*	*63%*
		deij										d	**dei**
Don't Know (DO NOT READ OUT)	**159**	28	4	7	27	15	6	5	5	18	19	17	7
	9%	*10%*	*3%*	*14%*	*11%*	*13%*	*6%*	*4%*	*4%*	*10%*	*11%*	*10%*	*6%*
		bgh		**bgh**	**bfgh**	**bfghl**				**bgh**	**bgh**	**bgh**	
NET: Satisfied	**1370**	215	110	37	174	86	83	105	101	134	116	116	94
	75%	*79%*	*81%*	*73%*	*71%*	*74%*	*78%*	*78%*	*76%*	*70%*	*69%*	*71%*	*79%*
		dij	**dij**										
NET: Dissatisfied	**119**	8	15	4	19	11	3	10	10	15	11	9	3
	6%	*3%*	*11%*	*8%*	*8%*	*10%*	*3%*	*7%*	*8%*	*8%*	*6%*	*6%*	*3%*
			afl		**afl**	**afl**		a	a	a			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2239**	467	844	461	467
Weighted total	**1837**	460	467	460	449
Very Dissatisfied	**48**	10	8	15	15
	3%	*2%*	*2%*	*3%*	*3%*
Fairly Dissatisfied	**71**	17	26	20	8
	4%	*4%*	*6%*	*4%*	*2%*
			d	d	
Neither Satisfied Nor Dissatisfied	**189**	31	43	58	57
	10%	*7%*	*9%*	*13%*	*13%*
				a	**ab**
Fairly Satisfied	**366**	93	110	97	66
	20%	*20%*	*24%*	*21%*	*15%*
		d	d	d	
Very Satisfied	**1004**	269	233	242	260
	55%	*58%*	*50%*	*53%*	*58%*
		b			b
Don't Know (DO NOT READ OUT)	**159**	40	48	28	43
	9%	*9%*	*10%*	*6%*	*10%*
			c		c
NET: Satisfied	**1370**	362	343	339	326
	75%	*79%*	*73%*	*74%*	*73%*
		bd			
NET: Dissatisfied	**119**	27	34	35	23
	6%	*6%*	*7%*	*8%*	*5%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 119 Page 2166

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2239**	1572	424	151	92	667	590	427	128	82	142
Weighted total	**1837**	1760	48	18	10	76	646	421	107	48	43
Very Dissatisfied	**105**	101	2	1	1	4	40	25	8	2	3
	6%	*6%*	*5%*	*5%*	*9%*	*5%*	*6%*	*6%*	*7%*	*5%*	*6%*
Fairly Dissatisfied	**190**	184	4	2	1	7	60	38	7	6	2
	10%	*10%*	*9%*	*9%*	*6%*	*9%*	*9%* e	*9%*	*6%*	*12%* e	*4%*
Neither Satisfied Nor Dissatisfied	**611**	587	16	5	3	24	207	139	42	15	9
	33%	*33%*	*33%*	*30%*	*29%*	*32%*	*32%* e	*33%* e	*40%* e	*30%*	*20%*
Fairly Satisfied	**535**	510	15	6	3	25	203	125	33	9	15
	29%	*29%*	*32%*	*35%*	*32%*	*33%*	*31%* d	*30%*	*31%*	*19%*	*34%* d
Very Satisfied	**374**	360	9	3	2	15	129	88	15	16	15
	20%	*20%*	*19%*	*18%*	*23%*	*19%*	*20%*	*21%*	*14%*	*33%* **abc**	*35%* **abc**
Don't Know (DO NOT READ OUT)	**22**	20	1	1	*	2	7	5	1	-	*
	1%	*1%*	*2%*	*3%*	*2%*	*2%* a	*1%*	*1%*	*1%*	*-%*	*1%*
NET: Satisfied	**909**	870	25	9	6	40	332	213	49	25	30
	50%	*49%*	*51%*	*53%*	*55%*	*52%*	*51%*	*50%*	*46%*	*53%*	*69%* **abcd**
NET: Dissatisfied	**295**	284	7	3	1	11	100	63	15	8	4
	16%	*16%*	*14%*	*14%*	*14%*	*14%*	*16%*	*15%*	*14%*	*17%*	*10%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	2239	176	85	244	60	137	262	165	134	144	1407	298	271	263
Weighted total	1837	206	110	273	64	141	289	181	147	151	1562	98	92	84
Very Dissatisfied	105	14	10	12	1	8	16	17	5	3	85	9	5	6
	6%	*7%*	*9%*	*4%*	*2%*	*5%*	*5%*	*9%*	*4%*	*2%*	*5%*	*9%*	*5%*	*7%*
		i	i					i				**chij**		i
Fairly Dissatisfied	190	14	9	33	2	13	32	22	14	17	157	11	11	11
	10%	*7%*	*8%*	*12%*	*3%*	*10%*	*11%*	*12%*	*9%*	*11%*	*10%*	*11%*	*12%*	*14%*
				d				d				d	d	**ad**
Neither Satisfied Nor Dissatisfied	611	75	47	82	22	46	106	51	43	49	521	36	28	26
	33%	*36%*	*42%*	*30%*	*35%*	*32%*	*37%*	*28%*	*29%*	*32%*	*33%*	*36%*	*31%*	*31%*
			cghl											
Fairly Satisfied	535	62	23	73	18	48	81	54	49	49	456	22	30	27
	29%	*30%*	*21%*	*27%*	*27%*	*34%*	*28%*	*30%*	*33%*	*32%*	*29%*	*23%*	*32%*	*32%*
						bk			**bk**	k	k		**bk**	k
Very Satisfied	374	38	19	69	19	25	52	38	32	32	324	18	19	14
	20%	*18%*	*17%*	*25%*	*30%*	*18%*	*18%*	*21%*	*22%*	*21%*	*21%*	*19%*	*20%*	*16%*
				fm	**fkm**									
Don't Know (DO NOT READ OUT)	22	4	2	4	2	1	1	*	4	1	19	2	*	1
	1%	*2%*	*2%*	*1%*	*3%*	*1%*	**%*	**%*	*3%*	*1%*	*1%*	*2%*	**%*	*1%*
		l	l		**gl**				**fgl**			l		
NET: Satisfied	909	99	42	142	37	73	133	92	81	81	780	41	49	40
	50%	*48%*	*38%*	*52%*	*57%*	*52%*	*46%*	*51%*	*55%*	*53%*	*50%*	*41%*	*53%*	*48%*
				bk	**bk**	k			**bk**	**bk**	**bk**		**bk**	
NET: Dissatisfied	295	28	19	45	3	21	48	39	19	20	242	20	16	17
	16%	*14%*	*17%*	*16%*	*5%*	*15%*	*17%*	*21%*	*13%*	*13%*	*16%*	*20%*	*17%*	*20%*
			d	d			d	d			d	**dj**	d	d

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2239**	56	211	55	224	566	77	153	895	1575	664	1951	288
Weighted total	**1837**	37	144	47	185	513	56	137	716	1420	417	1653	183
Very Dissatisfied	**105**	*	8	3	11	37	3	7	36	81	23	96	9
	6%	**%*	*6%*	*5%*	*6%*	*7%* a	*5%*	*5%*	*5%*	*6%*	*6%*	*6%*	*5%*
Fairly Dissatisfied	**190**	6	7	1	17	56	7	15	81	141	49	167	23
	10%	*15%* **bc**	*5%*	*3%*	*9%*	*11%* b	*13%* **bc**	*11%* b	*11%* b	*10%*	*12%*	*10%*	*13%*
Neither Satisfied Nor Dissatisfied	**611**	12	47	18	52	163	13	50	254	470	141	565	46
	33%	*32%*	*32%*	*39%* f	*28%*	*32%*	*23%*	*37%* f	*35%* **df**	*33%*	*34%*	*34%* b	*25%*
Fairly Satisfied	**535**	14	51	13	59	142	13	44	199	412	123	475	60
	29%	*38%*	*35%* **eh**	*29%*	*32%*	*28%*	*23%*	*32%*	*28%*	*29%*	*30%*	*29%*	*33%*
Very Satisfied	**374**	6	30	10	44	106	20	21	137	300	75	332	42
	20%	*15%*	*21%*	*22%*	*24%*	*21%*	*36%* **abdegh**	*15%*	*19%*	*21%*	*18%*	*20%*	*23%*
Don't Know (DO NOT READ OUT)	**22**	-	1	1	3	8	*	-	9	16	6	19	3
	1%	*-%*	**%*	*1%*	*2%*	*2%*	**%*	*-%*	*1%*	*1%*	*1%*	*1%*	*2%*
NET: Satisfied	**909**	20	81	24	102	249	33	65	336	712	198	807	103
	50%	*53%*	*57%* **eh**	*51%*	*55%* h	*48%*	*59%* h	*47%*	*47%*	*50%*	*47%*	*49%*	*56%* a
NET: Dissatisfied	**295**	6	15	4	28	93	10	22	117	223	72	263	32
	16%	*15%*	*11%*	*9%*	*15%*	*18%* b	*19%*	*16%*	*16%* b	*16%*	*17%*	*16%*	*17%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2239**	2124	115	1362	350	505
Weighted total	**1837**	1721	115	1153	271	388
Very Dissatisfied	**105**	95	9	60	21	21
	6%	*6%*	*8%*	*5%*	*8%*	*6%*
Fairly Dissatisfied	**190**	181	9	103	43	43
	10%	*11%*	*8%*	*9%*	*16%*	*11%*
					ac	
Neither Satisfied Nor Dissatisfied	**611**	573	38	386	88	127
	33%	*33%*	*33%*	*33%*	*33%*	*33%*
Fairly Satisfied	**535**	506	29	346	66	120
	29%	*29%*	*25%*	*30%*	*24%*	*31%*
				b		b
Very Satisfied	**374**	345	29	243	50	75
	20%	*20%*	*25%*	*21%*	*19%*	*19%*
Don't Know (DO NOT READ OUT)	**22**	20	2	16	2	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*
NET: Satisfied	**909**	852	58	589	116	194
	50%	*49%*	*50%*	*51%*	*43%*	*50%*
				b		b
NET: Dissatisfied	**295**	277	18	163	64	64
	16%	*16%*	*16%*	*14%*	*24%*	*17%*
					ac	

Columns Tested: a,b - a,b,c

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	2239	1798	376	51	7	3	3	-	1	2174	65	855	943	441
Weighted total	1837	1568	237	25	4	2	1	-	*	1805	32	852	716	269
Very Dissatisfied	105	86	16	3	-	-	-	-	-	102	3	47	39	19
	6%	*5%*	*7%*	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*8%*	*5%*	*5%*	*7%*
Fairly Dissatisfied	190	154	30	4	2	-	-	-	-	184	6	75	79	36
	10%	*10%*	*13%*	*17%*	*44%*	*-%*	*-%*	*-%*	*-%*	*10%*	*19%* ai	*9%*	*11%*	*13%* a
Neither Satisfied Nor Dissatisfied	611	541	64	5	*	*	*	-	*	606	5	290	251	70
	33%	*35%* bcj	*27%*	*19%*	*7%*	*5%*	*41%*	*-%*	*100%*	*34%* bcj	*17%*	*34%* c	*35%* c	*26%*
Fairly Satisfied	535	435	87	10	2	*	*	-	-	522	12	235	200	99
	29%	*28%*	*37%* ai	*40%*	*49%*	*11%*	*59%*	*-%*	*-%*	*29%*	*39%* a	*28%*	*28%*	*37%* ab
Very Satisfied	374	332	38	4	-	-	-	-	-	371	4	191	142	42
	20%	*21%* bj	*16%*	*14%*	*-%*	*-%*	*-%*	*-%*	*-%*	*21%*	*11%*	*22%* c	*20%*	*16%*
Don't Know (DO NOT READ OUT)	22	20	*	-	-	2	-	-	-	20	2	14	5	2
	1%	*1%*	*%*	*-%*	*-%*	*84%*	*-%*	*-%*	*-%*	*1%*	*6%* abi	*2%*	*1%*	*1%*
NET: Satisfied	909	768	126	13	2	*	*	-	-	893	16	426	342	142
	50%	*49%*	*53%*	*54%*	*49%*	*11%*	*59%*	*-%*	*-%*	*49%*	*50%*	*50%*	*48%*	*53%*
NET: Dissatisfied	295	240	46	7	2	-	-	-	-	286	9	122	118	55
	16%	*15%*	*20%* a	*27%* ai	*44%*	*-%*	*-%*	*-%*	*-%*	*16%*	*27%* ai	*14%*	*16%*	*20%* a

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 119 (continuation)

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	***d**	***e**	***f**	***g**
Unweighted total	**2239**	1417	954	1545	688	594	1439	1359	104	38	29	9	4	1
Weighted total	**1837**	1049	672	1172	532	412	1093	1073	52	23	17	3	4	*
Very Dissatisfied	**105**	48	30	53	28	23	64	45	5	*	1	*	2	-
	6%	*5%*	*4%*	*5%*	*5%*	*6%*	*6%*	*4%*	*10%* a	**%*	*5%*	*3%*	*50%*	*-%*
Fairly Dissatisfied	**190**	111	64	122	59	55	114	110	3	6	2	1	-	-
	10%	*11%*	*10%*	*10%*	*11%*	*13%* b	*10%*	*10%*	*5%*	*25%* **ab**	*15%*	*43%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**611**	351	217	385	177	123	368	363	12	4	4	*	*	*
	33%	*33%*	*32%*	*33%*	*33%*	*30%*	*34%*	*34%* b	*24%*	*19%*	*24%*	*12%*	*3%*	*100%*
Fairly Satisfied	**535**	310	224	363	156	125	327	325	22	7	9	1	*	-
	29%	*30%*	*33%*	*31%*	*29%*	*30%*	*30%*	*30%*	*42%* a	*29%*	*54%*	*39%*	*3%*	*-%*
Very Satisfied	**374**	221	135	241	109	85	211	225	8	6	*	*	2	-
	20%	*21%*	*20%*	*21%*	*20%*	*21%*	*19%*	*21%*	*15%*	*26%*	*2%*	*2%*	*45%*	*-%*
Don't Know (DO NOT READ OUT)	**22**	7	2	7	2	3	9	5	2	*	-	-	-	-
	1%	*1%*	**%*	*1%*	**%*	*1%*	*1%*	**%*	*4%* a	**%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**909**	531	359	604	265	210	538	550	29	13	9	1	2	-
	50%	*51%*	*53%* f	*52%*	*50%*	*51%*	*49%*	*51%*	*57%*	*55%*	*56%*	*41%*	*48%*	*-%*
NET: Dissatisfied	**295**	160	94	175	88	78	178	155	8	6	3	1	2	-
	16%	*15%*	*14%*	*15%*	*16%*	*19%* **abc**	*16%*	*14%*	*15%*	*25%*	*20%*	*46%*	*50%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**2239**	655	14	11	4	1	3	-	4	469	370	386	306	13
Weighted total	**1837**	510	9	7	5	*	*	-	1	432	281	273	173	11
Very Dissatisfied	**105**	23	-	2	3	-	-	-	-	22	10	6	14	-
	6%	*5%*	*-%*	*28%*	*65%*	*-%*	*-%*	*-%*	*-%*	*5%* c	*4%*	*2%*	*8%* **bc**	*-%*
Fairly Dissatisfied	**190**	56	1	-	2	-	-	-	-	53	24	23	21	2
	10%	*11%*	*12%*	*-%*	*35%*	*-%*	*-%*	*-%*	*-%*	*12%*	*9%*	*8%*	*12%*	*15%*
Neither Satisfied Nor Dissatisfied	**611**	172	3	2	-	*	*	-	*	127	100	87	65	5
	33%	*34%*	*37%*	*30%*	*-%*	*100%*	*44%*	*-%*	*56%*	*29%*	*35%*	*32%*	*38%* a	*44%*
Fairly Satisfied	**535**	150	3	2	-	-	*	-	*	145	84	86	45	4
	29%	*29%*	*33%*	*35%*	*-%*	*-%*	*56%*	*-%*	*44%*	*34%* d	*30%*	*31%*	*26%*	*34%*
Very Satisfied	**374**	107	2	1	*	-	-	-	-	81	61	71	26	1
	20%	*21%*	*18%*	*8%*	*1%*	*-%*	*-%*	*-%*	*-%*	*19%*	*22%* d	*26%* **ad**	*15%*	*8%*
Don't Know (DO NOT READ OUT)	**22**	2	-	-	-	-	-	-	-	3	2	-	2	-
	1%	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*1%* c	*-%*
NET: Satisfied	**909**	257	5	3	*	-	*	-	*	226	145	158	71	5
	50%	*50%*	*51%*	*43%*	*1%*	*-%*	*56%*	*-%*	*44%*	*52%* d	*52%* d	*58%* d	*41%*	*42%*
NET: Dissatisfied	**295**	79	1	2	5	-	-	-	-	75	35	29	35	2
	16%	*16%*	*12%*	*28%*	*99%*	*-%*	*-%*	*-%*	*-%*	*17%* **bc**	*12%*	*11%*	*20%* **bc**	*15%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	a	b	a	***b**
Unweighted total	**2239**	237	153	175	112	10	401	33	251	2117	122	1530	14
Weighted total	**1837**	191	119	145	73	3	344	23	162	1744	93	1165	6
Very Dissatisfied	**105**	8	8	5	7	-	20	-	9	99	5	52	1
	6%	*4%*	*7%*	*4%*	*10%* **ac**	*-%*	*6%*	*-%*	*5%*	*6%*	*6%*	*4%*	*10%*
Fairly Dissatisfied	**190**	14	8	22	12	1	50	2	7	177	13	121	2
	10%	*7%*	*7%*	*15%* **ab**	*17%* **ab**	*35%*	*15%* c	*9%*	*4%*	*10%*	*14%*	*10%*	*32%*
Neither Satisfied Nor Dissatisfied	**611**	68	42	54	14	*	105	14	59	580	31	382	2
	33%	*36%* d	*35%* d	*37%* d	*19%*	*13%*	*31%*	*58%* **ac**	*36%*	*33%*	*33%*	*33%*	*40%*
Fairly Satisfied	**535**	62	31	35	28	1	97	5	53	506	29	362	1
	29%	*32%*	*26%*	*24%*	*38%* **bc**	*22%*	*28%*	*23%*	*33%*	*29%*	*31%*	*31%*	*18%*
Very Satisfied	**374**	40	30	29	10	1	70	2	35	360	14	241	-
	20%	*21%*	*25%* d	*20%*	*13%*	*29%*	*20%*	*10%*	*22%*	*21%*	*16%*	*21%*	*-%*
Don't Know (DO NOT READ OUT)	**22**	*	-	-	2	-	2	-	*	21	*	7	-
	1%	**%*	*-%*	*-%*	*3%* **abc**	*-%*	*1%*	*-%*	**%*	*1%*	**%*	*1%*	*-%*
NET: Satisfied	**909**	102	61	64	38	2	167	8	88	866	43	603	1
	50%	*53%*	*51%*	*44%*	*51%*	*51%*	*48%*	*33%*	*54%* b	*50%*	*47%*	*52%*	*18%*
NET: Dissatisfied	**295**	21	17	27	20	1	70	2	15	276	18	173	3
	16%	*11%*	*14%*	*19%* a	*27%* **ab**	*35%*	*20%* c	*9%*	*9%*	*16%*	*20%*	*15%*	*41%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**2239**	77	152	224	28	531	157	459	1325	207	-
Weighted total	**1837**	62	123	177	16	402	130	325	977	114	-
Very Dissatisfied	**105**	5	5	9	1	23	6	10	47	4	-
	6%	*7%*	*4%*	*5%*	*7%*	*6%*	*4%*	*3%*	*5%*	*4%*	-%
Fairly Dissatisfied	**190**	12	14	21	3	40	19	23	109	10	-
	10%	*19%*	*11%*	*12%*	*19%*	*10%*	*15%*	*7%*	*11%* a	*8%*	-%
Neither Satisfied Nor Dissatisfied	**611**	18	46	60	6	131	47	119	334	46	-
	33%	*30%*	*38%*	*34%*	*36%*	*33%*	*36%*	*37%*	*34%*	*40%*	-%
Fairly Satisfied	**535**	20	32	53	3	124	32	103	276	31	-
	29%	*32%*	*26%*	*30%*	*17%*	*31%*	*25%*	*32%*	*28%*	*27%*	-%
Very Satisfied	**374**	7	25	35	3	82	27	68	204	22	-
	20%	*12%*	*21%*	*20%*	*20%*	*20%*	*21%*	*21%*	*21%*	*19%*	-%
Don't Know (DO NOT READ OUT)	**22**	-	-	-	-	2	-	2	7	2	-
	1%	-%	-%	-%	-%	*1%*	-%	*1%*	*1%*	*2%*	-%
NET: Satisfied	**909**	27	57	87	6	206	59	172	480	53	-
	50%	*44%*	*47%*	*50%*	*37%*	*51%*	*45%*	*53%*	*49%*	*46%*	-%
NET: Dissatisfied	**295**	16	19	30	4	63	25	33	156	14	-
	16%	*26%*	*15%*	*17%*	*26%*	*16%*	*19%*	*10%*	*16%* a	*12%*	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 119 (continuation)

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	2239	366	839	148	-	442	464	158	6	1409	943	594	1220	999	15
Weighted total	1837	265	575	79	-	334	336	103	4	1044	668	448	907	692	5
Very Dissatisfied	105	5	29	3	-	19	14	4	-	48	30	24	28	39	-
	6%	*2%*	*5%* a	*3%*	*-%*	*6%*	*4%*	*4%*	*-%*	*5%*	*4%*	*5%*	*3%*	*6%* a	*-%*
Fairly Dissatisfied	190	21	60	7	-	34	42	17	*	111	64	47	93	86	2
	10%	*8%*	*11%*	*9%*	*-%*	*10%*	*13%*	*17%* a	*2%*	*11%*	*10%*	*11%*	*10%*	*12%*	*31%*
Neither Satisfied Nor Dissatisfied	611	88	193	24	-	108	111	29	2	348	214	142	288	256	1
	33%	*33%*	*34%*	*30%*	*-%*	*32%*	*33%*	*28%*	*39%*	*33%*	*32%*	*32%*	*32%*	*37%* a	*22%*
Fairly Satisfied	535	91	174	27	-	103	99	31	2	309	223	140	288	195	1
	29%	*34%*	*30%*	*34%*	*-%*	*31%*	*29%*	*30%*	*56%*	*30%*	*33%* a	*31%*	*32%*	*28%*	*28%*
Very Satisfied	374	59	116	17	-	68	68	20	*	221	134	93	204	111	1
	20%	*22%*	*20%*	*22%*	*-%*	*20%*	*20%*	*19%*	*3%*	*21%*	*20%*	*21%*	*22%* b	*16%*	*19%*
Don't Know (DO NOT READ OUT)	22	2	2	2	-	2	2	2	-	7	2	2	7	4	-
	1%	*1%*	**%*	*2%* b	*-%*	*1%*	*1%*	*2%*	*-%*	*1%*	**%*	**%*	*1%*	*1%*	*-%*
NET: Satisfied	909	149	290	44	-	171	166	51	3	530	358	233	492	306	2
	50%	*56%*	*51%*	*55%*	*-%*	*51%*	*50%*	*49%*	*59%*	*51%*	*54%*	*52%*	*54%* b	*44%*	*47%*
NET: Dissatisfied	295	26	89	10	-	53	56	22	*	159	94	71	121	125	2
	16%	*10%*	*16%* a	*13%*	*-%*	*16%*	*17%*	*21%*	*2%*	*15%*	*14%*	*16%*	*13%*	*18%* a	*31%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 119 (continuation)

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2239**	399	280	339	109	86	1159	982	55	21	18	16
Weighted total	**1837**	273	191	243	69	50	860	688	37	16	19	11
Very Dissatisfied	**105**	9	8	18	2	3	31	42	6	2	2	-
	6%	*3%*	*4%*	*7%* a	*3%*	*6%*	*4%*	*6%* a	*16%*	*11%*	*13%*	*-%*
Fairly Dissatisfied	**190**	27	33	27	13	11	95	90	5	4	4	3
	10%	*10%*	*17%* **ac**	*11%*	*19%* **ac**	*22%* **ac**	*11%*	*13%*	*13%*	*22%*	*20%*	*23%*
Neither Satisfied Nor Dissatisfied	**611**	88	64	72	22	13	276	248	8	5	7	2
	33%	*32%*	*34%*	*29%*	*32%*	*25%*	*32%*	*36%*	*21%*	*29%*	*38%*	*18%*
Fairly Satisfied	**535**	89	55	78	20	16	265	191	11	5	6	6
	29%	*33%*	*29%*	*32%*	*28%*	*32%*	*31%*	*28%*	*31%*	*29%*	*29%*	*56%*
Very Satisfied	**374**	58	29	47	10	6	185	115	6	1	-	*
	20%	*21%* **be**	*15%*	*19%*	*15%*	*11%*	*22%* b	*17%*	*17%*	*9%*	*-%*	*3%*
Don't Know (DO NOT READ OUT)	**22**	2	2	2	2	2	7	2	1	-	-	-
	1%	*1%*	*1%*	*1%*	*3%*	*4%* **ac**	*1%*	**%*	*3%*	*-%*	*-%*	*-%*
NET: Satisfied	**909**	147	84	125	30	22	451	307	17	6	6	7
	50%	*54%* b	*44%*	*52%*	*43%*	*43%*	*52%* b	*45%*	*47%*	*38%*	*29%*	*59%*
NET: Dissatisfied	**295**	36	41	44	15	14	127	132	10	5	6	3
	16%	*13%*	*22%* a	*18%*	*22%* a	*28%* **ac**	*15%*	*19%* a	*28%*	*33%*	*33%*	*23%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2239**	1998	1579	2026	1638	2169	1207	2024	516	3	1928	65	301	1938
Weighted total	**1837**	1588	1214	1613	1289	1762	950	1623	355	3	1566	53	257	1580
Very Dissatisfied	**105**	85	62	89	64	103	46	85	19	-	67	15	23	81
	6%	*5%*	*5%*	*5%*	*5%*	*6%*	*5%*	*5%*	*5%*	*-%*	*4%*	*28%* a	*9%* b	*5%*
Fairly Dissatisfied	**190**	173	135	173	139	181	98	172	47	1	124	15	40	150
	10%	*11%*	*11%*	*11%*	*11%*	*10%*	*10%*	*11%*	*13%*	*41%*	*8%*	*28%* a	*16%* b	*10%*
Neither Satisfied Nor Dissatisfied	**611**	523	409	533	424	587	322	548	116	2	505	15	87	523
	33%	*33%*	*34%*	*33%*	*33%*	*33%*	*34%*	*34%*	*33%*	*59%*	*32%*	*28%*	*34%*	*33%*
Fairly Satisfied	**535**	466	358	472	389	518	288	470	104	-	488	6	73	462
	29%	*29%*	*29%*	*29%*	*30%*	*29%*	*30%*	*29%*	*29%*	*-%*	*31%* b	*10%*	*28%*	*29%*
Very Satisfied	**374**	326	240	333	265	353	189	333	63	-	364	3	31	343
	20%	*21%*	*20%*	*21%*	*21%*	*20%*	*20%*	*21%*	*18%*	*-%*	*23%* b	*5%*	*12%*	*22%* a
Don't Know (DO NOT READ OUT)	**22**	14	10	14	9	21	7	16	6	-	19	-	2	20
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*-%*	*1%*	*-%*	*1%*	*1%*
NET: Satisfied	**909**	792	599	805	653	870	478	802	168	-	852	8	105	805
	50%	*50%*	*49%*	*50%*	*51%*	*49%*	*50%*	*49%*	*47%*	*-%*	*54%* b	*16%*	*41%*	*51%* a
NET: Dissatisfied	**295**	258	196	261	203	284	144	257	65	1	191	30	63	232
	16%	*16%*	*16%*	*16%*	*16%*	*16%*	*15%*	*16%*	*18%*	*41%*	*12%*	*57%* a	*25%* b	*15%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2239**	280	12	63	267	228	1612	387	224	86	1908	1266	973
Weighted total	**1837**	240	7	54	221	169	1360	293	187	76	1560	1000	836
Very Dissatisfied	**105**	12	*	3	11	11	71	23	9	5	90	64	41
	6%	*5%*	*6%*	*6%*	*5%*	*6%*	*5%*	*8%* b	*5%*	*7%*	*6%*	*6%*	*5%*
Fairly Dissatisfied	**190**	23	2	13	21	30	118	41	25	13	152	116	74
	10%	*10%*	*30%*	*23%* b	*10%*	*18%* b	*9%*	*14%* b	*13%*	*17%* c	*10%*	*12%* b	*9%*
Neither Satisfied Nor Dissatisfied	**611**	85	*	9	86	47	456	105	60	24	520	342	269
	33%	*35%*	*4%*	*16%*	*39%* a	*28%*	*34%*	*36%* a	*32%*	*32%*	*33%*	*34%*	*32%*
Fairly Satisfied	**535**	73	2	17	63	53	399	79	63	21	447	296	239
	29%	*31%*	*26%*	*32%*	*28%*	*32%*	*29%*	*27%*	*34%*	*28%*	*29%*	*30%*	*29%*
Very Satisfied	**374**	47	2	12	39	25	299	44	29	12	330	169	206
	20%	*19%*	*34%*	*22%*	*18%*	*15%*	*22%* **ac**	*15%*	*15%*	*15%*	*21%* a	*17%*	*25%* a
Don't Know (DO NOT READ OUT)	**22**	*	-	-	*	2	17	1	*	-	19	14	8
	1%	*%*	*-%*	*-%*	*%*	*1%*	*1%*	*%*	*%*	*-%*	*1%*	*1%*	*1%*
NET: Satisfied	**909**	120	4	29	102	79	698	123	92	33	778	465	444
	50%	*50%*	*60%*	*54%*	*46%*	*47%*	*51%* c	*42%*	*49%*	*44%*	*50%*	*46%*	*53%* a
NET: Dissatisfied	**295**	35	2	16	32	40	189	64	34	18	242	180	115
	16%	*15%*	*36%*	*30%* b	*15%*	*24%* b	*14%*	*22%* b	*18%*	*24%* c	*16%*	*18%* b	*14%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2239**	368	51	165	78	120	52	200	127	105	242	34	129
Weighted total	**1837**	143	12	65	28	48	19	80	46	42	103	15	70
Very Dissatisfied	**105**	5	*	2	1	1	2	3	4	3	9	*	1
	6%	*4%*	*4%*	*4%*	*5%*	*3%*	*12%* **ac**	*3%*	*8%*	*7%* d	*9%* d	*1%*	*2%*
Fairly Dissatisfied	**190**	15	1	8	6	5	3	7	6	6	13	1	10
	10%	*10%*	*11%*	*12%*	*20%* a	*11%*	*15%*	*8%*	*12%*	*14%*	*12%*	*4%*	*13%*
Neither Satisfied Nor Dissatisfied	**611**	47	3	18	6	12	7	21	16	10	38	7	14
	33%	*33%*	*29%*	*27%*	*22%*	*25%*	*38%*	*26%*	*35%*	*23%*	*37%* **ad**	*50%* **ad**	*20%*
Fairly Satisfied	**535**	56	3	27	11	21	3	36	14	14	29	2	33
	29%	*39%*	*25%*	*41%* b	*41%*	*43%* **bd**	*16%*	*45%* **bd**	*31%* b	*34%*	*28%*	*16%*	*46%* **bc**
Very Satisfied	**374**	20	4	10	3	8	4	14	7	9	13	4	11
	20%	*14%*	*31%* **acd**	*16%*	*12%*	*17%*	*19%*	*17%*	*14%*	*22%* b	*13%*	*28%* b	*16%*
Don't Know (DO NOT READ OUT)	**22**	*	-	*	-	*	*	-	*	-	1	*	1
	1%	**%*	*-%*	**%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	*1%*	*1%*	*2%*
NET: Satisfied	**909**	77	7	37	15	29	7	50	21	24	42	6	44
	50%	*53%*	*56%*	*57%*	*53%*	*60%* **bd**	*35%*	*62%* **bd**	*45%*	*56%* b	*41%*	*44%*	*63%* b
NET: Dissatisfied	**295**	20	2	10	7	7	5	10	9	9	21	1	11
	16%	*14%*	*15%*	*16%*	*25%* a	*14%*	*27%* **ac**	*12%*	*20%*	*21%* c	*21%* c	*5%*	*15%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 119 (continuation)

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	2239	314	116	37	532	162	150	168	135	158	196	141	130
Weighted total	1837	273	136	51	244	116	107	135	133	191	168	163	119
Very Dissatisfied	105	15	14	-	14	6	7	5	9	9	7	12	8
	6%	*5%*	*10%*	*-%*	*6%*	*5%*	*6%*	*4%*	*6%*	*5%*	*4%*	*7%*	*6%*
			cgj										
Fairly Dissatisfied	190	26	11	6	31	15	10	18	13	18	21	8	13
	10%	*10%*	*8%*	*12%*	*13%*	*13%*	*10%*	*13%*	*10%*	*10%*	*12%*	*5%*	*11%*
					k	k		k			k		
Neither Satisfied Nor Dissatisfied	611	72	50	27	76	36	46	47	44	65	64	46	39
	33%	*26%*	*36%*	*53%*	*31%*	*31%*	*43%*	*35%*	*33%*	*34%*	*38%*	*28%*	*33%*
			a	**adeghikl**			**adek**				a		
Fairly Satisfied	535	95	41	7	83	36	26	38	29	53	43	49	34
	29%	*35%*	*30%*	*14%*	*34%*	*31%*	*25%*	*28%*	*22%*	*28%*	*26%*	*30%*	*29%*
		cfhj			**cfhj**	c							
Very Satisfied	374	61	20	10	39	23	17	27	32	44	31	47	24
	20%	*22%*	*15%*	*20%*	*16%*	*19%*	*16%*	*20%*	*24%*	*23%*	*19%*	*28%*	*20%*
		d							d	d		**bdfj**	
Don't Know (DO NOT READ OUT)	22	5	*	-	3	1	-	*	6	2	2	2	1
	1%	*2%*	**%*	*-%*	*1%*	*1%*	*-%*	**%*	*5%*	*1%*	*1%*	*1%*	*1%*
									bdfgjl				
NET: Satisfied	909	155	61	18	121	58	44	65	61	97	74	96	58
	50%	*57%*	*45%*	*34%*	*50%*	*50%*	*41%*	*48%*	*46%*	*51%*	*44%*	*59%*	*49%*
		bcdfhj										**bcfhj**	
NET: Dissatisfied	295	41	25	6	44	21	17	23	22	27	28	20	20
	16%	*15%*	*19%*	*12%*	*18%*	*18%*	*16%*	*17%*	*16%*	*14%*	*16%*	*12%*	*17%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2239**	467	844	461	467
Weighted total	**1837**	460	467	460	449
Very Dissatisfied	**105**	29	27	23	26
	6%	*6%*	*6%*	*5%*	*6%*
Fairly Dissatisfied	**190**	44	56	49	41
	10%	*9%*	*12%*	*11%*	*9%*
Neither Satisfied Nor Dissatisfied	**611**	149	157	156	149
	33%	*32%*	*34%*	*34%*	*33%*
Fairly Satisfied	**535**	143	145	121	127
	29%	*31%*	*31%*	*26%*	*28%*
Very Satisfied	**374**	91	78	103	102
	20%	*20%*	*17%*	*22%*	*23%*
				b	b
Don't Know (DO NOT READ OUT)	**22**	5	4	8	4
	1%	*1%*	*1%*	*2%*	*1%*
NET: Satisfied	**909**	234	223	224	228
	50%	*51%*	*48%*	*49%*	*51%*
NET: Dissatisfied	**295**	73	83	72	67
	16%	*16%*	*18%*	*16%*	*15%*

Columns Tested: a,b,c,d

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2239**	1572	424	151	92	667	590	427	128	82	142
Weighted total	**1837**	1760	48	18	10	76	646	421	107	48	43
Very Dissatisfied	**11**	11	-	*	-	*	6	*	-	-	*
	1%	*1%*	*-%*	*1%*	*-%*	**%*	*1%*	**%*	*-%*	*-%*	**%*
Fairly Dissatisfied	**41**	39	1	*	*	1	17	8	4	3	-
	2%	*2%*	*2%*	*2%*	**%*	*2%*	*3%* e	*2%*	*4%* e	*6%* **be**	*-%*
Neither Satisfied Nor Dissatisfied	**170**	163	3	2	2	7	66	41	14	2	2
	9%	*9%* b	*6%*	*11%* b	*16%* **abe**	*9%*	*10%* e	*10%*	*13%* e	*5%*	*5%*
Fairly Satisfied	**684**	651	20	8	4	32	229	167	54	20	14
	37%	*37%*	*41%*	*45%* a	*40%*	*42%* a	*35%*	*40%*	*51%* **abe**	*42%*	*32%*
Very Satisfied	**903**	869	23	7	4	34	323	201	33	23	27
	49%	*49%* c	*48%* c	*38%*	*42%*	*45%*	*50%* c	*48%* c	*31%*	*47%* c	*62%* **abcd**
Don't Know (DO NOT READ OUT)	**28**	26	1	1	*	2	5	5	2	-	*
	2%	*1%*	*2%*	*4%*	*2%*	*2%*	*1%*	*1%*	*2%*	*-%*	*1%*
NET: Satisfied	**1587**	1521	43	15	9	66	551	367	87	43	41
	86%	*86%*	*90%* **cd**	*83%*	*82%*	*87%*	*85%*	*87%*	*82%*	*90%*	*94%* **abc**
NET: Dissatisfied	**52**	50	1	*	*	2	24	8	4	3	*
	3%	*3%*	*2%*	*2%*	**%*	*2%*	*4%* e	*2%*	*4%* e	*6%* e	**%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 120 (continuation)

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	2239	176	85	244	60	137	262	165	134	144	1407	298	271	263
Weighted total	1837	206	110	273	64	141	289	181	147	151	1562	98	92	84
Very Dissatisfied	11	2	-	*	1	-	3	3	-	-	8	-	1	2
	1%	*1%*	*-%*	**%*	*1%*	*-%*	*1%*	*2%*	*-%*	*-%*	*1%*	*-%*	*1%*	*2%*
					k			k						**cjk**
Fairly Dissatisfied	41	2	3	5	*	4	8	6	4	6	39	1	-	1
	2%	*1%*	*3%*	*2%*	**%*	*3%*	*3%*	*4%*	*3%*	*4%*	*2%*	*1%*	*-%*	*1%*
			l	l		l	l	**lm**	l	**lm**	l	l		
Neither Satisfied Nor Dissatisfied	170	13	7	34	6	21	18	14	14	21	148	10	8	4
	9%	*6%*	*6%*	*12%*	*10%*	*15%*	*6%*	*8%*	*10%*	*14%*	*9%*	*10%*	*9%*	*5%*
				afm		**abfgjm**				**afm**	m	m		
Fairly Satisfied	684	81	47	101	16	42	122	61	57	55	582	37	34	31
	37%	*39%*	*43%*	*37%*	*24%*	*30%*	*42%*	*34%*	*39%*	*37%*	*37%*	*37%*	*37%*	*37%*
		d	d				**de**				d			
Very Satisfied	903	104	52	128	39	71	137	96	66	68	761	49	47	46
	49%	*51%*	*47%*	*47%*	*61%*	*50%*	*48%*	*53%*	*45%*	*45%*	*49%*	*50%*	*51%*	*55%*
					chi									
Don't Know (DO NOT READ OUT)	28	5	2	5	2	3	*	1	6	1	24	1	2	1
	2%	*2%*	*2%*	*2%*	*3%*	*2%*	**%*	*1%*	*4%*	**%*	*2%*	*1%*	*3%*	*1%*
		f			f	f			**fgijkm**				f	
NET: Satisfied	1587	185	99	229	55	113	259	157	123	123	1343	86	81	77
	86%	*90%*	*89%*	*84%*	*86%*	*80%*	*90%*	*87%*	*84%*	*81%*	*86%*	*87%*	*88%*	*92%*
		ei					**ei**					e	e	**cehij**
NET: Dissatisfied	52	3	3	5	1	4	11	9	4	6	47	1	1	2
	3%	*2%*	*3%*	*2%*	*2%*	*3%*	*4%*	*5%*	*3%*	*4%*	*3%*	*1%*	*1%*	*3%*
							l	**kl**		l				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2239**	56	211	55	224	566	77	153	895	1575	664	1951	288
Weighted total	**1837**	37	144	47	185	513	56	137	716	1420	417	1653	183
Very Dissatisfied	**11**	-	-	-	2	3	1	*	6	8	3	11	-
	1%	*-%*	*-%*	*-%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	*-%*
Fairly Dissatisfied	**41**	1	5	-	8	15	-	1	11	29	12	33	7
	2%	*3%*	*4%* h	*-%*	*4%* h	*3%*	*-%*	*1%*	*2%*	*2%*	*3%*	*2%*	*4%* a
Neither Satisfied Nor Dissatisfied	**170**	5	13	4	15	48	1	13	72	132	38	151	19
	9%	*13%* f	*9%* f	*9%*	*8%*	*9%* f	*2%*	*9%* f	*10%* f	*9%*	*9%*	*9%*	*10%*
Fairly Satisfied	**684**	12	57	13	65	191	16	59	271	521	162	630	54
	37%	*32%*	*40%*	*27%*	*35%*	*37%*	*29%*	*43%* **cf**	*38%*	*37%*	*39%*	*38%* b	*29%*
Very Satisfied	**903**	20	68	30	91	252	37	63	341	707	196	807	96
	49%	*53%*	*47%*	*64%* **begh**	*49%*	*49%*	*66%* **bdegh**	*46%*	*48%*	*50%*	*47%*	*49%*	*52%*
Don't Know (DO NOT READ OUT)	**28**	-	*	*	5	4	1	2	16	22	6	21	7
	2%	*-%*	**%*	*1%*	*3%* **be**	*1%*	*2%*	*1%*	*2%* **be**	*2%*	*2%*	*1%*	*4%* a
NET: Satisfied	**1587**	31	125	42	156	443	53	121	613	1229	358	1437	150
	86%	*84%*	*87%*	*91%*	*84%*	*86%*	*95%* **abdeh**	*89%*	*86%*	*87%*	*86%*	*87%* b	*82%*
NET: Dissatisfied	**52**	1	5	-	9	18	1	1	16	37	14	44	7
	3%	*3%*	*4%*	*-%*	*5%* **gh**	*3%*	*1%*	*1%*	*2%*	*3%*	*3%*	*3%*	*4%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2239**	2124	115	1362	350	505
Weighted total	**1837**	1721	115	1153	271	388
Very Dissatisfied	**11**	11	-	6	1	3
	1%	*1%*	*-%*	*1%*	**%*	*1%*
Fairly Dissatisfied	**41**	41	-	29	5	7
	2%	*2%*	*-%*	*2%*	*2%*	*2%*
Neither Satisfied Nor Dissatisfied	**170**	162	8	92	39	36
	9%	*9%*	*7%*	*8%*	*14%* ac	*9%*
Fairly Satisfied	**684**	644	39	407	121	148
	37%	*37%*	*34%*	*35%*	*45%* a	*38%*
Very Satisfied	**903**	836	68	597	101	192
	49%	*49%*	*59%* a	*52%* b	*37%*	*50%* b
Don't Know (DO NOT READ OUT)	**28**	27	1	22	3	1
	2%	*2%*	*1%*	*2%* c	*1%*	**%*
NET: Satisfied	**1587**	1480	107	1004	222	340
	86%	*86%*	*93%* a	*87%* b	*82%*	*88%* b
NET: Dissatisfied	**52**	52	-	35	6	10
	3%	*3%*	*-%*	*3%*	*2%*	*3%*

Columns Tested: a,b - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 120 (continuation)

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	2239	1798	376	51	7	3	3	-	1	2174	65	855	943	441
Weighted total	1837	1568	237	25	4	2	1	-	*	1805	32	852	716	269
Very Dissatisfied	11	7	1	3	-	-	-	-	-	8	3	2	4	4
	1%	**%*	*1%*	*10%* abi	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*8%* abi	**%*	*1%*	*2%* a
Fairly Dissatisfied	41	33	6	2	-	-	-	-	-	39	2	20	14	7
	2%	*2%*	*2%*	*7%* ai	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*6%*	*2%*	*2%*	*3%*
Neither Satisfied Nor Dissatisfied	170	145	24	2	-	-	*	-	-	168	2	61	83	26
	9%	*9%*	*10%*	*8%*	*-%*	*-%*	*18%*	*-%*	*-%*	*9%*	*6%*	*7%*	*12%* a	*9%*
Fairly Satisfied	684	570	94	13	4	2	*	-	*	664	19	299	271	114
	37%	*36%*	*40%*	*52%* ai	*90%*	*89%*	*82%*	*-%*	*100%*	*37%*	*60%* abi	*35%*	*38%*	*42%* a
Very Satisfied	903	787	111	5	*	*	-	-	-	897	6	448	339	117
	49%	*50%* cj	*47%* cj	*22%*	*10%*	*11%*	*-%*	*-%*	*-%*	*50%* cj	*19%*	*53%* bc	*47%*	*43%*
Don't Know (DO NOT READ OUT)	28	27	1	*	-	-	-	-	-	28	*	21	6	1
	2%	*2%*	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*3%* bc	*1%*	**%*
NET: Satisfied	1587	1357	205	18	4	2	*	-	*	1562	25	747	609	230
	86%	*87%* c	*87%* c	*74%*	*100%*	*100%*	*82%*	*-%*	*100%*	*87%* c	*79%*	*88%*	*85%*	*86%*
NET: Dissatisfied	52	40	7	4	-	-	-	-	-	47	4	22	18	12
	3%	*3%*	*3%*	*18%* abi	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*14%* abi	*3%*	*3%*	*4%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	2239	1417	954	1545	688	594	1439	1359	104	38	29	9	4	1
Weighted total	1837	1049	672	1172	532	412	1093	1073	52	23	17	3	4	*
Very Dissatisfied	11	8	6	9	6	4	8	7	2	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%* a	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	41	24	6	24	9	8	25	22	-	2	-	*	-	-
	2%	*2%* b	*1%*	*2%* b	*2%*	*2%*	*2%* b	*2%*	*-%*	*8%* **ab**	*-%*	*2%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	170	96	69	114	68	47	99	106	3	1	1	1	2	-
	9%	*9%*	*10%*	*10%*	*13%* **acf**	*11%*	*9%*	*10%*	*6%*	*3%*	*6%*	*40%*	*52%*	*-%*
Fairly Satisfied	684	399	272	442	204	165	421	400	25	9	7	*	-	*
	37%	*38%*	*40%*	*38%*	*38%*	*40%*	*39%*	*37%*	*48%* a	*41%*	*45%*	*16%*	*-%*	*100%*
Very Satisfied	903	507	314	565	243	187	529	522	20	11	8	1	2	-
	49%	*48%*	*47%*	*48%*	*46%*	*45%*	*48%*	*49%*	*39%*	*49%*	*46%*	*43%*	*48%*	*-%*
Don't Know (DO NOT READ OUT)	28	14	5	18	1	2	12	16	2	-	1	-	-	-
	2%	*1%* d	*1%*	*2%* **de**	**%*	**%*	*1%* d	*1%*	*3%*	*-%*	*4%*	*-%*	*-%*	*-%*
NET: Satisfied	1587	907	586	1007	447	352	950	922	45	21	15	2	2	*
	86%	*86%*	*87%*	*86%*	*84%*	*85%*	*87%*	*86%*	*87%*	*89%*	*90%*	*59%*	*48%*	*100%*
NET: Dissatisfied	52	32	12	33	15	12	33	29	2	2	-	*	-	-
	3%	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*8%*	*-%*	*2%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**2239**	655	14	11	4	1	3	-	4	469	370	386	306	13
Weighted total	**1837**	510	9	7	5	*	*	-	1	432	281	273	173	11
Very Dissatisfied	**11**	4	-	1	2	-	-	-	-	5	*	1	2	-
	1%	*1%*	*-%*	*14%*	*31%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	**%*	*1%*	*-%*
Fairly Dissatisfied	**41**	7	2	*	-	-	-	-	-	8	6	7	4	-
	2%	*1%*	*20%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*2%*	*3%*	*2%*	*-%*
Neither Satisfied Nor Dissatisfied	**170**	66	-	1	2	-	-	-	-	39	31	19	23	2
	9%	*13%*	*-%*	*14%*	*34%*	*-%*	*-%*	*-%*	*-%*	*9%*	*11%*	*7%*	*13%* c	*17%*
Fairly Satisfied	**684**	190	7	4	2	*	*	-	1	167	110	97	68	*
	37%	*37%*	*78%*	*60%*	*35%*	*100%*	*100%*	*-%*	*100%*	*39%*	*39%*	*36%*	*39%*	*3%*
Very Satisfied	**903**	243	*	1	*	-	-	-	-	206	126	147	77	9
	49%	*48%*	*2%*	*10%*	*1%*	*-%*	*-%*	*-%*	*-%*	*48%*	*45%*	*54%* **bd**	*44%*	*80%*
Don't Know (DO NOT READ OUT)	**28**	1	-	-	-	-	-	-	-	7	8	2	*	-
	2%	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%* d	*3%* **cd**	*1%*	**%*	*-%*
NET: Satisfied	**1587**	433	7	5	2	*	*	-	1	372	236	244	145	9
	86%	*85%*	*80%*	*70%*	*35%*	*100%*	*100%*	*-%*	*100%*	*86%*	*84%*	*89%* **bd**	*84%*	*83%*
NET: Dissatisfied	**52**	11	2	1	2	-	-	-	-	13	6	8	5	-
	3%	*2%*	*20%*	*17%*	*31%*	*-%*	*-%*	*-%*	*-%*	*3%*	*2%*	*3%*	*3%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	a	b	a	***b**
Unweighted total	**2239**	237	153	175	112	10	401	33	251	2117	122	1530	14
Weighted total	**1837**	191	119	145	73	3	344	23	162	1744	93	1165	6
Very Dissatisfied	**11**	1	-	3	3	-	6	-	1	7	3	9	-
	1%	**%*	*-%*	*2%*	*4%* **ab**	*-%*	*2%*	*-%*	**%*	**%*	*4%* a	*1%*	*-%*
Fairly Dissatisfied	**41**	*	4	4	1	-	5	*	4	36	5	24	-
	2%	**%*	*3%* a	*3%* a	*2%*	*-%*	*1%*	**%*	*2%*	*2%*	*5%* a	*2%*	*-%*
Neither Satisfied Nor Dissatisfied	**170**	24	19	19	7	-	51	4	14	157	13	114	*
	9%	*13%*	*16%*	*13%*	*9%*	*-%*	*15%* c	*17%*	*9%*	*9%*	*14%*	*10%*	*8%*
Fairly Satisfied	**684**	66	45	55	35	2	128	14	62	650	34	439	3
	37%	*34%*	*38%*	*38%*	*48%* a	*56%*	*37%*	*58%* **ac**	*39%*	*37%*	*36%*	*38%*	*46%*
Very Satisfied	**903**	100	51	64	27	1	155	6	81	865	38	561	3
	49%	*52%* d	*43%*	*44%*	*37%*	*44%*	*45%* b	*25%*	*50%* b	*50%*	*41%*	*48%*	*43%*
Don't Know (DO NOT READ OUT)	**28**	1	-	-	*	-	1	-	*	28	*	18	*
	2%	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	*2%*	**%*	*2%*	*2%*
NET: Satisfied	**1587**	165	96	119	62	3	282	19	143	1515	72	1000	5
	86%	*87%*	*81%*	*82%*	*85%*	*100%*	*82%*	*83%*	*88%* a	*87%* b	*77%*	*86%*	*90%*
NET: Dissatisfied	**52**	1	4	7	4	-	11	*	5	44	8	33	-
	3%	**%*	*3%* a	*5%* a	*5%* a	*-%*	*3%*	**%*	*3%*	*2%*	*9%* a	*3%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**2239**	77	152	224	28	531	157	459	1325	207	-
Weighted total	**1837**	62	123	177	16	402	130	325	977	114	-
Very Dissatisfied	**11**	1	3	5	-	3	3 a	1	8	1	-
	1%	*2%*	*3%*	*3%*	*-%*	*1%*	*3% a*	**%*	*1%*	*1%*	*-%*
Fairly Dissatisfied	**41**	3	4	6	-	5	4	8	23	1	-
	2%	*5%*	*3%*	*4%*	*-%*	*1%*	*3%*	*2%*	*2%*	*1%*	*-%*
Neither Satisfied Nor Dissatisfied	**170**	12	18	21	1	48	20	32	91	9	-
	9%	*19%*	*14%*	*12%*	*7%*	*12%*	*16%*	*10%*	*9%*	*8%*	*-%*
Fairly Satisfied	**684**	27	48	77	3	153	51	140	370	50	-
	37%	*43%*	*40%*	*44%*	*22%*	*38%*	*39%*	*43%*	*38%*	*44%*	*-%*
Very Satisfied	**903**	19	49	67	11	192	52	144	471	52	-
	49%	*31%*	*40%*	*38%*	*71%*	*48%*	*40%*	*44%*	*48%*	*46%*	*-%*
Don't Know (DO NOT READ OUT)	**28**	-	*	*	*	1	*	1	14	1	-
	2%	*-%*	**%*	**%*	*1%*	**%*	**%*	**%*	*1%*	**%*	*-%*
NET: Satisfied	**1587**	46	97	144	14	345	102	283	841	103	-
	86%	*74%*	*79%*	*82%*	*92%*	*86% b*	*78%*	*87%*	*86%*	*90%*	*-%*
NET: Dissatisfied	**52**	4	7	11	-	8	8 a	9	31	2	-
	3%	*7%*	*6%*	*6%*	*-%*	*2%*	*6% a*	*3%*	*3%*	*2%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 120 (continuation)

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	2239	366	839	148	-	442	464	158	6	1409	943	594	1220	999	15
Weighted total	1837	265	575	79	-	334	336	103	4	1044	668	448	907	692	5
Very Dissatisfied	11	1	6	1	-	5	3	1	-	8	6	3	3	7	-
	1%	**%*	*1%*	*2%*	*-%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	**%*	*1%*	*-%*
Fairly Dissatisfied	41	2	6	*	-	7	5	3	-	24	6	5	21	11	-
	2%	*1%*	*1%*	**%*	*-%*	*2%*	*2%*	*3%*	*-%*	*2%* b	*1%*	*1%*	*2%*	*2%*	*-%*
Neither Satisfied Nor Dissatisfied	170	29	59	6	-	40	46	14	-	96	69	61	88	61	*
	9%	*11%*	*10%*	*8%*	*-%*	*12%*	*14%*	*13%*	*-%*	*9%*	*10%*	*14%* a	*10%*	*9%*	*4%*
Fairly Satisfied	684	109	235	32	-	132	137	47	4	399	269	171	339	284	2
	37%	*41%*	*41%*	*40%*	*-%*	*40%*	*41%*	*46%*	*97%*	*38%*	*40%*	*38%*	*37%*	*41%*	*36%*
Very Satisfied	903	120	266	38	-	149	145	38	*	503	313	208	443	318	3
	49%	*45%*	*46%*	*47%*	*-%*	*45%*	*43%*	*37%*	*3%*	*48%*	*47%*	*46%*	*49%*	*46%*	*60%*
Don't Know (DO NOT READ OUT)	28	4	3	2	-	1	*	-	-	14	5	*	13	11	-
	2%	*1%*	*1%*	*2%* b	*-%*	**%*	**%*	*-%*	*-%*	*1%* c	*1%*	**%*	*1%*	*2%*	*-%*
NET: Satisfied	1587	229	501	70	-	281	282	85	4	902	582	379	782	602	5
	86%	*86%*	*87%*	*88%*	*-%*	*84%*	*84%*	*83%*	*100%*	*86%*	*87%*	*85%*	*86%*	*87%*	*96%*
NET: Dissatisfied	52	3	12	1	-	12	8	4	-	32	12	8	24	18	-
	3%	*1%*	*2%*	*2%*	*-%*	*4%*	*2%*	*4%*	*-%*	*3%*	*2%*	*2%*	*3%*	*3%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 120 (continuation)

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2239**	399	280	339	109	86	1159	982	55	21	18	16
Weighted total	**1837**	273	191	243	69	50	860	688	37	16	19	11
Very Dissatisfied	**11**	1	3	1	-	1	3	7	1	-	2	-
	1%	**%*	*2%*	**%*	*-%*	*2%*	**%*	*1%*	*3%*	*-%*	*9%*	*-%*
Fairly Dissatisfied	**41**	5	1	7	*	*	19	8	2	2	2	-
	2%	*2%*	*1%*	*3%*	**%*	**%*	*2%* b	*1%*	*6%*	*11%*	*10%*	*-%*
Neither Satisfied Nor Dissatisfied	**170**	41	23	36	13	9	90	68	5	4	6	-
	9%	*15%*	*12%*	*15%*	*18%*	*18%*	*10%*	*10%*	*14%*	*23%*	*32%*	*-%*
Fairly Satisfied	**684**	106	89	90	37	28	309	280	12	7	6	7
	37%	*39%*	*47%* **ac**	*37%*	*53%* **ac**	*55%* **ac**	*36%*	*41%* a	*33%*	*43%*	*33%*	*60%*
Very Satisfied	**903**	119	74	108	19	12	428	315	16	4	3	5
	49%	*44%* **de**	*39%* e	*45%* **de**	*28%*	*24%*	*50%*	*46%*	*43%*	*24%*	*16%*	*40%*
Don't Know (DO NOT READ OUT)	**28**	*	-	*	*	-	10	10	*	-	-	-
	2%	**%*	*-%*	**%*	**%*	*-%*	*1%*	*1%*	**%*	*-%*	*-%*	*-%*
NET: Satisfied	**1587**	226	163	199	56	40	737	596	28	11	9	11
	86%	*83%*	*86%*	*82%*	*82%*	*80%*	*86%*	*87%*	*76%*	*66%*	*49%*	*100%*
NET: Dissatisfied	**52**	6	4	8	*	1	23	15	3	2	4	-
	3%	*2%*	*2%*	*3%*	**%*	*2%*	*3%*	*2%*	*9%*	*11%*	*19%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2239**	1998	1579	2026	1638	2169	1207	2024	516	3	1928	65	301	1938
Weighted total	**1837**	1588	1214	1613	1289	1762	950	1623	355	3	1566	53	257	1580
Very Dissatisfied	**11**	10	9	11	9	11	6	9	3	-	2	5	8	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	**%*	*9%* a	*3%* b	**%*
Fairly Dissatisfied	**41**	36	28	36	30	41	23	36	2	-	16	8	15	26
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%* c	*2%* c	*1%*	*-%*	*1%*	*15%* a	*6%* b	*2%*
Neither Satisfied Nor Dissatisfied	**170**	155	119	156	120	161	85	148	37	*	104	14	51	119
	9%	*10%*	*10%*	*10%*	*9%*	*9%*	*9%*	*9%*	*11%*	*5%*	*7%*	*26%* a	*20%* b	*8%*
Fairly Satisfied	**684**	589	483	602	509	666	399	616	148	-	566	17	121	562
	37%	*37%*	*40%*	*37%*	*39%*	*38%*	*42%* b	*38%*	*42%*	*-%*	*36%*	*32%*	*47%* b	*36%*
Very Satisfied	**903**	776	563	788	612	860	434	792	163	3	858	6	61	843
	49%	*49%*	*46%*	*49%*	*47%*	*49%*	*46%*	*49%*	*46%*	*95%*	*55%* b	*11%*	*24%*	*53%* a
Don't Know (DO NOT READ OUT)	**28**	21	13	21	10	24	3	20	2	-	20	4	*	28
	2%	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%* a	**%*	*-%*	*1%*	*8%* a	**%*	*2%* a
NET: Satisfied	**1587**	1365	1046	1389	1121	1525	833	1409	311	3	1424	23	182	1405
	86%	*86%*	*86%*	*86%*	*87%*	*87%*	*88%*	*87%*	*88%*	*95%*	*91%* b	*43%*	*71%*	*89%* a
NET: Dissatisfied	**52**	47	37	47	39	52	28	45	5	-	18	13	24	28
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*1%*	*-%*	*1%*	*24%* a	*9%* b	*2%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2239**	280	12	63	267	228	1612	387	224	86	1908	1266	973
Weighted total	**1837**	240	7	54	221	169	1360	293	187	76	1560	1000	836
Very Dissatisfied	**11**	5	-	3	1	4	5	1	5	*	6	8	2
	1%	*2%*	*-%*	*6%* b	**%*	*3%* **bc**	**%*	**%*	*2%* c	**%*	**%*	*1%*	**%*
Fairly Dissatisfied	**41**	7	2	7	5	9	22	10	7	4	30	27	14
	2%	*3%*	*31%*	*12%* b	*2%*	*5%* b	*2%*	*3%* b	*4%*	*5%* c	*2%*	*3%*	*2%*
Neither Satisfied Nor Dissatisfied	**170**	30	*	7	27	22	121	25	25	7	137	96	74
	9%	*13%*	*7%*	*13%*	*12%*	*13%* b	*9%*	*8%*	*14%* c	*9%*	*9%*	*10%*	*9%*
Fairly Satisfied	**684**	92	*	20	86	67	487	126	72	26	584	399	284
	37%	*38%*	*2%*	*38%*	*39%*	*40%*	*36%*	*43%* b	*39%*	*34%*	*37%*	*40%* b	*34%*
Very Satisfied	**903**	106	4	16	101	66	706	126	77	38	778	453	451
	49%	*44%*	*60%*	*31%*	*46%* a	*39%*	*52%* **ac**	*43%*	*41%*	*50%*	*50%* a	*45%*	*54%* a
Don't Know (DO NOT READ OUT)	**28**	*	-	-	1	*	19	5	1	1	23	17	11
	2%	**%*	*-%*	*-%*	**%*	**%*	*1%*	*2%*	**%*	*1%*	*1%*	*2%*	*1%*
NET: Satisfied	**1587**	198	4	37	187	133	1192	252	149	64	1363	852	735
	86%	*82%*	*62%*	*68%*	*85%* a	*79%*	*88%* a	*86%* a	*80%*	*84%*	*87%* a	*85%*	*88%*
NET: Dissatisfied	**52**	11	2	10	6	13	27	11	11	4	36	35	16
	3%	*5%*	*31%*	*19%* b	*3%*	*8%* **bc**	*2%*	*4%* b	*6%* c	*6%* c	*2%*	*4%* b	*2%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2239**	368	51	165	78	120	52	200	127	105	242	34	129
Weighted total	**1837**	143	12	65	28	48	19	80	46	42	103	15	70
Very Dissatisfied	**11**	1	-	1	-	*	1	-	1	1	1	-	-
	1%	*1%*	*-%*	*2%*	*-%*	*1%*	*5%* c	*-%*	*2%* c	*2%*	*1%*	*-%*	*-%*
Fairly Dissatisfied	**41**	3	*	1	1	*	1	1	2	*	1	1	2
	2%	*2%*	**%*	*2%*	*4%*	**%*	*6%* a	*2%*	*5%* a	**%*	*1%*	*8%* **ab**	*3%*
Neither Satisfied Nor Dissatisfied	**170**	11	1	7	7	5	3	7	6	2	10	4	2
	9%	*8%*	*12%*	*11%*	*24%* **ac**	*11%*	*14%*	*9%*	*12%*	*4%*	*10%* d	*24%* **abd**	*3%*
Fairly Satisfied	**684**	62	6	21	9	16	4	31	16	16	52	4	27
	37%	*43%* c	*50%* **cd**	*32%*	*31%*	*33%*	*22%*	*38%* b	*34%*	*37%*	*50%* **acd**	*27%*	*38%*
Very Satisfied	**903**	64	4	34	11	27	10	40	22	24	39	6	36
	49%	*45%*	*37%*	*52%*	*41%*	*56%*	*53%*	*50%*	*48%*	*57%* b	*38%*	*41%*	*51%* b
Don't Know (DO NOT READ OUT)	**28**	2	-	*	*	*	-	1	-	-	*	-	3
	2%	*2%*	*-%*	**%*	**%*	**%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*5%* **ab**
NET: Satisfied	**1587**	125	10	55	20	43	14	71	38	40	91	10	63
	86%	*88%* d	*87%* d	*85%* d	*72%*	*88%* b	*75%*	*88%* b	*81%*	*94%* c	*88%* c	*68%*	*89%* c
NET: Dissatisfied	**52**	4	*	2	1	*	2	1	3	1	3	1	2
	3%	*3%*	**%*	*4%*	*4%*	*1%*	*11%* **ac**	*2%*	*7%* **ac**	*2%*	*2%*	*8%*	*3%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 120 (continuation)

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2239**	314	116	37	532	162	150	168	135	158	196	141	130
Weighted total	**1837**	273	136	51	244	116	107	135	133	191	168	163	119
Very Dissatisfied	**11**	*	-	-	2	-	1	-	*	3	1	2	1
	1%	**%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	**%*	*2%*	**%*	*1%*	*1%*
Fairly Dissatisfied	**41**	6	-	-	5	1	3	2	9	2	4	6	4
	2%	*2%*	*-%*	*-%*	*2%*	*1%*	*3%*	*2%*	*6%*	*1%*	*2%*	*4%*	*3%*
									abdegi			**be**	b
Neither Satisfied Nor Dissatisfied	**170**	15	17	8	18	11	16	16	14	17	25	6	7
	9%	*5%*	*13%*	*16%*	*7%*	*9%*	*15%*	*12%*	*11%*	*9%*	*15%*	*3%*	*6%*
			adk	**ak**		k	**adkl**	**adk**	**ak**	k	**adkl**		
Fairly Satisfied	**684**	97	55	17	104	45	34	54	46	82	68	38	45
	37%	*35%*	*40%*	*33%*	*43%*	*39%*	*32%*	*40%*	*34%*	*43%*	*40%*	*24%*	*38%*
		k	k		**afk**	k		k	k	**fk**	k		k
Very Satisfied	**903**	151	62	24	112	59	53	60	63	83	64	111	62
	49%	*55%*	*45%*	*48%*	*46%*	*51%*	*49%*	*45%*	*47%*	*43%*	*38%*	*68%*	*52%*
		dgij				j	j					**abcdefghij**	j
												l	
Don't Know (DO NOT READ OUT)	**28**	5	2	2	3	1	*	3	2	4	6	-	*
	2%	*2%*	*1%*	*3%*	*1%*	*1%*	**%*	*2%*	*1%*	*2%*	*4%*	*-%*	**%*
				k							**fkl**		
NET: Satisfied	**1587**	247	117	41	215	104	86	114	109	165	131	150	107
	86%	*91%*	*86%*	*81%*	*88%*	*90%*	*81%*	*84%*	*81%*	*86%*	*78%*	*92%*	*90%*
		fghj			**fhj**	**fhj**						**fhj**	**fhj**
NET: Dissatisfied	**52**	6	-	-	8	1	4	2	9	5	5	8	5
	3%	*2%*	*-%*	*-%*	*3%*	*1%*	*4%*	*2%*	*7%*	*3%*	*3%*	*5%*	*4%*
							b		**abeg**			**be**	**be**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2239**	467	844	461	467
Weighted total	**1837**	460	467	460	449
Very Dissatisfied	**11**	*	3	4	3
	1%	**%*	*1%*	*1%*	*1%*
Fairly Dissatisfied	**41**	6	9	12	14
	2%	*1%*	*2%*	*3%*	*3%* a
Neither Satisfied Nor Dissatisfied	**170**	40	44	48	38
	9%	*9%*	*9%*	*10%*	*8%*
Fairly Satisfied	**684**	169	183	181	151
	37%	*37%*	*39%* d	*39%*	*34%*
Very Satisfied	**903**	237	223	206	237
	49%	*51%* c	*48%*	*45%*	*53%* c
Don't Know (DO NOT READ OUT)	**28**	9	5	9	6
	2%	*2%*	*1%*	*2%*	*1%*
NET: Satisfied	**1587**	406	406	387	388
	86%	*88%*	*87%*	*84%*	*86%*
NET: Dissatisfied	**52**	6	12	16	17
	3%	*1%*	*3%*	*4%* a	*4%* a

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 121

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2239**	1572	424	151	92	667	590	427	128	82	142
Weighted total	**1837**	1760	48	18	10	76	646	421	107	48	43
No Problems	**1580**	1514	43	14	9	66	558	346	85	39	39
	86%	*86%*	*89%* c	*81%*	*83%*	*86%*	*86%*	*82%*	*80%*	*82%*	*90%* **bc**
Amount / level of lost post sent	**115**	112	2	1	-	3	38	32	11	5	3
	6%	*6%* d	*4%* d	*7%* d	*-%*	*4%* d	*6%*	*7%*	*10%*	*10%*	*7%*
Items being delivered intact/undamaged	**33**	31	*	1	1	2	11	8	4	1	*
	2%	*2%* b	**%*	*5%* **ab**	*5%* **ab**	*2%* b	*2%*	*2%*	*3%*	*2%*	*1%*
Wrong mail delivered / our mail delivered elsewhere	**31**	31	*	-	*	*	13	10	3	1	*
	2%	*2%* e	*1%*	*-%*	*1%*	**%*	*2%*	*2%*	*3%*	*2%*	**%*
Lost or late delivery of sent mail	**25**	25	*	*	*	*	10	8	2	-	*
	1%	*1%*	**%*	*1%*	*1%*	**%*	*2%*	*2%*	*2%*	*-%*	**%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**23**	21	*	1	*	1	3	10	2	2	*
	1%	*1%*	*1%*	*5%* **abe**	*1%*	*2%*	**%*	*2%* a	*2%*	*4%* a	*1%*
Delivery time (when you receive your mail delivery)	**22**	21	1	*	*	1	3	5	3	1	*
	1%	*1%*	*1%*	*2%*	*3%*	*2%*	*1%*	*1%*	*3%* a	*2%*	*1%*
Collection reliability	**7**	6	*	*	*	1	4	2	-	*	-
	****%***	**%*	*1%*	**%*	*2%*	*1%*	*1%*	*1%*	*-%*	**%*	*-%*
Price of postage	**3**	3	*	-	-	*	3	-	-	-	-
	****%***	**%*	**%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*	*-%*	*-%*
Wrong postage / shortfall on incoming mail - having to pay	**3**	3	-	-	*	*	2	-	-	-	-
	****%***	**%*	*-%*	*-%*	*2%* **abe**	**%*	**%*	*-%*	*-%*	*-%*	*-%*
Time of collection	**1**	*	1	*	*	1	-	-	*	*	-
	****%***	**%*	*1%* a	*2%* a	*2%* a	*1%* a	*-%*	*-%*	**%*	**%*	*-%*
Accessibility of the sorting office / opening hours	**1**	1	*	-	-	*	-	1	*	-	-
	****%***	**%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	**%*	*-%*	*-%*
Latest collection time	**1**	1	*	*	-	*	-	-	*	-	*
	****%***	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	**%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2239**	1572	424	151	92	667	590	427	128	82	142
Weighted total	**1837**	1760	48	18	10	76	646	421	107	48	43
Recorded letters not being signed for	*	*	*	-	-	*	*	-	-	-	-
	***%**	*%	*%	-%	-%	*%	*%	-%	-%	-%	-%
Trustworthiness of the provider	*	-	*	-	-	*	-	*	-	-	-
	***%**	-%	*% a	-%	-%	*%	-%	*%	-%	-%	-%
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**29**	28	1	*	*	1	13	8	*	*	-
	2%	*2%*	*1%*	*2%*	*3%*	*2%*	*2%*	*2%*	*%*	*%*	-%
NET: Any problem	**257**	247	5	3	2	10	88	75	22	9	4
	14%	*14%*	*11%*	*19%* b	*17%*	*14%*	*14%*	*18%* e	*20%* e	*18%*	*10%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 121 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2239**	176	85	244	60	137	262	165	134	144	1407	298	271	263
Weighted total	**1837**	206	110	273	64	141	289	181	147	151	1562	98	92	84
No Problems	**1580**	177	90	220	61	128	262	156	123	124	1340	84	80	76
	86%	*86%*	*81%*	*81%*	*95%* **bchi**	*91%* **bci**	*91%* **bchij**	*86%*	*84%*	*82%*	*86%* c	*86%*	*86%*	*91%* **bchij**
Amount / level of lost post sent	**115**	10	10	22	1	7	15	12	9	16	101	5	5	4
	6%	*5%*	*9%*	*8%*	*1%*	*5%*	*5%*	*7%*	*6%*	*11%* **dfkm**	*6%*	*5%*	*6%*	*5%*
Items being delivered intact/undamaged	**33**	4	-	2	2	3	3	4	5	5	27	2	3	*
	2%	*2%*	*-%*	*1%*	*3%*	*2%*	*1%*	*2%*	*3%* m	*3%* m	*2%*	*2%*	*4%* **cfjm**	*1%*
Wrong mail delivered / our mail delivered elsewhere	**31**	4	6	9	-	-	-	2	2	4	27	1	2	1
	2%	*2%* f	*5%* **efjk**	*3%* **ef**	*-%*	*-%*	*-%*	*1%*	*1%*	*3%* **ef**	*2%* f	*1%*	*2%* f	*2%* f
Lost or late delivery of sent mail	**25**	4	2	4	-	3	1	2	2	3	21	1	3	1
	1%	*2%*	*2%*	*1%*	*-%*	*2%*	**%*	*1%*	*1%*	*2%*	*1%*	*1%*	*3%* **fjk**	*1%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**23**	2	2	6	-	4	3	*	1	3	20	1	1	1
	1%	*1%*	*2%*	*2%*	*-%*	*3%* g	*1%*	**%*	**%*	*2%*	*1%*	*1%*	*2%*	*1%*
Delivery time (when you receive your mail delivery)	**22**	*	2	5	*	4	4	2	-	3	20	1	1	-
	1%	**%*	*2%* m	*2%* m	**%*	*3%* **am**	*1%*	*1%*	*-%*	*2%* m	*1%*	*1%*	*1%*	*-%*
Collection reliability	**7**	2	-	*	1	-	*	*	2	-	5	2	-	-
	****%***	*1%*	*-%*	**%*	*1%* l	*-%*	**%*	**%*	*1%*	*-%*	**%*	*2%* **cfjlm**	*-%*	*-%*
Price of postage	**3**	-	-	-	-	2	1	-	-	-	3	1	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*1%* j	**%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*
Wrong postage / shortfall on incoming mail - having to pay	**3**	1	-	2	-	-	*	*	-	-	3	-	-	-
	****%***	*1%*	*-%*	*1%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
Time of collection	**1**	-	-	*	-	-	*	*	-	*	1	*	*	*
	****%***	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	**%*	**%*	**%*	*1%* j
Accessibility of the sorting office / opening hours	**1**	-	-	-	-	-	-	1	-	-	1	-	*	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
Latest collection time	**1**	-	-	-	-	-	*	-	-	-	*	1	*	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*1%* j	**%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 121 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2239**	176	85	244	60	137	262	165	134	144	1407	298	271	263
Weighted total	**1837**	206	110	273	64	141	289	181	147	151	1562	98	92	84
Recorded letters not being signed for	*	-	-	*	-	-	-	-	-	-	*	-	*	-
	***%**	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%
													j	
Trustworthiness of the provider	*	*	-	-	-	-	-	-	-	-	*	-	-	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Problems with the Smart Stamp online system	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**29**	5	-	8	*	-	3	3	6	-	25	2	1	1
	2%	*2%*	*-%*	*3%*	*1%*	*-%*	*1%*	*1%*	*4%*	*-%*	*2%*	*3%*	*1%*	*1%*
				ei					**efijlm**					
NET: Any problem	**257**	29	21	53	3	13	27	25	24	27	223	14	13	8
	14%	*14%*	*19%*	*19%*	*5%*	*9%*	*9%*	*14%*	*16%*	*18%*	*14%*	*14%*	*14%*	*9%*
			defm	**defjm**					**dfm**	**defm**	**fm**			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 121 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2239**	56	211	55	224	566	77	153	895	1575	664	1951	288
Weighted total	**1837**	37	144	47	185	513	56	137	716	1420	417	1653	183
No Problems	**1580**	29	121	44	171	435	52	115	611	1219	361	1421	159
	86%	*78%*	*84%*	*95%* **abegh**	*92%* **abegh**	*85%*	*94%* **abegh**	*84%*	*85%*	*86%*	*87%*	*86%*	*86%*
Amount / level of lost post sent	**115**	5	4	*	4	45	2	6	49	82	34	109	6
	6%	*14%* **bcdfgh**	*3%*	**%*	*2%*	*9%* **bcd**	*3%*	*4%*	*7%* **bd**	*6%*	*8%* a	*7%* b	*3%*
Items being delivered intact/undamaged	**33**	-	3	-	3	7	*	7	12	24	9	30	3
	2%	*-%*	*2%*	*-%*	*2%*	*1%*	*1%*	*5%* **eh**	*2%*	*2%*	*2%*	*2%*	*1%*
Wrong mail delivered / our mail delivered elsewhere	**31**	2	6	2	2	6	1	2	11	26	6	27	5
	2%	*5%* e	*4%* **deh**	*4%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*3%*
Lost or late delivery of sent mail	**25**	3	1	-	2	10	*	1	7	18	7	23	2
	1%	*9%* **bcdefgh**	**%*	*-%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**23**	1	1	*	*	5	-	2	13	21	2	21	2
	1%	*2%* d	*1%*	*1%*	**%*	*1%*	*-%*	*1%*	*2%*	*2%* b	**%*	*1%*	*1%*
Delivery time (when you receive your mail delivery)	**22**	-	4	-	3	5	-	-	10	19	3	19	2
	1%	*-%*	*3%* **eg**	*-%*	*2%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*
Collection reliability	**7**	-	-	-	*	1	*	3	3	6	1	7	*
	****%***	*-%*	*-%*	*-%*	**%*	**%*	**%*	*2%* **bdeh**	**%*	**%*	**%*	**%*	**%*
Price of postage	**3**	-	1	-	-	2	*	-	*	2	1	3	-
	****%***	*-%*	*1%* h	*-%*	*-%*	**%*	*1%*	*-%*	**%*	**%*	**%*	**%*	*-%*
Wrong postage / shortfall on incoming mail - having to pay	**3**	-	-	-	2	-	-	1	*	3	-	2	1
	****%***	*-%*	*-%*	*-%*	*1%* **eh**	*-%*	*-%*	*1%* **eh**	**%*	**%*	*-%*	**%*	*1%*
Time of collection	**1**	-	*	-	*	*	*	1	*	1	*	*	1
	****%***	*-%*	**%*	*-%*	**%*	**%*	**%*	*1%* h	**%*	**%*	**%*	**%*	*1%* a
Accessibility of the sorting office / opening hours	**1**	-	*	-	-	-	-	1	-	1	*	1	*
	****%***	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*1%* **eh**	*-%*	**%*	**%*	**%*	**%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2239**	56	211	55	224	566	77	153	895	1575	664	1951	288
Weighted total	**1837**	37	144	47	185	513	56	137	716	1420	417	1653	183
Latest collection time	**1**	-	*	-	*	-	-	1	-	1	*	1	-
	***%**	-%	*%	-%	*%	-%	-%	*% h	-%	*%	*%	*%	-%
Recorded letters not being signed for	*	*	-	-	-	-	-	-	*	*	*	*	-
	***%**	*1%* **eh**	-%	-%	-%	-%	-%	-%	*%	*%	*%	*%	-%
Trustworthiness of the provider	*	-	-	-	-	*	-	-	-	*	-	*	-
	***%**	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	*%	-%
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**29**	-	3	-	*	5	-	2	18	25	4	24	5
	***2%**	-%	*2%* d	-%	*%	*1%*	-%	*1%*	*3%* **de**	*2%*	*1%*	*1%*	*3%*
NET: Any problem	**257**	8	23	2	15	78	3	21	106	201	56	232	25
	***14%**	*22%* **cdf**	*16%* **cdf**	*5%*	*8%*	*15%* **cdf**	*6%*	*16%* **cdf**	*15%* **cdf**	*14%*	*13%*	*14%*	*14%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 121 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2239**	2124	115	1362	350	505
Weighted total	**1837**	1721	115	1153	271	388
No Problems	**1580**	1475	104	1041	217	297
	86%	*86%*	*90%*	*90%* **bc**	*80%*	*77%*
Amount / level of lost post sent	**115**	112	4	45	21	50
	6%	*6%*	*3%*	*4%*	*8%* a	*13%* **ab**
Items being delivered intact/undamaged	**33**	32	1	13	14	5
	2%	*2%*	*1%*	*1%*	*5%* **ac**	*1%*
Wrong mail delivered / our mail delivered elsewhere	**31**	29	2	14	5	12
	2%	*2%*	*2%*	*1%*	*2%*	*3%* a
Lost or late delivery of sent mail	**25**	23	2	13	5	7
	1%	*1%*	*2%*	*1%*	*2%*	*2%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**23**	23	-	9	4	10
	1%	*1%*	*-%*	*1%*	*1%*	*3%* a
Delivery time (when you receive your mail delivery)	**22**	21	1	9	4	9
	1%	*1%*	*1%*	*1%*	*2%*	*2%* a
Collection reliability	**7**	7	-	1	4	2
	****%***	**%*	*-%*	**%*	*2%* a	**%*
Price of postage	**3**	3	*	1	-	2
	****%***	**%*	**%*	**%*	*-%*	*1%*
Wrong postage / shortfall on incoming mail - having to pay	**3**	3	-	2	*	1
	****%***	**%*	*-%*	**%*	**%*	**%*
Time of collection	**1**	1	-	*	1	1
	****%***	**%*	*-%*	**%*	**%*	**%*
Accessibility of the sorting office / opening hours	**1**	1	-	1	-	-
	****%***	**%*	*-%*	**%*	*-%*	*-%*
Latest collection time	**1**	1	-	1	-	*
	****%***	**%*	*-%*	**%*	*-%*	**%*

Columns Tested: a,b - a,b,c

Produced by OLR
Issue date: 05/02/19

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2239**	2124	115	1362	350	505
Weighted total	**1837**	1721	115	1153	271	388
Recorded letters not being signed for	*	*	-	-	*	*
	***%**	*%	-%	-%	*%	*%
Trustworthiness of the provider	*	*	-	-	-	*
	***%**	*%	-%	-%	-%	*%
Problems with the Smart Stamp online system	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Don't know / na	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Other	**29**	27	2	16	8	5
	***2%**	*2%*	*2%*	*1%*	*3%* a	*1%*
NET: Any problem	**257**	246	11	112	53	91
	***14%**	*14%*	*10%*	*10%*	*20%* a	*23%* a

Columns Tested: a,b - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 121 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	2239	1798	376	51	7	3	3	-	1	2174	65	855	943	441
Weighted total	1837	1568	237	25	4	2	1	-	*	1805	32	852	716	269
No Problems	1580	1398	169	12	*	*	*	-	-	1567	13	780	617	182
	86%	*89%*	*71%*	*48%*	*9%*	*16%*	*82%*	-%	-%	*87%*	*41%*	*92%*	*86%*	*68%*
		bcij	cj							bcj		bc	c	
Amount / level of lost post sent	115	68	32	10	4	2	*	-	-	100	16	27	40	48
	6%	*4%*	*13%*	*41%*	*88%*	*84%*	*18%*	-%	-%	*6%*	*50%*	*3%*	*6%*	*18%*
			ai	abi							abi		a	ab
Items being delivered intact/undamaged	33	21	12	-	-	-	-	-	-	33	-	5	16	12
	2%	*1%*	*5%*	-%	-%	-%	-%	-%	-%	*2%*	-%	*1%*	*2%*	*5%*
			ai										a	ab
Wrong mail delivered / our mail delivered elsewhere	31	24	8	-	-	-	-	-	-	31	-	11	12	8
	2%	*2%*	*3%*	-%	-%	-%	-%	-%	-%	*2%*	-%	*1%*	*2%*	*3%*
			ai											a
Lost or late delivery of sent mail	25	16	8	1	-	-	-	-	-	24	1	10	6	9
	1%	*1%*	*3%*	*5%*	-%	-%	-%	-%	-%	*1%*	*4%*	*1%*	*1%*	*3%*
			ai	ai							a			ab
Delivery consistency / reliability (e.g. arrives as promised consistently)	23	12	7	4	-	-	-	-	-	19	4	5	7	11
	1%	*1%*	*3%*	*16%*	-%	-%	-%	-%	-%	*1%*	*12%*	*1%*	*1%*	*4%*
			ai	abi							abi			ab
Delivery time (when you receive your mail delivery)	22	16	4	2	-	-	-	-	-	20	2	3	13	6
	1%	*1%*	*2%*	*7%*	-%	-%	-%	-%	-%	*1%*	*6%*	*%*	*2%*	*2%*
				abi							abi		a	a
Collection reliability	7	6	-	1	-	-	-	-	-	6	1	1	5	1
	%	*%*	-%	*4%*	-%	-%	-%	-%	-%	*%*	*3%*	*%*	*1%*	*%*
				abi							abi		a	
Price of postage	3	2	2	-	-	-	-	-	-	3	-	1	1	2
	%	*%*	*1%*	-%	-%	-%	-%	-%	-%	*%*	-%	*%*	*%*	*1%*
			a											
Wrong postage / shortfall on incoming mail - having to pay	3	3	*	-	-	-	-	-	-	3	-	2	1	*
	%	*%*	*%	-%	-%	-%	-%	-%	-%	*%	-%	*%	*%	*%
Time of collection	1	1	*	*	-	-	-	-	*	1	*	*	1	*
	%	*%*	*%	*%	-%	-%	-%	-%	*100%*	*%	*1%	*%	*%	*%
Accessibility of the sorting office / opening hours	1	1	*	-	-	-	-	-	-	1	-	1	-	*
	%	*%*	*%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%	*%
Latest collection time	1	*	1	*	-	-	-	-	-	1	*	-	*	1
	%	*%*	*%	*%	-%	-%	-%	-%	-%	*%	*%	-%	*%	*%
			a											

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 05/02/19

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**2239**	1798	376	51	7	3	3	-	1	2174	65	855	943	441
Weighted total	**1837**	1568	237	25	4	2	1	-	*	1805	32	852	716	269
Recorded letters not being signed for	*	*	*	-	-	-	-	-	-	*	-	-	*	*
	***%**	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%
Trustworthiness of the provider	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	***%**	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**29**	26	2	*	*	-	-	-	-	29	*	16	11	3
	***2%**	*2%*	*1%*	*1%*	*2%*	-%	-%	-%	-%	*2%*	*1%*	*2%*	*1%*	*1%*
NET: Any problem	**257**	171	68	13	4	2	*	-	*	238	19	71	99	86
	***14%**	*11%*	*29%*	*52%*	*91%*	*84%*	*18%*	-%	*100%*	*13%*	*59%*	*8%*	*14%*	*32%*
			ai	**abi**						a	**abi**		a	**ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 121 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**2239**	1417	954	1545	688	594	1439	1359	104	38	29	9	4	1
Weighted total	**1837**	1049	672	1172	532	412	1093	1073	52	23	17	3	4	*
No Problems	**1580**	886	540	986	404	335	925	908	44	19	13	*	2	-
	86%	*84%* bd	*80%* d	*84%* bd	*76%*	*81%* d	*85%* bd	*85%*	*85%*	*80%*	*75%*	*11%*	*45%*	-%
Amount / level of lost post sent	**115**	68	58	79	58	38	80	66	5	3	2	1	2	-
	6%	*6%*	*9%*	*7%*	*11%* acf	*9%* ac	*7%*	*6%*	*9%*	*12%*	*11%*	*48%*	*52%*	-%
Items being delivered intact/undamaged	**33**	28	21	31	19	14	27	29	1	*	-	*	-	-
	2%	*3%*	*3%*	*3%*	*4%*	*3%*	*2%*	*3%*	*2%*	*1%*	-%	*2%*	-%	-%
Wrong mail delivered / our mail delivered elsewhere	**31**	22	16	24	13	12	24	21	*	1	2	-	-	-
	2%	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*%*	*5%* b	*11%*	-%	-%	-%
Lost or late delivery of sent mail	**25**	14	12	18	14	4	17	18	-	-	-	*	-	-
	1%	*1%*	*2%*	*2%*	*3%* ae	*1%*	*2%*	*2%*	-%	-%	-%	*2%*	-%	-%
Delivery consistency / reliability (e.g. arrives as promised consistently)	**23**	12	9	15	11	5	12	13	*	*	*	1	-	-
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*38%*	-%	-%
Delivery time (when you receive your mail delivery)	**22**	17	13	20	14	4	14	19	-	1	*	-	-	-
	1%	*2%*	*2%*	*2%*	*3%* ef	*1%*	*1%*	*2%*	-%	*5%* b	*1%*	-%	-%	-%
Collection reliability	**7**	4	4	4	4	1	2	4	*	-	-	-	-	-
	%	*%*	*1%*	*%*	*1%*	*%*	*%*	*%*	*%*	-%	-%	-%	-%	-%
Price of postage	**3**	1	*	1	*	*	3	1	-	-	-	-	-	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	-%	-%	-%	-%	-%
Wrong postage / shortfall on incoming mail - having to pay	**3**	1	1	1	*	1	1	*	1	-	-	-	-	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*2%* a	-%	-%	-%	-%	-%
Time of collection	**1**	1	1	1	1	1	1	1	*	*	-	-	-	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*1%*	-%	-%	-%	*100%*
Accessibility of the sorting office / opening hours	**1**	1	*	1	*	-	*	1	-	-	-	-	-	-
	%	*%*	*%*	*%*	*%*	-%	*%*	*%*	-%	-%	-%	-%	-%	-%
Latest collection time	**1**	1	1	1	*	*	1	1	*	-	-	-	-	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	-%	-%	-%	-%
Recorded letters not being signed for	*	*	*	*	-	*	*	*	-	-	-	-	-	-
	%	*%*	*%*	*%*	-%	*%*	*%*	*%*	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 05/02/19

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	**2239**	1417	954	1545	688	594	1439	1359	104	38	29	9	4	1
Weighted total	**1837**	1049	672	1172	532	412	1093	1073	52	23	17	3	4	*
Trustworthiness of the provider	*	*	*	*	*	*	-	*	*	-	-	-	-	-
	***%**	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Problems with the Smart Stamp online system	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know / na	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**29**	12	12	16	9	6	9	15	*	*	*	1	*	-
	2%	*1%*	*2%* f	*1%*	*2%*	*1%*	*1%*	*1%*	**%*	**%*	*1%*	*38%*	*3%*	*-%*
NET: Any problem	**257**	163	132	186	128	78	168	165	8	5	4	3	2	*
	14%	*16%*	*20%* **acf**	*16%*	*24%* **abcef**	*19%*	*15%*	*15%*	*15%*	*20%*	*25%*	*89%*	*55%*	*100%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 121 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	2239	655	14	11	4	1	3	-	4	469	370	386	306	13
Weighted total	1837	510	9	7	5	*	*	-	1	432	281	273	173	11
No Problems	1580	399	2	1	2	*	*	-	*	376	236	235	126	11
	86%	*78%*	*26%*	*12%*	*35%*	*100%*	*70%*	*-%*	*76%*	*87%* d	*84%* d	*86%* d	*73%*	*98%*
Amount / level of lost post sent	115	48	3	3	3	-	-	-	-	20	20	12	27	*
	6%	*9%*	*31%*	*45%*	*65%*	*-%*	*-%*	*-%*	*-%*	*5%*	*7%*	*4%*	*16%* **abc**	*2%*
Items being delivered intact/undamaged	33	14	2	3	-	-	-	-	-	9	7	7	8	-
	2%	*3%*	*20%*	*41%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*2%*	*2%*	*5%*	*-%*
Wrong mail delivered / our mail delivered elsewhere	31	13	-	-	-	-	-	-	-	6	6	7	5	-
	2%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*	*3%*	*3%*	*-%*
Lost or late delivery of sent mail	25	13	1	*	-	-	-	-	-	4	5	4	6	-
	1%	*2%*	*11%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*	*1%*	*3%* a	*-%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	23	8	1	2	-	-	-	-	-	3	4	3	5	-
	1%	*2%*	*12%*	*27%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*1%*	*3%* a	*-%*
Delivery time (when you receive your mail delivery)	22	12	-	2	-	-	-	-	-	8	4	6	1	-
	1%	*2%*	*-%*	*27%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*2%*	*1%*	*-%*
Collection reliability	7	3	-	1	-	-	-	-	-	1	*	3	*	-
	%	*1%*	*-%*	*14%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*%*	*1%*	*%*	*-%*
Price of postage	3	*	-	-	-	-	-	-	-	1	*	-	-	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*%*	*-%*	*-%*	*-%*
Wrong postage / shortfall on incoming mail - having to pay	3	*	-	-	-	-	-	-	-	-	-	-	1	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*
Time of collection	1	1	-	-	-	-	*	-	*	*	-	1	1	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*30%*	*-%*	*24%*	*%*	*-%*	*%*	*%*	*-%*
Accessibility of the sorting office / opening hours	1	*	-	-	-	-	-	-	-	1	-	-	-	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*
Latest collection time	1	*	-	-	-	-	-	-	-	-	-	*	1	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*%*	*-%*
Recorded letters not being signed for	*	-	-	-	-	-	-	-	-	-	*	*	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 121 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**2239**	655	14	11	4	1	3	-	4	469	370	386	306	13
Weighted total	**1837**	510	9	7	5	*	*	-	1	432	281	273	173	11
Trustworthiness of the provider	*	*	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**29**	9	-	-	-	-	-	-	-	9	5	*	2	-
	2%	*2%*	-%	-%	-%	-%	-%	-%	-%	*2%* c	*2%* c	*%	*1%*	-%
NET: Any problem	**257**	111	7	6	3	-	*	-	*	56	45	38	47	*
	14%	*22%*	*74%*	*88%*	*65%*	-%	*30%*	-%	*24%*	*13%*	*16%*	*14%*	*27%* **abc**	*2%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 121 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted total	**2239**	237	153	175	112	10	401	33	251	2117	122	1530	14
Weighted total	**1837**	191	119	145	73	3	344	23	162	1744	93	1165	6
No Problems	**1580**	158	86	109	48	1	253	15	134	1511	69	981	4
	86%	*83%* **bd**	*72%*	*76%*	*65%*	*48%*	*74%*	*62%*	*83%* **ab**	*87%* b	*74%*	*84%*	*58%*
Amount / level of lost post sent	**115**	16	13	12	17	-	42	3	12	102	14	76	2
	6%	*8%*	*11%*	*8%*	*23%* **abc**	*-%*	*12%*	*14%*	*8%*	*6%*	*15%* a	*7%*	*40%*
Items being delivered intact/undamaged	**33**	6	4	7	2	-	13	*	5	26	7	30	*
	2%	*3%*	*3%*	*5%*	*3%*	*-%*	*4%*	*2%*	*3%*	*2%*	*7%* a	*3%*	*4%*
Wrong mail delivered / our mail delivered elsewhere	**31**	3	7	2	1	-	10	2	2	30	2	24	-
	2%	*2%*	*6%* **ac**	*1%*	*1%*	*-%*	*3%*	*7%* c	*1%*	*2%*	*2%*	*2%*	*-%*
Lost or late delivery of sent mail	**25**	3	4	2	4	1	11	*	2	25	*	18	-
	1%	*2%*	*3%*	*1%*	*5%* c	*35%*	*3%*	*%*	*2%*	*1%*	*%*	*2%*	*-%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**23**	*	2	5	4	-	7	*	4	23	-	15	-
	1%	*%*	*1%*	*3%* a	*5%* a	*-%*	*2%*	*%*	*2%*	*1%*	*-%*	*1%*	*-%*
Delivery time (when you receive your mail delivery)	**22**	5	2	4	3	*	9	2	3	20	2	20	-
	1%	*3%*	*2%*	*3%*	*4%*	*16%*	*3%*	*8%* c	*2%*	*1%*	*2%*	*2%*	*-%*
Collection reliability	**7**	1	*	2	1	-	3	*	1	7	-	4	-
	%	*%*	*%*	*1%*	*1%*	*-%*	*1%*	*%*	*%*	*%*	*-%*	*%*	*-%*
Price of postage	**3**	*	-	-	-	-	-	-	*	3	-	1	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*%*	*-%*	*%*	*-%*
Wrong postage / shortfall on incoming mail - having to pay	**3**	*	-	-	-	-	-	*	*	3	-	1	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*%*	*%*	*-%*	*%*	*-%*
Time of collection	**1**	-	*	*	*	-	*	*	*	1	*	1	*
	%	*-%*	*%*	*%*	*%*	*-%*	*%*	*1%*	*%*	*%*	*%*	*%*	*2%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted total	**2239**	237	153	175	112	10	401	33	251	2117	122	1530	14
Weighted total	**1837**	191	119	145	73	3	344	23	162	1744	93	1165	6
Accessibility of the sorting office / opening hours	**1**	-	-	*	-	-	*	-	-	1	*	1	-
	***%**	-%	-%	*%	-%	-%	*%	-%	-%	*%	*%	*%	-%
Latest collection time	**1**	-	-	*	-	-	*	-	-	1	-	1	-
	***%**	-%	-%	*%	-%	-%	*%	-%	-%	*%	-%	*%	-%
Recorded letters not being signed for	*	-	-	-	-	-	-	-	-	*	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%
Trustworthiness of the provider	*	-	-	-	*	-	*	-	-	*	-	*	-
	***%**	-%	-%	-%	*%	-%	*%	-%	-%	*%	-%	*%	-%
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**29**	2	3	4	-	-	7	1	1	29	-	16	-
	***2%**	*1%*	*3%*	*3%*	-%	-%	*2%*	*5%* c	**%*	*2%*	-%	*1%*	-%
NET: Any problem	**257**	33	33	35	25	2	91	9	28	233	24	184	3
	***14%**	*17%*	*28%* a	*24%*	*35%* a	*52%*	*26%* c	*38%* c	*17%*	*13%*	*26%* a	*16%*	*42%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	2239	77	152	224	28	531	157	459	1325	207	-
Weighted total	1837	62	123	177	16	402	130	325	977	114	-
No Problems	1580	35	86	123	14	312	92	261	825	83	-
	86%	57%	70%	70%	90%	78%	71%	80% c	84% ac	73%	-%
Amount / level of lost post sent	115	17	20	30	1	38	20	23	62	14	-
	6%	28% b	16%	17%	9%	9%	15% a	7%	6%	12% ab	-%
Items being delivered intact/undamaged	33	2	7	8	*	12	7	6	28	3	-
	2%	3%	5%	5%	2%	3%	5%	2%	3%	3%	-%
Wrong mail delivered / our mail delivered elsewhere	31	2	5	8	-	6	7	7	21	5	-
	2%	3%	4%	4%	-%	2%	5% a	2%	2%	4%	-%
Lost or late delivery of sent mail	25	2	*	2	-	14	*	9	12	4	-
	1%	3% b	*%	1%	-%	3% b	*%	3% b	1%	3% b	-%
Delivery consistency / reliability (e.g. arrives as promised consistently)	23	4	2	3	1	8	3	8	11	3	-
	1%	7% b	1%	2%	7%	2%	2%	2% b	1%	3% b	-%
Delivery time (when you receive your mail delivery)	22	3	2	6	-	12	2	10	17	4	-
	1%	6%	1%	3%	-%	3%	1%	3%	2%	4%	-%
Collection reliability	7	*	-	*	-	4	-	3	4	1	-
	*%	*%	-%	*%	-%	1%	-%	1%	*%	1%	-%
Price of postage	3	-	-	-	-	*	-	*	1	*	-
	*%	-%	-%	-%	-%	*%	-%	*%	*%	*%	-%
Wrong postage / shortfall on incoming mail - having to pay	3	-	-	-	-	*	-	1	1	1	-
	*%	-%	-%	-%	-%	*%	-%	*%	*%	1% b	-%
Time of collection	1	*	-	*	*	1	-	1	1	1	-
	*%	*%	-%	*%	1%	*%	-%	*%	*%	1% b	-%
Accessibility of the sorting office / opening hours	1	-	*	*	-	-	*	-	1	-	-
	*%	-%	*%	*%	-%	-%	*%	-%	*%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**2239**	77	152	224	28	531	157	459	1325	207	-
Weighted total	**1837**	62	123	177	16	402	130	325	977	114	-
Latest collection time	**1**	-	*	*	-	-	*	*	1	-	-
	***%**	-%	*%	*%	-%	-%	*%	*%	*%	-%	-%
Recorded letters not being signed for	*	-	-	-	-	-	-	-	*	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%
Trustworthiness of the provider	*	-	-	-	-	*	-	*	-	-	-
	***%**	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**29**	*	2	*	*	8	1	4	11	1	-
	***2%**	*1%*	*2%*	*%*	*1%*	*2%*	*%*	*1%*	*1%*	*1%*	-%
NET: Any problem	**257**	26	37	54	2	90	38	65	152	31	-
	***14%**	*43%*	*30%*	*30%*	*10%*	*22%*	*29%*	*20%* b	*16%*	*27%* **ab**	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 121 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	2239	366	839	148	-	442	464	158	6	1409	943	594	1220	999	15
Weighted total	1837	265	575	79	-	334	336	103	4	1044	668	448	907	692	5
No Problems	1580	208	458	51	-	246	251	70	2	882	536	344	772	588	4
	86%	*79%* c	*80%* c	*64%*	*-%*	*74%*	*75%*	*68%*	*50%*	*84%* bc	*80%*	*77%*	*85%*	*85%*	*71%*
Amount / level of lost post sent	115	23	46	9	-	39	32	10	2	68	58	43	51	45	-
	6%	*9%*	*8%*	*12%*	*-%*	*12%*	*9%*	*10%*	*50%*	*6%*	*9%*	*10%* a	*6%*	*7%*	*-%*
Items being delivered intact/undamaged	33	11	19	4	-	12	13	5	-	27	20	15	25	11	-
	2%	*4%*	*3%*	*4%*	*-%*	*4%*	*4%*	*5%*	*-%*	*3%*	*3%*	*3%*	*3%*	*2%*	*-%*
Wrong mail delivered / our mail delivered elsewhere	31	7	16	4	-	7	10	2	-	22	16	11	16	15	-
	2%	*3%*	*3%*	*4%*	*-%*	*2%*	*3%*	*2%*	*-%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*
Lost or late delivery of sent mail	25	4	12	6	-	10	11	8	-	14	12	13	15	9	*
	1%	*1%*	*2%*	*7%* ab	*-%*	*3%*	*3%*	*7%* ab	*-%*	*1%*	*2%*	*3%* a	*2%*	*1%*	*2%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	23	6	8	2	-	10	7	3	-	12	9	9	12	11	-
	1%	*2%*	*1%*	*3%*	*-%*	*3%*	*2%*	*3%*	*-%*	*1%*	*1%*	*2%*	*1%*	*2%*	*-%*
Delivery time (when you receive your mail delivery)	22	8	10	1	-	12	8	1	-	17	13	14	16	7	1
	1%	*3%*	*2%*	*1%*	*-%*	*4%*	*2%*	*1%*	*-%*	*2%*	*2%*	*3%* a	*2%*	*1%*	*20%*
Collection reliability	7	2	4	1	-	2	4	3	-	4	4	4	3	2	*
	%	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*3%* a	*-%*	*%*	*1%*	*1%*	*%*	*%*	*4%*
Price of postage	3	*	*	-	-	*	*	*	-	1	*	*	1	*	-
	%	*%*	*%*	*-%*	*-%*	*%*	*%*	*%*	*-%*	*%*	*%*	*%*	*%*	*%*	*-%*
Wrong postage / shortfall on incoming mail - having to pay	3	1	1	1	-	*	*	-	-	1	1	*	1	1	-
	%	*%*	*%*	*1%* b	*-%*	*%*	*%*	*-%*	*-%*	*%*	*%*	*%*	*%*	*%*	*-%*
Time of collection	1	1	1	1	-	1	1	1	-	1	1	1	1	1	*
	%	*%*	*%*	*2%* b	*-%*	*%*	*%*	*1%*	*-%*	*%*	*%*	*%*	*%*	*%*	*4%*
Accessibility of the sorting office / opening hours	1	-	*	-	-	*	*	-	-	1	*	*	1	1	-
	%	*-%*	*%*	*-%*	*-%*	*%*	*%*	*-%*	*-%*	*%*	*%*	*%*	*%*	*%*	*-%*
Latest collection time	1	*	1	-	-	*	-	*	-	1	1	-	1	1	-
	%	*%*	*%*	*-%*	*-%*	*%*	*-%*	*%*	*-%*	*%*	*%*	*-%*	*%*	*%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 05/02/19

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**2239**	366	839	148	-	442	464	158	6	1409	943	594	1220	999	15
Weighted total	**1837**	265	575	79	-	334	336	103	4	1044	668	448	907	692	5
Recorded letters not being signed for	*	-	*	-	-	-	-	-	-	*	*	-	*	*	-
	***%**	-%	*%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	*%	-%
Trustworthiness of the provider	*	*	-	-	-	*	-	*	-	*	*	*	*	*	-
	***%**	*%	-%	-%	-%	*%	-%	*%	-%	*%	*%	*%	*%	*%	-%
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**29**	4	11	2	-	5	9	4	-	12	12	9	11	9	*
	***2%**	*2%*	*2%*	*3%*	-%	*2%*	*3%*	*4%*	-%	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*
NET: Any problem	**257**	56	117	29	-	88	85	33	2	163	131	104	135	104	2
	***14%**	*21%*	*20%*	*36%* **ab**	-%	*26%*	*25%*	*32%*	*50%*	*16%*	*20%* a	*23%* a	*15%*	*15%*	*29%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 121 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	2239	399	280	339	109	86	1159	982	55	21	18	16
Weighted total	1837	273	191	243	69	50	860	688	37	16	19	11
No Problems	1580	199	135	182	43	28	717	583	28	10	8	7
	86%	73% de	71% e	75% de	62%	55%	83%	85%	77%	61%	40%	64%
Amount / level of lost post sent	115	24	26	30	10	10	50	45	6	6	6	4
	6%	9%	14% a	12%	15%	20% a	6%	7%	16%	38%	34%	36%
Items being delivered intact/undamaged	33	13	3	10	3	3	24	13	*	-	2	-
	2%	5% b	1%	4%	4%	5% b	3%	2%	*%	-%	10%	-%
Wrong mail delivered / our mail delivered elsewhere	31	8	5	6	-	2	16	14	1	-	-	-
	2%	3%	3%	3%	-%	4% d	2%	2%	3%	-%	-%	-%
Lost or late delivery of sent mail	25	9	7	9	5	1	16	10	*	*	1	-
	1%	3%	4%	4%	7%	2%	2%	1%	*%	1%	6%	-%
Delivery consistency / reliability (e.g. arrives as promised consistently)	23	9	8	4	3	3	15	9	-	-	3	2
	1%	3%	4%	2%	4%	5% c	2%	1%	-%	-%	16%	16%
Delivery time (when you receive your mail delivery)	22	10	4	6	1	-	20	7	1	-	-	2
	1%	4%	2%	2%	2%	-%	2% b	1%	3%	-%	-%	16%
Collection reliability	7	3	2	2	2	3	5	2	-	*	-	-
	*%	1%	1%	1%	3%	6% abc	1%	*%	-%	*%	-%	-%
Price of postage	3	*	*	*	*	*	1	-	-	-	-	-
	*%	*%	*%	*%	1%	*%	*%	-%	-%	-%	-%	-%
Wrong postage / shortfall on incoming mail - having to pay	3	*	*	-	-	-	1	1	-	-	-	-
	*%	*%	*%	-%	-%	-%	*%	*%	-%	-%	-%	-%
Time of collection	1	*	1	1	*	*	1	1	*	*	-	-
	*%	*%	*%	*%	1%	1%	*%	*%	*%	*%	-%	-%
Accessibility of the sorting office / opening hours	1	-	*	-	-	-	1	1	-	-	-	-
	*%	-%	*%	-%	-%	-%	*%	*%	-%	-%	-%	-%
Latest collection time	1	*	-	-	*	-	*	1	-	-	-	-
	*%	*%	-%	-%	*%	-%	*%	*%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 121 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2239**	399	280	339	109	86	1159	982	55	21	18	16
Weighted total	**1837**	273	191	243	69	50	860	688	37	16	19	11
Recorded letters not being signed for	*	-	-	-	-	-	*	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
Trustworthiness of the provider	*	-	-	*	*	-	-	-	-	-	-	-
	***%**	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**29**	4	5	2	4	4	13	11	1	-	-	-
	2%	*1%*	*3%*	*1%*	*5%*	*7%*	*2%*	*2%*	*4%*	-%	-%	-%
					ac	**abc**						
NET: Any problem	**257**	75	55	61	26	23	143	106	9	6	11	4
	14%	*27%*	*29%*	*25%*	*38%*	*45%*	*17%*	*15%*	*23%*	*39%*	*60%*	*36%*
					ac	**abc**						

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 121 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2239**	1998	1579	2026	1638	2169	1207	2024	516	3	1928	65	301	1938
Weighted total	**1837**	1588	1214	1613	1289	1762	950	1623	355	3	1566	53	257	1580
No Problems	**1580**	1362	1018	1383	1089	1516	781	1399	273	3	1408	27	-	1580
	86%	*86%*	*84%*	*86%*	*85%*	*86%*	*82%* c	*86%* **ac**	*77%*	*100%*	*90%* b	*51%*	*-%*	*100%* a
Amount / level of lost post sent	**115**	104	91	104	90	110	82	100	35	-	68	12	115	-
	6%	*7%*	*7%*	*6%*	*7%*	*6%*	*9%* b	*6%*	*10%* b	*-%*	*4%*	*23%* a	*45%* b	*-%*
Items being delivered intact/undamaged	**33**	32	28	32	27	33	23	26	7	-	19	3	33	-
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*	*1%*	*7%* a	*13%* b	*-%*
Wrong mail delivered / our mail delivered elsewhere	**31**	28	24	28	24	30	22	28	10	-	21	2	31	-
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*-%*	*1%*	*4%*	*12%* b	*-%*
Lost or late delivery of sent mail	**25**	25	24	25	20	25	17	23	8	-	15	2	25	-
	1%	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*-%*	*1%*	*3%*	*10%* b	*-%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**23**	18	16	19	17	21	14	19	11	-	12	2	23	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*3%* **ab**	*-%*	*1%*	*3%* a	*9%* b	*-%*
Delivery time (when you receive your mail delivery)	**22**	19	17	20	20	22	15	19	7	-	11	2	22	-
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*-%*	*1%*	*5%* a	*8%* b	*-%*
Collection reliability	**7**	7	6	7	7	7	4	7	3	-	3	3	7	-
	****%***	**%*	*1%*	**%*	*1%*	**%*	**%*	**%*	*1%*	*-%*	**%*	*6%* a	*3%* b	*-%*
Price of postage	**3**	1	2	2	2	3	1	2	1	-	3	*	3	-
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*1%*	*1%* b	*-%*
Wrong postage / shortfall on incoming mail - having to pay	**3**	3	1	3	3	3	1	3	3	-	3	-	3	-
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*1%* **ab**	*-%*	**%*	*-%*	*1%* b	*-%*
Time of collection	**1**	1	1	1	1	1	1	1	1	-	1	*	1	-
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*1%* b	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	a	b	a	b
Unweighted total	**2239**	1998	1579	2026	1638	2169	1207	2024	516	3	1928	65	301	1938
Weighted total	**1837**	1588	1214	1613	1289	1762	950	1623	355	3	1566	53	257	1580
Accessibility of the sorting office / opening hours	**1**	1	*	1	*	1	-	1	-	-	1	-	1	-
	***%**	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%	-%	*% b	-%
Latest collection time	**1**	1	1	1	*	1	1	1	-	-	*	*	1	-
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%	*% b	-%
Recorded letters not being signed for	*	*	*	*	*	*	*	*	*	-	-	*	*	-
	***%**	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*% a	*%	-%
Trustworthiness of the provider	*	*	*	*	*	*	*	*	-	-	*	-	*	-
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	*%	-%
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**29**	19	15	21	14	28	13	24	8	-	18	5	29	-
	***2%**	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	-%	*1%*	*9% a*	*11% b*	-%
NET: Any problem	**257**	225	196	230	200	246	169	223	82	-	158	26	257	-
	***14%**	*14%*	*16%*	*14%*	*15%*	*14%*	*18% b*	*14%*	*23% **ab***	-%	*10%*	*49% a*	*100% b*	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2239**	280	12	63	267	228	1612	387	224	86	1908	1266	973
Weighted total	**1837**	240	7	54	221	169	1360	293	187	76	1560	1000	836
No Problems	**1580**	174	6	30	169	117	1193	256	125	50	1394	848	731
	86%	*72%*	*92%*	*55%*	*76%* a	*69%*	*88%* a	*87%* a	*67%*	*65%*	*89%* **ab**	*85%*	*87%*
Amount / level of lost post sent	**115**	37	-	17	28	32	67	16	34	15	65	71	44
	6%	*15%*	*-%*	*31%* b	*12%*	*19%* **bc**	*5%*	*6%*	*18%* c	*19%* c	*4%*	*7%*	*5%*
Items being delivered intact/undamaged	**33**	9	-	2	7	8	20	4	5	1	27	19	14
	2%	*4%*	*-%*	*4%*	*3%*	*5%* **bc**	*1%*	*2%*	*3%*	*1%*	*2%*	*2%*	*2%*
Wrong mail delivered / our mail delivered elsewhere	**31**	7	-	2	7	3	24	4	6	4	20	21	11
	2%	*3%*	*-%*	*4%*	*3%*	*2%*	*2%*	*1%*	*3%* c	*5%* c	*1%*	*2%*	*1%*
Lost or late delivery of sent mail	**25**	4	-	-	4	4	16	5	4	2	19	17	8
	1%	*2%*	*-%*	*-%*	*2%*	*2%*	*1%*	*2%*	*2%*	*3%*	*1%*	*2%*	*1%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**23**	8	*	3	5	6	17	*	5	1	17	13	9
	1%	*3%*	*2%*	*5%*	*2%*	*4%* **bc**	*1%* c	**%*	*3%*	*1%*	*1%*	*1%*	*1%*
Delivery time (when you receive your mail delivery)	**22**	6	-	2	5	2	14	5	6	1	15	9	13
	1%	*3%*	*-%*	*3%*	*2%*	*1%*	*1%*	*2%*	*3%* c	*2%*	*1%*	*1%*	*2%*
Collection reliability	**7**	1	-	-	1	3	3	*	1	3	3	3	4
	****%***	**%*	*-%*	*-%*	**%*	*2%* **bc**	**%*	**%*	**%*	*4%* **ac**	**%*	**%*	**%*
Price of postage	**3**	-	-	-	-	2	*	1	-	-	3	2	2
	****%***	*-%*	*-%*	*-%*	*-%*	*1%* b	**%*	**%* b	*-%*	*-%*	**%*	**%*	**%*
Wrong postage / shortfall on incoming mail - having to pay	**3**	-	-	-	-	-	3	-	-	-	3	1	2
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	**%*
Time of collection	**1**	*	-	-	*	1	1	*	*	-	1	1	1
	****%***	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	**%*
Accessibility of the sorting office / opening hours	**1**	*	-	-	*	-	*	1	1	-	*	1	*
	****%***	**%*	*-%*	*-%*	**%*	*-%*	**%*	**%* b	*1%* c	*-%*	**%*	**%*	**%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Produced by OLR
Issue date: 05/02/19

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2239**	280	12	63	267	228	1612	387	224	86	1908	1266	973
Weighted total	**1837**	240	7	54	221	169	1360	293	187	76	1560	1000	836
Latest collection time	**1**	*	-	*	-	*	1	*	-	*	1	1	*
	***%**	*%	-%	*%	-%	*%	*%	*%	-%	*%	*%	*%	*%
Recorded letters not being signed for	*	-	-	-	-	*	*	-	*	-	*	*	-
	***%**	-%	-%	-%	-%	*%	*%	-%	*%	-%	*%	*%	-%
Trustworthiness of the provider	*	-	-	-	-	*	-	-	-	-	*	-	*
	***%**	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%	*%
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**29**	2	*	*	2	6	20	3	7	3	20	15	14
	***2%**	*1%*	*6%*	*%	*1%*	*4%* **bc**	*1%*	*1%*	*4%* c	*3%*	*1%*	*2%*	*2%*
NET: Any problem	**257**	66	1	24	52	52	168	37	61	26	166	152	105
	***14%**	*28%*	*8%*	*45%* b	*24%*	*31%* **bc**	*12%*	*13%*	*33%* c	*35%* c	*11%*	*15%*	*13%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 121 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2239**	368	51	165	78	120	52	200	127	105	242	34	129
Weighted total	**1837**	143	12	65	28	48	19	80	46	42	103	15	70
No Problems	**1580**	118	11	49	17	37	13	65	38	36	85	15	66
	86%	*82%* **cd**	*94%* **acd**	*75%* d	*61%*	*76%*	*70%*	*81%*	*82%*	*85%*	*82%*	*99%* **ab**	*94%* **ab**
Amount / level of lost post sent	**115**	13	-	7	5	4	5	5	7	3	8	-	2
	6%	*9%* b	*-%*	*11%* b	*18%* **ab**	*9%*	*27%* **ac**	*7%*	*16%* c	*7%*	*8%*	*-%*	*3%*
Items being delivered intact/undamaged	**33**	3	*	1	1	1	*	3	-	*	3	-	-
	2%	*2%*	*3%*	*2%*	*5%*	*3%*	*2%*	*3%* d	*-%*	**%*	*3%*	*-%*	*-%*
Wrong mail delivered / our mail delivered elsewhere	**31**	1	-	1	1	-	-	-	-	*	2	-	-
	2%	*1%*	*-%*	*1%*	*4%* a	*-%*	*-%*	*-%*	*-%*	**%*	*2%*	*-%*	*-%*
Lost or late delivery of sent mail	**25**	1	*	2	2	1	*	1	*	-	4	-	-
	1%	*1%*	*3%*	*4%* a	*9%* a	*3%*	*2%*	*2%*	**%*	*-%*	*3%* d	*-%*	*-%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**23**	2	*	2	2	1	1	1	2	*	3	*	*
	1%	*1%*	*1%*	*3%*	*7%* a	*3%*	*6%*	*2%*	*4%*	**%*	*3%*	**%*	**%*
Delivery time (when you receive your mail delivery)	**22**	4	*	5	2	5	1	4	1	*	2	-	2
	1%	*3%*	**%*	*7%* a	*8%*	*9%* d	*6%*	*5%*	*3%*	**%*	*1%*	*-%*	*3%*
Collection reliability	**7**	1	*	1	*	*	1	*	1	1	*	*	-
	****%***	*1%*	*1%*	*2%*	**%*	**%*	*5%* **ac**	**%*	*2%*	*2%*	**%*	**%*	*-%*
Price of postage	**3**	1	*	*	*	*	*	1	-	1	*	-	-
	****%***	*1%*	*3%*	**%*	*1%*	*1%*	*2%*	*2%*	*-%*	*3%*	**%*	*-%*	*-%*
Wrong postage / shortfall on incoming mail - having to pay	**3**	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Time of collection	**1**	*	*	-	*	-	-	-	-	-	-	*	-
	****%***	**%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*
Accessibility of the sorting office / opening hours	**1**	1	-	-	-	-	-	1	-	-	1	-	-
	****%***	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*
Latest collection time	**1**	*	-	-	-	-	-	-	*	-	*	*	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	**%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2239**	368	51	165	78	120	52	200	127	105	242	34	129
Weighted total	**1837**	143	12	65	28	48	19	80	46	42	103	15	70
Recorded letters not being signed for	*	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Trustworthiness of the provider	*	*	-	*	-	-	*	-	*	-	-	-	*
	%	*%*	-%	*%*	-%	-%	*1%*	-%	*%*	-%	-%	-%	*%*
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**29**	2	*	1	*	1	*	1	*	2	-	-	*
	2%	*2%*	*1%*	*2%*	*%*	*3%*	*%*	*1%*	*%*	*5%* **bd**	-%	-%	*%*
NET: Any problem	**257**	25	1	17	11	12	6	16	8	6	18	*	5
	14%	*18%* b	*6%*	*25%* **ab**	*39%* **abc**	*24%*	*30%*	*19%*	*18%*	*15%* **cd**	*18%* **cd**	*1%*	*6%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 121 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2239**	314	116	37	532	162	150	168	135	158	196	141	130
Weighted total	**1837**	273	136	51	244	116	107	135	133	191	168	163	119
No Problems	**1580**	235	119	45	211	102	93	112	104	160	149	144	104
	86%	*86%* h	*88%* h	*89%*	*87%* h	*88%* h	*87%* h	*83%*	*78%*	*83%*	*89%* h	*88%* h	*88%* h
Amount / level of lost post sent	**115**	16	10	4	14	4	6	11	11	9	12	13	6
	6%	*6%*	*7%*	*8%*	*6%*	*4%*	*5%*	*8%*	*8%*	*5%*	*7%*	*8%*	*5%*
Items being delivered intact/undamaged	**33**	5	2	-	3	3	2	2	5	7	*	1	3
	2%	*2%*	*1%*	*-%*	*1%*	*2%*	*2%*	*2%*	*4%* **djk**	*4%* **djk**	**%*	**%*	*2%*
Wrong mail delivered / our mail delivered elsewhere	**31**	4	-	-	3	*	2	4	6	4	2	2	4
	2%	*2%*	*-%*	*-%*	*1%*	**%*	*2%*	*3%*	*4%* **bde**	*2%*	*1%*	*1%*	*3%* e
Lost or late delivery of sent mail	**25**	5	1	3	4	3	*	6	*	1	*	2	-
	1%	*2%*	*1%*	*7%* **abdfhijkl**	*1%*	*3%* j	**%*	*4%* **dfhjl**	**%*	*1%*	**%*	*1%*	*-%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**23**	3	2	-	3	3	1	-	-	5	4	1	*
	1%	*1%*	*2%*	*-%*	*1%*	*3%* g	*1%*	*-%*	*-%*	*3%* g	*2%* g	*1%*	**%*
Delivery time (when you receive your mail delivery)	**22**	4	*	-	6	3	-	-	2	4	2	1	-
	1%	*1%*	**%*	*-%*	*2%* g	*3%* **fg**	*-%*	*-%*	*1%*	*2%*	*1%*	*1%*	*-%*
Collection reliability	**7**	1	-	-	1	-	-	2	2	-	*	*	-
	%	**%*	*-%*	*-%*	*1%*	*-%*	*-%*	*2%*	*1%*	*-%*	**%*	**%*	*-%*
Price of postage	**3**	-	-	-	1	-	*	-	-	2	-	*	-
	%	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*
Wrong postage / shortfall on incoming mail - having to pay	**3**	-	-	-	-	-	1	-	2	-	*	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*1%* d	*-%*	*1%* **ad**	*-%*	**%*	*-%*	*-%*
Time of collection	**1**	1	*	-	*	-	-	-	-	-	*	*	-
	%	**%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*
Accessibility of the sorting office / opening hours	**1**	-	-	-	1	-	-	-	*	-	-	-	-
	%	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*
Latest collection time	**1**	-	-	-	*	-	-	-	-	-	1	-	-
	%	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*
Recorded letters not being signed for	*	-	-	-	-	-	*	-	-	-	*	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 121 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2239**	314	116	37	532	162	150	168	135	158	196	141	130
Weighted total	**1837**	273	136	51	244	116	107	135	133	191	168	163	119
Trustworthiness of the provider	*	-	-	-	*	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Problems with the Smart Stamp online system	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**29**	3	4	-	2	-	2	2	4	6	2	-	4
	2%	*1%*	*3%*	*-%*	*1%*	*-%*	*2%*	*2%*	*3%*	*3%*	*1%*	*-%*	*3%*
			ek						**ek**	**dek**			**ek**
NET: Any problem	**257**	38	17	6	33	14	14	23	30	32	18	19	14
	14%	*14%*	*12%*	*11%*	*13%*	*12%*	*13%*	*17%*	*22%*	*17%*	*11%*	*12%*	*12%*
									abdefjkl				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 121 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2239**	467	844	461	467
Weighted total	**1837**	460	467	460	449
No Problems	**1580**	400	406	376	398
	86%	*87%*	*87%*	*82%*	*89%*
		c	c		c
Amount / level of lost post sent	**115**	29	24	31	31
	6%	*6%*	*5%*	*7%*	*7%*
Items being delivered intact/undamaged	**33**	7	7	15	4
	2%	*1%*	*2%*	*3%*	*1%*
				bd	
Wrong mail delivered / our mail delivered elsewhere	**31**	4	6	13	8
	2%	*1%*	*1%*	*3%*	*2%*
				ab	
Lost or late delivery of sent mail	**25**	9	7	7	2
	1%	*2%*	*1%*	*2%*	**%*
		d			
Delivery consistency / reliability (e.g. arrives as promised consistently)	**23**	5	8	5	5
	1%	*1%*	*2%*	*1%*	*1%*
Delivery time (when you receive your mail delivery)	**22**	4	9	5	4
	1%	*1%*	*2%*	*1%*	*1%*
Collection reliability	**7**	1	1	4	*
	****%***	**%*	**%*	*1%*	**%*
Price of postage	**3**	-	2	2	*
	****%***	*-%*	**%*	**%*	**%*
Wrong postage / shortfall on incoming mail - having to pay	**3**	-	1	2	*
	****%***	*-%*	**%*	**%*	**%*
Time of collection	**1**	1	*	-	*
	****%***	**%*	**%*	*-%*	**%*
Accessibility of the sorting office / opening hours	**1**	-	1	*	-
	****%***	*-%*	**%*	**%*	*-%*
Latest collection time	**1**	-	*	-	1
	****%***	*-%*	**%*	*-%*	**%*
Recorded letters not being signed for	*	-	*	-	*
	****%***	*-%*	**%*	*-%*	**%*
Trustworthiness of the provider	*	-	*	-	-
	****%***	*-%*	**%*	*-%*	*-%*

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 05/02/19

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2239**	467	844	461	467
Weighted total	**1837**	460	467	460	449
Problems with the Smart Stamp online system	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Don't know / na	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Other	**29**	7	4	12	6
	2%	*2%*	*1%*	*3%*	*1%*
				b	
NET: Any problem	**257**	61	61	84	51
	14%	*13%*	*13%*	*18%*	*11%*
				abd	

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 122 Page 2230

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	***c**	***d**	e	a	b	***c**	***d**	***e**
Unweighted total	**301**	213	49	26	13	88	83	65	20	14	17
Weighted total	**257**	247	5	3	2	10	88	75	22	9	4
Very Dissatisfied	**31**	29	1	1	-	1	11	10	*	*	*
	12%	*12%*	*13%*	*20%*	*-%*	*13%*	*13%*	*14%*	*1%*	*2%*	*3%*
Fairly Dissatisfied	**27**	26	1	*	*	1	14	6	1	-	2
	10%	*10%*	*17%*	*11%*	*6%*	*13%*	*15%*	*7%*	*3%*	*-%*	*52%*
Neither Satisfied Nor Dissatisfied	**42**	40	1	1	*	1	13	12	5	3	*
	16%	*16%*	*16%*	*15%*	*6%*	*14%*	*15%*	*16%*	*22%*	*30%*	*12%*
Fairly Satisfied	**39**	38	1	*	1	1	17	9	3	2	*
	15%	*15%*	*10%*	*5%*	*33%*	*13%*	*20%*	*12%*	*13%*	*22%*	*4%*
Very Satisfied	**27**	26	1	*	*	1	2	5	6	1	*
	10%	*10%*	*12%*	*9%*	*6%*	*10%*	*2%*	*7%*	*26%*	*10%*	*5%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**86**	83	2	1	1	3	29	31	8	2	1
	34%	*34%*	*30%*	*27%*	*50%*	*33%*	*33%*	*42%*	*35%*	*24%*	*19%*
Don't Know (DO NOT READ OUT)	**5**	5	*	*	-	1	2	2	-	1	*
	2%	*2%*	*2%*	*12%*	*-%*	*5%*	*2%*	*2%*	*-%*	*12%*	*6%*
NET: Satisfied	**66**	64	1	*	1	2	19	14	8	3	*
	26%	*26%*	*22%*	*14%*	*39%*	*22%*	*22%*	*18%*	*39%*	*32%*	*9%*
NET: Dissatisfied	**57**	55	2	1	*	3	25	16	1	*	2
	22%	*22%*	*30%*	*31%*	*6%*	*26%*	*28%*	*21%*	*5%*	*2%*	*54%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i	j	k	l	*m
Unweighted total	301	25	13	51	6	13	27	26	19	27	207	39	32	23
Weighted total	257	29	21	53	3	13	27	25	24	27	223	14	13	8
Very Dissatisfied	31	4	5	5	1	2	4	3	2	1	27	2	1	1
	12%	*13%*	*24%*	*10%*	*35%*	*14%*	*14%*	*14%*	*8%*	*3%*	*12%*	*11%*	*8%*	*8%*
Fairly Dissatisfied	27	4	2	8	*	-	3	*	2	4	24	1	1	2
	10%	*13%*	*9%*	*16%*	*4%*	*-%*	*13%*	*1%*	*8%*	*15%*	*11%*	*7%*	*4%*	*20%*
Neither Satisfied Nor Dissatisfied	42	5	1	13	-	2	4	5	1	3	35	1	5	1
	16%	*18%*	*5%*	*25%*	*-%*	*16%*	*14%*	*20%*	*4%*	*11%*	*16%*	*9%*	*37%* jk	*16%*
Fairly Satisfied	39	5	2	7	-	4	1	2	8	5	33	3	1	2
	15%	*16%*	*9%*	*12%*	*-%*	*28%*	*4%*	*8%*	*34%*	*20%*	*15%*	*22%*	*9%*	*21%*
Very Satisfied	27	7	-	3	-	-	2	3	9	*	23	2	1	1
	10%	*23%*	*-%*	*5%*	*-%*	*-%*	*6%*	*11%*	*36%*	*1%*	*10%*	*11%*	*11%*	*14%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	86	4	9	16	2	6	13	12	2	11	75	6	4	2
	34%	*13%*	*44%*	*31%*	*61%*	*42%*	*48%*	*47%*	*9%*	*41%*	*34%*	*40%*	*31%*	*21%*
Don't Know (DO NOT READ OUT)	5	1	2	-	-	-	*	-	-	2	5	-	-	*
	2%	*4%*	*9%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*8%*	*2%*	*-%*	*-%*	*1%*
NET: Satisfied	66	11	2	9	-	4	3	5	17	6	56	5	3	3
	26%	*39%*	*9%*	*18%*	*-%*	*28%*	*10%*	*18%*	*70%*	*21%*	*25%*	*33%*	*20%*	*35%*
NET: Dissatisfied	57	8	7	14	1	2	7	4	4	5	51	3	2	2
	22%	*26%*	*33%*	*26%*	*39%*	*14%*	*27%*	*14%*	*16%*	*19%*	*23%*	*18%*	*13%*	*27%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted total	301	8	29	3	20	80	5	23	133	216	85	264	37
Weighted total	257	8	23	2	15	78	3	21	106	201	56	232	25
Very Dissatisfied	31	-	4	-	1	11	-	1	15	26	5	27	3
	12%	*-%*	*15%*	*-%*	*5%*	*14%*	*-%*	*3%*	*14%*	*13%*	*9%*	*12%*	*14%*
Fairly Dissatisfied	27	2	3	*	2	9	1	2	8	24	3	25	2
	10%	*22%*	*13%*	*9%*	*13%*	*11%*	*31%*	*12%*	*7%*	*12%*	*5%*	*11%*	*8%*
Neither Satisfied Nor Dissatisfied	42	*	2	-	4	15	-	*	21	31	11	37	5
	16%	*4%*	*9%*	*-%*	*25%*	*19%*	*-%*	**%*	*20%*	*15%*	*20%*	*16%*	*19%*
Fairly Satisfied	39	2	2	-	1	13	*	2	19	31	8	38	1
	15%	*21%*	*10%*	*-%*	*4%*	*17%*	*8%*	*9%*	*18%*	*15%*	*15%*	*16%*	*6%*
Very Satisfied	27	-	3	-	-	8	-	5	11	20	7	18	9
	10%	*-%*	*14%*	*-%*	*-%*	*11%*	*-%*	*22%*	*10%*	*10%*	*13%*	*8%*	*35%* a
Have not Contacted / Not Applicable (DO NOT READ OUT)	86	5	7	2	7	21	2	12	31	67	20	82	4
	34%	*54%*	*29%*	*91%*	*47%*	*27%*	*61%*	*54%*	*30%*	*33%*	*35%*	*36%* b	*16%*
Don't Know (DO NOT READ OUT)	5	-	2	-	1	1	-	*	1	3	2	5	*
	2%	*-%*	*8%*	*-%*	*7%*	*2%*	*-%*	*1%*	*1%*	*2%*	*4%*	*2%*	*2%*
NET: Satisfied	66	2	6	-	1	22	*	7	30	51	15	56	10
	26%	*21%*	*25%*	*-%*	*4%*	*28%*	*8%*	*31%*	*28%*	*25%*	*27%*	*24%*	*41%* a
NET: Dissatisfied	57	2	6	*	3	20	1	3	23	50	8	52	6
	22%	*22%*	*28%*	*9%*	*18%*	*25%*	*31%*	*14%*	*21%*	*25%* b	*14%*	*22%*	*22%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**301**	289	12	123	62	114
Weighted total	**257**	246	11	112	53	91
Very Dissatisfied	**31**	31	-	14	4	13
	12%	*12%*	*-%*	*12%*	*7%*	*14%*
Fairly Dissatisfied	**27**	27	-	13	6	8
	10%	*11%*	*-%*	*12%*	*11%*	*8%*
Neither Satisfied Nor Dissatisfied	**42**	40	2	19	7	16
	16%	*16%*	*19%*	*17%*	*12%*	*18%*
Fairly Satisfied	**39**	38	1	16	5	18
	15%	*16%*	*7%*	*14%*	*10%*	*19%*
Very Satisfied	**27**	27	-	9	6	12
	10%	*11%*	*-%*	*8%*	*11%*	*13%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**86**	78	8	40	23	22
	34%	*32%*	*74%*	*36%* c	*44%* c	*24%*
Don't Know (DO NOT READ OUT)	**5**	5	-	1	2	2
	2%	*2%*	*-%*	*1%*	*4%*	*2%*
NET: Satisfied	**66**	65	1	25	11	30
	26%	*27%*	*7%*	*22%*	*21%*	*33%*
NET: Dissatisfied	**57**	57	-	27	10	21
	22%	*23%*	*-%*	*24%*	*18%*	*23%*

Columns Tested: a,b - a,b,c

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	**301**	189	84	22	3	1	1	-	1	273	28	69	120	112
Weighted total	**257**	171	68	13	4	2	*	-	*	238	19	71	99	86
Very Dissatisfied	**31**	16	10	3	*	2	-	-	-	26	5	4	11	15
	12%	*9%*	*15%*	*22%*	*3%*	*100%*	*-%*	*-%*	*-%*	*11%*	*25%*	*6%*	*11%*	*17%* a
Fairly Dissatisfied	**27**	19	5	3	-	-	-	-	*	24	3	9	11	8
	10%	*11%*	*7%*	*22%*	*-%*	*-%*	*-%*	*-%*	*100%*	*10%*	*16%*	*12%*	*11%*	*9%*
Neither Satisfied Nor Dissatisfied	**42**	28	8	4	2	-	*	-	-	36	6	9	19	14
	16%	*16%*	*11%*	*31%*	*49%*	*-%*	*100%*	*-%*	*-%*	*15%*	*32%*	*12%*	*20%*	*16%*
Fairly Satisfied	**39**	27	8	2	2	-	-	-	-	35	4	11	16	12
	15%	*16%*	*12%*	*18%*	*48%*	*-%*	*-%*	*-%*	*-%*	*15%*	*22%*	*15%*	*16%*	*14%*
Very Satisfied	**27**	15	12	*	-	-	-	-	-	26	*	6	8	12
	10%	*9%*	*17%* a	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*11%*	*2%*	*9%*	*8%*	*14%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**86**	64	22	1	-	-	-	-	-	86	1	32	32	22
	34%	*37%*	*32%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*36%*	*3%*	*45%* c	*32%*	*26%*
Don't Know (DO NOT READ OUT)	**5**	2	3	-	-	-	-	-	-	5	-	1	1	3
	2%	*1%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*1%*	*1%*	*4%*
NET: Satisfied	**66**	42	20	3	2	-	-	-	-	62	5	17	25	24
	26%	*24%*	*29%*	*21%*	*48%*	*-%*	*-%*	*-%*	*-%*	*26%*	*24%*	*24%*	*25%*	*28%*
NET: Dissatisfied	**57**	35	15	6	*	2	-	-	*	50	8	13	22	23
	22%	*20%*	*22%*	*44%*	*3%*	*100%*	*-%*	*-%*	*100%*	*21%*	*41%*	*18%*	*22%*	*26%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 122 (continuation)

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	301	205	169	227	141	105	211	191	15	7	5	5	3	1
Weighted total	257	163	132	186	128	78	168	165	8	5	4	3	2	*
Very Dissatisfied	31	19	21	22	23	9	23	18	4	-	-	*	*	-
	12%	*12%*	*16%*	*12%*	*18%*	*11%*	*14%*	*11%*	*47%*	*-%*	*-%*	*2%*	*5%*	*-%*
Fairly Dissatisfied	27	16	9	16	11	12	21	13	*	2	*	1	-	*
	10%	*10%*	*7%*	*9%*	*9%*	*15%* b	*12%*	*8%*	*1%*	*38%*	*3%*	*42%*	*-%*	*100%*
Neither Satisfied Nor Dissatisfied	42	19	18	23	19	7	27	21	1	1	-	*	*	-
	16%	*12%*	*14%*	*12%*	*15%*	*9%*	*16%*	*13%*	*7%*	*23%*	*-%*	*2%*	*5%*	*-%*
Fairly Satisfied	39	19	23	25	27	6	29	24	*	*	*	-	-	-
	15%	*12%*	*17%* e	*14%*	*21%* **ae**	*7%*	*17%* e	*15%*	*4%*	*1%*	*6%*	*-%*	*-%*	*-%*
Very Satisfied	27	20	19	23	15	12	18	19	3	-	-	1	-	-
	10%	*12%*	*15%*	*12%*	*11%*	*15%*	*11%*	*12%*	*35%*	*-%*	*-%*	*42%*	*-%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	86	65	40	73	31	30	47	68	*	*	2	*	2	-
	34%	*40%* **bdf**	*30%*	*39%* **df**	*24%*	*39%* d	*28%*	*41%*	*6%*	*10%*	*47%*	*12%*	*90%*	*-%*
Don't Know (DO NOT READ OUT)	5	4	2	4	2	3	4	1	-	1	2	-	-	-
	2%	*3%*	*2%*	*2%*	*2%*	*4%*	*2%*	*1%*	*-%*	*28%*	*44%*	*-%*	*-%*	*-%*
NET: Satisfied	66	39	42	48	41	17	47	44	3	*	*	1	-	-
	26%	*24%*	*32%*	*26%*	*32%*	*23%*	*28%*	*27%*	*39%*	*1%*	*6%*	*42%*	*-%*	*-%*
NET: Dissatisfied	57	35	30	38	34	20	44	31	4	2	*	1	*	*
	22%	*21%*	*23%*	*20%*	*26%*	*26%*	*26%*	*19%*	*47%*	*38%*	*3%*	*44%*	*5%*	*100%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**301**	124	7	7	2	-	1	-	1	54	48	52	72	1
Weighted total	**257**	111	7	6	3	-	*	-	*	56	45	38	47	*
Very Dissatisfied	**31**	19	-	2	2	-	-	-	-	3	2	8	9	-
	12%	*17%*	*-%*	*35%*	*47%*	*-%*	*-%*	*-%*	*-%*	*5%*	*5%*	*20%* **ab**	*20%* **ab**	*-%*
Fairly Dissatisfied	**27**	11	*	*	-	-	*	-	*	3	4	5	4	*
	10%	*10%*	*1%*	*2%*	*-%*	*-%*	*100%*	*-%*	*100%*	*6%*	*9%*	*12%*	*8%*	*100%*
Neither Satisfied Nor Dissatisfied	**42**	14	2	4	-	-	-	-	-	9	7	6	1	-
	16%	*12%*	*31%*	*62%*	*-%*	*-%*	*-%*	*-%*	*-%*	*17%* d	*16%* d	*15%* d	*2%*	*-%*
Fairly Satisfied	**39**	24	1	-	2	-	-	-	-	11	3	2	10	-
	15%	*21%*	*17%*	*-%*	*53%*	*-%*	*-%*	*-%*	*-%*	*19%* c	*7%*	*4%*	*21%* **bc**	*-%*
Very Satisfied	**27**	13	2	*	-	-	-	-	-	6	5	6	7	-
	10%	*11%*	*27%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*10%*	*10%*	*15%*	*16%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**86**	29	2	-	-	-	-	-	-	24	23	11	14	-
	34%	*26%*	*25%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*43%*	*51%* **cd**	*29%*	*31%*	*-%*
Don't Know (DO NOT READ OUT)	**5**	2	-	-	-	-	-	-	-	*	1	2	1	-
	2%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*2%*	*5%*	*3%*	*-%*
NET: Satisfied	**66**	36	3	*	2	-	-	-	-	16	8	7	17	-
	26%	*33%*	*44%*	*2%*	*53%*	*-%*	*-%*	*-%*	*-%*	*29%*	*17%*	*19%*	*37%* **bc**	*-%*
NET: Dissatisfied	**57**	30	*	2	2	-	*	-	*	6	6	12	13	*
	22%	*27%*	*1%*	*36%*	*47%*	*-%*	*100%*	*-%*	*100%*	*11%*	*14%*	*32%* **ab**	*27%* a	*100%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	**e**	a	**b**	c	a	**b**	a	**b**
Unweighted total	**301**	37	31	39	32	2	91	11	39	276	25	223	4
Weighted total	**257**	33	33	35	25	2	91	9	28	233	24	184	3
Very Dissatisfied	**31**	5	*	9	8	-	18	2	3	28	3	22	-
	12%	*14%* b	*1%*	*27%* b	*33%* b	*-%*	*19%*	*21%*	*12%*	*12%*	*11%*	*12%*	*-%*
Fairly Dissatisfied	**27**	*	5	5	1	-	7	*	4	26	1	16	*
	10%	*1%*	*15%* a	*13%* a	*5%*	*-%*	*7%*	*1%*	*15%*	*11%*	*3%*	*9%*	*5%*
Neither Satisfied Nor Dissatisfied	**42**	6	6	3	4	1	16	2	2	39	3	23	*
	16%	*17%*	*19%*	*8%*	*14%*	*68%*	*18%*	*20%*	*6%*	*17%*	*13%*	*12%*	*10%*
Fairly Satisfied	**39**	5	7	10	6	-	20	2	5	32	7	25	-
	15%	*14%*	*20%*	*28%*	*22%*	*-%*	*22%*	*19%*	*18%*	*14%*	*31%*	*14%*	*-%*
Very Satisfied	**27**	4	5	2	3	-	10	2	3	23	4	21	2
	10%	*12%*	*15%*	*7%*	*14%*	*-%*	*10%*	*19%*	*12%*	*10%*	*17%*	*12%*	*73%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**86**	14	10	4	3	*	19	2	10	81	6	72	*
	34%	*42%* **cd**	*30%*	*11%*	*11%*	*32%*	*21%*	*20%*	*37%*	*35%*	*24%*	*39%*	*11%*
Don't Know (DO NOT READ OUT)	**5**	-	-	2	-	-	2	-	-	5	-	4	-
	2%	*-%*	*-%*	*6%*	*-%*	*-%*	*2%*	*-%*	*-%*	*2%*	*-%*	*2%*	*-%*
NET: Satisfied	**66**	8	12	12	9	-	30	3	8	55	11	46	2
	26%	*25%*	*35%*	*35%*	*36%*	*-%*	*33%*	*38%*	*30%*	*23%*	*48%*	*25%*	*73%*
NET: Dissatisfied	**57**	5	5	14	10	-	24	2	7	54	3	38	*
	22%	*15%*	*16%*	*40%* **ab**	*39%* **ab**	*-%*	*27%*	*22%*	*27%*	*23%*	*14%*	*20%*	*5%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**301**	27	36	58	4	105	36	88	191	51	-
Weighted total	**257**	26	37	54	2	90	38	65	152	31	-
Very Dissatisfied	**31**	8	3	9	*	20	3	8	18	6	-
	12%	*30%*	*8%*	*16%*	*6%*	*22%*	*8%*	*13%*	*12%*	*20%*	*-%*
Fairly Dissatisfied	**27**	6	3	5	1	7	4	5	16	1	-
	10%	*22%*	*7%*	*9%*	*77%*	*8%*	*10%*	*8%*	*10%*	*3%*	*-%*
Neither Satisfied Nor Dissatisfied	**42**	5	4	8	*	15	4	12	15	1	-
	16%	*21%*	*12%*	*15%*	*17%*	*17%*	*12%*	*18%* c	*10%*	*3%*	*-%*
Fairly Satisfied	**39**	2	10	8	-	19	8	7	19	5	-
	15%	*7%*	*27%*	*15%*	*-%*	*21%*	*21%*	*11%*	*12%*	*16%*	*-%*
Very Satisfied	**27**	*	6	6	-	9	6	11	16	6	-
	10%	*1%*	*16%*	*11%*	*-%*	*10%*	*16%*	*17%*	*11%*	*18%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**86**	5	10	16	-	20	11	22	64	9	-
	34%	*20%*	*26%*	*29%*	*-%*	*22%*	*29%*	*33%*	*42%*	*30%*	*-%*
Don't Know (DO NOT READ OUT)	**5**	-	2	2	-	*	2	*	4	3	-
	2%	*-%*	*5%*	*4%*	*-%*	**%*	*5%* a	*1%*	*3%*	*10%* **ab**	*-%*
NET: Satisfied	**66**	2	16	14	-	27	14	18	35	11	-
	26%	*8%*	*42%*	*27%*	*-%*	*31%*	*37%*	*28%*	*23%*	*35%*	*-%*
NET: Dissatisfied	**57**	14	5	14	1	27	7	13	34	7	-
	22%	*52%*	*15%*	*26%*	*83%*	*30%*	*18%*	*20%*	*22%*	*23%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**301**	73	151	42	-	105	96	46	2	204	167	121	170	144	5
Weighted total	**257**	56	117	29	-	88	85	33	2	163	131	104	135	104	2
Very Dissatisfied	**31**	9	18	5	-	17	14	8	-	19	21	21	12	15	-
	12%	*17%*	*15%*	*17%*	*-%*	*20%*	*17%*	*24%*	*-%*	*12%*	*16%*	*20%* a	*9%*	*14%*	*-%*
Fairly Dissatisfied	**27**	2	7	1	-	8	5	*	-	16	9	9	14	7	-
	10%	*4%*	*6%*	*3%*	*-%*	*9%*	*6%*	*1%*	*-%*	*10%*	*7%*	*8%*	*10%*	*7%*	*-%*
Neither Satisfied Nor Dissatisfied	**42**	10	12	2	-	17	10	3	2	19	18	17	17	11	*
	16%	*18%*	*10%*	*8%*	*-%*	*19%*	*12%*	*10%*	*78%*	*12%*	*13%*	*16%*	*12%*	*11%*	*4%*
Fairly Satisfied	**39**	10	21	6	-	18	19	8	*	19	23	23	18	15	1
	15%	*18%*	*18%*	*19%*	*-%*	*20%*	*23%*	*24%*	*22%*	*12%*	*17%*	*22%* a	*14%*	*15%*	*70%*
Very Satisfied	**27**	7	19	7	-	10	13	5	-	20	19	11	17	12	*
	10%	*12%*	*16%*	*23%*	*-%*	*11%*	*15%*	*15%*	*-%*	*12%*	*15%*	*10%*	*12%*	*11%*	*15%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**86**	17	38	6	-	17	21	7	-	65	40	21	53	41	*
	34%	*31%*	*32%*	*22%*	*-%*	*19%*	*25%*	*20%*	*-%*	*40%* bc	*30%*	*21%*	*39%*	*39%*	*11%*
Don't Know (DO NOT READ OUT)	**5**	*	2	2	-	2	2	2	-	4	2	2	4	3	-
	2%	**%*	*2%*	*7%* a	*-%*	*2%*	*2%*	*6%*	*-%*	*3%*	*2%*	*2%*	*3%*	*3%*	*-%*
NET: Satisfied	**66**	17	40	12	-	28	32	13	*	39	42	34	35	27	1
	26%	*30%*	*34%*	*43%*	*-%*	*31%*	*38%*	*39%*	*22%*	*24%*	*32%*	*33%*	*26%*	*26%*	*85%*
NET: Dissatisfied	**57**	12	25	6	-	25	19	8	-	35	30	30	26	22	-
	22%	*21%*	*21%*	*20%*	*-%*	*28%*	*22%*	*25%*	*-%*	*21%*	*23%*	*29%*	*19%*	*21%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 122 (continuation)

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	*a	*b	*c	*d
Unweighted total	**301**	79	64	75	38	27	174	141	11	6	9	5
Weighted total	**257**	75	55	61	26	23	143	106	9	6	11	4
Very Dissatisfied	**31**	13	12	13	7	7	18	15	1	-	2	-
	12%	*17%*	*22%*	*21%*	*26%*	*29%*	*12%*	*14%*	*16%*	*-%*	*14%*	*-%*
Fairly Dissatisfied	**27**	6	2	5	*	*	13	7	-	-	2	*
	10%	*8%*	*4%*	*9%*	**%*	**%*	*9%*	*6%*	*-%*	*-%*	*18%*	*3%*
Neither Satisfied Nor Dissatisfied	**42**	10	6	10	2	1	18	14	6	*	3	2
	16%	*13%*	*11%*	*17%*	*6%*	*5%*	*12%*	*13%*	*68%*	*1%*	*24%*	*51%*
Fairly Satisfied	**39**	16	15	12	6	6	22	16	-	2	1	-
	15%	*21%*	*28%*	*19%*	*25%*	*25%*	*15%*	*15%*	*-%*	*39%*	*11%*	*-%*
Very Satisfied	**27**	9	4	5	1	1	17	11	1	*	4	-
	10%	*12%*	*8%*	*8%*	*5%*	*3%*	*12%*	*10%*	*12%*	*2%*	*33%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**86**	19	13	16	10	7	52	41	*	4	-	2
	34%	*26%*	*23%*	*27%*	*37%*	*29%*	*36%*	*38%*	*3%*	*59%*	*-%*	*46%*
Don't Know (DO NOT READ OUT)	**5**	2	2	*	*	2	4	3	-	-	-	-
	2%	*3%*	*4%*	**%*	*1%*	*8%*	*3%*	*3%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**66**	25	20	16	8	6	39	27	1	3	5	-
	26%	*33%*	*35%*	*27%*	*29%*	*28%*	*27%*	*25%*	*12%*	*40%*	*44%*	*-%*
NET: Dissatisfied	**57**	19	15	18	7	7	31	21	1	-	4	*
	22%	*25%*	*27%*	*30%*	*27%*	*29%*	*21%*	*20%*	*16%*	*-%*	*32%*	*3%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 122 (continuation)

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	*b
Unweighted total	**301**	276	241	280	246	293	209	272	106	-	190	34	301	-
Weighted total	**257**	225	196	230	200	246	169	223	82	-	158	26	257	-
Very Dissatisfied	**31**	29	20	29	25	29	18	28	9	-	12	9	31	-
	12%	*13%*	*10%*	*12%*	*13%*	*12%*	*11%*	*13%*	*11%*	*-%*	*8%*	*37%* a	*12%*	*-%*
Fairly Dissatisfied	**27**	21	19	21	21	25	17	20	8	-	8	3	27	-
	10%	*10%*	*10%*	*9%*	*10%*	*10%*	*10%*	*9%*	*9%*	*-%*	*5%*	*10%*	*10%*	*-%*
Neither Satisfied Nor Dissatisfied	**42**	37	33	38	34	41	30	36	12	-	26	6	42	-
	16%	*16%*	*17%*	*16%*	*17%*	*17%*	*18%*	*16%*	*15%*	*-%*	*16%*	*22%*	*16%*	*-%*
Fairly Satisfied	**39**	31	28	33	32	37	26	35	16	-	30	*	39	-
	15%	*14%*	*14%*	*14%*	*16%*	*15%*	*16%*	*16%*	*20%*	*-%*	*19%* b	*1%*	*15%*	*-%*
Very Satisfied	**27**	25	23	25	22	27	19	23	10	-	23	2	27	-
	10%	*11%*	*12%*	*11%*	*11%*	*11%*	*11%*	*10%*	*12%*	*-%*	*14%*	*7%*	*10%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**86**	77	69	79	61	82	55	76	24	-	55	6	86	-
	34%	*34%*	*35%*	*34%*	*30%*	*33%*	*33%*	*34%*	*29%*	*-%*	*35%*	*23%*	*34%*	*-%*
Don't Know (DO NOT READ OUT)	**5**	5	4	5	5	5	3	5	3	-	4	-	5	-
	2%	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*4%*	*-%*	*3%*	*-%*	*2%*	*-%*
NET: Satisfied	**66**	56	51	58	54	64	45	58	26	-	53	2	66	-
	26%	*25%*	*26%*	*25%*	*27%*	*26%*	*27%*	*26%*	*32%*	*-%*	*33%* b	*9%*	*26%*	*-%*
NET: Dissatisfied	**57**	50	39	50	46	54	35	48	16	-	20	12	57	-
	22%	*22%*	*20%*	*22%*	*23%*	*22%*	*21%*	*22%*	*20%*	*-%*	*13%*	*47%* a	*22%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	*b	c	a	b
Unweighted total	**301**	69	3	23	58	65	185	50	59	28	209	175	126
Weighted total	**257**	66	1	24	52	52	168	37	61	26	166	152	105
Very Dissatisfied	**31**	10	*	2	9	9	17	5	8	2	20	17	14
	12%	*16%*	*51%*	*8%*	*17%*	*17%*	*10%*	*13%*	*13%*	*7%*	*12%*	*11%*	*13%*
Fairly Dissatisfied	**27**	9	*	*	9	5	19	3	5	6	15	13	14
	10%	*14%*	*27%*	*1%*	*18%*	*10%*	*11%*	*8%*	*9%*	*24%*	*9%*	*8%*	*13%*
Neither Satisfied Nor Dissatisfied	**42**	17	-	5	13	11	21	10	14	4	25	24	18
	16%	*26%*	*-%*	*22%*	*25%*	*22%*	*13%*	*26%* b	*22%*	*14%*	*15%*	*16%*	*17%*
Fairly Satisfied	**39**	9	-	7	5	10	24	6	16	4	20	22	18
	15%	*13%*	*-%*	*30%*	*10%*	*19%*	*14%*	*15%*	*26%* c	*13%*	*12%*	*14%*	*17%*
Very Satisfied	**27**	4	-	4	3	5	18	4	5	5	13	17	10
	10%	*6%*	*-%*	*16%*	*5%*	*10%*	*11%*	*10%*	*9%*	*21%*	*8%*	*11%*	*9%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**86**	14	*	5	11	11	65	11	10	6	70	57	29
	34%	*21%*	*22%*	*23%*	*20%*	*21%*	*39%* a	*29%*	*17%*	*21%*	*42%* a	*38%*	*28%*
Don't Know (DO NOT READ OUT)	**5**	3	-	-	3	*	5	*	3	-	3	2	3
	2%	*4%*	*-%*	*-%*	*5%*	**%*	*3%*	**%*	*5%*	*-%*	*2%*	*1%*	*3%*
NET: Satisfied	**66**	13	-	11	8	15	41	9	21	9	33	39	27
	26%	*19%*	*-%*	*46%*	*15%*	*30%*	*25%*	*25%*	*34%* c	*34%*	*20%*	*26%*	*26%*
NET: Dissatisfied	**57**	20	*	2	18	14	35	8	13	8	36	30	28
	22%	*30%*	*78%*	*9%*	*35%*	*28%*	*21%*	*21%*	*22%*	*31%*	*22%*	*19%*	*27%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 122 (continuation)

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	*c	*d	*a	*b	*c	*d	*a	b	*c	*d
Unweighted total	301	50	8	28	18	21	10	26	21	13	39	3	8
Weighted total	257	25	1	17	11	12	6	16	8	6	18	*	5
Very Dissatisfied	31	2	*	3	2	*	2	1	1	1	1	-	1
	12%	*8%*	*6%*	*18%*	*19%*	**%*	*35%*	*7%*	*11%*	*15%*	*7%*	*-%*	*23%*
Fairly Dissatisfied	27	2	*	2	2	2	1	2	2	-	3	*	*
	10%	*9%*	*8%*	*14%*	*19%*	*20%*	*22%*	*14%*	*26%*	*-%*	*18%*	*33%*	*2%*
Neither Satisfied Nor Dissatisfied	42	4	*	4	4	3	1	3	2	*	5	*	*
	16%	*15%*	*8%*	*27%*	*40%*	*28%*	*21%*	*21%*	*20%*	*1%*	*26%*	*33%*	*4%*
Fairly Satisfied	39	4	*	4	1	3	1	3	1	2	1	-	1
	15%	*14%*	*55%*	*21%*	*12%*	*22%*	*21%*	*17%*	*13%*	*33%*	*4%*	*-%*	*23%*
Very Satisfied	27	2	-	1	1	1	-	1	-	1	2	-	*
	10%	*9%*	*-%*	*8%*	*10%*	*12%*	*-%*	*7%*	*-%*	*17%*	*10%*	*-%*	*4%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	86	9	*	2	*	2	-	5	2	2	5	*	2
	34%	*36%*	*23%*	*12%*	*1%*	*18%*	*-%*	*34%*	*28%*	*34%*	*29%*	*33%*	*44%*
Don't Know (DO NOT READ OUT)	5	2	-	-	-	-	-	-	*	-	1	-	-
	2%	*8%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*6%*	*-%*	*-%*
NET: Satisfied	66	6	*	5	2	4	1	4	1	3	2	-	1
	26%	*23%*	*55%*	*29%*	*22%*	*34%*	*21%*	*23%*	*13%*	*50%*	*14%*	*-%*	*27%*
NET: Dissatisfied	57	4	*	5	4	2	3	3	3	1	5	*	1
	22%	*17%*	*14%*	*32%*	*38%*	*20%*	*57%*	*22%*	*38%*	*15%*	*26%*	*33%*	*26%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 122 (continuation)

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	**301**	47	15	4	67	19	20	21	25	23	28	19	13
Weighted total	**257**	38	17	6	33	14	14	23	30	32	18	19	14
Very Dissatisfied	**31**	5	2	-	3	3	1	4	4	4	1	1	2
	12%	*14%*	*11%*	*-%*	*10%*	*21%*	*8%*	*15%*	*14%*	*13%*	*6%*	*3%*	*14%*
Fairly Dissatisfied	**27**	3	4	-	3	*	-	*	4	4	2	4	2
	10%	*8%*	*23%*	*-%*	*11%*	*2%*	*-%*	*1%*	*13%*	*12%*	*13%*	*22%*	*14%*
Neither Satisfied Nor Dissatisfied	**42**	3	*	3	6	4	5	4	*	5	4	5	2
	16%	*8%*	*3%*	*61%*	*18%*	*26%*	*32%*	*17%*	*2%*	*16%*	*22%*	*27%*	*14%*
Fairly Satisfied	**39**	4	5	*	4	1	2	2	4	7	6	4	-
	15%	*10%*	*27%*	*9%*	*12%*	*10%*	*13%*	*10%*	*14%*	*23%*	*35%*	*19%*	*-%*
Very Satisfied	**27**	5	-	-	3	-	3	6	6	2	*	1	2
	10%	*13%*	*-%*	*-%*	*9%*	*-%*	*19%*	*24%*	*20%*	*6%*	*%*	*3%*	*14%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**86**	17	6	2	11	5	4	8	9	9	4	5	6
	34%	*46%*	*36%*	*31%*	*32%*	*35%*	*28%*	*33%*	*31%*	*30%*	*24%*	*24%*	*45%*
Don't Know (DO NOT READ OUT)	**5**	*	-	-	2	1	-	-	2	-	-	*	-
	2%	*1%*	*-%*	*-%*	*6%*	*7%*	*-%*	*-%*	*6%*	*-%*	*-%*	*1%*	*-%*
NET: Satisfied	**66**	9	5	*	7	1	5	8	10	9	6	4	2
	26%	*23%*	*27%*	*9%*	*21%*	*10%*	*32%*	*34%*	*34%*	*29%*	*35%*	*22%*	*14%*
NET: Dissatisfied	**57**	9	6	-	7	3	1	4	8	8	3	5	4
	22%	*22%*	*34%*	*-%*	*21%*	*23%*	*8%*	*16%*	*27%*	*25%*	*19%*	*26%*	*28%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**301**	66	106	69	60
Weighted total	**257**	61	61	84	51
Very Dissatisfied	**31**	7	7	12	4
	12%	*12%*	*12%*	*14%*	*7%*
Fairly Dissatisfied	**27**	7	4	8	9
	10%	*12%*	*6%*	*9%*	*17%* b
Neither Satisfied Nor Dissatisfied	**42**	7	14	10	11
	16%	*12%*	*23%* c	*11%*	*21%*
Fairly Satisfied	**39**	9	7	14	10
	15%	*14%*	*12%*	*16%*	*19%*
Very Satisfied	**27**	5	6	13	3
	10%	*8%*	*10%*	*16%*	*5%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**86**	25	20	26	15
	34%	*42%*	*32%*	*31%*	*30%*
Don't Know (DO NOT READ OUT)	**5**	*	3	2	*
	2%	**%*	*5%*	*2%*	**%*
NET: Satisfied	**66**	14	13	27	13
	26%	*22%*	*21%*	*32%*	*25%*
NET: Dissatisfied	**57**	14	11	20	12
	22%	*24%*	*18%*	*23%*	*24%*

Columns Tested: a,b,c,d

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	***c**	***d**	e	a	b	***c**	***d**	***e**
Unweighted total	**301**	213	49	26	13	88	83	65	20	14	17
Weighted total	**257**	247	5	3	2	10	88	75	22	9	4
Very Dissatisfied	**14**	13	*	*	-	1	6	3	*	-	*
	5%	*5%*	*5%*	*8%*	*-%*	*5%*	*6%*	*5%*	*1%*	*-%*	*3%*
Fairly Dissatisfied	**4**	4	*	*	*	1	2	1	*	*	-
	2%	*2%*	*8%* a	*2%*	*6%*	*5%*	*2%*	*1%*	*1%*	*1%*	*-%*
Neither Satisfied Nor Dissatisfied	**22**	21	*	*	-	1	8	7	*	1	-
	8%	*8%*	*8%*	*10%*	*-%*	*7%*	*9%*	*9%*	**%*	*11%*	*-%*
Fairly Satisfied	**73**	71	1	1	*	2	26	24	5	3	3
	29%	*29%*	*27%*	*25%*	*12%*	*24%*	*30%*	*32%*	*25%*	*37%*	*65%*
Very Satisfied	**68**	65	1	1	1	3	23	14	8	1	*
	26%	*27%*	*26%*	*15%*	*42%*	*25%*	*26%*	*18%*	*38%*	*15%*	*8%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**69**	66	1	1	1	3	21	24	8	2	1
	27%	*27%*	*22%*	*27%*	*40%*	*27%*	*23%*	*32%*	*35%*	*23%*	*19%*
Don't Know (DO NOT READ OUT)	**7**	7	*	*	-	1	4	2	-	1	*
	3%	*3%*	*4%*	*12%*	*-%*	*6%*	*4%*	*2%*	*-%*	*13%*	*6%*
NET: Satisfied	**141**	136	3	1	1	5	49	38	14	5	3
	55%	*55%*	*53%*	*40%*	*54%*	*49%*	*55%*	*50%*	*63%*	*52%*	*72%*
NET: Dissatisfied	**18**	17	1	*	*	1	7	5	*	*	*
	7%	*7%*	*13%*	*10%*	*6%*	*11%*	*8%*	*6%*	*2%*	*1%*	*3%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i	j	k	l	*m
Unweighted total	301	25	13	51	6	13	27	26	19	27	207	39	32	23
Weighted total	257	29	21	53	3	13	27	25	24	27	223	14	13	8
Very Dissatisfied	14	2	5	3	*	-	1	-	-	1	12	*	1	-
	5%	*6%*	*23%*	*6%*	*8%*	*-%*	*4%*	*-%*	*-%*	*3%*	*6%*	*3%*	*8%*	*-%*
Fairly Dissatisfied	4	*	-	*	-	1	2	-	-	1	4	-	-	*
	2%	**%*	*-%*	**%*	*-%*	*7%*	*7%*	*-%*	*-%*	*4%*	*2%*	*-%*	*-%*	*1%*
Neither Satisfied Nor Dissatisfied	22	5	-	7	-	-	3	1	2	1	19	2	1	1
	8%	*16%*	*-%*	*13%*	*-%*	*-%*	*10%*	*5%*	*8%*	*4%*	*8%*	*12%*	*5%*	*8%*
Fairly Satisfied	73	5	7	18	3	3	7	6	10	5	64	3	5	1
	29%	*17%*	*33%*	*34%*	*81%*	*22%*	*26%*	*22%*	*44%*	*18%*	*29%*	*23%*	*39%*	*19%*
Very Satisfied	68	11	-	10	*	6	4	8	11	7	56	5	3	4
	26%	*37%*	*-%*	*18%*	*6%*	*43%*	*14%*	*30%*	*46%*	*28%*	*25%*	*36%*	*25%*	*47%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	69	4	7	15	*	4	10	11	*	9	60	4	3	2
	27%	*13%*	*35%*	*28%*	*6%*	*28%*	*38%*	*43%*	*1%*	*35%*	*27%*	*25%*	*23%*	*23%*
Don't Know (DO NOT READ OUT)	7	3	2	-	-	-	*	-	-	2	7	*	-	*
	3%	*11%*	*9%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*8%*	*3%*	*1%*	*-%*	*1%*
NET: Satisfied	141	16	7	28	3	9	11	13	22	12	120	8	8	5
	55%	*54%*	*33%*	*53%*	*87%*	*65%*	*40%*	*52%*	*91%*	*46%*	*54%*	*59%*	*64%*	*67%*
NET: Dissatisfied	18	2	5	4	*	1	3	-	-	2	16	*	1	*
	7%	*7%*	*23%*	*7%*	*8%*	*7%*	*11%*	*-%*	*-%*	*7%*	*7%*	*3%*	*8%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted total	301	8	29	3	20	80	5	23	133	216	85	264	37
Weighted total	257	8	23	2	15	78	3	21	106	201	56	232	25
Very Dissatisfied	14	-	3	-	1	6	-	1	4	11	3	11	2
	5%	*-%*	*12%*	*-%*	*5%*	*7%*	*-%*	*3%*	*4%*	*5%*	*5%*	*5%*	*9%*
Fairly Dissatisfied	4	-	-	-	*	*	-	*	4	4	*	4	*
	2%	*-%*	*-%*	*-%*	*1%*	**%*	*-%*	**%*	*4%*	*2%*	**%*	*2%*	**%*
Neither Satisfied Nor Dissatisfied	22	-	4	-	3	5	-	-	10	19	2	17	5
	8%	*-%*	*16%*	*-%*	*18%*	*6%*	*-%*	*-%*	*10%*	*10%*	*4%*	*7%*	*20%* a
Fairly Satisfied	73	2	1	*	7	22	1	9	32	60	13	72	2
	29%	*21%*	*3%*	*9%*	*45%*	*28%*	*31%*	*42%*	*30%*	*30%*	*23%*	*31%* b	*7%*
Very Satisfied	68	2	10	-	-	26	1	4	25	52	16	57	11
	26%	*25%*	*43%*	*-%*	*-%*	*33%*	*17%*	*19%*	*24%*	*26%*	*28%*	*25%*	*44%* a
Have not Contacted / Not Applicable (DO NOT READ OUT)	69	5	4	2	4	18	2	7	27	49	20	64	4
	27%	*54%*	*17%*	*91%*	*24%*	*23%*	*52%*	*35%*	*26%*	*24%*	*35%*	*28%*	*18%*
Don't Know (DO NOT READ OUT)	7	-	2	-	1	1	-	*	3	5	2	7	*
	3%	*-%*	*8%*	*-%*	*7%*	*2%*	*-%*	*1%*	*3%*	*3%*	*4%*	*3%*	*2%*
NET: Satisfied	141	4	11	*	7	48	2	13	58	112	29	129	13
	55%	*46%*	*46%*	*9%*	*45%*	*61%*	*48%*	*61%*	*55%*	*56%*	*52%*	*55%*	*51%*
NET: Dissatisfied	18	-	3	-	1	6	-	1	8	15	3	16	2
	7%	*-%*	*12%*	*-%*	*6%*	*8%*	*-%*	*3%*	*7%*	*7%*	*5%*	*7%*	*9%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**301**	289	12	123	62	114
Weighted total	**257**	246	11	112	53	91
Very Dissatisfied	**14**	13	1	9	1	4
	5%	*5%*	*10%*	*8%*	*2%*	*4%*
Fairly Dissatisfied	**4**	4	-	1	*	3
	2%	*2%*	*-%*	*1%*	**%*	*3%*
Neither Satisfied Nor Dissatisfied	**22**	19	2	16	4	2
	8%	*8%*	*19%*	*14%* c	*8%*	*2%*
Fairly Satisfied	**73**	73	-	33	9	31
	29%	*30%*	*-%*	*30%*	*17%*	*34%* b
Very Satisfied	**68**	63	5	18	17	33
	26%	*26%*	*44%*	*16%*	*32%* a	*36%* a
Have not Contacted / Not Applicable (DO NOT READ OUT)	**69**	66	3	34	18	16
	27%	*27%*	*27%*	*30%* c	*33%* c	*18%*
Don't Know (DO NOT READ OUT)	**7**	7	-	1	4	2
	3%	*3%*	*-%*	*1%*	*8%* a	*2%*
NET: Satisfied	**141**	136	5	51	26	64
	55%	*56%*	*44%*	*46%*	*49%*	*70%* **ab**
NET: Dissatisfied	**18**	17	1	10	1	7
	7%	*7%*	*10%*	*9%*	*2%*	*7%*

Columns Tested: a,b - a,b,c

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	**301**	189	84	22	3	1	1	-	1	273	28	69	120	112
Weighted total	**257**	171	68	13	4	2	*	-	*	238	19	71	99	86
Very Dissatisfied	**14**	10	3	2	-	-	-	-	-	12	2	3	7	4
	5%	*6%*	*4%*	*13%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*9%*	*4%*	*7%*	*5%*
Fairly Dissatisfied	**4**	1	2	1	-	-	-	-	-	3	1	*	1	3
	2%	*1%*	*3%*	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*6%*	**%*	*1%*	*4%*
Neither Satisfied Nor Dissatisfied	**22**	17	5	-	-	-	-	-	-	22	-	6	11	5
	8%	*10%*	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*9%*	*-%*	*8%*	*11%*	*6%*
Fairly Satisfied	**73**	45	16	6	4	2	-	-	*	62	12	17	28	28
	29%	*26%*	*24%*	*46%*	*100%*	*100%*	*-%*	*-%*	*100%*	*26%*	*63%*	*24%*	*28%*	*33%*
Very Satisfied	**68**	43	21	4	-	-	*	-	-	64	4	20	23	25
	26%	*25%*	*32%*	*28%*	*-%*	*-%*	*100%*	*-%*	*-%*	*27%*	*20%*	*28%*	*23%*	*29%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**69**	51	17	1	-	-	-	-	-	68	1	24	27	17
	27%	*30%*	*25%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*29%*	*3%*	*34%* c	*27%*	*20%*
Don't Know (DO NOT READ OUT)	**7**	4	3	-	-	-	-	-	-	7	-	1	3	3
	3%	*2%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*1%*	*3%*	*4%*
NET: Satisfied	**141**	88	38	10	4	2	*	-	*	126	16	37	51	53
	55%	*52%*	*56%*	*74%*	*100%*	*100%*	*100%*	*-%*	*100%*	*53%*	*82%*	*52%*	*51%*	*62%*
NET: Dissatisfied	**18**	11	5	3	-	-	-	-	-	15	3	3	8	7
	7%	*6%*	*7%*	*21%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*15%*	*4%*	*8%*	*9%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	301	205	169	227	141	105	211	191	15	7	5	5	3	1
Weighted total	257	163	132	186	128	78	168	165	8	5	4	3	2	*
Very Dissatisfied	14	11	10	11	10	3	12	9	2	-	-	-	-	-
	5%	*7%*	*7%*	*6%*	*8%*	*3%*	*7%*	*6%*	*22%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	4	1	*	1	4	2	4	*	*	-	-	1	-	-
	2%	*1%*	*%*	*1%*	*3%*	*2%*	*3%*	*%*	*1%*	*-%*	*-%*	*42%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	22	13	10	14	9	2	13	13	*	1	-	*	-	-
	8%	*8%*	*7%*	*8%*	*7%*	*3%*	*8%*	*8%*	*4%*	*23%*	*-%*	*2%*	*-%*	*-%*
Fairly Satisfied	73	42	43	51	40	23	49	48	3	*	*	*	*	*
	29%	*26%*	*33%*	*27%*	*31%*	*29%*	*29%*	*29%*	*33%*	*1%*	*3%*	*2%*	*5%*	*100%*
Very Satisfied	68	38	39	47	37	20	48	41	3	2	*	1	*	-
	26%	*23%*	*29%*	*25%*	*29%*	*26%*	*28%*	*25%*	*34%*	*38%*	*6%*	*42%*	*5%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	69	54	28	57	24	25	39	52	*	*	2	*	2	-
	27%	*33%*	*21%*	*31%*	*19%*	*32%*	*23%*	*32%*	*6%*	*10%*	*47%*	*12%*	*90%*	*-%*
		bdf		**bd**		**bd**								
Don't Know (DO NOT READ OUT)	7	4	2	4	4	3	4	1	-	1	2	-	-	-
	3%	*3%*	*2%*	*2%*	*3%*	*4%*	*3%*	*1%*	*-%*	*28%*	*44%*	*-%*	*-%*	*-%*
NET: Satisfied	141	80	82	98	77	43	96	89	5	2	*	1	*	*
	55%	*49%*	*62%*	*53%*	*60%*	*55%*	*57%*	*54%*	*67%*	*39%*	*9%*	*44%*	*10%*	*100%*
			a		a									
NET: Dissatisfied	18	12	10	12	14	4	16	10	2	-	-	1	-	-
	7%	*8%*	*8%*	*7%*	*11%*	*5%*	*10%*	*6%*	*22%*	*-%*	*-%*	*42%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**301**	124	7	7	2	-	1	-	1	54	48	52	72	1
Weighted total	**257**	111	7	6	3	-	*	-	*	56	45	38	47	*
Very Dissatisfied	**14**	8	-	-	2	-	-	-	-	1	2	3	5	-
	5%	*8%*	*-%*	*-%*	*47%*	*-%*	*-%*	*-%*	*-%*	*2%*	*5%*	*8%*	*10%*	*-%*
Fairly Dissatisfied	**4**	4	-	-	-	-	-	-	-	1	-	*	*	-
	2%	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	**%*	*1%*	*-%*
Neither Satisfied Nor Dissatisfied	**22**	9	-	-	-	-	-	-	-	6	2	5	1	-
	8%	*8%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*11%* d	*5%*	*13%* d	*2%*	*-%*
Fairly Satisfied	**73**	34	2	2	2	-	*	-	*	14	8	12	18	*
	29%	*30%*	*31%*	*36%*	*53%*	*-%*	*100%*	*-%*	*100%*	*24%*	*17%*	*31%*	*38%* b	*100%*
Very Satisfied	**68**	30	3	4	-	-	-	-	-	13	13	9	12	-
	26%	*27%*	*44%*	*64%*	*-%*	*-%*	*-%*	*-%*	*-%*	*24%*	*28%*	*24%*	*25%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**69**	22	2	-	-	-	-	-	-	21	19	7	10	-
	27%	*20%*	*25%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*37%* c	*43%* **cd**	*17%*	*22%*	*-%*
Don't Know (DO NOT READ OUT)	**7**	4	-	-	-	-	-	-	-	*	1	2	1	-
	3%	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*2%*	*5%*	*3%*	*-%*
NET: Satisfied	**141**	64	5	6	2	-	*	-	*	27	20	21	29	*
	55%	*57%*	*75%*	*100%*	*53%*	*-%*	*100%*	*-%*	*100%*	*48%*	*45%*	*56%*	*63%*	*100%*
NET: Dissatisfied	**18**	12	-	-	2	-	-	-	-	2	2	3	5	-
	7%	*11%*	*-%*	*-%*	*47%*	*-%*	*-%*	*-%*	*-%*	*4%*	*5%*	*9%*	*10%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	***b**	c	a	***b**	a	***b**
Unweighted total	**301**	37	31	39	32	2	91	11	39	276	25	223	4
Weighted total	**257**	33	33	35	25	2	91	9	28	233	24	184	3
Very Dissatisfied	**14**	4	2	1	3	-	6	2	2	12	2	11	-
	5%	*11%*	*7%*	*3%*	*11%*	*-%*	*7%*	*21%*	*8%*	*5%*	*7%*	*6%*	*-%*
Fairly Dissatisfied	**4**	1	-	*	3	-	3	-	1	4	-	1	-
	2%	*3%*	*-%*	**%*	*11%* c	*-%*	*3%*	*-%*	*4%*	*2%*	*-%*	*1%*	*-%*
Neither Satisfied Nor Dissatisfied	**22**	3	*	5	1	-	7	2	*	21	*	14	-
	8%	*8%*	**%*	*14%* b	*4%*	*-%*	*8%*	*18%*	**%*	*9%*	*2%*	*8%*	*-%*
Fairly Satisfied	**73**	8	9	12	9	1	31	1	7	66	7	51	*
	29%	*26%*	*28%*	*34%*	*37%*	*68%*	*34%*	*15%*	*27%*	*28%*	*30%*	*28%*	*15%*
Very Satisfied	**68**	6	12	11	8	-	26	2	9	58	10	45	2
	26%	*19%*	*35%*	*30%*	*33%*	*-%*	*28%*	*26%*	*32%*	*25%*	*41%*	*25%*	*73%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**69**	11	10	2	1	*	14	2	8	64	5	57	*
	27%	*32%* **cd**	*29%* **cd**	*6%*	*4%*	*32%*	*15%*	*20%*	*30%*	*27%*	*20%*	*31%*	*11%*
Don't Know (DO NOT READ OUT)	**7**	-	-	4	-	-	4	-	-	7	-	4	-
	3%	*-%*	*-%*	*11%* a	*-%*	*-%*	*4%*	*-%*	*-%*	*3%*	*-%*	*2%*	*-%*
NET: Satisfied	**141**	15	21	23	18	1	57	4	16	124	17	96	2
	55%	*45%*	*63%*	*65%*	*70%* a	*68%*	*63%*	*40%*	*58%*	*53%*	*72%*	*52%*	*89%*
NET: Dissatisfied	**18**	5	2	1	6	-	9	2	3	16	2	12	-
	7%	*15%*	*7%*	*3%*	*22%* c	*-%*	*10%*	*21%*	*12%*	*7%*	*7%*	*7%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	b	a	*b	a	b	a	b	c	*d
Unweighted total	301	27	36	58	4	105	36	88	191	51	-
Weighted total	257	26	37	54	2	90	38	65	152	31	-
Very Dissatisfied	14	3	2	3	-	8	2	3	10	*	-
	5%	13%	4%	6%	-%	9%	5%	5%	6%	*%	-%
Fairly Dissatisfied	4	3	-	-	1	3	1	*	1	*	-
	2%	11%	-%	-%	69%	3%	3%	*%	1%	*%	-%
Neither Satisfied Nor Dissatisfied	22	3	3	5	-	4	5	6	9	*	-
	8%	11%	9%	9%	-%	4%	14%	9% c	6%	1%	-%
Fairly Satisfied	73	7	10	14	*	30	10	21	40	8	-
	29%	28%	26%	26%	31%	34%	25%	32%	26%	27%	-%
Very Satisfied	68	6	12	18	-	27	10	21	35	11	-
	26%	25%	32%	33%	-%	30%	26%	33%	23%	35%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	69	3	9	13	-	16	8	13	52	8	-
	27%	13%	23%	24%	-%	17%	22%	20%	34% a	26%	-%
Don't Know (DO NOT READ OUT)	7	-	2	2	-	2	2	*	4	3	-
	3%	-%	5%	4%	-%	2%	5%	1%	3%	10% ab	-%
NET: Satisfied	141	14	22	31	*	57	19	42	75	20	-
	55%	53%	58%	58%	31%	64%	52%	65% b	50%	63%	-%
NET: Dissatisfied	18	6	2	3	1	11	3	4	11	*	-
	7%	23%	4%	6%	69%	12%	8%	5%	7%	1%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**301**	73	151	42	-	105	96	46	2	204	167	121	170	144	5
Weighted total	**257**	56	117	29	-	88	85	33	2	163	131	104	135	104	2
Very Dissatisfied	**14**	2	9	-	-	7	3	-	-	11	10	8	6	6	-
	5%	*3%*	*7%*	*-%*	*-%*	*8%*	*4%*	*-%*	*-%*	*7%*	*7%*	*8%*	*4%*	*6%*	*-%*
Fairly Dissatisfied	**4**	*	*	*	-	2	3	*	-	1	*	4	1	1	*
	2%	**%*	**%*	**%*	*-%*	*2%*	*3%*	**%*	*-%*	*1%*	**%*	*4%* b	*1%*	*1%*	*4%*
Neither Satisfied Nor Dissatisfied	**22**	4	7	-	-	9	4	*	-	13	10	5	10	9	-
	8%	*7%*	*6%*	*-%*	*-%*	*10%* c	*5%*	**%*	*-%*	*8%*	*7%*	*5%*	*7%*	*9%*	*-%*
Fairly Satisfied	**73**	22	38	11	-	27	23	11	2	42	43	33	40	24	*
	29%	*39%*	*32%*	*40%*	*-%*	*30%*	*27%*	*33%*	*78%*	*26%*	*33%*	*32%*	*30%*	*23%*	*8%*
Very Satisfied	**68**	18	35	11	-	24	31	13	*	38	39	33	34	27	1
	26%	*31%*	*30%*	*38%*	*-%*	*28%*	*37%*	*40%*	*22%*	*23%*	*30%*	*32%*	*25%*	*26%*	*88%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**69**	11	26	4	-	15	16	5	-	54	28	16	40	33	-
	27%	*19%*	*22%*	*15%*	*-%*	*17%*	*19%*	*14%*	*-%*	*33%* bc	*21%*	*15%*	*30%*	*32%*	*-%*
Don't Know (DO NOT READ OUT)	**7**	*	2	2	-	4	4	4	-	4	2	4	4	3	-
	3%	**%*	*2%*	*7%* a	*-%*	*5%*	*5%*	*12%*	*-%*	*3%*	*2%*	*4%*	*3%*	*3%*	*-%*
NET: Satisfied	**141**	40	73	22	-	51	55	24	2	80	81	66	74	51	1
	55%	*71%*	*62%*	*77%*	*-%*	*58%*	*64%*	*73%*	*100%*	*49%*	*62%* a	*64%* a	*55%*	*49%*	*96%*
NET: Dissatisfied	**18**	2	9	*	-	9	6	*	-	12	10	12	7	8	*
	7%	*3%*	*8%*	**%*	*-%*	*10%* c	*7%*	**%*	*-%*	*8%*	*8%*	*12%*	*5%*	*7%*	*4%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	*a	*b	*c	*d
Unweighted total	**301**	79	64	75	38	27	174	141	11	6	9	5
Weighted total	**257**	75	55	61	26	23	143	106	9	6	11	4
Very Dissatisfied	**14**	4	4	3	-	-	9	5	*	-	2	-
	5%	*5%*	*7%*	*6%*	*-%*	*-%*	*6%*	*4%*	*3%*	*-%*	*14%*	*-%*
Fairly Dissatisfied	**4**	3	3	1	*	*	3	3	-	*	1	-
	2%	*4%*	*5%*	*2%*	**%*	**%*	*2%*	*3%*	*-%*	*1%*	*9%*	*-%*
Neither Satisfied Nor Dissatisfied	**22**	3	3	6	*	-	11	7	1	-	2	-
	8%	*4%*	*5%*	*10%* d	**%*	*-%*	*7%*	*7%*	*14%*	*-%*	*14%*	*-%*
Fairly Satisfied	**73**	24	17	15	8	6	39	28	5	2	1	*
	29%	*32%*	*31%*	*25%*	*31%*	*27%*	*27%*	*26%*	*55%*	*39%*	*12%*	*10%*
Very Satisfied	**68**	23	15	22	9	6	35	27	2	*	6	2
	26%	*31%*	*27%*	*36%*	*35%*	*28%*	*25%*	*26%*	*25%*	*2%*	*50%*	*44%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**69**	14	12	11	6	6	40	33	*	4	-	2
	27%	*19%*	*21%*	*18%*	*25%*	*28%*	*28%*	*31%*	*3%*	*59%*	*-%*	*46%*
Don't Know (DO NOT READ OUT)	**7**	4	2	2	2	4	6	3	-	-	-	-
	3%	*5%*	*4%*	*3%*	*8%*	*17%*	*4%*	*3%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**141**	47	32	37	17	13	75	55	7	3	7	2
	55%	*63%*	*58%*	*61%*	*67%*	*55%*	*52%*	*52%*	*80%*	*40%*	*62%*	*54%*
NET: Dissatisfied	**18**	6	7	4	*	*	12	8	*	*	3	-
	7%	*9%*	*12%* d	*7%*	**%*	**%*	*8%*	*7%*	*3%*	*1%*	*24%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 123 (continuation)

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	*b
Unweighted total	**301**	276	241	280	246	293	209	272	106	-	190	34	301	-
Weighted total	**257**	225	196	230	200	246	169	223	82	-	158	26	257	-
Very Dissatisfied	**14**	13	10	13	12	14	7	12	1	-	2	8 a	14	-
	5%	*6%*	*5%*	*6%*	*6%*	*6%*	*4%*	*5%*	*1%*	*-%*	*1%*	*31%*	*5%*	*-%*
Fairly Dissatisfied	**4**	4	2	4	4	4	1	4	*	-	2	*	4	-
	2%	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*%*	*-%*	*1%*	*1%*	*2%*	*-%*
Neither Satisfied Nor Dissatisfied	**22**	18	18	18	20	20	16	18	8	-	7	3	22	-
	8%	*8%*	*9%*	*8%*	*10%*	*8%*	*9%*	*8%*	*9%*	*-%*	*4%*	*12%*	*8%*	*-%*
Fairly Satisfied	**73**	61	52	61	58	68	54	62	22	-	47	3	73	-
	29%	*27%*	*26%*	*27%*	*29%*	*28%*	*32%*	*28%*	*27%*	*-%*	*30%* b	*10%*	*29%*	*-%*
Very Satisfied	**68**	59	56	63	55	68	48	59	25	-	54	4	68	-
	26%	*26%*	*29%*	*27%*	*28%*	*28%*	*29%*	*27%*	*31%*	*-%*	*34%* b	*17%*	*26%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**69**	62	53	63	44	65	40	60	20	-	42	6	69	-
	27%	*28%*	*27%*	*28%*	*22%*	*26%*	*23%*	*27%*	*25%*	*-%*	*26%*	*23%*	*27%*	*-%*
Don't Know (DO NOT READ OUT)	**7**	7	6	7	7	7	4	7	5	-	4	2	7	-
	3%	*3%*	*3%*	*3%*	*4%*	*3%*	*2%*	*3%*	*6%*	*-%*	*3%*	*7%*	*3%*	*-%*
NET: Satisfied	**141**	120	108	125	113	137	102	121	47	-	101	7	141	-
	55%	*54%*	*55%*	*54%*	*57%*	*55%*	*60%*	*54%*	*58%*	*-%*	*64%* b	*27%*	*55%*	*-%*
NET: Dissatisfied	**18**	17	12	17	16	18	8	16 c	1	-	4	8 a	18	-
	7%	*8%*	*6%*	*7%*	*8%*	*7%*	*5%*	*7%*	*2%*	*-%*	*2%*	*31%*	*7%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	*b	c	a	b
Unweighted total	301	69	3	23	58	65	185	50	59	28	209	175	126
Weighted total	257	66	1	24	52	52	168	37	61	26	166	152	105
Very Dissatisfied	14	5	*	2	3	4	4	6	3	-	10	10	3
	5%	*7%*	*51%*	*7%*	*6%*	*7%*	*2%*	*16%* b	*5%*	*-%*	*6%*	*7%*	*3%*
Fairly Dissatisfied	4	3	-	-	3	1	3	*	3	-	1	1	3
	2%	*4%*	*-%*	*-%*	*5%*	*2%*	*2%*	*1%*	*5%*	*-%*	*1%*	*1%*	*3%*
Neither Satisfied Nor Dissatisfied	22	7	-	2	5	2	16	4	5	*	16	13	8
	8%	*10%*	*-%*	*7%*	*10%*	*3%*	*10%*	*10%*	*9%*	*1%*	*10%*	*9%*	*8%*
Fairly Satisfied	73	17	*	10	12	12	49	12	14	9	49	38	36
	29%	*25%*	*27%*	*43%*	*22%*	*24%*	*29%*	*33%*	*23%*	*33%*	*29%*	*25%*	*34%*
Very Satisfied	68	22	-	5	19	21	41	6	24	10	33	35	33
	26%	*33%*	*-%*	*20%*	*36%*	*41%* **bc**	*24%*	*16%*	*39%* c	*37%*	*20%*	*23%*	*31%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	69	11	*	5	8	10	50	9	9	6	54	52	17
	27%	*17%*	*22%*	*23%*	*15%*	*19%*	*30%*	*24%*	*15%*	*21%*	*32%* a	*34%* b	*16%*
Don't Know (DO NOT READ OUT)	7	3	-	-	3	2	5	*	3	2	3	2	5
	3%	*4%*	*-%*	*-%*	*5%*	*4%*	*3%*	*%*	*5%*	*7%*	*2%*	*1%*	*5%*
NET: Satisfied	141	38	*	15	31	34	89	18	38	18	82	73	69
	55%	*58%*	*27%*	*63%*	*59%*	*65%*	*53%*	*49%*	*62%*	*70%*	*49%*	*48%*	*65%* a
NET: Dissatisfied	18	7	*	2	6	5	7	6	6	-	12	12	6
	7%	*11%*	*51%*	*7%*	*12%*	*9%*	*4%*	*17%* b	*10%*	*-%*	*7%*	*8%*	*6%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	*c	*d	*a	*b	*c	*d	*a	b	*c	*d
Unweighted total	**301**	50	8	28	18	21	10	26	21	13	39	3	8
Weighted total	**257**	25	1	17	11	12	6	16	8	6	18	*	5
Very Dissatisfied	**14**	1	-	2	2	-	1	1	-	-	1	-	1
	5%	*4%*	*-%*	*12%*	*18%*	*-%*	*19%*	*7%*	*-%*	*-%*	*5%*	*-%*	*23%*
Fairly Dissatisfied	**4**	1	*	1	1	1	1	1	1	-	1	*	*
	2%	*4%*	*8%*	*7%*	*10%*	*9%*	*19%*	*7%*	*13%*	*-%*	*6%*	*33%*	*1%*
Neither Satisfied Nor Dissatisfied	**22**	2	*	2	2	1	-	1	*	*	1	-	-
	8%	*6%*	*14%*	*13%*	*20%*	*10%*	*-%*	*7%*	*4%*	*1%*	*8%*	*-%*	*-%*
Fairly Satisfied	**73**	4	*	4	2	2	2	2	2	1	5	-	*
	29%	*15%*	*15%*	*21%*	*21%*	*21%*	*41%*	*15%*	*30%*	*16%*	*28%*	*-%*	*5%*
Very Satisfied	**68**	7	*	6	3	5	1	5	2	3	3	*	1
	26%	*27%*	*40%*	*35%*	*30%*	*42%*	*21%*	*30%*	*23%*	*50%*	*17%*	*33%*	*27%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**69**	9	*	2	*	2	-	5	2	2	5	*	2
	27%	*36%*	*23%*	*12%*	*1%*	*18%*	*-%*	*34%*	*28%*	*34%*	*29%*	*33%*	*44%*
Don't Know (DO NOT READ OUT)	**7**	2	-	-	-	-	-	-	*	-	1	-	-
	3%	*8%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*6%*	*-%*	*-%*
NET: Satisfied	**141**	10	*	9	6	7	4	7	4	4	8	*	1
	55%	*41%*	*55%*	*56%*	*51%*	*63%*	*63%*	*45%*	*53%*	*66%*	*45%*	*33%*	*32%*
NET: Dissatisfied	**18**	2	*	3	3	1	2	2	1	-	2	*	1
	7%	*9%*	*8%*	*19%*	*29%*	*9%*	*37%*	*14%*	*13%*	*-%*	*12%*	*33%*	*25%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

		Month											
	Total base	Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	***b**	***c**	d	***e**	***f**	***g**	***h**	***i**	***j**	***k**	***l**
Unweighted total	**301**	47	15	4	67	19	20	21	25	23	28	19	13
Weighted total	**257**	38	17	6	33	14	14	23	30	32	18	19	14
Very Dissatisfied	**14**	2	-	-	2	-	1	4	-	3	*	-	2
	5%	*6%*	*-%*	*-%*	*6%*	*-%*	*8%*	*15%*	*-%*	*8%*	*1%*	*-%*	*15%*
Fairly Dissatisfied	**4**	2	-	-	1	1	-	-	-	*	*	-	-
	2%	*5%*	*-%*	*-%*	*4%*	*7%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**22**	5	-	-	3	1	1	3	-	3	5	1	*
	8%	*12%*	*-%*	*-%*	*8%*	*9%*	*8%*	*14%*	*-%*	*10%*	*25%*	*4%*	*1%*
Fairly Satisfied	**73**	7	4	4	6	3	4	10	11	12	7	4	2
	29%	*18%*	*21%*	*69%*	*20%*	*20%*	*28%*	*43%*	*38%*	*37%*	*38%*	*22%*	*14%*
Very Satisfied	**68**	8	6	-	8	5	5	6	11	5	2	9	4
	26%	*20%*	*33%*	*-%*	*23%*	*34%*	*39%*	*25%*	*36%*	*17%*	*12%*	*49%*	*27%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**69**	15	8	2	11	3	3	1	4	8	4	4	6
	27%	*38%*	*46%*	*31%*	*32%*	*24%*	*18%*	*3%*	*14%*	*27%*	*23%*	*23%*	*45%*
Don't Know (DO NOT READ OUT)	**7**	*	-	-	2	1	-	-	4	-	-	*	-
	3%	*1%*	*-%*	*-%*	*6%*	*7%*	*-%*	*-%*	*13%*	*-%*	*-%*	*1%*	*-%*
NET: Satisfied	**141**	14	9	4	14	8	9	16	22	17	9	14	6
	55%	*38%*	*54%*	*69%*	*43%*	*55%*	*67%*	*68%*	*73%*	*54%*	*50%*	*71%*	*40%*
NET: Dissatisfied	**18**	4	-	-	3	1	1	4	-	3	*	-	2
	7%	*11%*	*-%*	*-%*	*10%*	*7%*	*8%*	*15%*	*-%*	*9%*	*2%*	*-%*	*15%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**301**	66	106	69	60
Weighted total	**257**	61	61	84	51
Very Dissatisfied	**14**	2	3	6	2
	5%	*4%*	*5%*	*7%*	*4%*
Fairly Dissatisfied	**4**	2	2	*	*
	2%	*3%*	*4%*	*%*	*%*
Neither Satisfied Nor Dissatisfied	**22**	5	5	7	5
	8%	*8%*	*8%*	*8%*	*11%*
Fairly Satisfied	**73**	14	13	33	13
	29%	*23%*	*22%*	*39%* b	*26%*
Very Satisfied	**68**	13	18	22	15
	26%	*22%*	*29%*	*26%*	*30%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**69**	24	16	13	15
	27%	*40%* c	*27%*	*16%*	*29%*
Don't Know (DO NOT READ OUT)	**7**	*	3	4	*
	3%	*1%*	*5%*	*4%*	*%*
NET: Satisfied	**141**	27	31	55	28
	55%	*45%*	*51%*	*65%* a	*55%*
NET: Dissatisfied	**18**	4	5	6	2
	7%	*7%*	*9%*	*7%*	*5%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 124 Page 2262

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All using RM (QV4=1)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2239**	1572	424	151	92	667	590	427	128	82	142
Weighted total	**1837**	1760	48	18	10	76	646	421	107	48	43
Very low	**10**	9	*	*	-	*	3	*	2	-	*
	1%	*1%*	**%*	*2%* b	*-%*	**%*	**%*	**%*	*2%* b	*-%*	*1%*
Quite low	**23**	23	1	*	-	1	11	2	3	-	-
	1%	*1%*	*1%*	**%*	*-%*	*1%*	*2%*	*1%*	*3%* **be**	*-%*	*-%*
Neither low nor high	**198**	189	4	2	2	8	68	42	15	7	4
	11%	*11%*	*8%*	*12%*	*24%* **abce**	*11%*	*11%*	*10%*	*14%*	*15%*	*10%*
Quite high	**788**	754	22	8	4	34	284	194	50	17	16
	43%	*43%*	*45%*	*44%*	*42%*	*44%*	*44%*	*46%* e	*46%*	*34%*	*36%*
Very high	**814**	781	22	7	4	33	280	181	38	24	23
	44%	*44%*	*45%* d	*41%*	*34%*	*43%*	*43%*	*43%*	*35%*	*50%* c	*53%* **abc**
Don't Know (DO NOT READ OUT)	**4**	4	*	-	-	*	*	2	*	-	-
	****%***	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	*-%*	*-%*
NET: High	**1602**	1535	44	15	8	67	564	375	87	41	39
	87%	*87%* d	*90%* d	*85%*	*76%*	*87%* d	*87%*	*89%* c	*82%*	*85%*	*89%*
NET: Low	**33**	32	1	*	-	1	14	3	5	-	*
	2%	*2%*	*1%*	*2%*	*-%*	*1%*	*2%* b	*1%*	*5%* **be**	*-%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2239**	176	85	244	60	137	262	165	134	144	1407	298	271	263
Weighted total	**1837**	206	110	273	64	141	289	181	147	151	1562	98	92	84
Very low	**10**	2	-	2	-	-	1	-	*	2	7	1	1	*
	1%	*1%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	**%*	*1%*	**%*	*1%*	*1%*	*1%*
Quite low	**23**	5	3	2	1	2	3	-	4	-	19	2	2	*
	1%	*2%*	*3%* **gi**	*1%*	*2%*	*1%*	*1%*	*-%*	*3%* g	*-%*	*1%*	*2%*	*2%*	*1%*
Neither low nor high	**198**	17	16	38	*	13	27	13	22	25	173	8	12	4
	11%	*8%* d	*15%* **dm**	*14%* **dgkm**	**%*	*9%* d	*10%* **dm**	*7%* d	*15%* **dgkm**	*16%* **adfgkm**	*11%* **dm**	*8%* d	*13%* **dkm**	*5%*
Quite high	**788**	76	47	118	27	65	129	89	62	68	682	37	37	32
	43%	*37%*	*43%*	*43%*	*43%*	*46%*	*45%*	*49%* **akm**	*42%*	*45%*	*44%*	*38%*	*40%*	*38%*
Very high	**814**	107	44	113	34	61	127	79	58	56	678	50	40	46
	44%	*52%* **chij**	*40%*	*41%*	*52%* i	*43%*	*44%*	*44%*	*39%*	*37%*	*43%*	*51%* **chij**	*43%*	*55%* **bcefghij** l
Don't Know (DO NOT READ OUT)	**4**	-	-	-	2	-	1	-	-	-	3	*	-	1
	****%***	*-%*	*-%*	*-%*	*3%* **acgijl**	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*1%*
NET: High	**1602**	183	91	231	61	126	256	167	120	124	1360	87	77	78
	87%	*89%*	*82%*	*85%*	*95%* **bchil**	*89%*	*89%*	*93%* **bchijl**	*82%*	*82%*	*87%*	*89%*	*83%*	*93%* **bchijl**
NET: Low	**33**	6	3	4	1	2	4	-	4	2	26	3	3	1
	2%	*3%* g	*3%* g	*1%*	*2%*	*1%*	*1%*	*-%*	*3%* g	*1%*	*2%*	*3%* g	*4%* **gj**	*1%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 124 (continuation)

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All using RM (QV4=1)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2239**	56	211	55	224	566	77	153	895	1575	664	1951	288
Weighted total	**1837**	37	144	47	185	513	56	137	716	1420	417	1653	183
Very low	**10**	-	-	*	*	2	-	*	6	8	2	10	-
	1%	*-%*	*-%*	*1%*	**%*	**%*	*-%*	**%*	*1%*	*1%*	**%*	*1%*	*-%*
Quite low	**23**	-	1	-	4	13	-	*	6	16	7	21	2
	1%	*-%*	**%*	*-%*	*2%*	*3%* h	*-%*	**%*	*1%*	*1%*	*2%*	*1%*	*1%*
Neither low nor high	**198**	2	13	4	15	40	7	14	102	163	34	176	22
	11%	*6%*	*9%*	*9%*	*8%*	*8%*	*12%*	*11%*	*14%* **bde**	*11%* b	*8%*	*11%*	*12%*
Quite high	**788**	18	70	17	91	210	20	69	293	603	185	718	70
	43%	*48%*	*48%* h	*37%*	*49%* **efh**	*41%*	*36%*	*50%* **efh**	*41%*	*42%*	*44%*	*43%*	*38%*
Very high	**814**	17	61	25	75	246	29	53	307	629	185	724	90
	44%	*45%*	*42%*	*53%*	*41%*	*48%* g	*52%*	*39%*	*43%*	*44%*	*44%*	*44%*	*49%*
Don't Know (DO NOT READ OUT)	**4**	*	-	-	-	*	-	-	3	1	3	4	-
	****%***	*1%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	*1%* a	**%*	*-%*
NET: High	**1602**	35	130	42	167	457	49	121	599	1232	371	1442	160
	87%	*93%*	*91%* h	*90%*	*90%* h	*89%* h	*88%*	*89%*	*84%*	*87%*	*89%*	*87%*	*87%*
NET: Low	**33**	-	1	*	4	15	-	1	12	24	9	31	2
	2%	*-%*	**%*	*1%*	*2%*	*3%* b	*-%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2239**	2124	115	1362	350	505
Weighted total	**1837**	1721	115	1153	271	388
Very low	**10**	10	-	3	2	4
	1%	*1%*	*-%*	**%*	*1%*	*1%* a
Quite low	**23**	23	*	13	3	7
	1%	*1%*	**%*	*1%*	*1%*	*2%*
Neither low nor high	**198**	191	6	119	34	36
	11%	*11%*	*5%*	*10%*	*13%*	*9%*
Quite high	**788**	749	39	485	126	171
	43%	*44%* b	*34%*	*42%*	*47%*	*44%*
Very high	**814**	744	69	529	105	169
	44%	*43%*	*60%* a	*46%* b	*39%*	*44%*
Don't Know (DO NOT READ OUT)	**4**	3	*	3	-	*
	****%***	**%*	**%*	**%*	*-%*	**%*
NET: High	**1602**	1494	108	1014	231	340
	87%	*87%*	*94%* a	*88%*	*85%*	*88%*
NET: Low	**33**	33	*	16	5	11
	2%	*2%*	**%*	*1%*	*2%*	*3%* a

Columns Tested: a,b - a,b,c

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	2239	1798	376	51	7	3	3	-	1	2174	65	855	943	441
Weighted total	1837	1568	237	25	4	2	1	-	*	1805	32	852	716	269
Very low	10	3	5	2	-	-	-	-	-	8	2	2	1	6
	1%	**%*	*2%* ai	*7%* abi	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*5%* ai	**%*	**%*	*2%* ab
Quite low	23	18	5	1	-	-	-	-	-	22	1	10	8	6
	1%	*1%*	*2%*	*4%* ai	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*3%*	*1%*	*1%*	*2%*
Neither low nor high	198	171	21	5	-	*	-	-	-	192	6	89	82	27
	11%	*11%*	*9%*	*21%* abi	*-%*	*11%*	*-%*	*-%*	*-%*	*11%*	*17%* b	*10%*	*11%*	*10%*
Quite high	788	668	102	12	4	2	*	-	*	770	18	358	311	120
	43%	*43%*	*43%*	*48%*	*90%*	*84%*	*82%*	*-%*	*100%*	*43%*	*57%* abi	*42%*	*43%*	*45%*
Very high	814	704	104	5	*	*	*	-	-	808	5	391	313	110
	44%	*45%* cj	*44%* cj	*20%*	*10%*	*5%*	*18%*	*-%*	*-%*	*45%* cj	*17%*	*46%*	*44%*	*41%*
Don't Know (DO NOT READ OUT)	4	4	-	-	-	-	-	-	-	4	-	2	2	-
	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	**%*	*-%*
NET: High	1602	1372	206	17	4	2	1	-	*	1578	24	749	624	230
	87%	*88%* cj	*87%* cj	*68%*	*100%*	*89%*	*100%*	*-%*	*100%*	*87%* cj	*74%*	*88%*	*87%*	*86%*
NET: Low	33	21	9	3	-	-	-	-	-	30	3	12	9	12
	2%	*1%*	*4%* ai	*11%* abi	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*9%* ai	*1%*	*1%*	*4%* ab

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	2239	1417	954	1545	688	594	1439	1359	104	38	29	9	4	1
Weighted total	1837	1049	672	1172	532	412	1093	1073	52	23	17	3	4	*
Very low	10	7	6	7	6	5	6	3	2	-	-	-	2	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*4%* a	*-%*	*-%*	*-%*	*50%*	*-%*
Quite low	23	14	6	15	13	6	16	14	*	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	*3%* bc	*1%*	*1%*	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	198	102	69	121	61	42	105	111	4	3	1	1	-	-
	11%	*10%*	*10%*	*10%*	*12%*	*10%*	*10%*	*10%*	*8%*	*14%*	*7%*	*45%*	*-%*	*-%*
Quite high	788	479	307	523	228	183	490	484	19	9	9	*	-	*
	43%	*46%*	*46%*	*45%*	*43%*	*44%*	*45%*	*45%*	*37%*	*39%*	*54%*	*10%*	*-%*	*100%*
Very high	814	445	281	505	223	176	475	458	26	11	7	1	2	-
	44%	*42%*	*42%*	*43%*	*42%*	*43%*	*43%*	*43%*	*51%*	*47%*	*39%*	*45%*	*50%*	*-%*
Don't Know (DO NOT READ OUT)	4	2	2	2	2	1	2	2	-	-	-	-	-	-
	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	1602	924	589	1028	450	358	964	942	45	20	16	2	2	*
	87%	*88%* d	*88%*	*88%* d	*85%*	*87%*	*88%* d	*88%*	*88%*	*86%*	*93%*	*55%*	*50%*	*100%*
NET: Low	33	21	13	22	19	11	22	18	2	-	-	-	2	-
	2%	*2%*	*2%*	*2%*	*4%* abcf	*3%*	*2%*	*2%*	*4%*	*-%*	*-%*	*-%*	*50%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 124 (continuation)

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All using RM (QV4=1)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	2239	655	14	11	4	1	3	-	4	469	370	386	306	13
Weighted total	1837	510	9	7	5	*	*	-	1	432	281	273	173	11
Very low	10	2	2	-	2	-	-	-	-	-	*	2	5	-
	1%	**%*	*20%*	*-%*	*31%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*3%* abc	*-%*
Quite low	23	12	-	1	-	-	-	-	-	7	2	5	*	-
	1%	*2%*	*-%*	*17%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*2%* d	**%*	*-%*
Neither low nor high	198	58	2	1	-	-	-	-	-	46	31	26	18	*
	11%	*11%*	*21%*	*14%*	*-%*	*-%*	*-%*	*-%*	*-%*	*11%*	*11%*	*10%*	*10%*	*2%*
Quite high	788	218	4	2	4	-	*	-	*	193	140	106	79	4
	43%	*43%*	*41%*	*30%*	*69%*	*-%*	*87%*	*-%*	*68%*	*45%*	*50%* c	*39%*	*45%*	*36%*
Very high	814	218	2	3	*	*	*	-	*	186	108	133	71	7
	44%	*43%*	*19%*	*39%*	*1%*	*100%*	*13%*	*-%*	*32%*	*43%*	*38%*	*49%* bd	*41%*	*62%*
Don't Know (DO NOT READ OUT)	4	2	-	-	-	-	-	-	-	-	-	1	*	-
	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*
NET: High	1602	436	6	5	4	*	*	-	1	379	247	239	150	11
	87%	*85%*	*60%*	*70%*	*69%*	*100%*	*100%*	*-%*	*100%*	*88%*	*88%*	*88%*	*87%*	*98%*
NET: Low	33	14	2	1	2	-	-	-	-	7	3	7	5	-
	2%	*3%*	*20%*	*17%*	*31%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*3%*	*3%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted total	**2239**	237	153	175	112	10	401	33	251	2117	122	1530	14
Weighted total	**1837**	191	119	145	73	3	344	23	162	1744	93	1165	6
Very low	**10**	2	-	-	3	-	3	-	2	8	2	7	-
	1%	*1%*	*-%*	*-%*	*5%* abc	*-%*	*1%*	*-%*	*1%*	**%*	*2%*	*1%*	*-%*
Quite low	**23**	1	5	6	1	-	9	2	3	22	2	15	-
	1%	*1%*	*4%* a	*4%* a	*2%*	*-%*	*2%*	*7%*	*2%*	*1%*	*2%*	*1%*	*-%*
Neither low nor high	**198**	22	14	13	12	-	39	2	20	189	9	120	1
	11%	*11%*	*12%*	*9%*	*16%*	*-%*	*11%*	*10%*	*12%*	*11%*	*10%*	*10%*	*9%*
Quite high	**788**	86	42	63	32	2	152	14	62	751	37	521	1
	43%	*45%*	*36%*	*44%*	*44%*	*72%*	*44%*	*58%* c	*39%*	*43%*	*40%*	*45%*	*18%*
Very high	**814**	79	57	61	25	1	140	6	74	771	43	500	4
	44%	*42%*	*48%* d	*42%*	*34%*	*28%*	*41%*	*25%*	*46%* b	*44%*	*47%*	*43%*	*73%*
Don't Know (DO NOT READ OUT)	**4**	-	*	1	-	-	2	-	-	4	-	2	-
	****%***	*-%*	**%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
NET: High	**1602**	166	99	124	57	3	292	19	137	1522	80	1021	6
	87%	*87%* d	*83%*	*86%*	*78%*	*100%*	*85%*	*83%*	*84%*	*87%*	*87%*	*88%*	*91%*
NET: Low	**33**	3	5	6	5	-	12	2	5	30	3	22	-
	2%	*2%*	*4%*	*4%*	*6%* a	*-%*	*3%*	*7%*	*3%*	*2%*	*4%*	*2%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	2239	77	152	224	28	531	157	459	1325	207	-
Weighted total	1837	62	123	177	16	402	130	325	977	114	-
Very low	10	-	2	2	-	4	2	*	7	-	-
	1%	*-%*	*1%*	*1%*	*-%*	*1%*	*1%*	**%*	*1%*	*-%*	*-%*
Quite low	23	6	2	5	-	12	2	6	12	3	-
	1%	*10%* b	*1%*	*3%*	*-%*	*3%*	*1%*	*2%*	*1%*	*3%*	*-%*
Neither low nor high	198	8	9	15	3	51	10	34	93	13	-
	11%	*12%*	*7%*	*8%*	*17%*	*13%*	*8%*	*10%*	*10%*	*12%*	*-%*
Quite high	788	25	59	86	6	166	62	171	445	63	-
	43%	*40%*	*48%*	*49%*	*36%*	*41%*	*48%*	*53%* b	*46%*	*55%* b	*-%*
Very high	814	23	51	68	7	168	54	113	417	35	-
	44%	*37%*	*41%*	*39%*	*47%*	*42%*	*42%*	*35%*	*43%* **ac**	*30%*	*-%*
Don't Know (DO NOT READ OUT)	4	-	-	-	-	2	-	*	2	-	-
	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	**%*	*-%*	*-%*
NET: High	1602	48	110	154	13	334	117	285	863	98	-
	87%	*78%*	*90%* a	*87%*	*83%*	*83%*	*90%* a	*88%*	*88%*	*85%*	*-%*
NET: Low	33	6	3	7	-	15	3	6	19	3	-
	2%	*10%* b	*3%*	*4%*	*-%*	*4%*	*3%*	*2%*	*2%*	*3%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**2239**	366	839	148	-	442	464	158	6	1409	943	594	1220	999	15
Weighted total	**1837**	265	575	79	-	334	336	103	4	1044	668	448	907	692	5
Very low	**10**	*	6	-	-	2	4	2	-	7	6	4	2	7	-
	1%	**%*	*1%*	*-%*	*-%*	**%*	*1%*	*2%*	*-%*	*1%*	*1%*	*1%*	**%*	*1% a*	*-%*
Quite low	**23**	4	5	3	-	12	9	5	-	14	6	13	6	11	-
	1%	*2%*	*1%*	*4% b*	*-%*	*3%*	*3%*	*5%*	*-%*	*1%*	*1%*	*3% **ab***	*1%*	*2% a*	*-%*
Neither low nor high	**198**	35	57	8	-	43	36	12	-	102	69	54	89	69	*
	11%	*13%*	*10%*	*10%*	*-%*	*13%*	*11%*	*12%*	*-%*	*10%*	*10%*	*12%*	*10%*	*10%*	*2%*
Quite high	**788**	124	264	39	-	143	151	49	2	478	305	189	415	331	*
	43%	*47%*	*46%*	*49%*	*-%*	*43%*	*45%*	*47%*	*45%*	*46%*	*46%*	*42%*	*46%*	*48%*	*6%*
Very high	**814**	101	240	29	-	135	135	35	2	442	279	186	394	274	5
	44%	*38%*	*42%*	*37%*	*-%*	*40%*	*40%*	*34%*	*55%*	*42%*	*42%*	*42%*	*43%*	*40%*	*91%*
Don't Know (DO NOT READ OUT)	**4**	*	2	-	-	*	2	-	-	2	2	2	*	2	-
	****%***	**%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*
NET: High	**1602**	224	505	68	-	278	286	84	4	920	584	375	809	604	5
	87%	*85%*	*88%*	*85%*	*-%*	*83%*	*85%*	*82%*	*100%*	*88% c*	*88% c*	*84%*	*89%*	*87%*	*98%*
NET: Low	**33**	4	12	3	-	13	12	6	-	21	13	17	8	17	-
	2%	*2%*	*2%*	*4%*	*-%*	*4%*	*4%*	*6%*	*-%*	*2%*	*2%*	*4% **ab***	*1%*	*3% a*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2239**	399	280	339	109	86	1159	982	55	21	18	16
Weighted total	**1837**	273	191	243	69	50	860	688	37	16	19	11
Very low	**10**	2	2	2	2	2	2	7	-	2	2	2
	1%	*1%*	*1%*	*1%*	*3%*	*4%* ac	**%*	*1%* a	*-%*	*11%*	*9%*	*16%*
Quite low	**23**	4	6	9	4	5	8	11	1	-	-	-
	1%	*2%*	*3%*	*4%*	*5%* a	*9%* abc	*1%*	*2%*	*4%*	*-%*	*-%*	*-%*
Neither low nor high	**198**	34	26	32	10	7	92	64	6	2	7	*
	11%	*13%*	*14%*	*13%*	*15%*	*14%*	*11%*	*9%*	*17%*	*11%*	*37%*	*2%*
Quite high	**788**	119	93	98	35	25	384	329	12	7	7	5
	43%	*44%*	*49%* c	*40%*	*50%*	*49%*	*45%*	*48%*	*33%*	*45%*	*36%*	*46%*
Very high	**814**	114	63	102	19	12	373	276	17	5	4	4
	44%	*42%* bde	*33%*	*42%* bde	*27%*	*25%*	*43%*	*40%*	*46%*	*33%*	*19%*	*36%*
Don't Know (DO NOT READ OUT)	**4**	*	2	*	-	-	*	2	-	-	-	-
	****%***	**%*	*1%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*
NET: High	**1602**	233	156	199	53	37	758	605	29	12	10	9
	87%	*85%* e	*82%*	*82%*	*77%*	*73%*	*88%*	*88%*	*79%*	*78%*	*55%*	*82%*
NET: Low	**33**	6	8	11	6	6	10	18	1	2	2	2
	2%	*2%*	*4%*	*5%*	*8%* a	*13%* abc	*1%*	*3%* a	*4%*	*11%*	*9%*	*16%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2239**	1998	1579	2026	1638	2169	1207	2024	516	3	1928	65	301	1938
Weighted total	**1837**	1588	1214	1613	1289	1762	950	1623	355	3	1566	53	257	1580
Very low	**10**	9	7	9	8	10	3	5	*	-	*	7	6	4
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	**%*	**%*	*-%*	**%*	*14%* a	*2%* b	**%*
Quite low	**23**	22	17	22	18	23	10	22	8	-	3	13	15	8
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*-%*	**%*	*25%* a	*6%* b	*1%*
Neither low nor high	**198**	163	129	165	132	185	106	165	40	*	66	22	75	122
	11%	*10%*	*11%*	*10%*	*10%*	*10%*	*11%*	*10%*	*11%*	*5%*	*4%*	*42%* a	*29%* b	*8%*
Quite high	**788**	691	539	703	580	767	437	716	175	1	693	9	116	672
	43%	*44%*	*44%*	*44%*	*45%*	*44%*	*46%*	*44%*	*49%* b	*36%*	*44%* b	*16%*	*45%*	*43%*
Very high	**814**	702	521	714	550	775	392	713	131	2	803	2	44	770
	44%	*44%*	*43%*	*44%*	*43%*	*44%*	*41%*	*44%* c	*37%*	*59%*	*51%* b	*4%*	*17%*	*49%* a
Don't Know (DO NOT READ OUT)	**4**	2	2	2	2	2	2	2	1	-	2	-	-	4
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*
NET: High	**1602**	1392	1060	1417	1130	1542	828	1429	307	3	1496	11	161	1441
	87%	*88%*	*87%*	*88%*	*88%*	*88%*	*87%*	*88%*	*86%*	*95%*	*96%* b	*20%*	*63%*	*91%* a
NET: Low	**33**	30	24	30	26	33	13	27	8	-	3	20	21	12
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*-%*	**%*	*38%* a	*8%* b	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 124 (continuation)

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All using RM (QV4=1)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2239**	280	12	63	267	228	1612	387	224	86	1908	1266	973
Weighted total	**1837**	240	7	54	221	169	1360	293	187	76	1560	1000	836
Very low	**10**	2	-	2	-	5	4	2	2	2	6	9	1
	1%	*1%*	*-%*	*3%* b	*-%*	*3%* **bc**	**%*	*1%*	*1%*	*2%* c	**%*	*1%* b	**%*
Quite low	**23**	8	*	*	9	4	14	5	11	3	10	12	11
	1%	*4%*	*4%*	**%*	*4%*	*3%* b	*1%*	*2%*	*6%* c	*4%* c	*1%*	*1%*	*1%*
Neither low nor high	**198**	22	*	8	17	17	146	32	19	8	168	116	81
	11%	*9%*	*7%*	*15%*	*8%*	*10%*	*11%*	*11%*	*10%*	*11%*	*11%*	*12%*	*10%*
Quite high	**788**	106	2	27	98	79	568	137	76	34	672	441	347
	43%	*44%*	*30%*	*50%*	*44%*	*47%*	*42%*	*47%*	*41%*	*45%*	*43%*	*44%*	*42%*
Very high	**814**	102	4	17	98	63	627	115	79	28	700	420	394
	44%	*43%*	*58%*	*32%*	*44%*	*38%*	*46%* **ac**	*39%*	*42%*	*37%*	*45%*	*42%*	*47%* a
Don't Know (DO NOT READ OUT)	**4**	-	-	-	-	-	2	2	-	-	4	2	2
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*	**%*	**%*	**%*
NET: High	**1602**	209	6	44	196	142	1195	252	155	63	1372	861	741
	87%	*87%*	*89%*	*82%*	*89%*	*84%*	*88%*	*86%*	*83%*	*83%*	*88%* a	*86%*	*89%*
NET: Low	**33**	10	*	2	9	9	17	7	13	5	15	21	12
	2%	*4%*	*4%*	*3%*	*4%*	*5%* b	*1%*	*2%*	*7%* c	*7%* c	*1%*	*2%*	*1%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 124 (continuation)

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All using RM (QV4=1)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2239**	368	51	165	78	120	52	200	127	105	242	34	129
Weighted total	**1837**	143	12	65	28	48	19	80	46	42	103	15	70
Very low	**10**	*	-	-	-	-	-	*	*	-	*	*	1
	1%	*%	-%	-%	-%	-%	-%	*%	*1%*	-%	*%	*%	*2%*
Quite low	**23**	2	*	2	1	-	2	1	1	1	*	-	2
	1%	*1%*	*%	*3%*	*4%*	-%	*11%* **acd**	*1%*	*2%*	*3%* b	*%	-%	*3%* b
Neither low nor high	**198**	16	3	9	7	6	4	9	7	5	14	2	4
	11%	*11%*	*24%* a	*13%*	*25%* **ac**	*13%*	*20%*	*11%*	*15%*	*11%*	*13%* d	*15%*	*5%*
Quite high	**788**	73	4	24	8	19	6	38	21	18	48	7	37
	43%	*51%* **bcd**	*35%*	*37%*	*30%*	*39%*	*30%*	*47%* b	*46%* b	*43%*	*47%*	*46%*	*53%*
Very high	**814**	52	5	30	12	23	8	33	17	18	41	6	27
	44%	*36%*	*40%*	*46%* a	*41%*	*48%*	*40%*	*40%*	*36%*	*43%*	*39%*	*38%*	*38%*
Don't Know (DO NOT READ OUT)	**4**	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	**1602**	125	9	55	20	42	13	71	38	36	89	12	64
	87%	*87%* **bd**	*75%*	*84%* d	*72%*	*87%* b	*70%*	*88%* b	*82%*	*86%*	*86%*	*84%*	*90%*
NET: Low	**33**	2	*	2	1	-	2	1	1	1	*	*	3
	2%	*2%*	*%	*3%*	*4%*	-%	*11%* **acd**	*1%*	*3%*	*3%* b	*%	*%	*4%* b

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 124 (continuation)

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All using RM (QV4=1)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2239**	314	116	37	532	162	150	168	135	158	196	141	130
Weighted total	**1837**	273	136	51	244	116	107	135	133	191	168	163	119
Very low	**10**	*	-	-	1	-	-	-	*	3	2	2	-
	1%	**%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*1%*	*1%*	*1%*	*-%*
Quite low	**23**	1	5	-	3	1	3	1	4	2	2	*	2
	1%	**%*	*3%* **ak**	*-%*	*1%*	*1%*	*3%* a	*1%*	*3%* **ak**	*1%*	*1%*	**%*	*2%*
Neither low nor high	**198**	28	13	2	26	15	17	16	8	23	25	12	13
	11%	*10%*	*10%*	*4%*	*11%*	*13%* h	*16%* **hk**	*11%*	*6%*	*12%*	*15%* **hk**	*7%*	*11%*
Quite high	**788**	112	66	22	117	47	41	55	62	82	72	61	51
	43%	*41%*	*49%*	*44%*	*48%* **fk**	*41%*	*38%*	*41%*	*46%*	*43%*	*43%*	*38%*	*43%*
Very high	**814**	131	52	26	96	52	46	62	59	82	66	87	53
	44%	*48%* d	*38%*	*52%*	*40%*	*45%*	*43%*	*46%*	*44%*	*43%*	*39%*	*53%* **bdj**	*45%*
Don't Know (DO NOT READ OUT)	**4**	1	-	-	-	1	-	2	*	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*1%* d	*-%*	*1%* d	**%*	*-%*	*-%*	*-%*	*-%*
NET: High	**1602**	243	119	49	213	99	87	117	121	164	138	149	104
	87%	*89%* **fj**	*87%*	*96%* **fj**	*87%*	*85%*	*81%*	*87%*	*90%* **fj**	*86%*	*82%*	*91%* **fj**	*88%*
NET: Low	**33**	1	5	-	5	1	3	1	5	4	5	3	2
	2%	**%*	*3%* a	*-%*	*2%* a	*1%*	*3%* a	*1%*	*4%* **ag**	*2%* a	*3%* a	*2%*	*2%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2239**	467	844	461	467
Weighted total	**1837**	460	467	460	449
Very low	**10**	*	1	3	5
	1%	**%*	**%*	*1%*	*1%*
					a
Quite low	**23**	5	7	7	4
	1%	*1%*	*2%*	*1%*	*1%*
Neither low nor high	**198**	43	58	46	50
	11%	*9%*	*12%*	*10%*	*11%*
Quite high	**788**	201	205	199	184
	43%	*44%*	*44%*	*43%*	*41%*
Very high	**814**	210	195	203	206
	44%	*46%*	*42%*	*44%*	*46%*
Don't Know (DO NOT READ OUT)	**4**	1	1	2	-
	****%***	**%*	**%*	**%*	*-%*
NET: High	**1602**	410	399	402	390
	87%	*89%*	*86%*	*87%*	*87%*
NET: Low	**33**	5	9	10	9
	2%	*1%*	*2%*	*2%*	*2%*

Columns Tested: a,b,c,d

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2239**	1572	424	151	92	667	590	427	128	82	142
Weighted total	**1837**	1760	48	18	10	76	646	421	107	48	43
Very low	**73**	70	1	1	1	3	27	13	4	2	2
	4%	*4%*	*3%*	*4%*	*8%* b	*4%*	*4%*	*3%*	*4%*	*5%*	*6%*
Quite low	**182**	177	4	1	*	6	58	45	7	4	2
	10%	*10%* **de**	*8%*	*7%*	*4%*	*7%*	*9%*	*11%*	*6%*	*8%*	*6%*
Neither low nor high	**621**	599	13	5	4	22	209	146	41	15	10
	34%	*34%* **be**	*27%*	*26%*	*42%* **bce**	*29%*	*32%* e	*35%* e	*38%* e	*31%*	*23%*
Quite high	**591**	561	21	7	3	31	221	133	37	14	16
	32%	*32%*	*43%* **ad**	*41%* a	*28%*	*40%* **ad**	*34%*	*32%*	*34%*	*30%*	*37%*
Very high	**356**	342	9	4	2	14	126	81	19	13	12
	19%	*19%*	*18%*	*22%*	*17%*	*19%*	*19%*	*19%*	*17%*	*27%*	*29%* **abc**
Don't Know (DO NOT READ OUT)	**12**	12	1	-	*	1	6	3	*	-	-
	1%	*1%*	*2%*	*-%*	*2%*	*1%*	*1%*	*1%*	*%*	*-%*	*-%*
NET: High	**948**	903	29	11	5	45	346	214	55	27	29
	52%	*51%*	*61%* **ad**	*63%* **ad**	*45%*	*59%* **ad**	*54%*	*51%*	*52%*	*57%*	*66%* **abc**
NET: Low	**255**	247	5	2	1	8	85	58	11	6	5
	14%	*14%* e	*11%*	*11%*	*11%*	*11%*	*13%*	*14%*	*10%*	*12%*	*11%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	2239	176	85	244	60	137	262	165	134	144	1407	298	271	263
Weighted total	1837	206	110	273	64	141	289	181	147	151	1562	98	92	84
Very low	73	15	3	12	*	5	8	8	1	6	60	6	4	4
	4%	7%	3%	4%	*%	3%	3%	5%	1%	4%	4%	6%	4%	4%
		dfhj										h		
Quite low	182	8	15	31	3	9	30	26	14	17	153	12	10	7
	10%	4%	14%	11%	5%	7%	10%	14%	9%	12%	10%	12%	11%	8%
			a	a			a	adem		a	a	a	a	
Neither low nor high	621	60	43	89	22	53	102	56	47	56	528	37	28	28
	34%	29%	39%	33%	35%	38%	35%	31%	32%	37%	34%	38%	30%	34%
												l		
Quite high	591	92	25	74	25	45	97	48	53	49	507	26	33	25
	32%	45%	23%	27%	38%	32%	34%	27%	36%	32%	32%	26%	36%	30%
		bcefgij			b				bk		k		bck	
		km												
Very high	356	31	21	65	14	29	52	39	29	22	303	17	17	20
	19%	15%	19%	24%	22%	21%	18%	22%	20%	15%	19%	17%	19%	23%
				ai										ai
Don't Know (DO NOT READ OUT)	12	*	2	2	-	-	-	3	3	*	10	1	*	1
	1%	*%	2%	1%	-%	-%	-%	2%	2%	*%	1%	1%	1%	1%
			f					f	f					
NET: High	948	123	46	139	39	74	149	87	82	71	810	43	50	45
	52%	60%	42%	51%	60%	52%	51%	48%	56%	47%	52%	43%	54%	53%
		bgik			bk				k		k		bk	k
NET: Low	255	23	19	43	3	14	38	34	15	24	213	17	14	10
	14%	11%	17%	16%	5%	10%	13%	19%	10%	16%	14%	18%	15%	12%
			d	d				deh		d		de	d	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2239**	56	211	55	224	566	77	153	895	1575	664	1951	288
Weighted total	**1837**	37	144	47	185	513	56	137	716	1420	417	1653	183
Very low	**73**	-	6	*	8	23	*	1	35	56	17	69	4
	4%	*-%*	*4%*	*1%*	*4%*	*4%*	*1%*	*1%*	*5%* g	*4%*	*4%*	*4%*	*2%*
Quite low	**182**	4	12	*	22	51	5	9	78	141	41	165	17
	10%	*12%* c	*9%*	*1%*	*12%* c	*10%* c	*8%*	*7%*	*11%* c	*10%*	*10%*	*10%*	*9%*
Neither low nor high	**621**	13	50	21	54	166	17	56	242	479	142	562	59
	34%	*35%*	*35%*	*44%* d	*29%*	*32%*	*31%*	*41%* d	*34%*	*34%*	*34%*	*34%*	*32%*
Quite high	**591**	12	45	19	71	150	14	47	232	449	142	528	63
	32%	*32%*	*31%*	*41%*	*38%* e	*29%*	*26%*	*35%*	*32%*	*32%*	*34%*	*32%*	*34%*
Very high	**356**	8	31	6	31	117	16	23	125	285	72	319	38
	19%	*20%*	*21%*	*13%*	*17%*	*23%* h	*28%* **cdgh**	*17%*	*17%*	*20%*	*17%*	*19%*	*20%*
Don't Know (DO NOT READ OUT)	**12**	-	*	-	-	5	3	*	4	9	3	10	3
	1%	*-%*	**%*	*-%*	*-%*	*1%*	*5%* **bdegh**	**%*	*1%*	*1%*	*1%*	*1%*	*1%*
NET: High	**948**	20	75	25	102	268	30	70	357	734	213	847	101
	52%	*53%*	*52%*	*54%*	*55%*	*52%*	*54%*	*52%*	*50%*	*52%*	*51%*	*51%*	*55%*
NET: Low	**255**	4	18	1	30	74	5	10	113	197	58	234	21
	14%	*12%* c	*13%* c	*2%*	*16%* **cg**	*14%* **cg**	*9%*	*8%*	*16%* **cg**	*14%*	*14%*	*14%*	*11%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2239**	2124	115	1362	350	505
Weighted total	**1837**	1721	115	1153	271	388
Very low	**73**	66	7	35	18	19
	4%	*4%*	*6%*	*3%*	*7%* a	*5%*
Quite low	**182**	169	13	106	35	37
	10%	*10%*	*12%*	*9%*	*13%* a	*10%*
Neither low nor high	**621**	584	37	390	96	127
	34%	*34%*	*32%*	*34%*	*36%*	*33%*
Quite high	**591**	562	29	381	77	129
	32%	*33%*	*25%*	*33%*	*28%*	*33%*
Very high	**356**	329	27	233	43	73
	19%	*19%*	*24%*	*20%*	*16%*	*19%*
Don't Know (DO NOT READ OUT)	**12**	11	2	8	2	3
	1%	*1%*	*2%*	*1%*	*1%*	*1%*
NET: High	**948**	891	56	614	120	202
	52%	*52%*	*49%*	*53%* b	*44%*	*52%* b
NET: Low	**255**	235	21	141	53	56
	14%	*14%*	*18%*	*12%*	*20%* **ac**	*14%*

Columns Tested: a,b - a,b,c

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	2239	1798	376	51	7	3	3	-	1	2174	65	855	943	441
Weighted total	1837	1568	237	25	4	2	1	-	*	1805	32	852	716	269
Very low	73	56	13	4	-	-	-	-	-	69	4	30	26	17
	4%	*4%*	*5%*	*18%* abi	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*14%* abi	*3%*	*4%*	*6%* ab
Quite low	182	156	23	2	2	-	-	-	-	178	4	82	74	27
	10%	*10%*	*10%*	*9%*	*44%*	*-%*	*-%*	*-%*	*-%*	*10%*	*12%*	*10%*	*10%*	*10%*
Neither low nor high	621	544	67	9	*	*	-	-	-	611	10	297	247	77
	34%	*35%* b	*28%*	*37%*	*7%*	*16%*	*-%*	*-%*	*-%*	*34%* b	*31%*	*35%* c	*35%* c	*29%*
Quite high	591	496	86	6	2	-	1	-	*	583	8	262	235	95
	32%	*32%*	*36%*	*23%*	*49%*	*-%*	*100%*	*-%*	*100%*	*32%*	*27%*	*31%*	*33%*	*35%*
Very high	356	306	47	3	-	-	-	-	-	353	3	172	134	50
	19%	*20%*	*20%*	*13%*	*-%*	*-%*	*-%*	*-%*	*-%*	*20%*	*10%*	*20%*	*19%*	*19%*
Don't Know (DO NOT READ OUT)	12	10	*	-	-	2	-	-	-	11	2	10	1	2
	1%	*1%*	**%*	*-%*	*-%*	*84%*	*-%*	*-%*	*-%*	*1%*	*6%* abi	*1%* b	**%*	*1%* b
NET: High	948	802	134	9	2	-	1	-	*	936	12	434	369	145
	52%	*51%* cj	*56%* cj	*36%*	*49%*	*-%*	*100%*	*-%*	*100%*	*52%* cj	*37%*	*51%*	*51%*	*54%*
NET: Low	255	211	36	7	2	-	-	-	-	247	8	112	100	44
	14%	*13%*	*15%*	*26%* abi	*44%*	*-%*	*-%*	*-%*	*-%*	*14%*	*26%* abi	*13%*	*14%*	*16%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 125 (continuation)

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All using RM (QV4=1)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	2239	1417	954	1545	688	594	1439	1359	104	38	29	9	4	1
Weighted total	1837	1049	672	1172	532	412	1093	1073	52	23	17	3	4	*
Very low	73	31	22	34	19	16	47	26	4	-	1	1	2	-
	4%	*3%*	*3%*	*3%*	*4%*	*4%*	*4%* c	*2%*	*7%* a	*-%*	*6%*	*46%*	*50%*	*-%*
Quite low	182	96	60	109	49	43	105	102	4	3	1	-	-	-
	10%	*9%*	*9%*	*9%*	*9%*	*10%*	*10%*	*10%*	*8%*	*12%*	*3%*	*-%*	*-%*	*-%*
Neither low nor high	621	348	210	382	181	142	370	359	11	6	4	*	*	-
	34%	*33%*	*31%*	*33%*	*34%*	*34%*	*34%*	*33%* b	*22%*	*27%*	*26%*	*12%*	*3%*	*-%*
Quite high	591	367	250	416	159	136	362	377	20	8	11	*	*	*
	32%	*35%* d	*37%* **df**	*35%* d	*30%*	*33%*	*33%*	*35%*	*40%*	*33%*	*63%*	*2%*	*3%*	*100%*
Very high	356	204	128	227	122	74	206	207	10	7	*	1	2	-
	19%	*19%*	*19%*	*19%*	*23%* **ef**	*18%*	*19%*	*19%*	*20%*	*28%*	*2%*	*40%*	*45%*	*-%*
Don't Know (DO NOT READ OUT)	12	4	2	4	2	2	3	2	2	-	-	-	-	-
	1%	**%*	**%*	**%*	**%*	*1%*	**%*	**%*	*4%* a	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	948	570	378	642	281	210	568	584	30	14	11	1	2	*
	52%	*54%*	*56%* **ef**	*55%*	*53%*	*51%*	*52%*	*54%*	*59%*	*61%*	*65%*	*41%*	*48%*	*100%*
NET: Low	255	127	82	143	68	59	152	128	8	3	1	1	2	-
	14%	*12%*	*12%*	*12%*	*13%*	*14%*	*14%*	*12%*	*15%*	*12%*	*9%*	*46%*	*50%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	2239	655	14	11	4	1	3	-	4	469	370	386	306	13
Weighted total	1837	510	9	7	5	*	*	-	1	432	281	273	173	11
Very low	73	17	-	1	2	-	-	-	-	13	8	3	10	-
	4%	*3%*	*-%*	*14%*	*31%*	*-%*	*-%*	*-%*	*-%*	*3%* c	*3%*	*1%*	*6%* c	*-%*
Quite low	182	43	1	1	4	-	-	-	-	46	27	20	15	2
	10%	*8%*	*12%*	*14%*	*69%*	*-%*	*-%*	*-%*	*-%*	*11%*	*10%*	*7%*	*8%*	*15%*
Neither low nor high	621	178	2	*	-	*	*	-	*	130	92	87	70	2
	34%	*35%*	*24%*	*4%*	*-%*	*100%*	*13%*	*-%*	*32%*	*30%*	*33%*	*32%*	*40%* abc	*16%*
Quite high	591	152	4	2	-	-	*	-	*	167	95	92	55	7
	32%	*30%*	*45%*	*33%*	*-%*	*-%*	*87%*	*-%*	*68%*	*39%*	*34%*	*34%*	*32%*	*59%*
Very high	356	118	2	2	*	-	-	-	-	73	59	72	22	1
	19%	*23%*	*18%*	*35%*	*1%*	*-%*	*-%*	*-%*	*-%*	*17%*	*21%* d	*26%* ad	*13%*	*10%*
Don't Know (DO NOT READ OUT)	12	2	-	-	-	-	-	-	-	2	-	-	2	-
	1%	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%* bc	*-%*
NET: High	948	270	6	5	*	-	*	-	*	240	154	163	77	8
	52%	*53%*	*64%*	*68%*	*1%*	*-%*	*87%*	*-%*	*68%*	*56%* d	*55%* d	*60%* d	*45%*	*69%*
NET: Low	255	59	1	2	5	-	-	-	-	59	35	22	24	2
	14%	*12%*	*12%*	*28%*	*99%*	*-%*	*-%*	*-%*	*-%*	*14%* c	*13%* c	*8%*	*14%* c	*15%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 125 (continuation)

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All using RM (QV4=1)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted total	**2239**	237	153	175	112	10	401	33	251	2117	122	1530	14
Weighted total	**1837**	191	119	145	73	3	344	23	162	1744	93	1165	6
Very low	**73**	3	7	5	4	-	13	*	6	66	7	31	2
	4%	*2%*	*6%* a	*4%*	*5%*	*-%*	*4%*	*1%*	*4%*	*4%*	*8%* a	*3%*	*40%*
Quite low	**182**	16	8	15	8	1	38	2	9	174	8	109	*
	10%	*8%*	*7%*	*11%*	*11%*	*35%*	*11%* c	*8%*	*5%*	*10%*	*9%*	*9%*	*1%*
Neither low nor high	**621**	67	35	57	20	*	112	9	60	598	23	381	*
	34%	*35%*	*30%*	*39%* d	*28%*	*10%*	*32%*	*39%*	*37%*	*34%* b	*25%*	*33%*	*5%*
Quite high	**591**	54	38	40	25	1	102	9	49	558	33	412	3
	32%	*28%*	*32%*	*28%*	*35%*	*25%*	*29%*	*36%*	*30%*	*32%*	*35%*	*35%*	*54%*
Very high	**356**	50	30	27	14	1	78	4	39	336	20	227	-
	19%	*26%*	*26%*	*19%*	*19%*	*29%*	*23%*	*16%*	*24%*	*19%*	*22%*	*19%*	*-%*
Don't Know (DO NOT READ OUT)	**12**	*	*	-	2	-	2	-	-	11	2	4	-
	1%	**%*	**%*	*-%*	*3%* ac	*-%*	*1%*	*-%*	*-%*	*1%*	*2%*	**%*	*-%*
NET: High	**948**	104	69	67	39	2	179	12	88	895	53	639	3
	52%	*55%*	*58%* c	*46%*	*53%*	*55%*	*52%*	*52%*	*54%*	*51%*	*57%*	*55%*	*54%*
NET: Low	**255**	20	15	21	12	1	51	2	15	240	15	141	3
	14%	*10%*	*12%*	*14%*	*16%*	*35%*	*15%* c	*9%*	*9%*	*14%*	*16%*	*12%*	*41%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**2239**	77	152	224	28	531	157	459	1325	207	-
Weighted total	**1837**	62	123	177	16	402	130	325	977	114	-
Very low	**73**	4	3	4	4	15	4	4	31	3	-
	4%	*6%*	*3%*	*3%*	*27%*	*4%*	*3%*	*1%*	*3%* a	*2%*	*-%*
Quite low	**182**	9	15	18	*	34	15	24	92	9	-
	10%	*14%*	*12%*	*10%*	**%*	*8%*	*11%*	*7%*	*9%*	*8%*	*-%*
Neither low nor high	**621**	22	42	63	4	138	43	118	328	46	-
	34%	*36%*	*34%*	*36%*	*25%*	*34%*	*33%*	*36%*	*34%*	*40%*	*-%*
Quite high	**591**	18	37	60	5	119	40	122	332	39	-
	32%	*29%*	*30%*	*34%*	*30%*	*30%*	*31%*	*38%*	*34%*	*34%*	*-%*
Very high	**356**	9	26	32	3	95	27	54	190	16	-
	19%	*15%*	*21%*	*18%*	*18%*	*24%*	*21%*	*17%*	*19%*	*14%*	*-%*
Don't Know (DO NOT READ OUT)	**12**	-	*	-	-	2	*	2	4	2	-
	1%	*-%*	**%*	*-%*	*-%*	**%*	**%*	*1%*	**%*	*2%* b	*-%*
NET: High	**948**	27	62	91	7	213	68	177	521	55	-
	52%	*44%*	*51%*	*52%*	*48%*	*53%*	*52%*	*54%*	*53%*	*48%*	*-%*
NET: Low	**255**	12	18	22	4	49	19	29	123	12	-
	14%	*20%*	*15%*	*13%*	*27%*	*12%*	*15%*	*9%*	*13%* a	*10%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	2239	366	839	148	-	442	464	158	6	1409	943	594	1220	999	15
Weighted total	1837	265	575	79	-	334	336	103	4	1044	668	448	907	692	5
Very low	73	5	20	2	-	14	8	5	-	31	22	17	28	21	-
	4%	*2%*	*4%*	*3%*	*-%*	*4%*	*3%*	*5%*	*-%*	*3%*	*3%*	*4%*	*3%*	*3%*	*-%*
Quite low	182	22	56	10	-	30	33	14	-	94	59	37	75	73	2
	10%	*8%*	*10%*	*12%*	*-%*	*9%*	*10%*	*13%*	*-%*	*9%*	*9%*	*8%*	*8%*	*11%*	*31%*
Neither low nor high	621	83	190	24	-	109	120	31	2	346	207	150	293	238	1
	34%	*31%*	*33%*	*30%*	*-%*	*33%*	*36%*	*31%*	*39%*	*33%*	*31%*	*33%*	*32%*	*34%*	*15%*
Quite high	591	103	197	27	-	106	97	34	1	365	250	138	326	241	1
	32%	*39%*	*34%*	*34%*	*-%*	*32%*	*29%*	*33%*	*19%*	*35%*	*37%* c	*31%*	*36%*	*35%*	*26%*
Very high	356	50	110	15	-	72	75	16	2	204	127	104	182	116	1
	19%	*19%*	*19%*	*19%*	*-%*	*21%*	*22%*	*16%*	*42%*	*19%*	*19%*	*23%*	*20%* b	*17%*	*28%*
Don't Know (DO NOT READ OUT)	12	2	2	2	-	2	2	2	-	4	2	2	4	2	-
	1%	*1%*	**%*	*2%* b	*-%*	*1%*	*1%*	*2%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*
NET: High	948	153	307	42	-	178	172	51	3	569	377	242	508	357	3
	52%	*58%*	*53%*	*53%*	*-%*	*53%*	*51%*	*49%*	*61%*	*54%*	*56%*	*54%*	*56%* b	*52%*	*54%*
NET: Low	255	26	76	12	-	45	41	19	-	125	81	54	103	94	2
	14%	*10%*	*13%*	*15%*	*-%*	*13%*	*12%*	*18%*	*-%*	*12%*	*12%*	*12%*	*11%*	*14%*	*31%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2239**	399	280	339	109	86	1159	982	55	21	18	16
Weighted total	**1837**	273	191	243	69	50	860	688	37	16	19	11
Very low	**73**	10	6	12	4	4	27	21	5	2	3	-
	4%	*4%*	*3%*	*5%*	*6%*	*8%* b	*3%*	*3%*	*15%*	*11%*	*18%*	*-%*
Quite low	**182**	19	26	24	11	11	78	82	4	3	5	*
	10%	*7%*	*14%* a	*10%*	*16%* a	*21%* **ac**	*9%*	*12%* a	*10%*	*22%*	*24%*	*2%*
Neither low nor high	**621**	97	79	79	24	15	288	238	10	2	5	2
	34%	*36%*	*41%* c	*33%*	*34%*	*30%*	*33%*	*35%*	*27%*	*13%*	*29%*	*21%*
Quite high	**591**	82	46	77	21	16	293	231	9	6	5	8
	32%	*30%*	*24%*	*32%* b	*30%*	*31%*	*34%*	*34%*	*24%*	*37%*	*29%*	*74%*
Very high	**356**	64	32	49	7	3	171	117	9	3	-	*
	19%	*23%* **bde**	*17%* e	*20%* **de**	*11%*	*6%*	*20%*	*17%*	*24%*	*17%*	*-%*	*3%*
Don't Know (DO NOT READ OUT)	**12**	2	2	2	2	2	4	*	-	-	-	-
	1%	*1%*	*1%*	*1%*	*3%*	*4%* **ac**	**%*	**%*	*-%*	*-%*	*-%*	*-%*
NET: High	**948**	145	78	126	28	19	464	347	17	9	5	9
	52%	*53%* **bde**	*41%*	*52%* **be**	*41%*	*37%*	*54%*	*50%*	*48%*	*55%*	*29%*	*77%*
NET: Low	**255**	28	32	36	15	15	104	103	9	5	8	*
	14%	*10%*	*17%* a	*15%*	*22%* a	*30%* **abc**	*12%*	*15%*	*25%*	*33%*	*42%*	*2%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2239**	1998	1579	2026	1638	2169	1207	2024	516	3	1928	65	301	1938
Weighted total	**1837**	1588	1214	1613	1289	1762	950	1623	355	3	1566	53	257	1580
Very low	**73**	62	43	63	46	73	25	56	12	-	49	11	20	54
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*3%*	*3%*	*3%*	*-%*	*3%*	*21%* a	*8%* b	*3%*
Quite low	**182**	156	117	160	128	174	103	160	43	*	116	11	36	146
	10%	*10%*	*10%*	*10%*	*10%*	*10%*	*11%*	*10%*	*12%*	*5%*	*7%*	*21%* a	*14%* b	*9%*
Neither low nor high	**621**	522	399	529	418	591	323	551	122	1	503	18	94	527
	34%	*33%*	*33%*	*33%*	*32%*	*34%*	*34%*	*34%*	*34%*	*36%*	*32%*	*33%*	*36%*	*33%*
Quite high	**591**	526	415	536	442	572	325	533	118	2	543	10	73	518
	32%	*33%*	*34%*	*33%*	*34%*	*32%*	*34%*	*33%*	*33%*	*59%*	*35%* b	*20%*	*28%*	*33%*
Very high	**356**	317	238	321	251	340	169	315	58	-	343	3	32	324
	19%	*20%*	*20%*	*20%*	*19%*	*19%*	*18%*	*19%*	*16%*	*-%*	*22%* b	*5%*	*12%*	*21%* a
Don't Know (DO NOT READ OUT)	**12**	5	3	5	4	12	4	7	2	-	12	-	2	10
	1%	**%*	**%*	**%*	**%*	*1%* b	**%*	**%*	*1%*	*-%*	*1%*	*-%*	*1%*	*1%*
NET: High	**948**	843	653	857	693	912	494	849	176	2	886	13	105	842
	52%	*53%*	*54%*	*53%*	*54%*	*52%*	*52%*	*52%*	*50%*	*59%*	*57%* b	*25%*	*41%*	*53%* a
NET: Low	**255**	218	160	222	174	247	128	216	55	*	165	22	56	200
	14%	*14%*	*13%*	*14%*	*13%*	*14%*	*14%*	*13%*	*15%*	*5%*	*11%*	*42%* a	*22%* b	*13%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2239**	280	12	63	267	228	1612	387	224	86	1908	1266	973
Weighted total	**1837**	240	7	54	221	169	1360	293	187	76	1560	1000	836
Very low	**73**	11	*	3	10	11	49	13	7	5	61	48	25
	4%	*5%*	*2%*	*6%*	*4%*	*7%* b	*4%*	*4%*	*4%*	*6%*	*4%*	*5%* b	*3%*
Quite low	**182**	25	1	7	25	21	127	34	20	6	157	101	81
	10%	*10%*	*7%*	*14%*	*11%*	*13%*	*9%*	*12%*	*11%*	*7%*	*10%*	*10%*	*10%*
Neither low nor high	**621**	77	2	14	76	52	455	111	54	31	530	354	267
	34%	*32%*	*30%*	*25%*	*35%*	*31%*	*33%*	*38%*	*29%*	*41%* a	*34%*	*35%*	*32%*
Quite high	**591**	81	2	22	66	64	435	90	68	20	501	339	252
	32%	*34%*	*26%*	*41%*	*30%*	*38%*	*32%*	*31%*	*37%*	*26%*	*32%*	*34%*	*30%*
Very high	**356**	44	2	7	42	18	286	45	37	14	301	154	203
	19%	*18%*	*34%*	*14%*	*19%*	*11%*	*21%* **ac**	*15%*	*20%*	*18%*	*19%*	*15%*	*24%* a
Don't Know (DO NOT READ OUT)	**12**	2	-	-	2	2	8	1	1	*	9	4	8
	1%	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	**%*	*1%*
NET: High	**948**	125	4	29	108	82	722	135	105	34	802	493	455
	52%	*52%*	*60%*	*55%*	*49%*	*49%*	*53%* c	*46%*	*56%*	*44%*	*51%*	*49%*	*54%* a
NET: Low	**255**	37	1	11	35	33	176	47	26	10	218	149	106
	14%	*15%*	*9%*	*20%*	*16%*	*19%* b	*13%*	*16%*	*14%*	*14%*	*14%*	*15%*	*13%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2239**	368	51	165	78	120	52	200	127	105	242	34	129
Weighted total	**1837**	143	12	65	28	48	19	80	46	42	103	15	70
Very low	**73**	4	*	3	2	3	3	3	3	2	7	*	1
	4%	*2%*	*4%*	*4%*	*9%* a	*5%*	*13%* c	*4%*	*7%*	*5%*	*7%* d	**%*	*2%*
Quite low	**182**	12	1	3	3	2	2	4	5	6	12	2	6
	10%	*8%*	*11%*	*5%*	*10%*	*4%*	*8%*	*5%*	*10%*	*14%*	*11%*	*11%*	*9%*
Neither low nor high	**621**	48	4	21	8	17	6	26	15	11	36	6	20
	34%	*34%*	*37%*	*33%*	*28%*	*36%*	*33%*	*32%*	*33%*	*26%*	*35%*	*41%*	*28%*
Quite high	**591**	60	3	25	10	17	5	33	16	14	34	4	30
	32%	*42%* b	*26%*	*38%*	*37%*	*34%*	*27%*	*42%*	*35%*	*34%*	*33%*	*26%*	*42%*
Very high	**356**	20	3	13	5	10	4	14	7	9	15	3	13
	19%	*14%*	*22%*	*20%*	*17%*	*21%*	*19%*	*18%*	*15%*	*21%*	*14%*	*20%*	*19%*
Don't Know (DO NOT READ OUT)	**12**	-	-	*	-	*	-	-	-	-	-	*	*
	1%	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*
NET: High	**948**	80	6	38	15	27	9	48	23	23	49	7	43
	52%	*56%*	*48%*	*58%*	*54%*	*55%*	*46%*	*59%*	*50%*	*55%*	*47%*	*46%*	*61%* b
NET: Low	**255**	15	2	6	5	4	4	7	8	8	19	2	8
	14%	*11%*	*15%*	*9%*	*18%* c	*9%*	*22%* **ac**	*8%*	*17%* c	*19%*	*18%*	*12%*	*11%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 125 (continuation)

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All using RM (QV4=1)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2239**	314	116	37	532	162	150	168	135	158	196	141	130
Weighted total	**1837**	273	136	51	244	116	107	135	133	191	168	163	119
Very low	**73**	10	10	-	11	4	4	2	6	8	4	9	6
	4%	*4%*	*7%*	*-%*	*4%*	*3%*	*4%*	*1%*	*4%*	*4%*	*2%*	*6%*	*5%*
			gj									g	
Quite low	**182**	29	7	5	26	12	7	17	11	20	25	11	13
	10%	*11%*	*5%*	*10%*	*11%*	*10%*	*7%*	*13%*	*8%*	*10%*	*15%*	*7%*	*11%*
								b			**bfk**		
Neither low nor high	**621**	78	55	17	77	37	51	43	53	68	64	40	38
	34%	*28%*	*41%*	*34%*	*32%*	*32%*	*48%*	*32%*	*40%*	*36%*	*38%*	*24%*	*32%*
			ak				**adegikl**		**ak**	k	**ak**		
Quite high	**591**	91	45	17	87	39	30	47	36	57	45	56	40
	32%	*33%*	*33%*	*34%*	*36%*	*33%*	*28%*	*35%*	*27%*	*30%*	*27%*	*34%*	*34%*
					j								
Very high	**356**	65	19	11	42	23	15	26	25	37	28	48	19
	19%	*24%*	*14%*	*22%*	*17%*	*20%*	*14%*	*19%*	*19%*	*19%*	*17%*	*29%*	*16%*
		bdf										**bdfghijl**	
Don't Know (DO NOT READ OUT)	**12**	1	-	-	1	2	-	1	2	2	2	-	2
	1%	**%*	*-%*	*-%*	*1%*	*1%*	*-%*	*1%*	*2%*	*1%*	*1%*	*-%*	*2%*
NET: High	**948**	156	64	29	129	62	45	73	62	93	73	104	59
	52%	*57%*	*47%*	*56%*	*53%*	*53%*	*42%*	*54%*	*46%*	*49%*	*44%*	*64%*	*50%*
		fhj			**fj**	f		f				**bdfhijl**	
NET: Low	**255**	39	17	5	36	16	11	19	16	28	29	20	19
	14%	*14%*	*12%*	*10%*	*15%*	*13%*	*11%*	*14%*	*12%*	*14%*	*17%*	*12%*	*16%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2239**	467	844	461	467
Weighted total	**1837**	460	467	460	449
Very low	**73**	20	19	16	19
	4%	*4%*	*4%*	*3%*	*4%*
Quite low	**182**	41	45	48	49
	10%	*9%*	*10%*	*10%*	*11%*
Neither low nor high	**621**	150	165	164	142
	34%	*33%*	*35%*	*36%*	*31%*
Quite high	**591**	154	156	140	141
	32%	*33%*	*33%*	*30%*	*31%*
Very high	**356**	95	80	87	94
	19%	*21%*	*17%*	*19%*	*21%*
Don't Know (DO NOT READ OUT)	**12**	1	3	5	4
	1%	**%*	*1%*	*1%*	*1%*
NET: High	**948**	249	235	228	236
	52%	*54%*	*50%*	*49%*	*52%*
NET: Low	**255**	60	63	63	68
	14%	*13%*	*14%*	*14%*	*15%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 126 Page 2294

QRM6b. It currently costs £1.25* to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base: All in Northern Ireland

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	e	a	b	***c**	***d**	***e**
Unweighted total	**277**	181	52	32	12	96	61	48	11	9	22
Weighted total	**86**	79	4	2	1	7	25	20	3	2	3
Very good	**5**	5	*	*	*	*	1	*	-	1	-
	6%	*6%*	*4%*	*3%*	*6%*	*4%*	*6%*	*2%*	*-%*	*51%*	*-%*
Fairly good	**15**	14	1	*	*	1	5	3	*	*	*
	17%	*17%*	*17%*	*20%*	*21%*	*18%*	*21%*	*14%*	*14%*	*2%*	*6%*
Neither good nor poor	**22**	21	1	1	*	1	8	4	1	1	*
	26%	*26%*	*21%*	*24%*	*19%*	*22%*	*31%*	*18%*	*28%*	*28%*	*14%*
Fairly poor	**19**	17	1	1	*	2	4	5	2	*	1
	22%	*21%*	*35%* a	*26%*	*46%*	*34%* a	*14%*	*25%*	*52%*	*5%*	*47%*
Very poor	**15**	14	*	*	*	1	3	6	*	*	1
	17%	*18%*	*12%*	*16%*	*9%*	*13%*	*13%*	*32%* a	*1%*	*14%*	*31%*
Don't know	**9**	9	*	*	-	1	4	2	*	-	*
	11%	*11%*	*11%*	*11%*	*-%*	*10%*	*15%*	*9%*	*4%*	*-%*	*2%*
NET: Good	**21**	19	1	1	*	2	7	3	*	1	*
	24%	*24%*	*21%*	*23%*	*26%*	*22%*	*26%*	*16%*	*14%*	*53%*	*6%*
NET: Poor	**34**	31	2	1	*	3	7	11	2	*	2
	40%	*39%*	*47%*	*42%*	*55%*	*46%*	*27%*	*57%* a	*53%*	*19%*	*78%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19
***note - the price of the stamp changed during fieldwork**

QRM6b. It currently costs £1.25* to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: All in Northern Ireland

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	277	-	-	-	-	-	-	-	-	-	-	-	-	277
Weighted total	86	-	-	-	-	-	-	-	-	-	-	-	-	86
Very good	5	-	-	-	-	-	-	-	-	-	-	-	-	5
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*6%*
Fairly good	15	-	-	-	-	-	-	-	-	-	-	-	-	15
	17%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*17%*
Neither good nor poor	22	-	-	-	-	-	-	-	-	-	-	-	-	22
	26%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*26%*
Fairly poor	19	-	-	-	-	-	-	-	-	-	-	-	-	19
	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*22%*
Very poor	15	-	-	-	-	-	-	-	-	-	-	-	-	15
	17%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*17%*
Don't know	9	-	-	-	-	-	-	-	-	-	-	-	-	9
	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*11%*
NET: Good	21	-	-	-	-	-	-	-	-	-	-	-	-	21
	24%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*24%*
NET: Poor	34	-	-	-	-	-	-	-	-	-	-	-	-	34
	40%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*40%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 05/02/19
***note - the price of the stamp changed during fieldwork**

QRM6b. It currently costs £1.25* to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: All in Northern Ireland

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		**a**	b	**c**	**d**	e	**f**	**g**	h	a	b	a	b
Unweighted total	**277**	10	31	6	20	66	6	27	111	156	121	229	48
Weighted total	**86**	3	6	1	6	23	1	9	36	53	33	73	13
Very good	**5**	*	1	-	-	4	-	*	1	3	3	4	1
	6%	*10%*	*9%* h	*-%*	*-%*	*16%* h	*-%*	*3%*	*2%*	*5%*	*8%*	*6%*	*10%*
Fairly good	**15**	*	2	1	-	3	-	2	7	10	5	11	4
	17%	*10%*	*27%*	*90%*	*-%*	*13%*	*-%*	*19%*	*20%*	*18%*	*16%*	*15%*	*30%* a
Neither good nor poor	**22**	1	1	*	2	5	1	1	12	13	10	19	4
	26%	*37%*	*10%*	*7%*	*29%*	*22%*	*53%*	*16%*	*32%* b	*24%*	*29%*	*25%*	*29%*
Fairly poor	**19**	1	1	-	3	4	*	3	8	12	7	16	3
	22%	*18%*	*16%*	*-%*	*45%*	*17%*	*34%*	*30%*	*21%*	*23%*	*20%*	*22%*	*23%*
Very poor	**15**	*	1	-	1	5	-	1	6	9	6	14	1
	17%	*16%*	*15%*	*-%*	*22%*	*20%*	*-%*	*12%*	*18%*	*17%*	*18%*	*19%* b	*6%*
Don't know	**9**	*	1	*	*	3	*	2	3	6	3	9	*
	11%	*10%*	*22%* h	*3%*	*5%*	*12%*	*13%*	*19%*	*7%*	*12%*	*9%*	*12%* b	*1%*
NET: Good	**21**	1	2	1	-	7	-	2	8	13	8	15	5
	24%	*19%*	*37%*	*90%*	*-%*	*29%*	*-%*	*22%*	*22%*	*24%*	*24%*	*21%*	*40%* a
NET: Poor	**34**	1	2	-	4	8	*	4	14	22	13	30	4
	40%	*34%*	*31%*	*-%*	*67%*	*37%*	*34%*	*43%*	*39%*	*41%*	*38%*	*41%*	*29%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19
***note - the price of the stamp changed during fieldwork**

QRM6b. It currently costs £1.25* to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: All in Northern Ireland

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	277	262	15	159	46	71
Weighted total	86	81	5	51	14	21
Very good	5	5	*	2	*	3
	6%	*6%*	*9%*	*5%*	*2%*	*13%* ab
Fairly good	15	13	2	10	3	2
	17%	*16%*	*42%*	*20%*	*21%*	*10%*
Neither good nor poor	22	21	1	14	4	4
	26%	*26%*	*22%*	*27%*	*30%*	*22%*
Fairly poor	19	19	1	10	3	5
	22%	*23%*	*11%*	*21%*	*24%*	*25%*
Very poor	15	15	*	9	2	4
	17%	*18%*	*1%*	*17%*	*12%*	*21%*
Don't know	9	8	1	6	2	2
	11%	*10%*	*14%*	*11%*	*11%*	*9%*
NET: Good	21	18	3	12	3	5
	24%	*22%*	*51%*	*24%*	*23%*	*23%*
NET: Poor	34	33	1	19	5	10
	40%	*41%*	*13%*	*37%*	*36%*	*46%*

Columns Tested: a,b - a,b,c

QRM6b. It currently costs £1.25* to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: All in Northern Ireland

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	**277**	214	54	7	2	-	-	-	-	268	9	92	122	63
Weighted total	**86**	73	12	1	1	-	-	-	-	85	2	33	40	13
Very good	**5**	5	*	-	-	-	-	-	-	5	-	2	3	*
	6%	*7%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*-%*	*6%*	*8%*	*3%*
Fairly good	**15**	14	1	*	-	-	-	-	-	15	*	7	6	2
	17%	*19%*	*11%*	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*	*18%*	*10%*	*21%*	*16%*	*11%*
Neither good nor poor	**22**	21	1	*	-	-	-	-	-	22	*	10	12	1
	26%	*29%* b	*8%*	*12%*	*-%*	*-%*	*-%*	*-%*	*-%*	*26%* b	*8%*	*29%* c	*29%* c	*8%*
Fairly poor	**19**	15	4	*	-	-	-	-	-	19	*	6	10	4
	22%	*21%*	*31%*	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*23%*	*7%*	*17%*	*25%*	*28%*
Very poor	**15**	10	5	*	*	-	-	-	-	14	1	5	5	5
	17%	*14%*	*38%* **ai**	*51%*	*17%*	*-%*	*-%*	*-%*	*-%*	*17%*	*38%*	*14%*	*13%*	*38%* **ab**
Don't know	**9**	8	1	*	*	-	-	-	-	9	1	4	3	2
	11%	*10%*	*8%*	*10%*	*83%*	*-%*	*-%*	*-%*	*-%*	*10%*	*38%*	*13%*	*9%*	*12%*
NET: Good	**21**	19	2	*	-	-	-	-	-	20	*	9	10	2
	24%	*26%*	*15%*	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*	*24%*	*10%*	*27%*	*24%*	*14%*
NET: Poor	**34**	25	8	1	*	-	-	-	-	33	1	10	15	9
	40%	*35%*	*69%* **ai**	*62%*	*17%*	*-%*	*-%*	*-%*	*-%*	*40%*	*45%*	*31%*	*38%*	*66%* **ab**

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 126 (continuation)

QRM6b. It currently costs £1.25* to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: All in Northern Ireland

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	277	178	117	190	74	86	200	167	15	4	3	-	1	-
Weighted total	86	50	30	54	20	24	58	48	4	1	1	-	*	-
Very good	5	1	2	2	2	1	3	2	-	-	-	-	-	-
	6%	*1%*	*6%* a	*4%*	*9%* a	*3%*	*5%* a	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly good	15	9	6	9	4	3	11	8	1	-	-	-	-	-
	17%	*17%*	*20%*	*16%*	*19%*	*14%*	*18%*	*17%*	*14%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither good nor poor	22	13	6	13	3	6	13	12	1	1	*	-	-	-
	26%	*25%*	*21%*	*24%*	*17%*	*25%*	*23%*	*24%*	*18%*	*41%*	*16%*	*-%*	*-%*	*-%*
Fairly poor	19	14	7	14	6	5	12	13	1	-	1	-	-	-
	22%	*28%*	*23%*	*27%*	*28%*	*23%*	*21%*	*27%*	*22%*	*-%*	*84%*	*-%*	*-%*	*-%*
Very poor	15	9	5	10	4	6	11	9	1	*	-	-	*	-
	17%	*18%*	*17%*	*19%*	*19%*	*25%*	*20%*	*18%*	*31%*	*22%*	*-%*	*-%*	*100%*	*-%*
Don't know	9	5	4	6	2	2	8	5	1	*	-	-	-	-
	11%	*9%*	*13%*	*11%*	*8%*	*10%*	*13%*	*10%*	*15%*	*37%*	*-%*	*-%*	*-%*	*-%*
NET: Good	21	9	8	11	6	4	14	10	1	-	-	-	-	-
	24%	*19%*	*26%*	*20%*	*28%*	*17%*	*23%*	*21%*	*14%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Poor	34	23	12	24	9	11	24	21	2	*	1	-	*	-
	40%	*47%*	*41%*	*46%*	*47%*	*48%*	*41%*	*45%*	*53%*	*22%*	*84%*	*-%*	*100%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 05/02/19
***note - the price of the stamp changed during fieldwork**

QRM6b. It currently costs £1.25* to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: All in Northern Ireland

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	277	69	3	2	-	-	-	-	-	53	44	47	46	-
Weighted total	86	19	1	*	-	-	-	-	-	18	13	13	9	-
Very good	5	2	-	-	-	-	-	-	-	-	1	*	*	-
	6%	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*11%* ac	*1%*	*5%*	*-%*
Fairly good	15	4	-	*	-	-	-	-	-	2	2	3	1	-
	17%	*19%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*10%*	*16%*	*24%*	*17%*	*-%*
Neither good nor poor	22	3	-	-	-	-	-	-	-	6	3	4	*	-
	26%	*18%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*31%* d	*22%* d	*30%* d	*5%*	*-%*
Fairly poor	19	5	*	-	-	-	-	-	-	6	2	3	3	-
	22%	*28%*	*19%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*35%* b	*14%*	*22%*	*35%* b	*-%*
Very poor	15	4	-	-	-	-	-	-	-	2	3	2	3	-
	17%	*20%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*12%*	*21%*	*14%*	*36%* ac	*-%*
Don't know	9	1	*	-	-	-	-	-	-	2	2	1	*	-
	11%	*6%*	*81%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*12%*	*15%* d	*9%*	*3%*	*-%*
NET: Good	21	5	-	*	-	-	-	-	-	2	4	3	2	-
	24%	*28%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*10%*	*27%* a	*25%* a	*21%*	*-%*
NET: Poor	34	9	*	-	-	-	-	-	-	9	5	5	6	-
	40%	*48%*	*19%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*48%*	*36%*	*36%*	*71%* abc	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QRM6b. It currently costs £1.25* to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: All in Northern Ireland

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	a	b	a	*b
Unweighted total	**277**	21	18	18	15	2	41	6	27	247	30	177	13
Weighted total	**86**	6	5	5	3	*	12	1	7	76	10	51	3
Very good	**5**	1	1	*	-	-	1	1	*	5	-	2	-
	6%	*10%*	*20%*	*2%*	*-%*	*-%*	*7%*	*63%*	*4%*	*7%*	*-%*	*4%*	*-%*
Fairly good	**15**	1	1	1	*	-	2	*	1	14	1	9	-
	17%	*24%*	*14%*	*27%*	*7%*	*-%*	*18%*	*10%*	*21%*	*18%*	*14%*	*17%*	*-%*
Neither good nor poor	**22**	2	*	1	*	*	2	*	2	22	*	13	-
	26%	*28%*	*7%*	*19%*	*6%*	*75%*	*14%*	*7%*	*24%*	*29%* b	*1%*	*26%*	*-%*
Fairly poor	**19**	2	1	2	*	*	4	*	2	16	3	14	1
	22%	*31%*	*21%*	*40%*	*12%*	*25%*	*31%*	*20%*	*23%*	*21%*	*29%*	*27%*	*21%*
Very poor	**15**	*	1	1	2	-	2	-	2	14	1	10	-
	17%	*3%*	*23%*	*11%*	*59%*	*-%*	*16%*	*-%*	*27%*	*19%*	*6%*	*20%*	*-%*
Don't know	**9**	*	1	*	*	-	2	-	*	4	5	3	2
	11%	*4%*	*14%*	*1%*	*16%*	*-%*	*13%*	*-%*	*1%*	*6%*	*50%* a	*7%*	*79%*
NET: Good	**21**	2	2	2	*	-	3	1	2	19	1	11	-
	24%	*34%*	*34%*	*29%*	*7%*	*-%*	*26%*	*73%*	*25%*	*25%*	*14%*	*21%*	*-%*
NET: Poor	**34**	2	2	3	2	*	6	*	3	31	3	24	1
	40%	*34%*	*45%*	*51%*	*71%*	*25%*	*48%*	*20%*	*49%*	*40%*	*35%*	*47%*	*21%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Produced by OLR
Issue date: 05/02/19
***note - the price of the stamp changed during fieldwork**

QRM6b. It currently costs £1.25* to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: All in Northern Ireland

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	***b**	***a**	***b**	a	***b**	a	b	c	***d**
Unweighted total	**277**	3	19	23	5	49	25	56	169	59	-
Weighted total	**86**	1	5	7	2	13	7	14	47	16	-
Very good	**5**	-	-	-	-	2	-	*	1	*	-
	6%	*-%*	*-%*	*-%*	*-%*	*14%*	*-%*	*3%*	*1%*	*2%*	*-%*
Fairly good	**15**	-	1	1	-	2	1	4	8	2	-
	17%	*-%*	*28%*	*22%*	*-%*	*18%*	*22%*	*27%* c	*17%*	*10%*	*-%*
Neither good nor poor	**22**	1	*	1	-	3	*	2	12	5	-
	26%	*58%*	*3%*	*20%*	*-%*	*26%*	*1%*	*16%*	*26%*	*29%*	*-%*
Fairly poor	**19**	-	3	3	2	3	3	3	13	4	-
	22%	*-%*	*56%*	*41%*	*94%*	*20%*	*44%*	*25%*	*28%*	*28%*	*-%*
Very poor	**15**	*	1	1	*	3	1	2	9	4	-
	17%	*42%*	*14%*	*18%*	*6%*	*23%*	*11%*	*14%*	*19%*	*23%*	*-%*
Don't know	**9**	-	-	-	-	-	2	2	4	1	-
	11%	*-%*	*-%*	*-%*	*-%*	*-%*	*23%*	*15%*	*9%*	*7%*	*-%*
NET: Good	**21**	-	1	1	-	4	1	4	8	2	-
	24%	*-%*	*28%*	*22%*	*-%*	*31%*	*22%*	*30%* c	*18%*	*12%*	*-%*
NET: Poor	**34**	*	4	4	2	6	4	5	22	8	-
	40%	*42%*	*69%*	*59%*	*100%*	*43%*	*54%*	*38%*	*46%*	*51%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

QRM6b. It currently costs £1.25* to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: All in Northern Ireland

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	277	47	109	41	-	49	55	30	1	167	107	56	130	142	4
Weighted total	86	11	28	10	-	13	14	7	*	47	28	15	36	40	1
Very good	5	*	2	-	-	2	*	-	-	1	2	2	2	1	-
	6%	*1%*	*7%*	*-%*	*-%*	*12%*	*3%*	*-%*	*-%*	*1%*	*7%* a	*12%* a	*5%*	*3%*	*-%*
Fairly good	15	2	5	1	-	3	3	1	-	9	6	3	6	7	*
	17%	*20%*	*19%*	*10%*	*-%*	*24%*	*21%*	*7%*	*-%*	*18%*	*21%*	*21%*	*17%*	*17%*	*15%*
Neither good nor poor	22	2	6	4	-	1	3	2	-	13	6	3	8	11	-
	26%	*15%*	*22%*	*35%* a	*-%*	*12%*	*18%*	*22%*	*-%*	*27%*	*22%*	*21%*	*23%*	*28%*	*-%*
Fairly poor	19	4	6	2	-	3	4	2	-	14	7	4	10	11	1
	22%	*31%*	*21%*	*15%*	*-%*	*21%*	*32%*	*26%*	*-%*	*30%*	*25%*	*25%*	*27%*	*27%*	*85%*
Very poor	15	2	5	3	-	3	3	3	*	9	5	3	8	7	-
	17%	*21%*	*19%*	*32%*	*-%*	*23%*	*18%*	*36%*	*100%*	*19%*	*18%*	*21%*	*23%*	*17%*	*-%*
Don't know	9	1	3	1	-	1	1	1	-	2	2	-	2	3	-
	11%	*12%*	*12%*	*7%*	*-%*	*8%*	*9%*	*8%*	*-%*	*5%*	*7%* c	*-%*	*5%*	*8%*	*-%*
NET: Good	21	2	7	1	-	4	3	1	-	9	8	5	8	8	*
	24%	*21%*	*26%* c	*10%*	*-%*	*36%* c	*24%*	*7%*	*-%*	*19%*	*27%*	*33%* a	*22%*	*20%*	*15%*
NET: Poor	34	6	11	5	-	6	7	5	*	23	12	7	18	17	1
	40%	*52%*	*40%*	*48%*	*-%*	*45%*	*50%*	*62%*	*100%*	*49%*	*43%*	*46%*	*50%*	*44%*	*85%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 05/02/19
***note - the price of the stamp changed during fieldwork**

QRM6b. It currently costs £1.25* to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: All in Northern Ireland

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	277	45	35	39	13	17	121	141	9	3	1	2
Weighted total	86	12	10	10	4	4	34	41	2	*	*	1
Very good	5	*	-	2	-	-	2	1	-	-	-	-
	6%	3%	-%	15% b	-%	-%	5%	3%	-%	-%	-%	-%
Fairly good	15	2	2	3	*	*	7	7	*	*	-	-
	17%	18%	16%	28%	4%	3%	21%	18%	29%	85%	-%	-%
Neither good nor poor	22	3	2	1	1	1	7	11	*	-	-	-
	26%	24%	25%	10%	24%	20%	22%	27%	17%	-%	-%	-%
Fairly poor	19	2	3	2	1	1	10	10	*	*	*	1
	22%	20%	35%	21%	13%	26%	28%	24%	14%	15%	100%	100%
Very poor	15	3	2	2	2	1	7	8	*	-	-	-
	17%	25%	17%	18%	48%	36%	19%	18%	10%	-%	-%	-%
Don't know	9	1	1	1	*	1	2	3	*	-	-	-
	11%	9%	7%	9%	12%	15%	5%	8%	29%	-%	-%	-%
NET: Good	21	3	2	4	*	*	9	9	*	*	-	-
	24%	22%	16%	42% ab	4%	3%	26%	21%	29%	85%	-%	-%
NET: Poor	34	6	5	4	2	3	16	17	*	*	*	1
	40%	45%	52%	39%	61%	62%	47%	43%	24%	15%	100%	100%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QRM6b. It currently costs £1.25* to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: All in Northern Ireland

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	*a	b
Unweighted total	277	246	195	250	195	272	133	252	118	-	242	1	23	236
Weighted total	86	74	54	75	57	85	39	77	34	-	76	*	8	74
Very good	5	5	2	5	4	5	3	5	2	-	5	-	1	5
	6%	*7%*	*4%*	*7%*	*6%*	*6%*	*7%*	*6%*	*7%*	*-%*	*6%*	*-%*	*8%*	*7%*
Fairly good	15	12	10	12	10	15	7	13	5	-	15	-	1	14
	17%	*17%*	*18%*	*16%*	*18%*	*18%*	*17%*	*17%*	*15%*	*-%*	*19%*	*-%*	*14%*	*19%*
Neither good nor poor	22	20	13	21	13	22	11	21	10	-	22	-	1	21
	26%	*27%*	*24%*	*27%*	*22%*	*26%*	*28%*	*27%*	*30%*	*-%*	*29%*	*-%*	*15%*	*29%*
Fairly poor	19	16	12	17	13	19	8	16	8	-	17	-	1	18
	22%	*22%*	*22%*	*22%*	*23%*	*23%*	*20%*	*20%*	*23%*	*-%*	*23%*	*-%*	*16%*	*24%*
Very poor	15	14	13	14	12	15	7	14	7	-	13	*	4	11
	17%	*19%*	*23%*	*19%*	*20%*	*17%*	*17%*	*19%*	*20%*	*-%*	*17%*	*100%*	*47%*	*15%*
Don't know	9	7	4	7	6	9	4	8	2	-	4	-	-	4
	11%	*9%*	*8%*	*9%*	*10%*	*10%*	*11%*	*10%*	*5%*	*-%*	*6%*	*-%*	*-%*	*6%*
NET: Good	21	17	12	17	14	20	10	18	7	-	19	-	2	19
	24%	*23%*	*22%*	*23%*	*25%*	*24%*	*24%*	*23%*	*22%*	*-%*	*26%*	*-%*	*22%*	*25%*
NET: Poor	34	30	24	31	25	34	14	30	15	-	30	*	5	29
	40%	*41%*	*46%*	*41%*	*43%*	*40%*	*37%*	*39%*	*43%*	*-%*	*40%*	*100%*	*63%*	*40%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 05/02/19
***note - the price of the stamp changed during fieldwork**

QRM6b. It currently costs £1.25* to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: All in Northern Ireland

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	b	c	*a	*b	c	a	b
Unweighted total	277	39	2	9	39	28	196	53	22	15	236	169	108
Weighted total	86	11	1	3	11	7	65	14	8	4	74	51	35
Very good	5	-	-	-	-	*	5	1	*	-	5	2	4
	6%	-%	-%	-%	-%	4%	7%	4%	4%	-%	7%	3%	11% a
Fairly good	15	1	-	-	1	1	11	3	2	*	14	9	6
	17%	13%	-%	-%	13%	19%	17%	18%	18%	1%	18%	18%	16%
Neither good nor poor	22	1	-	*	1	1	19	3	3	*	20	13	10
	26%	6%	-%	11%	12%	10%	29%	19%	32%	1%	27%	25%	27%
Fairly poor	19	4	*	1	3	1	14	4	1	2	16	13	6
	22%	33%	17%	43%	29%	18%	22%	27%	9%	61%	22%	25%	18%
Very poor	15	2	-	-	2	2	9	4	1	1	13	9	6
	17%	14%	-%	-%	14%	33%	14%	25%	11%	20%	18%	18%	16%
Don't know	9	4	*	1	4	1	7	1	2	1	6	5	4
	11%	34%	83%	45%	33%	16%	11%	7%	26%	17%	8%	10%	11%
NET: Good	21	1	-	-	1	2	16	3	2	*	19	11	10
	24%	13%	-%	-%	13%	23%	24%	23%	22%	1%	25%	21%	27%
NET: Poor	34	5	*	1	5	4	23	7	2	3	29	22	12
	40%	48%	17%	43%	43%	51%	36%	52% b	20%	81%	40%	43%	34%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Produced by OLR
Issue date: 05/02/19
***note - the price of the stamp changed during fieldwork**

QRM6b. It currently costs £1.25* to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: All in Northern Ireland

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	277	41	3	16	8	9	4	20	15	15	27	2	13
Weighted total	86	5	*	2	1	1	*	2	1	2	3	*	3
Very good	5	*	-	-	-	-	-	*	-	*	-	-	*
	6%	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*14%*	*-%*	*12%*	*-%*	*-%*	*13%*
Fairly good	15	1	-	*	*	-	*	*	*	-	1	*	1
	17%	*25%*	*-%*	*25%*	*7%*	*-%*	*50%*	*12%*	*27%*	*-%*	*32%*	*87%*	*25%*
Neither good nor poor	22	1	-	1	-	1	*	1	*	1	1	-	1
	26%	*27%*	*-%*	*37%*	*-%*	*51%*	*25%*	*30%*	*33%*	*50%*	*21%*	*-%*	*23%*
Fairly poor	19	1	*	*	*	*	*	1	*	1	1	*	*
	22%	*27%*	*100%*	*16%*	*37%*	*20%*	*25%*	*27%*	*33%*	*23%*	*42%*	*13%*	*13%*
Very poor	15	*	-	*	-	*	-	*	*	-	*	-	1
	17%	*7%*	*-%*	*17%*	*-%*	*25%*	*-%*	*14%*	*3%*	*-%*	*3%*	*-%*	*23%*
Don't know	9	*	-	*	*	*	-	*	*	*	*	-	*
	11%	*7%*	*-%*	*5%*	*55%*	*4%*	*-%*	*2%*	*3%*	*14%*	*2%*	*-%*	*4%*
NET: Good	21	2	-	*	*	-	*	1	*	*	1	*	1
	24%	*32%*	*-%*	*25%*	*7%*	*-%*	*50%*	*26%*	*27%*	*12%*	*32%*	*87%*	*38%*
NET: Poor	34	2	*	1	*	1	*	1	1	1	1	*	1
	40%	*34%*	*100%*	*33%*	*37%*	*45%*	*25%*	*42%*	*37%*	*23%*	*46%*	*13%*	*36%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

***note - the price of the stamp changed during fieldwork**

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QRM6b. It currently costs £1.25* to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: All in Northern Ireland

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	277	40	17	3	58	25	20	22	15	22	20	17	18
Weighted total	86	14	8	1	8	7	6	6	5	11	8	7	5
Very good	5	*	*	-	1	-	1	*	1	*	*	1	*
	6%	*4%*	*6%*	*-%*	*8%*	*-%*	*15%*	*8%*	*13%*	*5%*	*1%*	*17%*	*1%*
Fairly good	15	2	1	-	2	2	1	-	*	2	2	1	1
	17%	*18%*	*13%*	*-%*	*22%*	*24%*	*25%*	*-%*	*2%*	*23%*	*25%*	*11%*	*26%*
Neither good nor poor	22	4	2	*	2	2	2	2	1	1	3	1	2
	26%	*27%*	*26%*	*33%*	*29%*	*32%*	*30%*	*27%*	*32%*	*9%*	*33%*	*19%*	*30%*
Fairly poor	19	4	2	-	2	1	1	2	1	3	1	2	*
	22%	*27%*	*27%*	*-%*	*27%*	*16%*	*15%*	*30%*	*17%*	*27%*	*17%*	*27%*	*4%*
Very poor	15	2	1	*	1	1	1	1	1	3	*	2	2
	17%	*16%*	*19%*	*33%*	*8%*	*12%*	*10%*	*11%*	*23%*	*27%*	*1%*	*27%*	*39%*
Don't know	9	1	1	*	*	1	*	2	1	1	2	-	-
	11%	*9%*	*8%*	*33%*	*6%*	*16%*	*5%*	*24%*	*13%*	*9%*	*23%*	*-%*	*-%*
NET: Good	21	3	1	-	2	2	2	*	1	3	2	2	1
	24%	*21%*	*19%*	*-%*	*30%*	*24%*	*40%*	*8%*	*15%*	*27%*	*26%*	*28%*	*27%*
NET: Poor	34	6	4	*	3	2	1	3	2	6	1	4	2
	40%	*43%*	*47%*	*33%*	*35%*	*28%*	*25%*	*41%*	*41%*	*55%*	*18%*	*53%*	*43%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19
***note - the price of the stamp changed during fieldwork**

QRM6b. It currently costs £1.25* to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: All in Northern Ireland

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**277**	60	103	59	55
Weighted total	**86**	23	21	22	20
Very good	**5**	1	2	2	1
	6%	*4%*	*7%*	*7%*	*7%*
Fairly good	**15**	3	5	3	4
	17%	*15%*	*24%*	*12%*	*20%*
Neither good nor poor	**22**	6	6	4	6
	26%	*27%*	*30%*	*19%*	*27%*
Fairly poor	**19**	6	4	6	4
	22%	*25%*	*20%*	*26%*	*17%*
Very poor	**15**	4	2	5	4
	17%	*18%*	*10%*	*22%* b	*20%*
Don't know	**9**	2	2	3	2
	11%	*10%*	*9%*	*14%*	*9%*
NET: Good	**21**	4	7	4	5
	24%	*19%*	*31%*	*19%*	*27%*
NET: Poor	**34**	10	6	10	8
	40%	*44%*	*30%*	*48%* b	*37%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 127 Page 2310

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	e	a	b	c	***d**	e
Unweighted total	**489**	339	94	41	15	150	111	109	42	15	46
Weighted total	**438**	421	12	4	2	18	130	115	32	9	18
Very Dissatisfied	**3**	2	*	-	*	*	2	-	*	-	*
	1%	*1%*	*3%* a	*-%*	*7%*	*3%* a	*1%*	*-%*	*1%*	*-%*	*1%*
Fairly Dissatisfied	**10**	9	*	*	*	1	2	*	2	-	*
	2%	*2%*	*3%*	*6%*	*15%*	*5%*	*1%*	**%*	*6%* b	*-%*	*1%*
Neither Satisfied Nor Dissatisfied	**45**	42	2	1	*	3	12	9	4	3	5
	10%	*10%*	*14%*	*21%* a	*3%*	*15%*	*9%*	*8%*	*13%*	*32%*	*27%* **ab**
Fairly Satisfied	**155**	149	4	2	*	6	38	53	9	2	8
	35%	*36%*	*29%*	*40%*	*27%*	*31%*	*29%*	*47%* a	*29%*	*24%*	*46%* a
Very Satisfied	**221**	213	6	1	1	8	76	52	16	4	4
	51%	*51%* c	*51%* c	*32%*	*42%*	*46%*	*58%* e	*45%* e	*51%* e	*44%*	*25%*
Don't Know (DO NOT READ OUT)	**4**	4	-	-	*	*	1	-	-	-	-
	1%	*1%*	*-%*	*-%*	*7%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**376**	363	10	3	1	14	113	105	26	6	13
	86%	*86%* **ce**	*80%*	*72%*	*69%*	*77%*	*87%* e	*92%* e	*80%*	*68%*	*72%*
NET: Dissatisfied	**13**	11	1	*	*	1	4	*	2	-	*
	3%	*3%*	*6%*	*6%*	*22%*	*7%* a	*3%*	**%*	*7%* b	*-%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	e	f	g	h	***i**	j	k	l	m
Unweighted total	**489**	41	14	70	6	33	72	36	37	26	335	51	54	49
Weighted total	**438**	51	17	73	4	36	88	46	46	32	392	14	18	14
Very Dissatisfied	**3**	-	-	-	2	*	*	-	-	-	2	-	-	*
	1%	-%	-%	-%	*49%*	**%*	**%*	-%	-%	-%	*1%*	-%	-%	*3%*
Fairly Dissatisfied	**10**	-	-	-	*	2	2	4	2	*	10	-	*	*
	2%	-%	-%	-%	*3%*	*5%*	*2%*	*8%* **ck**	*5%*	**%*	*2%*	-%	*2%*	*1%*
Neither Satisfied Nor Dissatisfied	**45**	2	3	13	1	2	12	2	6	1	42	*	1	2
	10%	*4%*	*17%*	*17%* **akl**	*22%*	*5%*	*14%* **kl**	*4%*	*13%* k	*4%*	*11%* k	*2%*	*3%*	*16%* **kl**
Fairly Satisfied	**155**	20	4	32	1	11	32	11	13	13	138	3	8	5
	35%	*40%*	*24%*	*44%* k	*26%*	*32%*	*36%*	*25%*	*28%*	*40%*	*35%*	*24%*	*44%* k	*39%*
Very Satisfied	**221**	27	10	28	-	21	42	28	23	17	196	10	9	6
	51%	*54%*	*59%*	*39%*	*-%*	*58%*	*48%*	*61%* c	*50%*	*55%*	*50%*	*75%* **acfhjlm**	*51%*	*41%*
Don't Know (DO NOT READ OUT)	**4**	1	-	-	-	-	*	1	2	-	4	-	-	-
	1%	*2%*	-%	-%	-%	-%	**%*	*2%*	*4%*	-%	*1%*	-%	-%	-%
NET: Satisfied	**376**	48	14	60	1	32	74	39	36	30	335	13	17	11
	86%	*94%* h	*83%*	*83%*	*26%*	*90%*	*84%*	*86%*	*78%*	*95%*	*85%*	*98%* **cfghjm**	*95%* **chjm**	*80%*
NET: Dissatisfied	**13**	-	-	-	2	2	2	4	2	*	12	-	*	1
	3%	-%	-%	-%	*52%*	*5%*	*2%*	*8%* **ck**	*5%*	**%*	*3%*	-%	*2%*	*4%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	489	5	91	11	31	180	17	19	134	356	133	425	64
Weighted total	438	3	68	5	25	180	10	15	131	346	92	389	49
Very Dissatisfied	3	-	*	-	*	2	-	-	-	1	2	3	-
	1%	-%	*%	-%	*2%*	*1%*	-%	-%	-%	*%	*2%* a	*1%*	-%
Fairly Dissatisfied	10	-	4	-	-	4	-	-	2	8	2	6	4
	2%	-%	*5%*	-%	-%	*2%*	-%	-%	*2%*	*2%*	*2%*	*2%*	*7%* a
Neither Satisfied Nor Dissatisfied	45	1	5	*	1	17	2	2	16	39	6	43	2
	10%	*20%*	*8%*	*4%*	*5%*	*10%*	*20%*	*15%*	*12%*	*11%*	*6%*	*11%*	*4%*
Fairly Satisfied	155	-	31	1	9	57	5	5	48	124	31	142	13
	35%	-%	*46%* e	*15%*	*35%*	*32%*	*50%*	*32%*	*36%*	*36%*	*33%*	*37%*	*26%*
Very Satisfied	221	2	26	4	15	97	3	8	65	169	52	193	29
	51%	*80%*	*38%*	*81%*	*59%* b	*54%* b	*31%*	*53%*	*50%*	*49%*	*56%*	*50%*	*59%*
Don't Know (DO NOT READ OUT)	4	-	2	-	-	2	-	-	*	4	*	2	2
	1%	-%	*3%*	-%	-%	*1%*	-%	-%	*%	*1%*	*%	*1%*	*4%* a
NET: Satisfied	376	2	57	4	23	155	8	12	113	294	83	335	41
	86%	*80%*	*84%*	*96%*	*94%*	*86%*	*80%*	*85%*	*86%*	*85%*	*90%*	*86%*	*85%*
NET: Dissatisfied	13	-	4	-	*	6	-	-	2	9	4	9	4
	3%	-%	*6%*	-%	*2%*	*4%*	-%	-%	*2%*	*3%*	*4%*	*2%*	*7%* a

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**489**	469	20	244	63	174
Weighted total	**438**	411	27	224	54	150
Very Dissatisfied	**3**	1	2	*	-	1
	1%	**%*	*7%*	**%*	*-%*	**%*
Fairly Dissatisfied	**10**	10	-	4	2	2
	2%	*2%*	*-%*	*2%*	*3%*	*1%*
Neither Satisfied Nor Dissatisfied	**45**	43	2	18	9	16
	10%	*10%*	*7%*	*8%*	*16%*	*11%*
Fairly Satisfied	**155**	146	9	86	16	53
	35%	*36%*	*33%*	*38%*	*30%*	*35%*
Very Satisfied	**221**	208	13	114	27	76
	51%	*51%*	*49%*	*51%*	*51%*	*51%*
Don't Know (DO NOT READ OUT)	**4**	3	1	2	-	2
	1%	*1%*	*4%*	*1%*	*-%*	*1%*
NET: Satisfied	**376**	354	22	200	43	129
	86%	*86%*	*82%*	*89%*	*81%*	*86%*
NET: Dissatisfied	**13**	11	2	5	2	3
	3%	*3%*	*7%*	*2%*	*3%*	*2%*

Columns Tested: a,b - a,b,c

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**489**	290	154	33	6	2	3	-	1	444	45	94	196	199
Weighted total	**438**	295	117	20	4	1	1	-	*	412	26	102	193	143
Very Dissatisfied	**3**	2	1	-	-	-	-	-	-	3	-	2	*	1
	1%	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*2%*	*%*	*%*
Fairly Dissatisfied	**10**	7	*	2	-	-	-	-	-	8	2	4	4	2
	2%	*3%*	*%*	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*7%*	*4%*	*2%*	*2%*
				abi							**bi**			
Neither Satisfied Nor Dissatisfied	**45**	30	12	1	2	-	*	-	-	42	3	11	19	15
	10%	*10%*	*10%*	*3%*	*42%*	*-%*	*41%*	*-%*	*-%*	*10%*	*10%*	*11%*	*10%*	*10%*
Fairly Satisfied	**155**	105	43	4	2	*	*	-	*	147	8	28	76	50
	35%	*35%*	*37%*	*22%*	*55%*	*49%*	*59%*	*-%*	*100%*	*36%*	*29%*	*28%*	*39%*	*35%*
Very Satisfied	**221**	147	61	13	*	*	-	-	-	208	14	53	93	75
	51%	*50%*	*52%*	*65%*	*3%*	*51%*	*-%*	*-%*	*-%*	*50%*	*53%*	*53%*	*48%*	*52%*
Don't Know (DO NOT READ OUT)	**4**	4	*	-	-	-	-	-	-	4	-	3	1	*
	1%	*1%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*3%*	*1%*	*%*
												c		
NET: Satisfied	**376**	251	104	18	3	1	*	-	*	355	21	82	170	125
	86%	*85%*	*89%*	*87%*	*58%*	*100%*	*59%*	*-%*	*100%*	*86%*	*82%*	*81%*	*88%*	*87%*
NET: Dissatisfied	**13**	10	1	2	-	-	-	-	-	11	2	6	4	3
	3%	*3%*	*1%*	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*7%*	*6%*	*2%*	*2%*
				bi							b			

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	489	284	238	314	310	145	339	265	21	8	13	3	3	1
Weighted total	438	209	171	239	261	103	290	212	9	7	8	1	2	*
Very Dissatisfied	3	*	*	*	*	*	1	*	-	-	*	-	-	-
	1%	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	10	4	4	6	3	2	2	6	*	-	-	-	-	-
	2%	*2%*	*2%*	*3%*	*1%*	*2%*	*1%*	*3%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	45	19	15	21	24	16	31	18	3	1	*	-	-	-
	10%	*9%*	*9%*	*9%*	*9%*	*16%* abcd	*11%*	*8%*	*29%*	*9%*	*2%*	*-%*	*-%*	*-%*
Fairly Satisfied	155	87	65	96	102	37	105	88	1	2	5	-	*	*
	35%	*41%*	*38%*	*40%*	*39%*	*36%*	*36%*	*42%*	*10%*	*28%*	*63%*	*-%*	*6%*	*100%*
Very Satisfied	221	97	85	114	132	45	150	99	6	4	2	1	2	-
	51%	*46%*	*50%*	*48%*	*50%*	*44%*	*52%*	*47%*	*59%*	*63%*	*32%*	*100%*	*94%*	*-%*
Don't Know (DO NOT READ OUT)	4	1	1	1	-	1	1	1	-	-	*	-	-	-
	1%	*1%*	*1%*	**%*	*-%*	*1%*	**%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
NET: Satisfied	376	184	150	210	234	83	255	187	7	6	7	1	2	*
	86%	*88%* e	*88%* e	*88%* e	*89%* e	*80%*	*88%* e	*88%*	*69%*	*91%*	*95%*	*100%*	*100%*	*100%*
NET: Dissatisfied	13	5	5	7	3	2	3	6	*	-	*	-	-	-
	3%	*2%*	*3%*	*3%*	*1%*	*2%*	*1%*	*3%*	*1%*	*-%*	*2%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**489**	286	12	6	4	-	2	-	2	77	71	82	81	3
Weighted total	**438**	244	7	5	5	-	*	-	*	77	52	69	40	1
Very Dissatisfied	**3**	*	-	-	-	-	-	-	-	-	*	*	-	-
	1%	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	1%	-%	-%
Fairly Dissatisfied	**10**	3	-	-	-	-	-	-	-	4	2	*	*	-
	2%	1%	-%	-%	-%	-%	-%	-%	-%	5%	4%	*%	*%	-%
Neither Satisfied Nor Dissatisfied	**45**	22	*	*	2	-	-	-	-	6	5	6	4	*
	10%	9%	3%	2%	35%	-%	-%	-%	-%	8%	9%	9%	11%	20%
Fairly Satisfied	**155**	96	3	*	2	-	*	-	*	33	22	25	16	-
	35%	40%	49%	3%	34%	-%	100%	-%	100%	43%	43%	36%	40%	-%
Very Satisfied	**221**	122	3	5	2	-	-	-	-	35	22	37	20	1
	51%	50%	47%	94%	31%	-%	-%	-%	-%	45%	42%	54%	49%	80%
Don't Know (DO NOT READ OUT)	**4**	-	-	-	-	-	-	-	-	-	1	-	*	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	*%	-%
NET: Satisfied	**376**	218	7	5	4	-	*	-	*	67	44	62	36	1
	86%	90%	97%	98%	65%	-%	100%	-%	100%	88%	85%	90%	89%	80%
NET: Dissatisfied	**13**	3	-	-	-	-	-	-	-	4	2	*	*	-
	3%	1%	-%	-%	-%	-%	-%	-%	-%	5%	4%	1%	*%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	489	76	71	92	63	8	229	18	63	208	280	238	76
Weighted total	438	58	61	93	46	3	210	7	44	182	255	186	53
Very Dissatisfied	3	*	-	-	-	*	*	-	*	2	1	*	*
	1%	*%	-%	-%	-%	3%	*%	-%	1%	1%	*%	*%	*%
Fairly Dissatisfied	10	*	*	2	*	-	2	*	*	4	6	3	4
	2%	1%	*%	2%	1%	-%	1%	3%	1%	2%	2%	1%	7% a
Neither Satisfied Nor Dissatisfied	45	6	4	6	6	2	21	*	3	12	33	18	3
	10%	11%	7%	7%	13%	57%	10%	1%	8%	7%	13% a	10%	6%
Fairly Satisfied	155	25	26	33	17	*	81	4	17	68	87	74	22
	35%	43%	44%	35%	37%	14%	38%	55%	40%	37%	34%	40%	42%
Very Satisfied	221	26	30	52	23	1	107	3	22	95	126	91	23
	51%	44%	50%	56%	50%	26%	51%	42%	50%	52%	49%	49%	43%
Don't Know (DO NOT READ OUT)	4	-	-	-	-	-	-	-	-	*	3	*	1
	1%	-%	-%	-%	-%	-%	-%	-%	-%	*%	1%	*%	2% a
NET: Satisfied	376	51	57	85	40	1	187	7	39	163	213	165	45
	86%	88%	93%	91%	87%	40%	89%	96%	90%	90% b	84%	89%	85%
NET: Dissatisfied	13	1	*	2	*	*	2	*	1	6	6	3	4
	3%	1%	*%	2%	1%	3%	1%	3%	2%	3%	3%	2%	7% a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	**489**	77	164	224	33	72	238	120	250	74	1
Weighted total	**438**	62	137	177	19	54	207	79	182	41	2
Very Dissatisfied	**3**	*	-	*	-	-	*	-	*	-	-
	1%	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*
Fairly Dissatisfied	**10**	*	1	3	-	*	3	1	4	*	-
	2%	**%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*2%*	*1%*	*-%*
Neither Satisfied Nor Dissatisfied	**45**	2	19	17	1	2	22	6	19	4	-
	10%	*4%*	*14%* a	*10%*	*5%*	*4%*	*11%*	*7%*	*11%*	*9%*	*-%*
Fairly Satisfied	**155**	26	53	73	5	21	81	34	74	20	2
	35%	*41%*	*39%*	*41%*	*28%*	*40%*	*39%*	*44%*	*41%*	*48%*	*100%*
Very Satisfied	**221**	33	63	83	12	30	101	37	83	17	-
	51%	*54%*	*46%*	*47%*	*67%* a	*56%*	*49%*	*47%*	*45%*	*42%*	*-%*
Don't Know (DO NOT READ OUT)	**4**	-	-	*	-	-	-	1	1	-	-
	1%	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*
NET: Satisfied	**376**	59	117	157	18	52	182	72	157	37	2
	86%	*96%* b	*85%*	*89%*	*95%*	*96%*	*88%*	*91%*	*86%*	*90%*	*100%*
NET: Dissatisfied	**13**	1	1	3	-	*	3	1	5	*	-
	3%	*1%*	*1%*	*2%*	*-%*	*1%*	*1%*	*1%*	*3%*	*1%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	489	110	204	66	-	234	177	89	5	226	186	158	194	160	5
Weighted total	438	78	143	34	-	194	135	64	4	168	136	115	142	121	1
Very Dissatisfied	3	*	*	*	-	*	*	*	-	*	*	*	*	*	-
	1%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
Fairly Dissatisfied	10	*	4	2	-	3	3	*	-	3	2	1	3	*	-
	2%	*%	3%	6% a	-%	1%	2%	*%	-%	2%	2%	1%	2%	*%	-%
Neither Satisfied Nor Dissatisfied	45	5	15	3	-	19	11	7	-	16	13	9	13	14	-
	10%	7%	10%	9%	-%	10%	8%	11%	-%	10%	9%	8%	9%	12%	-%
Fairly Satisfied	155	31	54	10	-	73	57	23	3	68	50	48	60	51	-
	35%	40%	38%	29%	-%	38%	42%	35%	60%	40%	37%	42%	42%	43%	-%
Very Satisfied	221	40	69	19	-	99	64	34	2	81	70	57	66	54	1
	51%	51%	48%	56%	-%	51%	47%	53%	40%	48%	52%	49%	46%	45%	100%
Don't Know (DO NOT READ OUT)	4	1	1	-	-	-	-	-	-	*	*	-	*	-	-
	1%	1%	1%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%	-%
NET: Satisfied	376	71	123	29	-	172	121	57	4	149	120	105	126	105	1
	86%	91%	86%	85%	-%	89%	90%	89%	100%	89%	89%	91%	89%	87%	100%
NET: Dissatisfied	13	*	4	2	-	3	3	*	-	3	3	1	3	1	-
	3%	1%	3%	6% a	-%	2%	2%	*%	-%	2%	2%	1%	2%	1%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**489**	137	103	150	48	36	193	151	12	7	15	8
Weighted total	**438**	97	79	114	37	22	140	115	12	6	16	6
Very Dissatisfied	**3**	*	*	*	*	*	*	*	*	-	-	-
	1%	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*2%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**10**	1	*	1	*	*	3	1	-	-	-	-
	2%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**45**	9	4	8	2	*	13	14	*	4	-	*
	10%	*9%*	*6%*	*7%*	*6%*	*2%*	*9%*	*12%*	*2%*	*58%*	*-%*	*2%*
Fairly Satisfied	**155**	34	31	44	12	9	58	47	6	2	8	2
	35%	*36%*	*40%*	*39%*	*32%*	*40%*	*42%*	*41%*	*53%*	*30%*	*52%*	*36%*
Very Satisfied	**221**	52	43	61	22	12	65	53	5	1	8	4
	51%	*54%*	*54%*	*53%*	*61%*	*57%*	*47%*	*46%*	*43%*	*11%*	*48%*	*63%*
Don't Know (DO NOT READ OUT)	**4**	-	-	-	-	-	*	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**376**	87	74	105	34	21	123	100	12	3	16	6
	86%	*90%*	*94%*	*92%*	*93%*	*97%*	*88%*	*87%*	*96%*	*42%*	*100%*	*98%*
NET: Dissatisfied	**13**	1	1	1	*	*	3	1	*	-	-	-
	3%	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**489**	437	375	444	411	475	333	443	166	3	279	12	81	249
Weighted total	**438**	379	309	388	352	424	295	383	124	4	230	10	76	199
Very Dissatisfied	**3**	3	1	3	3	3	1	3	1	-	2	*	*	2
	1%	*1%*	**%*	*1%*	*1%*	*1%*	**%*	*1%*	**%*	*-%*	*1%*	*3%*	**%*	*1%*
Fairly Dissatisfied	**10**	10	6	10	10	10	4	10	4	2	4	-	*	4
	2%	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*3%*	*53%*	*2%*	*-%*	**%*	*2%*
Neither Satisfied Nor Dissatisfied	**45**	39	32	43	38	43	32	43	15	-	22	1	9	18
	10%	*10%*	*10%*	*11%*	*11%*	*10%*	*11%*	*11%*	*12%*	*-%*	*9%*	*10%*	*12%*	*9%*
Fairly Satisfied	**155**	134	112	134	121	151	106	136	48	-	81	3	30	70
	35%	*35%*	*36%*	*35%*	*34%*	*36%*	*36%*	*36%*	*39%*	*-%*	*35%*	*26%*	*40%*	*35%*
Very Satisfied	**221**	189	154	195	178	213	149	187	54	2	121	6	36	104
	51%	*50%*	*50%*	*50%*	*51%*	*50%*	*50%*	*49%*	*43%*	*47%*	*53%*	*61%*	*47%*	*52%*
Don't Know (DO NOT READ OUT)	**4**	4	3	4	3	4	3	4	2	-	*	-	-	*
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*-%*	**%*	*-%*	*-%*	**%*
NET: Satisfied	**376**	323	266	329	299	364	255	323	102	2	202	9	66	174
	86%	*85%*	*86%*	*85%*	*85%*	*86%*	*86%*	*84%*	*82%*	*47%*	*88%*	*87%*	*87%*	*88%*
NET: Dissatisfied	**13**	13	7	13	13	13	5	13	5	2	6	*	1	6
	3%	*3%*	*2%*	*3%*	*4%*	*3%*	*2%*	*3%*	*4%*	*53%*	*3%*	*3%*	*1%*	*3%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**489**	418	17	97	392	94	323	71	197	53	229	267	222
Weighted total	**438**	376	13	86	352	73	302	62	177	48	208	239	199
Very Dissatisfied	**3**	-	3	1	2	-	1	2	2	-	*	3	*
	1%	*-%*	*22%*	*1%*	*1%*	*-%*	**%*	*4%* b	*1%*	*-%*	**%*	*1%*	**%*
Fairly Dissatisfied	**10**	-	10	8	2	2	6	2	*	5	4	8	2
	2%	*-%*	*78%*	*9%* b	*1%*	*3%*	*2%*	*3%*	**%*	*11%* **ac**	*2%*	*3%*	*1%*
Neither Satisfied Nor Dissatisfied	**45**	-	-	21	24	7	32	6	18	13	13	32	13
	10%	*-%*	*-%*	*24%* b	*7%*	*9%*	*10%*	*10%*	*10%*	*27%* **ac**	*6%*	*14%* b	*6%*
Fairly Satisfied	**155**	155	-	39	116	25	109	21	61	20	74	81	74
	35%	*41%*	*-%*	*46%* b	*33%*	*34%*	*36%*	*33%*	*35%*	*41%*	*36%*	*34%*	*37%*
Very Satisfied	**221**	221	-	16	205	37	153	31	93	10	115	113	109
	51%	*59%*	*-%*	*19%*	*58%* a	*51%*	*51%*	*50%*	*53%* b	*21%*	*55%* b	*47%*	*55%*
Don't Know (DO NOT READ OUT)	**4**	-	-	1	3	2	1	*	1	-	2	3	1
	1%	*-%*	*-%*	*1%*	*1%*	*3%* b	**%*	**%*	*1%*	*-%*	*1%*	*1%*	*1%*
NET: Satisfied	**376**	376	-	55	321	62	263	52	155	30	188	194	183
	86%	*100%*	*-%*	*64%*	*91%* a	*85%*	*87%*	*83%*	*87%* b	*62%*	*91%* b	*81%*	*92%* a
NET: Dissatisfied	**13**	-	13	9	4	2	6	4	3	5	4	10	2
	3%	*-%*	*100%*	*10%* b	*1%*	*3%*	*2%*	*7%* b	*2%*	*11%* **ac**	*2%*	*4%* b	*1%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	a	*b	c	*d	*a	b	*c	*d
Unweighted total	**489**	70	20	53	41	34	19	38	22	24	46	7	21
Weighted total	**438**	30	9	22	17	14	7	16	10	11	25	2	12
Very Dissatisfied	**3**	*	*	-	-	-	-	-	*	-	-	-	-
	1%	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**10**	*	-	*	-	*	-	*	-	-	*	-	-
	2%	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**45**	3	*	1	1	*	1	1	2	-	2	-	1
	10%	*11%*	*1%*	*6%*	*8%*	**%*	*15%*	*6%*	*21%*	*-%*	*9%*	*-%*	*10%*
Fairly Satisfied	**155**	11	5	9	6	8	1	6	3	3	11	*	5
	35%	*38%*	*59%*	*38%*	*32%*	*53%*	*15%*	*35%*	*29%*	*25%*	*44%*	*6%*	*44%*
Very Satisfied	**221**	14	2	12	11	7	5	9	5	7	12	2	6
	51%	*47%*	*27%*	*55%*	*60%*	*46%*	*70%*	*57%*	*49%*	*65%*	*47%*	*94%*	*46%*
Don't Know (DO NOT READ OUT)	**4**	1	1	-	-	-	-	-	-	1	-	-	-
	1%	*4%*	*12%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*10%*	*-%*	*-%*	*-%*
NET: Satisfied	**376**	25	8	21	16	14	6	14	8	10	23	2	11
	86%	*85%*	*86%*	*93%*	*92%*	*99%*	*85%*	*93%*	*78%*	*90%*	*91%*	*100%*	*90%*
NET: Dissatisfied	**13**	*	*	*	-	*	-	*	*	-	*	-	-
	3%	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*1%*	*1%*	*-%*	**%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 127 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	***b**	***c**	d	***e**	f	g	h	i	j	k	***l**
Unweighted total	**489**	55	24	13	105	26	35	44	40	42	47	34	24
Weighted total	**438**	46	30	19	54	17	25	35	37	51	42	50	32
Very Dissatisfied	**3**	-	-	-	*	-	-	*	-	*	*	-	2
	1%	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*	*1%*	**%*	*-%*	*6%*
Fairly Dissatisfied	**10**	-	-	2	*	*	-	2	-	2	4	-	-
	2%	*-%*	*-%*	*10%*	**%*	*2%*	*-%*	*6%* d	*-%*	*4%*	*9%* **ad**	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**45**	5	5	-	4	1	1	2	4	6	9	4	4
	10%	*10%*	*18%*	*-%*	*8%*	*8%*	*5%*	*7%*	*10%*	*11%*	*20%* **df**	*7%*	*13%*
Fairly Satisfied	**155**	19	12	7	19	6	9	13	18	18	9	19	6
	35%	*41%* j	*40%*	*35%*	*36%*	*39%*	*34%*	*36%*	*49%* j	*36%*	*21%*	*39%*	*18%*
Very Satisfied	**221**	23	11	11	29	9	14	18	15	25	21	27	20
	51%	*49%*	*36%*	*55%*	*53%*	*52%*	*56%*	*50%*	*41%*	*49%*	*50%*	*54%*	*63%*
Don't Know (DO NOT READ OUT)	**4**	-	2	-	1	-	1	-	-	-	-	-	*
	1%	*-%*	*6%*	*-%*	*2%*	*-%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*
NET: Satisfied	**376**	41	23	17	48	15	22	31	34	43	30	46	26
	86%	*90%* j	*76%*	*90%*	*89%* j	*90%*	*91%* j	*87%*	*90%* j	*85%*	*71%*	*93%* j	*81%*
NET: Dissatisfied	**13**	-	-	2	*	*	-	2	-	2	4	-	2
	3%	*-%*	*-%*	*10%*	*1%*	*2%*	*-%*	*7%* d	*-%*	*5%*	*9%* **ad**	*-%*	*6%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**489**	92	166	126	105
Weighted total	**438**	95	95	124	124
Very Dissatisfied	**3**	-	*	1	2
	1%	*-%*	**%*	*1%*	*2%*
Fairly Dissatisfied	**10**	2	*	4	4
	2%	*2%*	**%*	*3%*	*3%*
Neither Satisfied Nor Dissatisfied	**45**	10	7	12	16
	10%	*10%*	*7%*	*9%*	*13%*
Fairly Satisfied	**155**	38	34	49	34
	35%	*40%*	*36%*	*40%* d	*27%*
Very Satisfied	**221**	44	51	58	68
	51%	*46%*	*54%*	*47%*	*55%*
Don't Know (DO NOT READ OUT)	**4**	2	2	-	*
	1%	*2%*	*2%*	*-%*	**%*
NET: Satisfied	**376**	81	85	108	102
	86%	*86%*	*90%*	*87%*	*82%*
NET: Dissatisfied	**13**	2	1	5	6
	3%	*2%*	*1%*	*4%*	*4%* b

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 128 Page 2326

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	e	a	b	c	***d**	e
Unweighted total	**489**	339	94	41	15	150	111	109	42	15	46
Weighted total	**438**	421	12	4	2	18	130	115	32	9	18
Very Dissatisfied	**6**	5	*	-	*	*	3	-	*	-	-
	1%	*1%*	*2%*	*-%*	*7%*	*2%*	*2%*	*-%*	*1%*	*-%*	*-%*
Fairly Dissatisfied	**2**	2	*	-	*	1	-	-	*	-	-
	****%***	**%*	*3%* a	*-%*	*15%*	*3%* a	*-%*	*-%*	*1%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**46**	45	1	1	*	2	14	18	2	*	2
	11%	*11%*	*10%*	*17%*	*3%*	*11%*	*11%*	*16%*	*6%*	*3%*	*12%*
Fairly Satisfied	**141**	135	4	2	*	6	35	37	7	5	7
	32%	*32%*	*32%*	*44%*	*31%*	*34%*	*27%*	*32%*	*22%*	*51%*	*42%* c
Very Satisfied	**221**	214	5	1	1	7	75	56	22	4	6
	50%	*51%* e	*40%*	*39%*	*38%*	*40%*	*58%* e	*49%*	*70%* **be**	*43%*	*34%*
Don't Know (DO NOT READ OUT)	**22**	20	2	-	*	2	3	4	-	*	2
	5%	*5%*	*14%* **ac**	*-%*	*7%*	*10%* **ac**	*2%*	*4%*	*-%*	*3%*	*13%* **abc**
NET: Satisfied	**362**	349	9	3	1	13	110	93	29	9	13
	83%	*83%* **be**	*72%*	*83%*	*69%*	*74%*	*85%*	*81%*	*92%* e	*94%*	*76%*
NET: Dissatisfied	**8**	7	1	-	*	1	3	-	1	-	-
	2%	*2%*	*5%*	*-%*	*22%*	*5%* a	*2%*	*-%*	*2%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 128 (continuation)

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	e	f	g	h	***i**	j	k	l	m
Unweighted total	**489**	41	14	70	6	33	72	36	37	26	335	51	54	49
Weighted total	**438**	51	17	73	4	36	88	46	46	32	392	14	18	14
Very Dissatisfied	**6**	1	-	-	2	*	-	2	-	-	5	-	-	*
	1%	*2%*	*-%*	*-%*	*49%*	**%*	*-%*	*4%*	*-%*	*-%*	*1%*	*-%*	*-%*	*3%*
Fairly Dissatisfied	**2**	-	-	1	-	-	*	-	*	*	2	-	-	*
	****%***	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*1%*	**%*	**%*	*-%*	*-%*	*3%* j
Neither Satisfied Nor Dissatisfied	**46**	3	-	11	-	2	12	6	6	1	42	*	2	2
	11%	*6%*	*-%*	*15%* k	*-%*	*5%*	*14%* k	*14%* k	*13%* k	*4%*	*11%* k	*1%*	*12%* k	*16%* k
Fairly Satisfied	**141**	12	4	28	2	10	25	20	12	13	126	5	6	5
	32%	*23%*	*20%*	*39%*	*51%*	*28%*	*29%*	*44%*	*27%*	*40%*	*32%*	*33%*	*33%*	*32%*
Very Satisfied	**221**	34	14	28	-	22	46	18	22	16	198	8	10	5
	50%	*67%* **cgjm**	*79%*	*38%*	*-%*	*61%* **cm**	*52%*	*38%*	*47%*	*49%*	*51%*	*56%*	*53%*	*38%*
Don't Know (DO NOT READ OUT)	**22**	1	*	4	-	2	5	-	6	2	19	1	*	1
	5%	*1%*	*1%*	*6%*	*-%*	*5%*	*5%*	*-%*	*13%* **gjl**	*6%*	*5%*	*10%*	*2%*	*7%*
NET: Satisfied	**362**	46	17	56	2	32	71	38	34	28	325	12	15	10
	83%	*90%* m	*99%*	*77%*	*51%*	*90%* m	*81%*	*82%*	*74%*	*90%*	*83%* m	*89%* m	*86%* m	*70%*
NET: Dissatisfied	**8**	1	-	1	2	*	*	2	*	*	7	-	-	1
	2%	*2%*	*-%*	*1%*	*49%*	**%*	**%*	*4%*	*1%*	**%*	*2%*	*-%*	*-%*	*7%* **fj**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 128 (continuation)

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	489	5	91	11	31	180	17	19	134	356	133	425	64
Weighted total	438	3	68	5	25	180	10	15	131	346	92	389	49
Very Dissatisfied	6	-	2	-	*	3	-	-	-	4	2	4	2
	1%	*-%*	*3%*	*-%*	*2%*	*2%*	*-%*	*-%*	*-%*	*1%*	*2%*	*1%*	*4%*
Fairly Dissatisfied	2	-	*	-	-	*	-	-	1	2	-	2	-
	**%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*1%*	*-%*	*1%*	*-%*
Neither Satisfied Nor Dissatisfied	46	1	5	*	3	23	2	1	12	41	6	44	2
	11%	*20%*	*8%*	*4%*	*11%*	*13%*	*21%*	*4%*	*9%*	*12%*	*6%*	*11%*	*5%*
Fairly Satisfied	141	-	25	*	9	47	5	4	50	110	31	127	14
	32%	*-%*	*37%*	*11%*	*36%*	*26%*	*51%*	*30%*	*38%* e	*32%*	*34%*	*33%*	*30%*
Very Satisfied	221	2	29	4	13	96	3	8	64	171	50	196	25
	50%	*80%*	*43%*	*83%*	*52%*	*53%*	*28%*	*53%*	*49%*	*50%*	*54%*	*50%*	*52%*
Don't Know (DO NOT READ OUT)	22	-	6	*	-	10	-	2	4	18	4	17	5
	5%	*-%*	*9%*	*2%*	*-%*	*6%*	*-%*	*12%*	*3%*	*5%*	*4%*	*4%*	*10%* a
NET: Satisfied	362	2	54	4	22	143	8	12	114	281	81	322	40
	83%	*80%*	*80%*	*94%*	*87%*	*80%*	*79%*	*84%*	*87%*	*81%*	*87%*	*83%*	*81%*
NET: Dissatisfied	8	-	2	-	*	4	-	-	1	6	2	6	2
	2%	*-%*	*3%*	*-%*	*2%*	*2%*	*-%*	*-%*	*1%*	*2%*	*2%*	*2%*	*4%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**489**	469	20	244	63	174
Weighted total	**438**	411	27	224	54	150
Very Dissatisfied	**6**	4	2	1	-	2
	1%	*1%*	*7%*	*1%*	*-%*	*2%*
Fairly Dissatisfied	**2**	2	-	2	*	-
	****%***	*1%*	*-%*	*1%*	**%*	*-%*
Neither Satisfied Nor Dissatisfied	**46**	41	5	26	7	14
	11%	*10%*	*20%*	*11%*	*13%*	*9%*
Fairly Satisfied	**141**	135	6	81	16	42
	32%	*33%*	*21%*	*36%*	*30%*	*28%*
Very Satisfied	**221**	207	14	104	29	83
	50%	*50%*	*52%*	*46%*	*55%*	*55%*
Don't Know (DO NOT READ OUT)	**22**	22	-	10	1	9
	5%	*5%*	*-%*	*4%*	*2%*	*6%*
NET: Satisfied	**362**	342	20	185	45	125
	83%	*83%*	*73%*	*83%*	*84%*	*83%*
NET: Dissatisfied	**8**	6	2	3	*	2
	2%	*1%*	*7%*	*2%*	**%*	*2%*

Columns Tested: a,b - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 128 (continuation)

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	489	290	154	33	6	2	3	-	1	444	45	94	196	199
Weighted total	438	295	117	20	4	1	1	-	*	412	26	102	193	143
Very Dissatisfied	6	3	1	2	-	-	-	-	-	4	2	2	1	2
	1%	*1%*	*1%*	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*7%*	*2%*	*1%*	*2%*
				abi							abi			
Fairly Dissatisfied	2	2	*	*	-	-	-	-	-	2	*	1	1	*
	**%*	*1%*	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*1%*	**%*	**%*
Neither Satisfied Nor Dissatisfied	46	33	10	1	2	-	*	-	-	43	3	13	20	13
	11%	*11%*	*9%*	*5%*	*42%*	*-%*	*41%*	*-%*	*-%*	*11%*	*12%*	*13%*	*10%*	*9%*
Fairly Satisfied	141	107	28	3	2	-	*	-	*	135	6	36	71	34
	32%	*36%*	*24%*	*15%*	*55%*	*-%*	*41%*	*-%*	*100%*	*33%*	*22%*	*36%*	*37%*	*24%*
		bc								bc		c	c	
Very Satisfied	221	133	74	14	*	*	*	-	-	207	14	45	88	88
	50%	*45%*	*63%*	*67%*	*3%*	*51%*	*18%*	*-%*	*-%*	*50%*	*54%*	*44%*	*46%*	*61%*
			ai	a										ab
Don't Know (DO NOT READ OUT)	22	17	4	1	-	*	-	-	-	21	1	4	12	5
	5%	*6%*	*4%*	*4%*	*-%*	*49%*	*-%*	*-%*	*-%*	*5%*	*4%*	*4%*	*6%*	*4%*
NET: Satisfied	362	240	102	17	3	*	*	-	*	342	20	81	159	122
	83%	*81%*	*87%*	*82%*	*58%*	*51%*	*59%*	*-%*	*100%*	*83%*	*77%*	*80%*	*82%*	*85%*
NET: Dissatisfied	8	5	1	2	-	-	-	-	-	6	2	3	2	3
	2%	*2%*	*1%*	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*7%*	*3%*	*1%*	*2%*
				abi							abi			

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	489	284	238	314	310	145	339	265	21	8	13	3	3	1
Weighted total	438	209	171	239	261	103	290	212	9	7	8	1	2	*
Very Dissatisfied	6	3	1	3	*	1	2	3	-	-	*	-	-	-
	1%	*2%* d	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	2	2	1	2	1	1	1	1	*	*	-	-	-	-
	**%*	*1%*	*1%*	*1%*	**%*	*1%*	**%*	*1%*	*1%*	*7%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	46	19	18	22	29	11	31	19	2	*	*	-	-	-
	11%	*9%*	*10%*	*9%*	*11%*	*11%*	*11%*	*9%*	*26%*	*2%*	*1%*	*-%*	*-%*	*-%*
Fairly Satisfied	141	67	50	74	74	30	91	67	1	2	3	*	-	*
	32%	*32%*	*29%*	*31%*	*28%*	*30%*	*31%*	*32%*	*13%*	*37%*	*36%*	*3%*	*-%*	*100%*
Very Satisfied	221	110	93	128	145	57	156	111	6	4	4	1	2	-
	50%	*52%*	*55%*	*53%*	*56%*	*55%*	*54%*	*52%*	*59%*	*54%*	*57%*	*76%*	*100%*	*-%*
Don't Know (DO NOT READ OUT)	22	8	8	10	13	2	10	10	*	-	*	*	-	-
	5%	*4%*	*4%*	*4%*	*5%*	*2%*	*3%*	*5%*	**%*	*-%*	*5%*	*21%*	*-%*	*-%*
NET: Satisfied	362	177	143	202	219	87	247	179	7	6	7	1	2	*
	83%	*85%*	*84%*	*84%*	*84%*	*85%*	*85%*	*84%*	*72%*	*91%*	*93%*	*79%*	*100%*	*100%*
NET: Dissatisfied	8	5	2	5	1	2	3	4	*	*	*	-	-	-
	2%	*2%* d	*1%*	*2%* d	**%*	*2%*	*1%*	*2%*	*1%*	*7%*	*2%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**489**	286	12	6	4	-	2	-	2	77	71	82	81	3
Weighted total	**438**	244	7	5	5	-	*	-	*	77	52	69	40	1
Very Dissatisfied	**6**	*	-	-	-	-	-	-	-	2	1	*	-	-
	1%	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*2%*	*1%*	*-%*	*-%*
Fairly Dissatisfied	**2**	1	-	-	-	-	-	-	-	2	*	*	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	**%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**46**	27	*	-	2	-	-	-	-	7	4	5	6	*
	11%	*11%*	*3%*	*-%*	*35%*	*-%*	*-%*	*-%*	*-%*	*9%*	*8%*	*8%*	*14%*	*20%*
Fairly Satisfied	**141**	71	*	*	2	-	*	-	*	24	19	19	11	-
	32%	*29%*	*7%*	*6%*	*34%*	*-%*	*100%*	*-%*	*100%*	*32%*	*37%*	*28%*	*27%*	*-%*
Very Satisfied	**221**	133	6	5	2	-	-	-	-	37	25	43	22	1
	50%	*54%*	*89%*	*94%*	*31%*	*-%*	*-%*	*-%*	*-%*	*47%*	*48%*	*63%*	*55%*	*80%*
Don't Know (DO NOT READ OUT)	**22**	13	*	-	-	-	-	-	-	6	2	1	1	-
	5%	*5%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%* c	*4%*	*1%*	*3%*	*-%*
NET: Satisfied	**362**	204	7	5	4	-	*	-	*	61	44	62 a	33	1
	83%	*84%*	*96%*	*100%*	*65%*	*-%*	*100%*	*-%*	*100%*	*79%*	*85%*	*90%*	*83%*	*80%*
NET: Dissatisfied	**8**	1	-	-	-	-	-	-	-	3	1	*	-	-
	2%	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*3%*	*1%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	489	76	71	92	63	8	229	18	63	208	280	238	76
Weighted total	438	58	61	93	46	3	210	7	44	182	255	186	53
Very Dissatisfied	6	*	-	-	-	-	-	-	*	2	3	*	3
	1%	*%	-%	-%	-%	-%	-%	-%	*1%*	*1%*	*1%*	*%	*5%* a
Fairly Dissatisfied	2	*	-	*	*	-	*	*	*	*	2	1	*
	%	*%	-%	*%	*1%*	-%	*%	*2%*	*%	*%	*1%*	*1%*	*1%*
Neither Satisfied Nor Dissatisfied	46	9	4	9	6	-	24	2	3	19	28	20	2
	11%	*16%*	*7%*	*10%*	*13%*	-%	*12%*	*25%*	*6%*	*10%*	*11%*	*11%*	*4%*
Fairly Satisfied	141	21	16	26	10	1	57	2	15	49	91	49	25
	32%	*37%* d	*27%*	*28%*	*21%*	*17%*	*27%*	*32%*	*34%*	*27%*	*36%* a	*26%*	*47%* a
Very Satisfied	221	23	36	53	30	3	121	3	21	101	120	107	21
	50%	*40%*	*60%* a	*57%* a	*65%* a	*83%*	*57%*	*42%*	*49%*	*55%*	*47%*	*58%* b	*39%*
Don't Know (DO NOT READ OUT)	22	4	4	4	1	-	8	-	5	11	11	8	2
	5%	*7%*	*6%*	*5%*	*2%*	-%	*4%*	-%	*10%* a	*6%*	*4%*	*5%*	*3%*
NET: Satisfied	362	45	52	79	39	3	177	5	36	150	211	156	46
	83%	*77%*	*86%*	*85%*	*85%*	*100%*	*84%*	*73%*	*83%*	*82%*	*83%*	*84%*	*86%*
NET: Dissatisfied	8	*	-	*	*	-	*	*	*	2	5	2	3
	2%	*1%	-%	*%	*1%	-%	*%	*2%	*1%	*1%	*2%	*1%	*6%* a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	***d**
Unweighted total	**489**	77	164	224	33	72	238	120	250	74	1
Weighted total	**438**	62	137	177	19	54	207	79	182	41	2
Very Dissatisfied	**6**	*	-	*	-	-	*	1	3	-	-
	1%	**%*	*-%*	**%*	*-%*	*-%*	**%*	*1%*	*2%*	*-%*	*-%*
Fairly Dissatisfied	**2**	*	*	1	-	*	*	2	1	2	-
	****%***	**%*	**%*	*1%*	*-%*	*1%*	**%*	*2%*	**%*	*4%* b	*-%*
Neither Satisfied Nor Dissatisfied	**46**	4	19	18	2	3	26	6	16	5	-
	11%	*7%*	*14%*	*10%*	*12%*	*5%*	*13%*	*8%*	*9%*	*12%*	*-%*
Fairly Satisfied	**141**	20	30	48	4	17	57	24	60	13	2
	32%	*33%*	*22%*	*27%*	*20%*	*32%*	*27%*	*31%*	*33%*	*32%*	*100%*
Very Satisfied	**221**	33	79	101	12	31	114	43	95	19	-
	50%	*54%*	*58%*	*57%*	*64%*	*58%*	*55%*	*54%*	*52%*	*47%*	*-%*
Don't Know (DO NOT READ OUT)	**22**	3	8	8	1	3	10	2	6	2	-
	5%	*5%*	*5%*	*5%*	*4%*	*5%*	*5%*	*3%*	*3%*	*5%*	*-%*
NET: Satisfied	**362**	54	109	149	16	48	170	67	155	32	2
	83%	*87%*	*80%*	*84%*	*84%*	*90%*	*82%*	*85%*	*85%*	*79%*	*100%*
NET: Dissatisfied	**8**	1	*	2	-	*	1	3	4	2	-
	2%	*1%*	**%*	*1%*	*-%*	*1%*	**%*	*4%*	*2%*	*4%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 128 (continuation)

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**489**	110	204	66	-	234	177	89	5	226	186	158	194	160	5
Weighted total	**438**	78	143	34	-	194	135	64	4	168	136	115	142	121	1
Very Dissatisfied	**6**	1	1	-	-	*	*	-	-	*	*	*	*	*	-
	1%	*1%*	*1%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*
Fairly Dissatisfied	**2**	1	1	1	-	*	*	*	-	1	*	*	1	1	-
	****%***	*1%*	**%*	*2%*	*-%*	**%*	**%*	**%*	*-%*	*1%*	**%*	**%*	*1%*	*1%*	*-%*
Neither Satisfied Nor Dissatisfied	**46**	7	15	4	-	20	15	9	*	16	16	12	18	14	-
	11%	*9%*	*10%*	*13%*	*-%*	*10%*	*11%*	*15%*	*2%*	*10%*	*12%*	*10%*	*12%*	*11%*	*-%*
Fairly Satisfied	**141**	18	43	8	-	55	39	12	2	47	29	30	37	34	*
	32%	*23%*	*30%*	*23%*	*-%*	*28%*	*29%*	*18%*	*40%*	*28%*	*21%*	*26%*	*26%*	*28%*	*9%*
Very Satisfied	**221**	46	77	21	-	108	74	42	2	97	83	67	79	67	1
	50%	*59%*	*54%*	*61%*	*-%*	*56%*	*55%*	*65%*	*40%*	*58%*	*61%*	*59%*	*56%*	*55%*	*91%*
Don't Know (DO NOT READ OUT)	**22**	4	6	1	-	11	6	1	1	6	7	6	7	5	-
	5%	*5%*	*4%*	*2%*	*-%*	*5%*	*5%*	*1%*	*17%*	*3%*	*5%*	*5%*	*5%*	*4%*	*-%*
NET: Satisfied	**362**	64	120	28	-	163	113	54	3	144	112	97	116	100	1
	83%	*83%*	*84%*	*84%*	*-%*	*84%*	*84%*	*84%*	*80%*	*86%*	*83%*	*84%*	*82%*	*83%*	*100%*
NET: Dissatisfied	**8**	2	2	1	-	1	1	*	-	2	1	1	2	1	-
	2%	*2%*	*1%*	*2%*	*-%*	**%*	*1%*	**%*	*-%*	*1%*	*1%*	**%*	*1%*	*1%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**489**	137	103	150	48	36	193	151	12	7	15	8
Weighted total	**438**	97	79	114	37	22	140	115	12	6	16	6
Very Dissatisfied	**6**	*	*	*	-	-	*	*	*	-	-	-
	1%	**%*	**%*	**%*	*-%*	*-%*	**%*	**%*	*2%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**2**	*	*	*	*	*	1	*	-	-	-	-
	****%***	**%*	**%*	**%*	*1%*	*1%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**46**	11	6	15	4	3	19	12	*	4	3	*
	11%	*11%*	*8%*	*13%*	*12%*	*12%*	*14%*	*11%*	*2%*	*58%*	*16%*	*8%*
Fairly Satisfied	**141**	24	22	31	6	3	39	31	6	2	3	2
	32%	*25%*	*28%*	*27%*	*15%*	*15%*	*28%*	*27%*	*53%*	*30%*	*19%*	*29%*
Very Satisfied	**221**	59	47	63	26	15	75	68	5	1	10	4
	50%	*61%*	*59%*	*55%*	*70%*	*69%*	*53%*	*59%*	*43%*	*11%*	*65%*	*63%*
Don't Know (DO NOT READ OUT)	**22**	2	3	5	1	1	6	3	-	-	-	-
	5%	*2%*	*4%*	*4%*	*2%*	*2%*	*4%*	*3%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**362**	83	69	94	31	18	114	99	12	3	13	5
	83%	*86%*	*87%*	*82%*	*85%*	*84%*	*81%*	*86%*	*96%*	*42%*	*84%*	*92%*
NET: Dissatisfied	**8**	1	*	1	*	*	1	1	*	-	-	-
	2%	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**489**	437	375	444	411	475	333	443	166	3	279	12	81	249
Weighted total	**438**	379	309	388	352	424	295	383	124	4	230	10	76	199
Very Dissatisfied	**6**	6	4	6	6	6	2	6	*	2	2	*	*	2
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*%*	*49%*	*1%*	*3%*	*%*	*1%*
Fairly Dissatisfied	**2**	2	2	2	1	2	1	2	*	*	*	1	-	2
	%	*1%*	*1%*	*1%*	*%*	*%*	*%*	*1%*	*%*	*4%*	*%*	*10%*	*-%*	*1%*
Neither Satisfied Nor Dissatisfied	**46**	38	29	42	35	43	32	44	15	-	24	1	10	24
	11%	*10%*	*10%*	*11%*	*10%*	*10%*	*11%*	*11%*	*12%*	*-%*	*11%*	*10%*	*13%*	*12%*
Fairly Satisfied	**141**	116	96	116	106	140	93	119	35	-	54	1	21	47
	32%	*31%*	*31%*	*30%*	*30%*	*33%*	*31%*	*31%*	*28%*	*-%*	*24%*	*5%*	*27%*	*24%*
Very Satisfied	**221**	195	160	201	186	213	152	194	63	2	135	7	44	111
	50%	*52%*	*52%*	*52%*	*53%*	*50%*	*51%*	*51%*	*51%*	*47%*	*59%*	*72%*	*58%*	*56%*
Don't Know (DO NOT READ OUT)	**22**	22	17	22	18	20	16	19	11	-	14	-	1	13
	5%	*6%*	*6%*	*6%*	*5%*	*5%*	*6%*	*5%*	*9%*	*-%*	*6%*	*-%*	*2%*	*7%*
NET: Satisfied	**362**	311	256	317	292	354	244	313	98	2	189	8	65	158
	83%	*82%*	*83%*	*82%*	*83%*	*83%*	*83%*	*82%*	*79%*	*47%*	*82%*	*77%*	*85%*	*79%*
NET: Dissatisfied	**8**	8	6	8	7	8	3	8	1	2	2	1	*	3
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*53%*	*1%*	*13%*	*%*	*2%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**489**	418	17	97	392	94	323	71	197	53	229	267	222
Weighted total	**438**	376	13	86	352	73	302	62	177	48	208	239	199
Very Dissatisfied	**6**	-	5	2	4	-	2	4	3	2	*	5	*
	1%	*-%*	*35%*	*2%*	*1%*	*-%*	*1%*	*6%* **ab**	*2%*	*4%* c	**%*	*2%* b	**%*
Fairly Dissatisfied	**2**	1	1	1	2	*	1	*	*	1	*	2	*
	****%***	**%*	*4%*	*1%*	**%*	*1%*	**%*	*1%*	**%*	*2%* c	**%*	*1%*	**%*
Neither Satisfied Nor Dissatisfied	**46**	20	2	21	25	7	39	1	21	7	19	30	17
	11%	*5%*	*17%*	*24%* b	*7%*	*10%* c	*13%* c	*1%*	*12%*	*15%*	*9%*	*12%*	*8%*
Fairly Satisfied	**141**	125	2	35	106	17	107	16	53	16	71	75	66
	32%	*33%*	*16%*	*41%* b	*30%*	*23%*	*36%* a	*25%*	*30%*	*33%*	*34%*	*31%*	*33%*
Very Satisfied	**221**	214	2	24	197	45	145	31	94	18	107	111	110
	50%	*57%*	*13%*	*28%*	*56%* a	*62%* b	*48%*	*50%*	*53%* b	*37%*	*51%*	*46%*	*55%*
Don't Know (DO NOT READ OUT)	**22**	16	2	4	18	4	8	10	6	5	11	16	6
	5%	*4%*	*15%*	*4%*	*5%*	*5%*	*3%*	*17%* **ab**	*3%*	*10%* a	*5%*	*7%*	*3%*
NET: Satisfied	**362**	339	4	59	303	62	253	47	147	33	178	186	176
	83%	*90%*	*29%*	*69%*	*86%* a	*85%*	*84%*	*75%*	*83%* b	*69%*	*86%* b	*78%*	*88%* a
NET: Dissatisfied	**8**	1	5	2	5	*	3	4	4	3	*	7	*
	2%	**%*	*40%*	*3%*	*2%*	*1%*	*1%*	*7%* **ab**	*2%* c	*6%* c	**%*	*3%* b	**%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	a	*b	c	*d	*a	b	*c	*d
Unweighted total	**489**	70	20	53	41	34	19	38	22	24	46	7	21
Weighted total	**438**	30	9	22	17	14	7	16	10	11	25	2	12
Very Dissatisfied	**6**	1	1	-	-	-	-	-	*	1	-	-	-
	1%	*4%*	*13%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*10%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**2**	1	-	*	-	*	-	1	-	-	1	-	-
	****%***	*4%*	*-%*	*1%*	*-%*	*1%*	*-%*	*8%*	*-%*	*-%*	*5%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**46**	1	-	2	1	2	*	1	1	*	1	-	1
	11%	*4%*	*-%*	*10%*	*8%*	*14%*	*1%*	*6%*	*9%*	*3%*	*4%*	*-%*	*10%*
Fairly Satisfied	**141**	10	4	6	5	2	2	3	4	2	9	*	4
	32%	*33%*	*47%*	*25%*	*31%*	*17%*	*31%*	*22%*	*41%*	*22%*	*36%*	*5%*	*35%*
Very Satisfied	**221**	14	2	13	10	9	5	9	5	6	12	2	7
	50%	*47%*	*27%*	*59%*	*60%*	*61%*	*68%*	*57%*	*48%*	*54%*	*47%*	*95%*	*55%*
Don't Know (DO NOT READ OUT)	**22**	2	1	1	*	1	-	1	-	1	2	-	-
	5%	*8%*	*13%*	*5%*	*1%*	*8%*	*-%*	*7%*	*-%*	*10%*	*9%*	*-%*	*-%*
NET: Satisfied	**362**	24	7	19	16	11	7	12	9	8	21	2	11
	83%	*80%*	*74%*	*84%*	*91%*	*77%*	*99%*	*79%*	*89%*	*76%*	*82%*	*100%*	*90%*
NET: Dissatisfied	**8**	2	1	*	-	*	-	1	*	1	1	-	-
	2%	*8%*	*13%*	*1%*	*-%*	*1%*	*-%*	*8%*	*1%*	*10%*	*5%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 128 (continuation)

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	***b**	***c**	d	***e**	f	g	h	i	j	k	***l**
Unweighted total	**489**	55	24	13	105	26	35	44	40	42	47	34	24
Weighted total	**438**	46	30	19	54	17	25	35	37	51	42	50	32
Very Dissatisfied	**6**	-	-	-	1	-	-	*	-	*	2	-	2
	1%	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*1%*	*-%*	*1%*	*4%*	*-%*	*6%*
Fairly Dissatisfied	**2**	-	-	-	1	-	-	1	-	*	-	-	-
	****%***	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*2%*	*-%*	**%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**46**	7	7	-	3	3	*	5	5	6	6	4	*
	11%	*15%*	*24%*	*-%*	*5%*	*18%*	*1%*	*15%*	*14%*	*11%*	*14%*	*9%*	*1%*
		df						**df**	f		**df**		
Fairly Satisfied	**141**	13	10	8	17	4	7	11	18	11	16	18	8
	32%	*28%*	*34%*	*44%*	*32%*	*26%*	*27%*	*31%*	*47%*	*22%*	*37%*	*36%*	*25%*
									i				
Very Satisfied	**221**	22	9	9	28	9	17	16	15	33	19	25	20
	50%	*47%*	*29%*	*46%*	*53%*	*56%*	*69%*	*46%*	*39%*	*64%*	*44%*	*51%*	*62%*
							aghj			h			
Don't Know (DO NOT READ OUT)	**22**	5	4	2	3	-	1	2	-	1	-	3	2
	5%	*10%*	*13%*	*10%*	*7%*	*-%*	*2%*	*6%*	*-%*	*2%*	*-%*	*5%*	*6%*
		hj											
NET: Satisfied	**362**	35	19	17	45	14	24	27	32	44	34	43	28
	83%	*75%*	*63%*	*90%*	*84%*	*82%*	*96%*	*77%*	*86%*	*86%*	*81%*	*86%*	*88%*
							agj						
NET: Dissatisfied	**8**	-	-	-	2	-	-	1	-	1	2	-	2
	2%	*-%*	*-%*	*-%*	*5%*	*-%*	*-%*	*3%*	*-%*	*1%*	*4%*	*-%*	*6%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 128 (continuation)

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**489**	92	166	126	105
Weighted total	**438**	95	95	124	124
Very Dissatisfied	**6**	-	1	1	4
	1%	*-%*	*1%*	*1%*	*3%*
Fairly Dissatisfied	**2**	-	1	1	-
	****%***	*-%*	*1%*	*1%*	*-%*
Neither Satisfied Nor Dissatisfied	**46**	14	6	16	11
	11%	*15%* b	*6%*	*13%* b	*8%*
Fairly Satisfied	**141**	32	28	40	42
	32%	*33%*	*29%*	*32%*	*34%*
Very Satisfied	**221**	39	55	64	64
	50%	*41%*	*58%* a	*51%*	*51%*
Don't Know (DO NOT READ OUT)	**22**	10	4	3	4
	5%	*11%* **bcd**	*4%*	*2%*	*4%*
NET: Satisfied	**362**	71	83	103	105
	83%	*75%*	*87%* a	*83%*	*85%*
NET: Dissatisfied	**8**	-	2	2	4
	2%	*-%*	*3%*	*1%*	*3%*

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 129 Page 2342

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	e	a	b	c	***d**	e
Unweighted total	**489**	339	94	41	15	150	111	109	42	15	46
Weighted total	**438**	421	12	4	2	18	130	115	32	9	18
Very Dissatisfied	*	-	*	-	*	*	-	-	*	-	-
	***%**	*-%*	*2%* a	*-%*	*7%*	*2%* a	*-%*	*-%*	*1%*	*-%*	*-%*
Fairly Dissatisfied	**12**	11	*	*	-	1	4	2	2	-	3
	3%	*3%*	*3%*	*6%*	*-%*	*3%*	*3%*	*1%*	*6%*	*-%*	*16%* **ab**
Neither Satisfied Nor Dissatisfied	**52**	49	2	1	*	3	16	16	2	2	*
	12%	*12%*	*15%*	*19%*	*15%*	*16%*	*12%*	*14%* e	*6%*	*24%*	*3%*
Fairly Satisfied	**143**	137	4	1	1	6	38	37	7	3	9
	33%	*33%*	*32%*	*30%*	*36%*	*32%*	*29%*	*32%*	*22%*	*31%*	*52%* **abc**
Very Satisfied	**217**	209	5	2	1	8	72	56	21	4	5
	50%	*50%*	*43%*	*45%*	*35%*	*43%*	*55%* e	*49%* e	*65%* e	*45%*	*28%*
Don't Know (DO NOT READ OUT)	**14**	13	1	-	*	1	1	3	-	-	*
	3%	*3%*	*5%*	*-%*	*7%*	*4%*	*1%*	*3%*	*-%*	*-%*	*1%*
NET: Satisfied	**360**	347	9	3	1	13	109	93	28	7	14
	82%	*82%* e	*75%*	*75%*	*72%*	*75%*	*84%*	*81%*	*87%*	*76%*	*80%*
NET: Dissatisfied	**12**	11	1	*	*	1	4	2	2	-	3
	3%	*3%*	*5%*	*6%*	*7%*	*5%*	*3%*	*1%*	*7%*	*-%*	*16%* **ab**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	**b**	c	**d**	e	f	g	h	**i**	j	k	l	m
Unweighted total	**489**	41	14	70	6	33	72	36	37	26	335	51	54	49
Weighted total	**438**	51	17	73	4	36	88	46	46	32	392	14	18	14
Very Dissatisfied	*	-	-	-	*	*	-	-	-	-	*	-	-	-
	***%**	*-%*	*-%*	*-%*	*6%*	***%**	*-%*	*-%*	*-%*	*-%*	***%**	*-%*	*-%*	*-%*
Fairly Dissatisfied	**12**	2	1	3	2	-	2	-	-	1	11	-	-	1
	***3%**	*4%*	*6%*	*4%*	*46%*	*-%*	*2%*	*-%*	*-%*	*3%*	*3%*	*-%*	*-%*	*6%*
Neither Satisfied Nor Dissatisfied	**52**	2	*	10	1	4	16	8	6	1	48	1	1	3
	***12%**	*4%*	*1%*	*13%*	*22%*	*10%*	*18%* **akl**	*18%* a	*13%*	*4%*	*12%*	*5%*	*6%*	*18%* **ak**
Fairly Satisfied	**143**	14	4	34	1	7	27	16	13	12	129	4	6	4
	***33%**	*28%*	*24%*	*47%* **aefjm**	*26%*	*19%*	*31%*	*35%*	*29%*	*37%*	*33%*	*31%*	*31%*	*29%*
Very Satisfied	**217**	33	12	25	-	25	41	20	21	17	193	8	11	6
	***50%**	*64%* **cm**	*69%*	*34%*	*-%*	*70%* **cfghjm**	*46%*	*43%*	*45%*	*55%*	*49%* c	*58%* c	*61%* **cm**	*40%*
Don't Know (DO NOT READ OUT)	**14**	*	-	1	-	-	3	2	6	-	12	1	*	1
	***3%**	**%*	*-%*	*2%*	*-%*	*-%*	*3%*	*4%*	*13%* **acejl**	*-%*	*3%*	*6%*	*2%*	*7%*
NET: Satisfied	**360**	47	16	59	1	32	68	36	34	29	321	12	16	10
	***82%**	*92%* **fhm**	*93%*	*81%*	*26%*	*90%* m	*77%*	*78%*	*74%*	*92%*	*82%* m	*89%* m	*92%* **fhm**	*69%*
NET: Dissatisfied	**12**	2	1	3	2	*	2	-	-	1	11	-	-	1
	***3%**	*4%*	*6%*	*4%*	*52%*	**%*	*2%*	*-%*	*-%*	*3%*	*3%*	*-%*	*-%*	*6%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	**489**	5	91	11	31	180	17	19	134	356	133	425	64
Weighted total	**438**	3	68	5	25	180	10	15	131	346	92	389	49
Very Dissatisfied	*	-	-	-	*	-	-	-	-	*	-	*	-
	***%**	-%	-%	-%	*2%*	-%	-%	-%	-%	**%*	-%	**%*	-%
Fairly Dissatisfied	**12**	-	*	-	-	5	-	1	6	8	4	12	-
	***3%**	-%	**%*	-%	-%	*3%*	-%	*7%*	*4%*	*2%*	*4%*	*3%*	-%
Neither Satisfied Nor Dissatisfied	**52**	1	10	*	3	28	2	*	10	43	9	50	2
	***12%**	*20%*	*14%*	*4%*	*11%*	*15%* h	*20%*	*1%*	*7%*	*12%*	*10%*	*13%* b	*4%*
Fairly Satisfied	**143**	-	20	*	8	50	3	8	53	111	32	129	14
	***33%**	-%	*29%*	*6%*	*34%*	*28%*	*32%*	*53%*	*40%* e	*32%*	*34%*	*33%*	*28%*
Very Satisfied	**217**	2	32	4	13	93	5	6	60	171	46	187	30
	***50%**	*80%*	*48%*	*90%*	*53%*	*51%*	*48%*	*39%*	*46%*	*49%*	*50%*	*48%*	*61%*
Don't Know (DO NOT READ OUT)	**14**	-	6	-	-	5	-	-	3	12	2	10	4
	***3%**	-%	*8%* e	-%	-%	*3%*	-%	-%	*3%*	*4%*	*2%*	*3%*	*8%* a
NET: Satisfied	**360**	2	52	4	22	143	8	14	113	282	78	316	43
	***82%**	*80%*	*77%*	*96%*	*87%*	*79%*	*80%*	*92%*	*86%*	*82%*	*84%*	*81%*	*89%*
NET: Dissatisfied	**12**	-	*	-	*	5	-	1	6	8	4	12	-
	***3%**	-%	**%*	-%	*2%*	*3%*	-%	*7%*	*4%*	*2%*	*4%*	*3%*	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**489**	469	20	244	63	174
Weighted total	**438**	411	27	224	54	150
Very Dissatisfied	*	*	-	*	-	-
	**%*	**%*	*-%*	**%*	*-%*	*-%*
Fairly Dissatisfied	**12**	10	2	4	3	2
	3%	*2%*	*7%*	*2%*	*6%* c	*1%*
Neither Satisfied Nor Dissatisfied	**52**	49	4	26	6	18
	12%	*12%*	*13%*	*11%*	*12%*	*12%*
Fairly Satisfied	**143**	135	8	79	18	46
	33%	*33%*	*28%*	*35%*	*33%*	*31%*
Very Satisfied	**217**	203	14	111	25	76
	50%	*49%*	*52%*	*50%*	*47%*	*51%*
Don't Know (DO NOT READ OUT)	**14**	14	-	4	1	7
	3%	*3%*	*-%*	*2%*	*2%*	*5%*
NET: Satisfied	**360**	338	22	190	43	122
	82%	*82%*	*80%*	*85%*	*79%*	*82%*
NET: Dissatisfied	**12**	10	2	5	3	2
	3%	*2%*	*7%*	*2%*	*6%* c	*1%*

Columns Tested: a,b - a,b,c

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Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**489**	290	154	33	6	2	3	-	1	444	45	94	196	199
Weighted total	**438**	295	117	20	4	1	1	-	*	412	26	102	193	143
Very Dissatisfied	*	*	*	-	-	-	-	-	-	*	-	-	*	*
	*%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%
Fairly Dissatisfied	**12**	8	4	*	-	-	-	-	-	12	*	3	5	4
	3%	*3%*	*3%*	*1%*	-%	-%	-%	-%	-%	*3%*	*1%*	*3%*	*3%*	*3%*
Neither Satisfied Nor Dissatisfied	**52**	37	12	1	2	-	*	-	-	49	3	15	22	15
	12%	*13%*	*10%*	*6%*	*42%*	-%	*41%*	-%	-%	*12%*	*13%*	*15%*	*11%*	*11%*
Fairly Satisfied	**143**	104	33	3	2	-	*	-	*	137	6	33	71	39
	33%	*35%* c	*28%*	*15%*	*55%*	-%	*59%*	-%	*100%*	*33%* c	*23%*	*32%*	*37%*	*27%*
Very Satisfied	**217**	135	67	14	*	*	-	-	-	202	15	49	87	82
	50%	*46%*	*57%* a	*70%* **ai**	*3%*	*51%*	-%	-%	-%	*49%*	*56%*	*48%*	*45%*	*57%* b
Don't Know (DO NOT READ OUT)	**14**	11	1	2	-	*	-	-	-	12	2	2	8	3
	3%	*4%*	*1%*	*9%* b	-%	*49%*	-%	-%	-%	*3%*	*8%* b	*2%*	*4%*	*2%*
NET: Satisfied	**360**	239	100	17	3	*	*	-	*	339	21	81	157	121
	82%	*81%*	*86%*	*85%*	*58%*	*51%*	*59%*	-%	*100%*	*82%*	*79%*	*80%*	*81%*	*85%*
NET: Dissatisfied	**12**	8	4	*	-	-	-	-	-	12	*	3	5	4
	3%	*3%*	*3%*	*1%*	-%	-%	-%	-%	-%	*3%*	*1%*	*3%*	*3%*	*3%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**489**	284	238	314	310	145	339	265	21	8	13	3	3	1
Weighted total	**438**	209	171	239	261	103	290	212	9	7	8	1	2	*
Very Dissatisfied	*	*	*	*	*	-	*	*	-	-	*	-	-	-
	***%**	*%*	*%*	*%*	*%*	-%	*%*	*%*	-%	-%	*2%*	-%	-%	-%
Fairly Dissatisfied	**12**	6	4	6	4	5	4	5	*	-	-	-	-	-
	***3%**	*3%*	*3%*	*2%*	*2%*	*5%* f	*1%*	*3%*	*1%*	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	**52**	21	23	27	32	14	37	24	2	1	*	-	-	-
	***12%**	*10%*	*14%*	*11%*	*12%*	*13%*	*13%*	*11%*	*23%*	*9%*	*3%*	-%	-%	-%
Fairly Satisfied	**143**	69	47	73	70	30	89	65	3	2	3	*	*	*
	***33%**	*33%*	*28%*	*31%*	*27%*	*29%*	*31%*	*30%*	*34%*	*37%*	*34%*	*3%*	*6%*	*100%*
Very Satisfied	**217**	107	92	127	147	53	154	112	4	4	4	1	2	-
	***50%**	*51%*	*54%*	*53%*	*56%*	*52%*	*53%*	*53%*	*42%*	*54%*	*57%*	*76%*	*94%*	-%
Don't Know (DO NOT READ OUT)	**14**	5	3	7	7	2	6	6	-	-	*	*	-	-
	***3%**	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	-%	-%	*5%*	*21%*	-%	-%
NET: Satisfied	**360**	177	139	200	218	83	243	177	7	6	7	1	2	*
	***82%**	*85%*	*81%*	*84%*	*83%*	*80%*	*84%*	*83%*	*76%*	*91%*	*91%*	*79%*	*100%*	*100%*
NET: Dissatisfied	**12**	6	5	6	4	5	4	6	*	-	*	-	-	-
	***3%**	*3%*	*3%*	*2%*	*2%*	*5%* f	*1%*	*3%*	*1%*	-%	*2%*	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**489**	286	12	6	4	-	2	-	2	77	71	82	81	3
Weighted total	**438**	244	7	5	5	-	*	-	*	77	52	69	40	1
Very Dissatisfied	*	*	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%
Fairly Dissatisfied	**12**	4	-	-	-	-	-	-	-	3	2	*	*	-
	***3%**	*2%*	-%	-%	-%	-%	-%	-%	-%	*4%*	*4%*	*%	*%	-%
Neither Satisfied Nor Dissatisfied	**52**	28	2	-	2	-	-	-	-	7	8	7	5	*
	***12%**	*11%*	*29%*	-%	*35%*	-%	-%	-%	-%	*9%*	*15%*	*9%*	*12%*	*20%*
Fairly Satisfied	**143**	67	1	*	2	-	*	-	*	26	16	18	13	-
	***33%**	*28%*	*8%*	*6%*	*34%*	-%	*100%*	-%	*100%*	*34%*	*31%*	*26%*	*31%*	-%
Very Satisfied	**217**	137	4	5	2	-	-	-	-	37	24	43	22	1
	***50%**	*56%*	*63%*	*94%*	*31%*	-%	-%	-%	-%	*48%*	*46%*	*63%* b	*54%*	*80%*
Don't Know (DO NOT READ OUT)	**14**	7	-	-	-	-	-	-	-	3	2	*	1	-
	***3%**	*3%*	-%	-%	-%	-%	-%	-%	-%	*4%*	*4%*	*1%*	*3%*	-%
NET: Satisfied	**360**	204	5	5	4	-	*	-	*	63	40	62	34	1
	***82%**	*84%*	*71%*	*100%*	*65%*	-%	*100%*	-%	*100%*	*82%*	*77%*	*89%* b	*85%*	*80%*
NET: Dissatisfied	**12**	4	-	-	-	-	-	-	-	3	2	*	*	-
	***3%**	*2%*	-%	-%	-%	-%	-%	-%	-%	*4%*	*4%*	*1%*	*%*	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**489**	76	71	92	63	8	229	18	63	208	280	238	76
Weighted total	**438**	58	61	93	46	3	210	7	44	182	255	186	53
Very Dissatisfied	*	*	-	-	-	-	-	-	*	*	-	*	-
	***%**	*%	-%	-%	-%	-%	-%	-%	*1%*	*%	-%	*%	-%
Fairly Dissatisfied	**12**	2	1	-	1	-	3	*	1	5	7	5	1
	***3%**	*4%*	*1%*	-%	*3%*	-%	*1%*	*3%*	*3%*	*3%*	*3%*	*2%*	*2%*
Neither Satisfied Nor Dissatisfied	**52**	7	4	15	6	*	28	2	2	18	34	21	5
	***12%**	*12%*	*7%*	*16%*	*13%*	*3%*	*13%*	*25%*	*5%*	*10%*	*13%*	*11%*	*10%*
Fairly Satisfied	**143**	22	16	19	11	2	53	2	16	52	90	47	26
	***33%**	*37%* c	*27%*	*20%*	*24%*	*71%*	*25%*	*28%*	*36%*	*29%*	*35%*	*25%*	*49%* a
Very Satisfied	**217**	25	38	57	27	1	122	3	22	100	117	109	17
	***50%**	*43%*	*62%* a	*61%* a	*59%*	*26%*	*58%*	*44%*	*51%*	*55%* b	*46%*	*59%* b	*32%*
Don't Know (DO NOT READ OUT)	**14**	2	2	3	*	-	5	-	3	6	8	3	4
	***3%**	*4%*	*3%*	*3%*	*1%*	-%	*2%*	-%	*6%*	*3%*	*3%*	*2%*	*7%* a
NET: Satisfied	**360**	47	54	76	38	3	175	5	38	152	206	157	43
	***82%**	*80%*	*89%*	*81%*	*83%*	*97%*	*83%*	*72%*	*86%*	*84%*	*81%*	*84%*	*81%*
NET: Dissatisfied	**12**	2	1	-	1	-	3	*	1	6	7	5	1
	***3%**	*4%*	*1%*	-%	*3%*	-%	*1%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	**489**	77	164	224	33	72	238	120	250	74	1
Weighted total	**438**	62	137	177	19	54	207	79	182	41	2
Very Dissatisfied	*	*	-	*	-	-	*	-	*	-	-
	***%**	*%	-%	*%	-%	-%	*%	-%	*%	-%	-%
Fairly Dissatisfied	**12**	1	2	4	1	1	3	2	6	*	-
	***3%**	*2%*	*1%*	*2%*	*5%*	*2%*	*1%*	*3%*	*3%*	*%	-%
Neither Satisfied Nor Dissatisfied	**52**	3	21	19	2	2	30	6	19	4	-
	***12%**	*5%*	*15% a*	*11%*	*9%*	*3%*	*15% a*	*7%*	*10%*	*10%*	-%
Fairly Satisfied	**143**	15	36	46	5	13	57	31	58	17	2
	***33%**	*25%*	*26%*	*26%*	*28%*	*25%*	*28%*	*39%*	*32%*	*42%*	*100%*
Very Satisfied	**217**	39	76	104	10	35	112	40	95	17	-
	***50%**	*63%*	*56%*	*59%*	*53%*	*65%*	*54%*	*50%*	*52%*	*42%*	-%
Don't Know (DO NOT READ OUT)	**14**	3	2	3	1	3	4	*	4	2	-
	***3%**	*4%*	*2%*	*2%*	*4%*	*5%*	*2%*	*1%*	*2%*	*5%*	-%
NET: Satisfied	**360**	54	112	150	15	49	169	70	153	35	2
	***82%**	*88%*	*82%*	*85%*	*82%*	*90%*	*82%*	*89%*	*84%*	*84%*	*100%*
NET: Dissatisfied	**12**	1	2	4	1	1	3	2	6	*	-
	***3%**	*2%*	*1%*	*2%*	*5%*	*2%*	*2%*	*3%*	*3%*	*%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**489**	110	204	66	-	234	177	89	5	226	186	158	194	160	5
Weighted total	**438**	78	143	34	-	194	135	64	4	168	136	115	142	121	1
Very Dissatisfied	*	-	*	-	-	*	*	-	-	*	*	*	*	*	-
	***%**	-%	*%*	-%	-%	*%*	*%*	-%	-%	*%*	*%*	*%*	*%*	*%*	-%
Fairly Dissatisfied	**12**	2	4	*	-	2	3	2	-	5	3	3	5	1	-
	***3%**	*2%*	*3%*	*1%*	-%	*1%*	*2%*	*3%*	-%	*3%*	*2%*	*2%*	*3%*	*1%*	-%
Neither Satisfied Nor Dissatisfied	**52**	9	19	7	-	23	13	7	*	18	18	10	17	14	-
	***12%**	*12%*	*13%*	*19%*	-%	*12%*	*10%*	*11%*	*2%*	*11%*	*13%*	*8%*	*12%*	*12%*	-%
Fairly Satisfied	**143**	18	40	6	-	54	34	14	2	48	30	27	39	35	-
	***33%**	*24%*	*28%*	*18%*	-%	*28%*	*25%*	*22%*	*46%*	*29%*	*22%*	*23%*	*27%*	*29%*	-%
Very Satisfied	**217**	46	77	20	-	110	80	40	2	95	81	71	79	66	1
	***50%**	*59%*	*53%*	*60%*	-%	*57%*	*59%*	*63%*	*40%*	*57%*	*60%*	*62%*	*56%*	*55%*	*100%*
Don't Know (DO NOT READ OUT)	**14**	2	3	*	-	5	5	1	*	2	3	5	2	3	-
	***3%**	*3%*	*2%*	*1%*	-%	*3%*	*3%*	*1%*	*12%*	*1%*	*2%*	*4%* a	*2%*	*2%*	-%
NET: Satisfied	**360**	64	116	27	-	164	114	54	4	144	111	98	118	102	1
	***82%**	*83%*	*81%*	*79%*	-%	*84%*	*84%*	*85%*	*86%*	*86%*	*82%*	*85%*	*83%*	*84%*	*100%*
NET: Dissatisfied	**12**	2	4	*	-	3	3	2	-	5	4	3	5	2	-
	***3%**	*2%*	*3%*	*1%*	-%	*1%*	*2%*	*3%*	-%	*3%*	*3%*	*3%*	*3%*	*1%*	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**489**	137	103	150	48	36	193	151	12	7	15	8
Weighted total	**438**	97	79	114	37	22	140	115	12	6	16	6
Very Dissatisfied	*	*	*	*	-	-	*	*	*	-	-	-
	***%**	*%	*%	*%	-%	-%	*%	*%	*2%*	-%	-%	-%
Fairly Dissatisfied	**12**	3	2	2	*	*	5	1	-	-	-	*
	***3%**	*3%*	*2%*	*2%*	*1%*	*2%*	*3%*	*1%*	-%	-%	-%	*8%*
Neither Satisfied Nor Dissatisfied	**52**	11	4	11	4	2	16	13	*	2	2	-
	***12%**	*11%*	*5%*	*10%*	*12%*	*9%*	*12%*	*11%*	*2%*	*29%*	*10%*	-%
Fairly Satisfied	**143**	19	21	30	6	4	36	30	6	4	4	2
	***33%**	*20%*	*26%*	*27%*	*15%*	*20%*	*26%*	*26%*	*53%*	*60%*	*25%*	*34%*
Very Satisfied	**217**	63	50	67	25	14	80	68	5	1	10	3
	***50%**	*65%*	*63%*	*59%*	*69%*	*67%*	*57%*	*59%*	*43%*	*11%*	*64%*	*58%*
Don't Know (DO NOT READ OUT)	**14**	1	3	3	1	*	3	3	-	-	-	-
	***3%**	*1%*	*4%*	*2%*	*2%*	*2%*	*2%*	*2%*	-%	-%	-%	-%
NET: Satisfied	**360**	82	70	98	31	19	116	98	12	4	14	5
	***82%**	*85%*	*89%*	*86%*	*84%*	*87%*	*83%*	*85%*	*96%*	*71%*	*90%*	*92%*
NET: Dissatisfied	**12**	3	2	2	*	*	5	2	*	-	-	*
	***3%**	*3%*	*2%*	*2%*	*1%*	*2%*	*4%*	*2%*	*2%*	-%	-%	*8%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**489**	437	375	444	411	475	333	443	166	3	279	12	81	249
Weighted total	**438**	379	309	388	352	424	295	383	124	4	230	10	76	199
Very Dissatisfied	*	*	*	*	*	*	*	*	-	-	*	*	*	-
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	3%	*%	-%
Fairly Dissatisfied	**12**	11	6	11	10	12	4	12	3	*	7	-	*	8
	***3%**	3%	2%	3%	3%	3%	1%	3%	2%	4%	3%	-%	*%	4%
Neither Satisfied Nor Dissatisfied	**52**	46	40	50	44	51	38	52	20	-	26	1	13	21
	***12%**	12%	13%	13%	12%	12%	13%	14%	16%	-%	11%	10%	17%	11%
Fairly Satisfied	**143**	117	87	117	104	139	94	115	35	-	61	2	20	57
	***33%**	31%	28%	30%	30%	33%	32%	30%	29%	-%	26%	16%	26%	29%
Very Satisfied	**217**	189	161	195	182	208	149	191	59	2	130	7	42	107
	***50%**	50%	52%	50%	52%	49%	50%	50%	47%	47%	56%	72%	55%	54%
Don't Know (DO NOT READ OUT)	**14**	14	14	14	12	14	9	13	7	2	7	-	1	5
	***3%**	4%	4%	4%	4%	3%	3%	3%	6%	49%	3%	-%	1%	3%
NET: Satisfied	**360**	307	249	312	286	347	243	306	94	2	190	9	62	164
	***82%**	81%	81%	80%	81%	82%	82%	80%	76%	47%	83%	87%	81%	83%
NET: Dissatisfied	**12**	12	7	12	10	12	5	12	3	*	7	*	1	8
	***3%**	3%	2%	3%	3%	3%	2%	3%	2%	4%	3%	3%	1%	4%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	489	418	17	97	392	94	323	71	197	53	229	267	222
Weighted total	438	376	13	86	352	73	302	62	177	48	208	239	199
Very Dissatisfied	*	-	*	*	*	-	*	*	-	-	*	*	*
	*%	-%	3%	*%	*%	-%	*%	*%	-%	-%	*%	*%	*%
Fairly Dissatisfied	12	2	4	9	3	2	8	2	7	3	2	10	2
	3%	*%	32%	10% b	1%	3%	3%	3%	4% c	5% c	1%	4% b	1%
Neither Satisfied Nor Dissatisfied	52	23	5	27	25	9	40	3	26	9	17	33	19
	12%	6%	37%	31% b	7%	12%	13%	5%	15% c	19% c	8%	14%	10%
Fairly Satisfied	143	129	-	27	116	23	101	18	49	16	76	78	65
	33%	34%	-%	31%	33%	31%	33%	29%	28%	34%	37% a	32%	33%
Very Satisfied	217	215	-	21	196	36	147	33	92	15	107	107	110
	50%	57%	-%	25%	56% a	50%	49%	54%	52% b	32%	51% b	45%	55% a
Don't Know (DO NOT READ OUT)	14	8	4	2	12	3	6	5	3	5	6	11	3
	3%	2%	29%	2%	3%	4%	2%	8% b	2%	10% ac	3%	5%	1%
NET: Satisfied	360	343	-	48	312	59	248	52	141	32	183	185	175
	82%	91%	-%	56%	89% a	82%	82%	83%	79% b	66%	88% ab	77%	88% a
NET: Dissatisfied	12	2	4	9	3	2	8	2	7	3	2	10	2
	3%	*%	35%	10% b	1%	3%	3%	4%	4% c	5% c	1%	4% b	1%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	a	*b	c	*d	*a	b	*c	*d
Unweighted total	**489**	70	20	53	41	34	19	38	22	24	46	7	21
Weighted total	**438**	30	9	22	17	14	7	16	10	11	25	2	12
Very Dissatisfied	*	*	*	-	-	-	-	-	*	-	-	-	-
	%	*%	1%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%
Fairly Dissatisfied	**12**	3	1	1	1	*	1	1	1	1	1	-	1
	3%	*11%*	*12%*	*6%*	*6%*	*1%*	*14%*	*7%*	*10%*	*10%*	*4%*	*-%*	*9%*
Neither Satisfied Nor Dissatisfied	**52**	*	*	1	*	1	-	*	-	*	*	-	1
	12%	*1%*	*1%*	*6%*	*3%*	*8%*	*-%*	**%*	*-%*	*3%*	**%*	*-%*	*10%*
Fairly Satisfied	**143**	8	4	5	5	4	1	3	4	4	9	*	3
	33%	*28%*	*47%*	*21%*	*27%*	*29%*	*8%*	*22%*	*34%*	*35%*	*37%*	*5%*	*26%*
Very Satisfied	**217**	17	2	15	11	9	6	11	6	4	13	2	7
	50%	*56%*	*27%*	*67%*	*64%*	*62%*	*78%*	*71%*	*55%*	*41%*	*54%*	*95%*	*55%*
Don't Know (DO NOT READ OUT)	**14**	1	1	-	-	-	-	-	-	1	1	-	-
	3%	*4%*	*12%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*10%*	*4%*	*-%*	*-%*
NET: Satisfied	**360**	25	7	20	16	13	6	14	9	8	23	2	10
	82%	*84%*	*74%*	*89%*	*91%*	*91%*	*86%*	*93%*	*89%*	*77%*	*91%*	*100%*	*81%*
NET: Dissatisfied	**12**	3	1	1	1	*	1	1	1	1	1	-	1
	3%	*11%*	*13%*	*6%*	*6%*	*1%*	*14%*	*7%*	*11%*	*10%*	*4%*	*-%*	*9%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 129 (continuation)

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	*e	f	g	h	i	j	k	*l
Unweighted total	489	55	24	13	105	26	35	44	40	42	47	34	24
Weighted total	438	46	30	19	54	17	25	35	37	51	42	50	32
Very Dissatisfied	*	-	-	-	*	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	*%	-%	-%	1%	-%	-%	-%	-%	-%
Fairly Dissatisfied	12	2	-	-	4	1	-	2	-	1	-	-	2
	3%	4%	-%	-%	8% j	8%	-%	5%	-%	1%	-%	-%	6%
Neither Satisfied Nor Dissatisfied	52	7	7	*	2	1	2	3	6	11	8	5	*
	12%	15% d	24%	3%	3%	8%	8%	8%	15% d	21% d	19% d	11%	1%
Fairly Satisfied	143	14	12	8	18	4	7	14	17	11	14	17	8
	33%	30%	40%	42%	33%	26%	28%	39%	45% i	21%	33%	35%	25%
Very Satisfied	217	23	9	9	28	10	15	15	15	28	19	25	22
	50%	51%	29%	46%	52%	58%	63%	42%	40%	55%	44%	51%	69%
Don't Know (DO NOT READ OUT)	14	1	2	2	2	-	1	2	-	1	2	2	*
	3%	2%	7%	10%	4%	-%	2%	5%	-%	2%	4%	4%	*%
NET: Satisfied	360	37	20	17	45	14	22	28	32	39	33	42	30
	82%	80%	69%	88%	84%	84%	90%	81%	85%	76%	77%	85%	93%
NET: Dissatisfied	12	2	-	-	4	1	-	2	-	1	-	-	2
	3%	4%	-%	-%	8% j	8%	-%	6%	-%	1%	-%	-%	6%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**489**	92	166	126	105
Weighted total	**438**	95	95	124	124
Very Dissatisfied	*	-	*	*	-
	%	*-%*	**%*	**%*	*-%*
Fairly Dissatisfied	**12**	2	6	3	2
	3%	*2%*	*6%*	*2%*	*1%*
Neither Satisfied Nor Dissatisfied	**52**	14	5	19	14
	12%	*15%*	*5%*	*16%*	*11%*
		b		b	
Fairly Satisfied	**143**	33	29	42	39
	33%	*35%*	*30%*	*34%*	*31%*
Very Satisfied	**217**	41	53	58	66
	50%	*43%*	*56%*	*46%*	*53%*
Don't Know (DO NOT READ OUT)	**14**	5	3	3	4
	3%	*5%*	*3%*	*2%*	*3%*
NET: Satisfied	**360**	74	82	99	105
	82%	*78%*	*86%*	*80%*	*84%*
NET: Dissatisfied	**12**	2	6	3	2
	3%	*2%*	*6%*	*2%*	*1%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	e	a	b	c	***d**	e
Unweighted total	**489**	339	94	41	15	150	111	109	42	15	46
Weighted total	**438**	421	12	4	2	18	130	115	32	9	18
Very Dissatisfied	**2**	2	-	-	*	*	-	2	-	-	-
	***%**	**%*	*-%*	*-%*	*7%*	*1%*	*-%*	*2%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**16**	15	*	*	*	1	5	3	-	*	*
	***4%**	*3%*	*3%*	*10%*	*15%*	*6%*	*4%*	*3%*	*-%*	*3%*	*2%*
Neither Satisfied Nor Dissatisfied	**26**	24	1	*	*	2	8	5	3	3	4
	***6%**	*6%*	*12%* a	*6%*	*11%*	*11%*	*6%*	*4%*	*9%*	*27%*	*23%* **ab**
Fairly Satisfied	**152**	146	4	1	*	5	35	44	12	2	8
	***35%**	*35%*	*31%*	*36%*	*10%*	*30%*	*27%*	*39%*	*37%*	*22%*	*48%* a
Very Satisfied	**200**	192	6	2	1	8	65	51	17	4	3
	***46%**	*46%*	*47%*	*47%*	*51%*	*47%*	*50%* e	*44%* e	*55%* e	*46%*	*18%*
Don't Know (DO NOT READ OUT)	**42**	41	1	*	*	1	17	10	-	*	2
	***10%**	*10%*	*6%*	*1%*	*7%*	*5%*	*13%* c	*8%*	*-%*	*2%*	*10%* c
NET: Satisfied	**352**	339	9	3	1	14	101	95	29	6	12
	***80%**	*81%*	*78%*	*83%*	*61%*	*78%*	*77%*	*83%* e	*91%* e	*68%*	*66%*
NET: Dissatisfied	**18**	16	*	*	*	1	5	5	-	*	*
	***4%**	*4%*	*3%*	*10%*	*22%*	*6%*	*4%*	*4%*	*-%*	*3%*	*2%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	e	f	g	h	***i**	j	k	l	m
Unweighted total	**489**	41	14	70	6	33	72	36	37	26	335	51	54	49
Weighted total	**438**	51	17	73	4	36	88	46	46	32	392	14	18	14
Very Dissatisfied	**2**	-	-	-	-	*	2	-	-	-	2	-	-	-
	***%**	*-%*	*-%*	*-%*	*-%*	**%*	*2%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**16**	1	3	2	*	2	*	2	4	*	13	*	2	1
	4%	*2%*	*17%*	*2%*	*3%*	*5%*	**%*	*4%*	*9%* **fk**	*1%*	*3%*	**%*	*9%* **fk**	*4%*
Neither Satisfied Nor Dissatisfied	**26**	1	-	6	3	-	9	1	2	1	23	*	*	2
	6%	*2%*	*-%*	*8%*	*71%*	*-%*	*10%* k	*2%*	*5%*	*3%*	*6%*	*1%*	*3%*	*14%* **ejkl**
Fairly Satisfied	**152**	24	2	35	1	11	34	12	11	11	141	2	4	5
	35%	*47%* **hkl**	*13%*	*49%* **ghjkl**	*26%*	*31%*	*38%* **kl**	*26%*	*23%*	*36%*	*36%* **kl**	*15%*	*20%*	*33%* k
Very Satisfied	**200**	23	9	24	-	20	34	24	25	15	175	10	10	5
	46%	*46%*	*53%*	*34%*	*-%*	*56%* c	*38%*	*52%*	*54%* c	*49%*	*45%*	*76%* **acfghjlm**	*54%* c	*39%*
Don't Know (DO NOT READ OUT)	**42**	1	3	5	-	3	10	7	4	4	37	1	3	1
	10%	*3%*	*17%*	*7%*	*-%*	*8%*	*11%*	*16%* a	*9%*	*12%*	*9%*	*8%*	*14%*	*10%*
NET: Satisfied	**352**	47	11	60	1	31	68	36	36	27	317	12	13	10
	80%	*93%* **flm**	*66%*	*83%*	*26%*	*87%*	*77%*	*78%*	*77%*	*84%*	*81%*	*91%* **flm**	*74%*	*72%*
NET: Dissatisfied	**18**	1	3	2	*	2	2	2	4	*	15	*	2	1
	4%	*2%*	*17%*	*2%*	*3%*	*5%*	*2%*	*4%*	*9%* k	*1%*	*4%*	**%*	*9%* k	*4%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	**489**	5	91	11	31	180	17	19	134	356	133	425	64
Weighted total	**438**	3	68	5	25	180	10	15	131	346	92	389	49
Very Dissatisfied	**2**	-	-	-	*	-	-	-	2	2	-	2	-
	***%**	-%	-%	-%	*%	-%	-%	-%	*1%*	*1%*	-%	*%	-%
Fairly Dissatisfied	**16**	-	2	-	-	6	-	-	7	13	3	14	2
	***4%**	-%	*3%*	-%	-%	*3%*	-%	-%	*6%*	*4%*	*3%*	*4%*	*4%*
Neither Satisfied Nor Dissatisfied	**26**	-	4	*	4	14	2	*	3	21	5	26	*
	***6%**	-%	*5%*	*2%*	*16%* h	*8%* h	*19%*	*1%*	*2%*	*6%*	*6%*	*7%* b	*%
Fairly Satisfied	**152**	2	24	1	9	54	5	7	51	119	33	134	18
	***35%**	*52%*	*36%*	*13%*	*35%*	*30%*	*52%*	*45%*	*39%*	*34%*	*36%*	*34%*	*36%*
Very Satisfied	**200**	1	30	4	12	88	3	7	54	159	42	178	23
	***46%**	*45%*	*45%*	*79%*	*47%*	*49%*	*30%*	*49%*	*41%*	*46%*	*45%*	*46%*	*47%*
Don't Know (DO NOT READ OUT)	**42**	*	8	*	*	19	-	1	14	33	9	36	6
	***10%**	*3%*	*11%*	*6%*	*2%*	*10%*	-%	*5%*	*11%*	*10%*	*10%*	*9%*	*13%*
NET: Satisfied	**352**	3	54	4	20	142	8	14	105	277	75	312	41
	***80%**	*97%*	*80%*	*92%*	*82%*	*79%*	*81%*	*94%*	*80%*	*80%*	*81%*	*80%*	*84%*
NET: Dissatisfied	**18**	-	2	-	*	6	-	-	9	15	3	16	2
	***4%**	-%	*3%*	-%	*%	*3%*	-%	-%	*7%*	*4%*	*3%*	*4%*	*4%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**489**	469	20	244	63	174
Weighted total	**438**	411	27	224	54	150
Very Dissatisfied	**2**	2	-	*	-	2
	***%**	*%	-%	*%	-%	*1%*
Fairly Dissatisfied	**16**	16	-	9	-	5
	***4%**	*4%*	-%	*4%*	-%	*3%*
Neither Satisfied Nor Dissatisfied	**26**	24	2	12	6	6
	***6%**	*6%*	*7%*	*5%*	*10%*	*4%*
Fairly Satisfied	**152**	145	7	73	22	55
	***35%**	*35%*	*24%*	*32%*	*41%*	*37%*
Very Satisfied	**200**	189	11	107	23	67
	***46%**	*46%*	*42%*	*48%*	*42%*	*45%*
Don't Know (DO NOT READ OUT)	**42**	35	7	23	4	14
	***10%**	*8%*	*27%*	*10%*	*7%*	*9%*
NET: Satisfied	**352**	334	18	180	45	122
	***80%**	*81%*	*66%*	*80%*	*83%*	*82%*
NET: Dissatisfied	**18**	18	-	9	-	7
	***4%**	*4%*	-%	*4%*	-%	*4%*

Columns Tested: a,b - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 130 (continuation)

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	489	290	154	33	6	2	3	-	1	444	45	94	196	199
Weighted total	438	295	117	20	4	1	1	-	*	412	26	102	193	143
Very Dissatisfied	2	2	*	-	-	-	-	-	-	2	-	-	2	*
	*%	1%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	1%	*%
Fairly Dissatisfied	16	11	4	1	-	-	-	-	-	15	1	5	6	5
	4%	4%	4%	3%	-%	-%	-%	-%	-%	4%	2%	5%	3%	3%
Neither Satisfied Nor Dissatisfied	26	20	5	*	-	*	*	-	-	25	1	11	10	6
	6%	7%	4%	2%	-%	49%	18%	-%	-%	6%	3%	10% c	5%	4%
Fairly Satisfied	152	99	42	6	4	-	*	-	*	141	11	25	74	53
	35%	34%	36%	29%	95%	-%	41%	-%	100%	34%	41%	25%	38% a	37% a
Very Satisfied	200	132	54	13	*	*	*	-	-	187	14	47	85	68
	46%	45%	46%	65% ai	5%	51%	41%	-%	-%	45%	53%	47%	44%	48%
Don't Know (DO NOT READ OUT)	42	31	11	*	-	-	-	-	-	42	*	14	17	11
	10%	10% j	10% j	1%	-%	-%	-%	-%	-%	10% j	1%	13%	9%	8%
NET: Satisfied	352	231	96	19	4	*	*	-	*	328	25	73	159	121
	80%	78%	82%	94% ai	100%	51%	82%	-%	100%	80%	94% ai	72%	82% a	84% a
NET: Dissatisfied	18	13	4	1	-	-	-	-	-	17	1	5	8	5
	4%	4%	4%	3%	-%	-%	-%	-%	-%	4%	2%	5%	4%	3%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	489	284	238	314	310	145	339	265	21	8	13	3	3	1
Weighted total	438	209	171	239	261	103	290	212	9	7	8	1	2	*
Very Dissatisfied	2	2	2	2	2	2	2	-	2	-	*	-	-	-
	*%	1%	1%	1%	1%	2%	1%	-%	19%	-%	2%	-%	-%	-%
Fairly Dissatisfied	16	5	5	6	10	3	9	6	-	*	-	-	-	-
	4%	2%	3%	3%	4%	3%	3%	3%	-%	2%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	26	13	11	14	13	5	22	12	1	*	*	-	*	-
	6%	6%	6%	6%	5%	5%	7%	6%	12%	7%	4%	-%	6%	-%
Fairly Satisfied	152	86	61	95	90	46	96	87	1	4	2	1	-	*
	35%	41%	36%	40%	34%	45%	33%	41%	9%	55%	26%	76%	-%	100%
		f				df								
Very Satisfied	200	94	77	106	127	42	137	93	6	2	3	*	2	-
	46%	45%	45%	44%	49%	41%	47%	44%	60%	36%	42%	24%	94%	-%
Don't Know (DO NOT READ OUT)	42	10	14	16	20	5	24	14	-	-	2	-	-	-
	10%	5%	8%	7%	8%	5%	8%	7%	-%	-%	26%	-%	-%	-%
NET: Satisfied	352	180	138	201	217	88	233	180	6	6	5	1	2	*
	80%	86%	81%	84%	83%	86%	80%	85%	69%	91%	68%	100%	94%	100%
NET: Dissatisfied	18	7	7	8	12	5	11	6	2	*	*	-	-	-
	4%	3%	4%	4%	5%	5%	4%	3%	19%	2%	2%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**489**	286	12	6	4	-	2	-	2	77	71	82	81	3
Weighted total	**438**	244	7	5	5	-	*	-	*	77	52	69	40	1
Very Dissatisfied	**2**	2	-	-	-	-	-	-	-	2	-	*	-	-
	***%**	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	**%*	*-%*	*-%*
Fairly Dissatisfied	**16**	10	*	-	-	-	-	-	-	1	2	2	1	-
	***4%**	*4%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*4%*	*3%*	*3%*	*-%*
Neither Satisfied Nor Dissatisfied	**26**	13	-	-	-	-	-	-	-	4	4	3	4	-
	***6%**	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*8%*	*4%*	*9%*	*-%*
Fairly Satisfied	**152**	81	4	*	4	-	*	-	*	27	24	30	13	*
	***35%**	*33%*	*65%*	*4%*	*69%*	*-%*	*35%*	*-%*	*35%*	*36%*	*45%*	*44%*	*33%*	*20%*
Very Satisfied	**200**	118	2	5	2	-	*	-	*	35	16	33	21	1
	***46%**	*48%*	*34%*	*96%*	*31%*	*-%*	*65%*	*-%*	*65%*	*46%*	*30%*	*48%* b	*53%* b	*80%*
Don't Know (DO NOT READ OUT)	**42**	20	-	-	-	-	-	-	-	7	6	1	1	-
	***10%**	*8%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*9%* cd	*12%* cd	*2%*	*2%*	*-%*
NET: Satisfied	**352**	199	7	5	5	-	*	-	*	63	39	63	35	1
	***80%**	*82%*	*99%*	*100%*	*100%*	*-%*	*100%*	*-%*	*100%*	*81%*	*76%*	*91%* b	*86%*	*100%*
NET: Dissatisfied	**18**	12	*	-	-	-	-	-	-	3	2	2	1	-
	***4%**	*5%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*4%*	*3%*	*3%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**489**	76	71	92	63	8	229	18	63	208	280	238	76
Weighted total	**438**	58	61	93	46	3	210	7	44	182	255	186	53
Very Dissatisfied	**2**	2	-	-	-	-	2	-	-	*	2	2	-
	***%**	*3%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*1%*	*1%*	*-%*
Fairly Dissatisfied	**16**	2	*	4	2	2	10	*	*	5	11	5	2
	***4%**	*3%*	**%*	*4%*	*5%*	*57%*	*5%*	*1%*	*1%*	*3%*	*4%*	*3%*	*3%*
Neither Satisfied Nor Dissatisfied	**26**	5	*	6	1	*	10	*	3	11	15	12	3
	***6%**	*9%* b	**%*	*6%* b	*3%*	*4%*	*5%*	*4%*	*6%*	*6%*	*6%*	*6%*	*5%*
Fairly Satisfied	**152**	16	24	33	16	1	72	4	14	65	87	73	22
	***35%**	*27%*	*39%*	*36%*	*36%*	*18%*	*34%*	*53%*	*33%*	*36%*	*34%*	*39%*	*41%*
Very Satisfied	**200**	26	31	46	23	1	103	3	20	82	119	84	22
	***46%**	*45%*	*51%*	*49%*	*50%*	*21%*	*49%*	*41%*	*47%*	*45%*	*46%*	*45%*	*41%*
Don't Know (DO NOT READ OUT)	**42**	7	6	4	3	-	14	*	6	19	23	11	5
	***10%**	*13%* c	*10%*	*4%*	*6%*	*-%*	*7%*	*1%*	*13%*	*10%*	*9%*	*6%*	*10%*
NET: Satisfied	**352**	42	54	79	39	1	175	7	35	147	205	157	44
	***80%**	*73%*	*90%* a	*85%* a	*85%*	*39%*	*83%*	*94%*	*80%*	*81%*	*80%*	*84%*	*82%*
NET: Dissatisfied	**18**	4	*	4	2	2	11	*	*	5	13	7	2
	***4%**	*6%* b	**%*	*4%*	*5%*	*57%*	*5%*	*1%*	*1%*	*3%*	*5%*	*4%*	*3%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	***d**
Unweighted total	**489**	77	164	224	33	72	238	120	250	74	1
Weighted total	**438**	62	137	177	19	54	207	79	182	41	2
Very Dissatisfied	**2**	-	2	2	-	-	2	-	2	-	-
	***%**	*-%*	*1%*	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*
Fairly Dissatisfied	**16**	2	6	5	*	2	9	2	4	1	-
	***4%**	*3%*	*4%*	*3%*	**%*	*3%*	*4%*	*3%*	*2%*	*2%*	*-%*
Neither Satisfied Nor Dissatisfied	**26**	3	5	12	-	3	10	6	12	5	-
	***6%**	*6%*	*3%*	*7%*	*-%*	*6%*	*5%*	*8%*	*6%*	*12%*	*-%*
Fairly Satisfied	**152**	22	52	69	7	16	74	33	75	16	2
	***35%**	*36%*	*38%*	*39%*	*37%*	*30%*	*35%*	*42%*	*41%*	*39%*	*100%*
Very Satisfied	**200**	27	62	80	10	26	100	36	81	15	-
	***46%**	*44%*	*45%*	*45%*	*54%*	*49%*	*49%*	*45%*	*45%*	*37%*	*-%*
Don't Know (DO NOT READ OUT)	**42**	7	11	9	2	6	13	2	9	4	-
	***10%**	*12%*	*8%*	*5%*	*8%*	*12%*	*6%*	*3%*	*5%*	*10%*	*-%*
NET: Satisfied	**352**	49	114	149	17	43	174	69	156	32	2
	***80%**	*80%*	*83%*	*84%*	*92%*	*79%*	*84%*	*87%*	*86%*	*77%*	*100%*
NET: Dissatisfied	**18**	2	8	7	*	2	10	2	6	1	-
	***4%**	*3%*	*5%*	*4%*	**%*	*3%*	*5%*	*3%*	*3%*	*2%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**489**	110	204	66	-	234	177	89	5	226	186	158	194	160	5
Weighted total	**438**	78	143	34	-	194	135	64	4	168	136	115	142	121	1
Very Dissatisfied	**2**	-	2	-	-	-	2	-	-	2	2	-	2	2	-
	***%**	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*1%*	*-%*	*1%*	*2%*	*-%*
Fairly Dissatisfied	**16**	1	5	2	-	9	6	2	-	5	4	3	4	4	-
	***4%**	*2%*	*3%*	*7%*	*-%*	*5%*	*4%*	*3%*	*-%*	*3%*	*3%*	*3%*	*3%*	*3%*	*-%*
Neither Satisfied Nor Dissatisfied	**26**	6	11	3	-	6	10 a	4	-	10	8	6	11	8	-
	***6%**	*8%*	*8%*	*10%*	*-%*	*3%*	*7%*	*6%*	*-%*	*6%*	*6%*	*5%*	*8%*	*7%*	*-%*
Fairly Satisfied	**152**	26	49	12	-	75	43	25	3	67	43	46	59	43	*
	***35%**	*33%*	*34%*	*35%*	*-%*	*39%*	*32%*	*39%*	*60%*	*40%*	*32%*	*40%*	*42%*	*36%*	*18%*
Very Satisfied	**200**	36	66	16	-	91	63	31	2	79	69	49	58	57	1
	***46%**	*46%*	*46%*	*46%*	*-%*	*47%*	*47%*	*49%*	*40%*	*47%*	*51%*	*42%*	*41%*	*47%*	*82%*
Don't Know (DO NOT READ OUT)	**42**	8	10	1	-	13	11	2	-	5	10 a	11 a	7	7	-
	***10%**	*10%* c	*7%*	*2%*	*-%*	*7%*	*8%*	*3%*	*-%*	*3%*	*8%*	*10%*	*5%*	*6%*	*-%*
NET: Satisfied	**352**	62	115	28	-	166	106	56	4	146	112	95	117	100	1
	***80%**	*80%*	*80%*	*82%*	*-%*	*85%*	*79%*	*88%*	*100%*	*87%*	*82%*	*83%*	*83%*	*83%*	*100%*
NET: Dissatisfied	**18**	1	7	2	-	9	8	2	-	7	5	3	6	5	-
	***4%**	*2%*	*5%*	*7%*	*-%*	*5%*	*6%*	*3%*	*-%*	*4%*	*4%*	*3%*	*4%*	*5%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**489**	137	103	150	48	36	193	151	12	7	15	8
Weighted total	**438**	97	79	114	37	22	140	115	12	6	16	6
Very Dissatisfied	**2**	2	-	-	-	-	2	2	-	-	-	-
	***%**	*2%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**16**	2	2	5	1	*	5	3	*	-	*	-
	***4%**	*2%*	*2%*	*4%*	*3%*	*1%*	*3%*	*3%*	*2%*	*-%*	*3%*	*-%*
Neither Satisfied Nor Dissatisfied	**26**	6	6	4	2	1	9	7	*	2	1	-
	***6%**	*6%*	*8%*	*3%*	*6%*	*7%*	*7%*	*6%*	*2%*	*29%*	*6%*	*-%*
Fairly Satisfied	**152**	36	27	38	11	6	57	43	6	2	6	3
	***35%**	*37%*	*34%*	*33%*	*29%*	*30%*	*41%*	*37%*	*53%*	*31%*	*41%*	*47%*
Very Satisfied	**200**	45	36	56	22	12	58	52	5	1	8	3
	***46%**	*46%*	*46%*	*49%*	*59%*	*58%*	*42%*	*45%*	*43%*	*9%*	*50%*	*53%*
Don't Know (DO NOT READ OUT)	**42**	7	8	12	1	1	8	8	-	2	-	-
	***10%**	*7%*	*10%*	*10%*	*3%*	*4%*	*6%*	*7%*	*-%*	*30%*	*-%*	*-%*
NET: Satisfied	**352**	80	63	94	32	19	115	95	12	3	15	6
	***80%**	*83%*	*80%*	*82%*	*88%*	*88%*	*83%*	*82%*	*96%*	*40%*	*91%*	*100%*
NET: Dissatisfied	**18**	4	2	5	1	*	7	5	*	-	*	-
	***4%**	*4%*	*2%*	*4%*	*3%*	*1%*	*5%*	*5%*	*2%*	*-%*	*3%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	a	***b**	a	b
Unweighted total	**489**	437	375	444	411	475	333	443	166	3	279	12	81	249
Weighted total	**438**	379	309	388	352	424	295	383	124	4	230	10	76	199
Very Dissatisfied	**2**	2	2	2	2	2	*	2	-	-	2	-	*	2
	%	*1%*	*1%*	**%*	*1%*	**%*	**%*	*1%*	*-%*	*-%*	*1%*	*-%*	**%*	*1%*
Fairly Dissatisfied	**16**	15	11	15	12	16	8	16	6	-	5	*	1	6
	4%	*4%*	*4%*	*4%*	*3%*	*4%*	*3%*	*4%*	*4%*	*-%*	*2%*	*5%*	*2%*	*3%*
Neither Satisfied Nor Dissatisfied	**26**	23	16	23	19	26	16	25	8	-	12	2	3	14
	6%	*6%*	*5%*	*6%*	*5%*	*6%*	*5%*	*7%*	*6%*	*-%*	*5%*	*23%*	*3%*	*7%*
Fairly Satisfied	**152**	133	105	133	118	145	104	132	47	*	76	1	34	61
	35%	*35%*	*34%*	*34%*	*34%*	*34%*	*35%*	*34%*	*38%*	*4%*	*33%*	*11%*	*45%* b	*31%*
Very Satisfied	**200**	171	148	178	168	194	137	172	55	4	112	6	31	99
	46%	*45%*	*48%*	*46%*	*48%*	*46%*	*46%*	*45%*	*45%*	*96%*	*49%*	*61%*	*41%*	*50%*
Don't Know (DO NOT READ OUT)	**42**	34	27	36	33	41	31	36	9	-	23	-	7	17
	10%	*9%*	*9%*	*9%*	*9%*	*10%*	*10%*	*9%*	*7%*	*-%*	*10%*	*-%*	*9%*	*9%*
NET: Satisfied	**352**	304	253	312	286	339	241	305	102	4	188	7	65	159
	80%	*80%*	*82%*	*80%*	*81%*	*80%*	*82%*	*80%*	*82%*	*100%*	*82%*	*72%*	*86%*	*80%*
NET: Dissatisfied	**18**	17	13	17	14	18	8	18	6	-	7	*	1	8
	4%	*5%*	*4%*	*4%*	*4%*	*4%*	*3%*	*5%*	*4%*	*-%*	*3%*	*5%*	*2%*	*4%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	489	418	17	97	392	94	323	71	197	53	229	267	222
Weighted total	438	376	13	86	352	73	302	62	177	48	208	239	199
Very Dissatisfied	2	-	*	*	2	-	2	-	-	-	2	2	*
	*%	-%	1%	*%	1%	-%	1%	-%	-%	-%	1%	1%	*%
Fairly Dissatisfied	16	4	4	11	4	3	12	*	5	8	3	9	7
	4%	1%	35%	13% b	1%	4%	4%	*%	3%	16% ac	1%	4%	3%
Neither Satisfied Nor Dissatisfied	26	16	2	8	18	6	18	3	7	5	13	21	5
	6%	4%	17%	9%	5%	8%	6%	4%	4%	11%	6%	9% b	2%
Fairly Satisfied	152	128	2	38	114	26	101	25	62	16	73	90	62
	35%	34%	15%	44% b	32%	36%	33%	40%	35%	34%	35%	38%	31%
Very Satisfied	200	197	2	20	181	33	138	30	83	16	99	94	106
	46%	52%	14%	23%	51% a	45%	46%	48%	47%	33%	48%	39%	53% a
Don't Know (DO NOT READ OUT)	42	31	2	10	32	5	31	5	20	3	18	23	19
	10%	8%	18%	12%	9%	7%	10%	7%	11%	6%	9%	10%	10%
NET: Satisfied	352	325	4	57	295	59	239	55	145	32	172	184	168
	80%	86%	29%	66%	84% a	81%	79%	88%	82% b	67%	83% b	77%	85% a
NET: Dissatisfied	18	4	5	11	6	3	14	*	5	8	5	11	7
	4%	1%	36%	13% b	2%	4%	5%	*%	3%	16% ac	2%	4%	3%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	a	*b	c	*d	*a	b	*c	*d
Unweighted total	**489**	70	20	53	41	34	19	38	22	24	46	7	21
Weighted total	**438**	30	9	22	17	14	7	16	10	11	25	2	12
Very Dissatisfied	**2**	*	*	-	-	-	-	-	*	-	-	-	-
	***%**	*%	*1%*	-%	-%	-%	-%	-%	*1%*	-%	-%	-%	-%
Fairly Dissatisfied	**16**	1	*	1	1	-	1	-	1	-	*	-	-
	***4%**	*4%*	*1%*	*5%*	*6%*	-%	*14%*	-%	*10%*	-%	*%*	-%	-%
Neither Satisfied Nor Dissatisfied	**26**	2	-	2	1	2	*	2	1	-	2	-	1
	***6%**	*7%*	-%	*10%*	*6%*	*15%*	*1%*	*14%*	*9%*	-%	*9%*	-%	*9%*
Fairly Satisfied	**152**	12	6	6	5	4	3	3	5	7	10	-	2
	***35%**	*39%*	*70%*	*28%*	*29%*	*30%*	*41%*	*21%*	*49%*	*69%*	*42%*	-%	*17%*
Very Satisfied	**200**	11	1	9	9	7	2	8	3	2	11	2	5
	***46%**	*38%*	*16%*	*42%*	*52%*	*47%*	*29%*	*51%*	*30%*	*20%*	*43%*	*100%*	*38%*
Don't Know (DO NOT READ OUT)	**42**	3	1	3	1	1	1	2	-	1	2	-	4
	***10%**	*11%*	*12%*	*15%*	*7%*	*8%*	*14%*	*14%*	-%	*10%*	*7%*	-%	*36%*
NET: Satisfied	**352**	23	8	16	14	11	5	11	8	10	21	2	7
	***80%**	*77%*	*86%*	*70%*	*81%*	*77%*	*70%*	*72%*	*79%*	*90%*	*84%*	*100%*	*55%*
NET: Dissatisfied	**18**	1	*	1	1	-	1	-	1	-	*	-	-
	***4%**	*4%*	*2%*	*5%*	*6%*	-%	*14%*	-%	*11%*	-%	*%*	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	*e	f	g	h	i	j	k	*l
Unweighted total	489	55	24	13	105	26	35	44	40	42	47	34	24
Weighted total	438	46	30	19	54	17	25	35	37	51	42	50	32
Very Dissatisfied	2	-	-	-	*	-	-	-	-	-	-	2	-
	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	4%	-%
Fairly Dissatisfied	16	*	2	3	1	2	*	*	2	5	-	-	-
	4%	1%	6%	15%	2%	10%	1%	1%	4%	10% adj	-%	-%	-%
Neither Satisfied Nor Dissatisfied	26	2	*	-	3	1	2	1	5	-	3	4	4
	6%	5%	*%	-%	6%	8%	8%	3%	14% i	-%	8%	7%	12%
Fairly Satisfied	152	18	9	9	20	3	9	17	15	14	14	15	8
	35%	39%	31%	48%	37%	18%	38%	50% i	41%	27%	33%	30%	25%
Very Satisfied	200	20	13	7	22	10	10	15	13	28	21	24	18
	46%	43%	43%	37%	41%	60%	39%	41%	35%	55%	51%	48%	56%
Don't Know (DO NOT READ OUT)	42	6	6	-	7	1	3	2	2	4	4	6	2
	10%	12%	20%	-%	13%	4%	14%	5%	6%	7%	9%	11%	7%
NET: Satisfied	352	38	22	16	42	13	19	32	28	42	35	39	26
	80%	82%	73%	85%	78%	79%	77%	91%	75%	82%	84%	78%	81%
NET: Dissatisfied	18	*	2	3	1	2	*	*	2	5	-	2	-
	4%	1%	6%	15%	2%	10%	1%	1%	4%	10% adj	-%	4%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**489**	92	166	126	105
Weighted total	**438**	95	95	124	124
Very Dissatisfied	**2**	-	*	-	2
	%	*-%*	**%*	*-%*	*1%*
Fairly Dissatisfied	**16**	5	3	8	-
	4%	*5%*	*3%*	*6%*	*-%*
		d		d	
Neither Satisfied Nor Dissatisfied	**26**	2	7	6	11
	6%	*2%*	*7%*	*5%*	*9%*
Fairly Satisfied	**152**	36	32	47	37
	35%	*38%*	*34%*	*38%*	*30%*
Very Satisfied	**200**	40	42	56	63
	46%	*42%*	*44%*	*45%*	*51%*
Don't Know (DO NOT READ OUT)	**42**	12	11	8	11
	10%	*12%*	*12%*	*6%*	*9%*
NET: Satisfied	**352**	76	74	102	100
	80%	*80%*	*78%*	*82%*	*81%*
NET: Dissatisfied	**18**	5	3	8	2
	4%	*5%*	*3%*	*6%*	*1%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 131 Page 2374

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	e	a	b	c	***d**	e
Unweighted total	**489**	339	94	41	15	150	111	109	42	15	46
Weighted total	**438**	421	12	4	2	18	130	115	32	9	18
Very Dissatisfied	**4**	4	-	-	*	*	-	*	-	-	-
	1%	*1%*	*-%*	*-%*	*7%*	*1%*	*-%*	**%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**10**	9	*	*	*	1	4	1	2	*	*
	2%	*2%*	*4%*	*4%*	*15%*	*5%*	*3%*	*1%*	*5%*	*3%*	**%*
Neither Satisfied Nor Dissatisfied	**32**	29	2	1	*	2	9	9	3	1	2
	7%	*7%*	*13%*	*16%*	*3%*	*13%* a	*7%*	*8%*	*9%*	*9%*	*13%*
Fairly Satisfied	**124**	119	3	1	*	5	35	29	7	4	10
	28%	*28%*	*26%*	*32%*	*14%*	*26%*	*27%*	*25%*	*23%*	*40%*	*57%* **abc**
Very Satisfied	**235**	226	6	2	1	9	68	66	20	4	4
	54%	*54%*	*51%*	*47%*	*54%*	*50%*	*53%* e	*57%* e	*62%* e	*47%*	*20%*
Don't Know (DO NOT READ OUT)	**35**	34	1	*	*	1	14	9	-	*	2
	8%	*8%*	*6%*	*1%*	*7%*	*5%*	*11%* c	*8%*	*-%*	*2%*	*10%* c
NET: Satisfied	**358**	345	9	3	1	13	103	95	27	8	14
	82%	*82%*	*77%*	*79%*	*69%*	*77%*	*79%*	*82%*	*85%*	*87%*	*77%*
NET: Dissatisfied	**14**	13	*	*	*	1	4	2	2	*	*
	3%	*3%*	*4%*	*4%*	*22%*	*5%*	*3%*	*1%*	*5%*	*3%*	**%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 131 (continuation)

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	e	f	g	h	***i**	j	k	l	m
Unweighted total	**489**	41	14	70	6	33	72	36	37	26	335	51	54	49
Weighted total	**438**	51	17	73	4	36	88	46	46	32	392	14	18	14
Very Dissatisfied	**4**	-	-	-	-	2	-	-	2	-	4	-	*	-
	1%	*-%*	*-%*	*-%*	*-%*	*5%* j	*-%*	*-%*	*4%*	*-%*	*1%*	*-%*	*2%*	*-%*
Fairly Dissatisfied	**10**	1	2	-	2	-	2	2	*	*	9	*	1	-
	2%	*2%*	*11%*	*-%*	*46%*	*-%*	*2%*	*4%*	*1%*	*1%*	*2%*	**%*	*4%*	*-%*
Neither Satisfied Nor Dissatisfied	**32**	3	1	6	1	-	6	5	6	*	28	*	*	3
	7%	*6%*	*6%*	*9%*	*28%*	*-%*	*6%*	*10%* k	*14%* **ekl**	**%*	*7%*	*1%*	*2%*	*20%* **efjkl**
Fairly Satisfied	**124**	12	1	34	1	8	30	13	7	9	114	2	4	4
	28%	*24%*	*3%*	*47%* **aehjklm**	*26%*	*21%*	*34%* **hk**	*27%*	*15%*	*27%*	*29%*	*16%*	*23%*	*26%*
Very Satisfied	**235**	33	12	27	-	24	43	21	27	21	208	10	10	7
	54%	*64%* c	*69%*	*38%*	*-%*	*66%* c	*48%*	*47%*	*58%* c	*66%*	*53%* c	*75%* **cfgjm**	*57%* c	*46%*
Don't Know (DO NOT READ OUT)	**35**	1	2	5	-	3	8	6	4	2	31	1	2	1
	8%	*3%*	*11%*	*7%*	*-%*	*8%*	*9%*	*12%*	*9%*	*6%*	*8%*	*8%*	*12%*	*7%*
NET: Satisfied	**358**	45	13	61	1	31	73	34	34	29	321	12	14	10
	82%	*89%*	*72%*	*84%*	*26%*	*87%*	*83%*	*74%*	*73%*	*93%*	*82%*	*91%* **ghm**	*80%*	*73%*
NET: Dissatisfied	**14**	1	2	-	2	2	2	2	2	*	13	*	1	-
	3%	*2%*	*11%*	*-%*	*46%*	*5%*	*2%*	*4%*	*5%*	*1%*	*3%*	**%*	*6%* c	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 131 (continuation)

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	489	5	91	11	31	180	17	19	134	356	133	425	64
Weighted total	438	3	68	5	25	180	10	15	131	346	92	389	49
Very Dissatisfied	4	-	2	-	*	2	-	-	*	4	-	2	2
	1%	*-%*	*3%*	*-%*	**%*	*1%*	*-%*	*-%*	**%*	*1%*	*-%*	*1%*	*4%* a
Fairly Dissatisfied	10	-	*	-	-	4	*	-	5	5	4	10	-
	2%	*-%*	**%*	*-%*	*-%*	*2%*	*2%*	*-%*	*4%*	*2%*	*5%* a	*2%*	*-%*
Neither Satisfied Nor Dissatisfied	32	-	1	-	2	16	2	*	10	24	7	30	2
	7%	*-%*	*2%*	*-%*	*8%*	*9%* b	*19%*	*1%*	*8%* b	*7%*	*8%*	*8%*	*4%*
Fairly Satisfied	124	*	16	1	9	44	5	5	42	103	20	111	12
	28%	*16%*	*24%*	*23%*	*35%*	*25%*	*48%*	*37%*	*32%*	*30%*	*22%*	*29%*	*25%*
Very Satisfied	235	2	41	3	13	101	3	8	61	181	53	206	28
	54%	*80%*	*60%* h	*71%*	*54%*	*56%*	*31%*	*57%*	*46%*	*52%*	*57%*	*53%*	*58%*
Don't Know (DO NOT READ OUT)	35	*	8	*	*	13	-	1	12	27	7	30	4
	8%	*3%*	*11%*	*6%*	*2%*	*7%*	*-%*	*5%*	*9%*	*8%*	*8%*	*8%*	*9%*
NET: Satisfied	358	3	57	4	22	145	8	14	103	285	73	317	41
	82%	*97%*	*84%*	*94%*	*89%*	*81%*	*79%*	*94%*	*79%*	*82%*	*79%*	*82%*	*84%*
NET: Dissatisfied	14	-	2	-	*	6	*	-	6	9	4	12	2
	3%	*-%*	*3%*	*-%*	**%*	*3%*	*2%*	*-%*	*4%*	*3%*	*5%*	*3%*	*4%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**489**	469	20	244	63	174
Weighted total	**438**	411	27	224	54	150
Very Dissatisfied	**4**	4	-	2	-	-
	1%	*1%*	*-%*	*1%*	*-%*	*-%*
Fairly Dissatisfied	**10**	8	2	3	2	3
	2%	*2%*	*7%*	*2%*	*3%*	*2%*
Neither Satisfied Nor Dissatisfied	**32**	30	2	15	5	12
	7%	*7%*	*7%*	*6%*	*9%*	*8%*
Fairly Satisfied	**124**	119	5	69	15	37
	28%	*29%*	*17%*	*31%*	*29%*	*25%*
Very Satisfied	**235**	221	13	116	28	87
	54%	*54%*	*49%*	*52%*	*52%*	*58%*
Don't Know (DO NOT READ OUT)	**35**	29	5	19	4	11
	8%	*7%*	*20%*	*9%*	*7%*	*7%*
NET: Satisfied	**358**	340	18	185	44	124
	82%	*83%*	*66%*	*82%*	*81%*	*83%*
NET: Dissatisfied	**14**	12	2	6	2	3
	3%	*3%*	*7%*	*2%*	*3%*	*2%*

Columns Tested: a,b - a,b,c

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**489**	290	154	33	6	2	3	-	1	444	45	94	196	199
Weighted total	**438**	295	117	20	4	1	1	-	*	412	26	102	193	143
Very Dissatisfied	**4**	4	*	-	-	-	-	-	-	4	-	2	2	*
	1%	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*2%*	*1%*	**%*
Fairly Dissatisfied	**10**	7	3	*	-	-	-	-	-	9	*	3	4	3
	2%	*2%*	*2%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*2%*	*3%*	*2%*	*2%*
Neither Satisfied Nor Dissatisfied	**32**	25	5	*	-	*	*	-	-	31	1	11	14	6
	7%	*9%*	*5%*	*1%*	*-%*	*49%*	*59%*	*-%*	*-%*	*7%*	*3%*	*11%* c	*7%*	*4%*
Fairly Satisfied	**124**	83	34	4	2	-	-	-	*	117	6	23	61	40
	28%	*28%*	*29%*	*18%*	*54%*	*-%*	*-%*	*-%*	*100%*	*28%*	*24%*	*22%*	*31%*	*28%*
Very Satisfied	**235**	151	65	16	2	*	*	-	-	216	18	53	97	84
	54%	*51%*	*56%*	*77%* **abi**	*46%*	*51%*	*41%*	*-%*	*-%*	*52%*	*70%* **ai**	*53%*	*50%*	*59%*
Don't Know (DO NOT READ OUT)	**35**	25	10	*	-	-	-	-	-	34	*	9	16	10
	8%	*8%*	*8%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*1%*	*9%*	*8%*	*7%*
NET: Satisfied	**358**	234	99	20	4	*	*	-	*	334	25	76	158	124
	82%	*79%*	*85%*	*96%* **ai**	*100%*	*51%*	*41%*	*-%*	*100%*	*81%*	*94%* **ai**	*75%*	*82%*	*87%* a
NET: Dissatisfied	**14**	11	3	*	-	-	-	-	-	13	*	5	6	3
	3%	*4%*	*2%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*2%*	*5%*	*3%*	*2%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**489**	284	238	314	310	145	339	265	21	8	13	3	3	1
Weighted total	**438**	209	171	239	261	103	290	212	9	7	8	1	2	*
Very Dissatisfied	**4**	*	2	2	2	*	2	2	-	-	*	-	-	-
	1%	**%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**10**	5	5	5	4	4	5	5	-	-	-	-	-	-
	2%	*2%*	*3%*	*2%*	*2%*	*4%*	*2%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**32**	12	10	14	13	9	24	10	3	1	*	-	*	-
	7%	*6%*	*6%*	*6%*	*5%*	*9%*	*8%*	*5%*	*31%*	*9%*	*3%*	*-%*	*6%*	*-%*
Fairly Satisfied	**124**	71	45	76	80	32	82	72	1	2	*	1	-	*
	28%	*34%*	*26%*	*32%*	*31%*	*31%*	*28%*	*34%*	*9%*	*28%*	*3%*	*79%*	*-%*	*100%*
Very Satisfied	**235**	112	97	129	145	52	155	112	6	4	5	*	2	-
	54%	*54%*	*57%*	*54%*	*55%*	*50%*	*53%*	*53%*	*60%*	*63%*	*67%*	*21%*	*94%*	*-%*
Don't Know (DO NOT READ OUT)	**35**	9	12	13	17	5	23	11	-	-	2	-	-	-
	8%	*4%*	*7%*	*6%*	*7%*	*5%*	*8%*	*5%*	*-%*	*-%*	*26%*	*-%*	*-%*	*-%*
NET: Satisfied	**358**	183	142	205	224	83	237	184	7	6	5	1	2	*
	82%	*87%*	*83%*	*86%*	*86%*	*81%*	*82%*	*87%*	*69%*	*91%*	*69%*	*100%*	*94%*	*100%*
NET: Dissatisfied	**14**	5	7	7	6	4	6	7	-	-	*	-	-	-
	3%	*3%*	*4%*	*3%*	*2%*	*4%*	*2%*	*3%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	489	286	12	6	4	-	2	-	2	77	71	82	81	3
Weighted total	438	244	7	5	5	-	*	-	*	77	52	69	40	1
Very Dissatisfied	4	2	-	-	-	-	-	-	-	*	2	*	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*3%*	**%*	*-%*	*-%*
Fairly Dissatisfied	10	4	-	-	-	-	-	-	-	2	*	2	1	-
	2%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	**%*	*3%*	*2%*	*-%*
Neither Satisfied Nor Dissatisfied	32	13	*	-	-	-	-	-	-	4	2	4	3	-
	7%	*5%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*4%*	*6%*	*8%*	*-%*
Fairly Satisfied	124	74	2	*	4	-	*	-	*	22	21	25	9	*
	28%	*30%*	*23%*	*6%*	*69%*	*-%*	*35%*	*-%*	*35%*	*28%*	*39%* d	*36%* d	*22%*	*20%*
Very Satisfied	235	133	5	5	2	-	*	-	*	42	23	37	27	1
	54%	*55%*	*73%*	*94%*	*31%*	*-%*	*65%*	*-%*	*65%*	*54%*	*43%*	*54%*	*67%* b	*80%*
Don't Know (DO NOT READ OUT)	35	17	-	-	-	-	-	-	-	7	5	*	1	-
	8%	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*9%* **cd**	*9%* **cd**	**%*	*2%*	*-%*
NET: Satisfied	358	207	7	5	5	-	*	-	*	63	43	62	36	1
	82%	*85%*	*97%*	*100%*	*100%*	*-%*	*100%*	*-%*	*100%*	*82%*	*83%*	*90%*	*88%*	*100%*
NET: Dissatisfied	14	6	-	-	-	-	-	-	-	2	2	2	1	-
	3%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*4%*	*3%*	*2%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**489**	76	71	92	63	8	229	18	63	208	280	238	76
Weighted total	**438**	58	61	93	46	3	210	7	44	182	255	186	53
Very Dissatisfied	**4**	*	-	2	-	-	2	-	*	*	4	*	2
	1%	*1%*	*-%*	*2%*	*-%*	*-%*	*1%*	*-%*	*1%*	**%*	*1%*	**%*	*3%* a
Fairly Dissatisfied	**10**	1	*	*	1	2	4	-	*	6	3	5	-
	2%	*2%*	**%*	**%*	*2%*	*57%*	*2%*	*-%*	**%*	*4%*	*1%*	*3%*	*-%*
Neither Satisfied Nor Dissatisfied	**32**	5	*	5	3	*	10	*	3	12	20	11	3
	7%	*8%* b	**%*	*6%*	*6%*	*3%*	*5%*	*2%*	*6%*	*6%*	*8%*	*6%*	*5%*
Fairly Satisfied	**124**	20	18	32	9	*	63	4	13	50	74	57	19
	28%	*35%* d	*30%*	*35%* d	*20%*	*7%*	*30%*	*52%*	*30%*	*28%*	*29%*	*31%*	*35%*
Very Satisfied	**235**	24	38	51	30	1	120	3	22	101	133	104	25
	54%	*41%*	*63%* a	*55%*	*66%* a	*33%*	*57%*	*45%*	*50%*	*56%*	*52%*	*56%*	*47%*
Don't Know (DO NOT READ OUT)	**35**	7	4	3	3	-	11	*	6	12	22	8	5
	8%	*13%* c	*7%*	*3%*	*6%*	*-%*	*5%*	*1%*	*13%* a	*7%*	*8%*	*4%*	*10%*
NET: Satisfied	**358**	44	56	83	40	1	183	7	35	151	207	161	44
	82%	*76%*	*93%* a	*89%* a	*86%*	*40%*	*87%*	*97%*	*80%*	*83%*	*81%*	*87%*	*82%*
NET: Dissatisfied	**14**	2	*	2	1	2	6	-	*	7	7	5	2
	3%	*3%*	**%*	*2%*	*2%*	*57%*	*3%*	*-%*	*1%*	*4%*	*3%*	*3%*	*3%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	***d**
Unweighted total	**489**	77	164	224	33	72	238	120	250	74	1
Weighted total	**438**	62	137	177	19	54	207	79	182	41	2
Very Dissatisfied	**4**	-	*	*	-	-	2	-	*	-	-
	1%	*-%*	**%*	**%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*	*-%*
Fairly Dissatisfied	**10**	1	3	5	-	1	4	1	4	1	-
	2%	*1%*	*2%*	*3%*	*-%*	*1%*	*2%*	*1%*	*2%*	*2%*	*-%*
Neither Satisfied Nor Dissatisfied	**32**	3	7	11	-	3	10	4	12	2	-
	7%	*5%*	*5%*	*6%*	*-%*	*6%*	*5%*	*5%*	*7%*	*4%*	*-%*
Fairly Satisfied	**124**	16	49	53	6	11	69	28	61	13	2
	28%	*26%*	*36%*	*30%*	*32%*	*21%*	*33%* a	*35%*	*34%*	*30%*	*100%*
Very Satisfied	**235**	36	69	100	11	34	111	45	95	22	-
	54%	*58%*	*50%*	*57%*	*60%*	*63%*	*53%*	*57%*	*52%*	*54%*	*-%*
Don't Know (DO NOT READ OUT)	**35**	6	9	7	2	5	12	1	9	4	-
	8%	*10%*	*7%*	*4%*	*8%*	*10%*	*6%*	*2%*	*5%*	*10%* a	*-%*
NET: Satisfied	**358**	52	118	153	17	45	179	73	157	35	2
	82%	*84%*	*86%*	*87%*	*92%*	*83%*	*87%*	*92%*	*86%*	*84%*	*100%*
NET: Dissatisfied	**14**	1	3	5	-	1	6	1	5	1	-
	3%	*1%*	*2%*	*3%*	*-%*	*1%*	*3%*	*1%*	*3%*	*2%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	489	110	204	66	-	234	177	89	5	226	186	158	194	160	5
Weighted total	438	78	143	34	-	194	135	64	4	168	136	115	142	121	1
Very Dissatisfied	4	-	2	2	-	2	2	-	-	*	*	*	*	*	-
	1%	*-%*	*1%*	*5%* a	*-%*	*1%*	*2%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*
Fairly Dissatisfied	10	1	5	1	-	3	2	1	-	5	5	1	5	2	-
	2%	*2%*	*3%*	*2%*	*-%*	*2%*	*2%*	*1%*	*-%*	*3%*	*4%*	*1%*	*3%*	*2%*	*-%*
Neither Satisfied Nor Dissatisfied	32	4	10	3	-	9	9	5	-	10	7	6	10	6	-
	7%	*6%*	*7%*	*10%*	*-%*	*4%*	*6%*	*7%*	*-%*	*6%*	*5%*	*5%*	*7%*	*5%*	*-%*
Fairly Satisfied	124	20	39	7	-	61	41	18	3	53	30	32	44	38	-
	28%	*26%*	*27%*	*20%*	*-%*	*31%*	*30%*	*29%*	*60%*	*32%* b	*22%*	*28%*	*31%*	*32%*	*-%*
Very Satisfied	235	46	78	21	-	107	72	38	2	96	85	68	77	69	1
	54%	*60%*	*55%*	*61%*	*-%*	*55%*	*54%*	*60%*	*40%*	*57%*	*63%*	*59%*	*54%*	*57%*	*100%*
Don't Know (DO NOT READ OUT)	35	5	9	1	-	12	9	2	-	4	8	9	6	5	-
	8%	*7%*	*6%*	*2%*	*-%*	*6%*	*7%*	*3%*	*-%*	*2%*	*6%*	*7%* a	*4%*	*4%*	*-%*
NET: Satisfied	358	67	118	28	-	168	113	56	4	149	116	100	121	107	1
	82%	*86%*	*82%*	*82%*	*-%*	*86%*	*84%*	*88%*	*100%*	*89%*	*85%*	*87%*	*85%*	*89%*	*100%*
NET: Dissatisfied	14	1	7	2	-	5	4	1	-	5	5	1	5	2	-
	3%	*2%*	*5%*	*7%*	*-%*	*3%*	*3%*	*1%*	*-%*	*3%*	*4%*	*1%*	*3%*	*2%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**489**	137	103	150	48	36	193	151	12	7	15	8
Weighted total	**438**	97	79	114	37	22	140	115	12	6	16	6
Very Dissatisfied	**4**	*	*	*	-	-	*	*	-	-	-	-
	1%	**%*	**%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**10**	*	*	1	1	*	5	2	*	*	-	-
	2%	**%*	**%*	*1%*	*3%*	*1%*	*3%*	*2%*	**%*	*3%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**32**	5	5	6	2	1	11	6	*	2	-	-
	7%	*6%*	*6%*	*5%*	*6%*	*7%*	*8%*	*5%*	*3%*	*26%*	*-%*	*-%*
Fairly Satisfied	**124**	28	23	24	8	6	46	40	3	2	5	*
	28%	*29%*	*29%*	*21%*	*22%*	*30%*	*33%*	*35%*	*23%*	*29%*	*32%*	*2%*
Very Satisfied	**235**	56	45	72	24	13	71	61	9	1	11	6
	54%	*58%*	*57%*	*63%*	*66%*	*58%*	*51%*	*53%*	*73%*	*11%*	*68%*	*98%*
Don't Know (DO NOT READ OUT)	**35**	7	6	11	1	1	7	7	-	2	-	-
	8%	*7%*	*8%*	*9%*	*3%*	*4%*	*5%*	*6%*	*-%*	*30%*	*-%*	*-%*
NET: Satisfied	**358**	84	68	96	32	19	117	100	12	3	16	6
	82%	*87%*	*86%*	*84%*	*88%*	*88%*	*83%*	*87%*	*96%*	*40%*	*100%*	*100%*
NET: Dissatisfied	**14**	1	1	1	1	*	5	2	*	*	-	-
	3%	*1%*	*1%*	*1%*	*3%*	*1%*	*4%*	*2%*	**%*	*3%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**489**	437	375	444	411	475	333	443	166	3	279	12	81	249
Weighted total	**438**	379	309	388	352	424	295	383	124	4	230	10	76	199
Very Dissatisfied	**4**	4	4	4	4	4	2	4	4	-	*	-	*	*
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	*-%*	**%*	*-%*	**%*	**%*
Fairly Dissatisfied	**10**	10	4	10	10	10	3	10	1	-	6	-	1	6
	2%	*3%*	*1%*	*2%*	*3%*	*2%*	*1%*	*3%*	*1%*	*-%*	*3%*	*-%*	*2%*	*3%*
Neither Satisfied Nor Dissatisfied	**32**	30	17	30	22	32	19	31	9	-	14	1	2	16
	7%	*8%*	*6%*	*8%*	*6%*	*7%*	*6%*	*8%*	*7%*	*-%*	*6%*	*13%*	*2%*	*8%*
Fairly Satisfied	**124**	109	89	109	94	119	87	110	40	*	59	2	26	54
	28%	*29%*	*29%*	*28%*	*27%*	*28%*	*29%*	*29%*	*32%*	*4%*	*26%*	*16%*	*34%*	*27%*
Very Satisfied	**235**	197	172	207	196	226	160	201	64	4	133	7	43	108
	54%	*52%*	*56%*	*53%*	*56%*	*53%*	*54%*	*52%*	*51%*	*96%*	*58%*	*72%*	*57%*	*55%*
Don't Know (DO NOT READ OUT)	**35**	28	23	28	26	34	23	28	7	-	17	-	4	13
	8%	*8%*	*7%*	*7%*	*7%*	*8%*	*8%*	*7%*	*6%*	*-%*	*7%*	*-%*	*5%*	*7%*
NET: Satisfied	**358**	306	260	316	290	345	247	310	103	4	192	9	69	163
	82%	*81%*	*84%*	*81%*	*82%*	*81%*	*84%*	*81%*	*83%*	*100%*	*84%*	*87%*	*91%*	*82%*
NET: Dissatisfied	**14**	14	8	14	14	14	5	14	5	-	7	-	1	6
	3%	*4%*	*3%*	*4%*	*4%*	*3%*	*2%*	*4%*	*4%*	*-%*	*3%*	*-%*	*2%*	*3%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	489	418	17	97	392	94	323	71	197	53	229	267	222
Weighted total	438	376	13	86	352	73	302	62	177	48	208	239	199
Very Dissatisfied	4	-	4	4	-	-	4	-	-	4	*	2	2
	1%	-%	31%	5% b	-%	-%	1%	-%	-%	7% ac	*%	1%	1%
Fairly Dissatisfied	10	2	4	4	6	4	3	2	2	3	4	6	4
	2%	*%	30%	5%	2%	6% b	1%	3%	1%	6% a	2%	2%	2%
Neither Satisfied Nor Dissatisfied	32	13	3	11	20	3	25	3	11	7	14	24	7
	7%	3%	22%	13% b	6%	4%	8%	5%	6%	14%	7%	10% b	4%
Fairly Satisfied	124	106	*	31	92	18	91	14	52	13	59	75	49
	28%	28%	2%	36%	26%	25%	30%	23%	29%	27%	28%	31%	25%
Very Satisfied	235	229	2	30	205	44	151	40	96	19	117	110	124
	54%	61%	15%	34%	58% a	60%	50%	64% b	54%	39%	56% b	46%	63% a
Don't Know (DO NOT READ OUT)	35	28	-	6	29	4	27	3	17	3	14	23	12
	8%	7%	-%	7%	8%	5%	9%	5%	9%	6%	7%	9%	6%
NET: Satisfied	358	334	2	61	297	62	242	54	147	32	176	185	173
	82%	89%	17%	71%	84% a	85%	80%	87%	83% b	66%	85% b	77%	87% a
NET: Dissatisfied	14	2	8	8	6	4	7	2	2	7	4	7	6
	3%	*%	62%	9% b	2%	6%	2%	3%	1%	14% ac	2%	3%	3%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	a	*b	c	*d	*a	b	*c	*d
Unweighted total	**489**	70	20	53	41	34	19	38	22	24	46	7	21
Weighted total	**438**	30	9	22	17	14	7	16	10	11	25	2	12
Very Dissatisfied	**4**	*	*	-	-	-	-	-	*	-	-	-	-
	1%	*%	*1%*	-%	-%	-%	-%	-%	*1%*	-%	-%	-%	-%
Fairly Dissatisfied	**10**	-	-	-	-	-	-	-	-	-	*	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Neither Satisfied Nor Dissatisfied	**32**	1	*	2	1	1	1	*	1	-	*	-	1
	7%	*4%*	*1%*	*10%*	*7%*	*9%*	*15%*	*1%*	*11%*	-%	*1%*	-%	*9%*
Fairly Satisfied	**124**	11	5	5	4	3	2	4	4	5	10	*	2
	28%	*37%*	*58%*	*21%*	*26%*	*23%*	*33%*	*27%*	*43%*	*43%*	*38%*	*6%*	*17%*
Very Satisfied	**235**	15	2	13	12	9	4	10	5	5	14	2	6
	54%	*51%*	*28%*	*58%*	*67%*	*60%*	*52%*	*64%*	*45%*	*47%*	*54%*	*94%*	*47%*
Don't Know (DO NOT READ OUT)	**35**	2	1	2	*	1	-	1	-	1	2	-	3
	8%	*7%*	*12%*	*10%*	*1%*	*8%*	-%	*7%*	-%	*10%*	*7%*	-%	*27%*
NET: Satisfied	**358**	26	8	18	16	12	6	14	9	10	23	2	8
	82%	*88%*	*86%*	*79%*	*92%*	*83%*	*85%*	*92%*	*88%*	*90%*	*92%*	*100%*	*64%*
NET: Dissatisfied	**14**	*	*	-	-	-	-	-	*	-	*	-	-
	3%	*%	*1%*	-%	-%	-%	-%	-%	*1%*	-%	*%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	***b**	***c**	d	***e**	f	g	h	i	j	k	***l**
Unweighted total	**489**	55	24	13	105	26	35	44	40	42	47	34	24
Weighted total	**438**	46	30	19	54	17	25	35	37	51	42	50	32
Very Dissatisfied	**4**	-	-	2	*	*	-	-	-	2	-	-	-
	1%	*-%*	*-%*	*10%*	**%*	*2%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**10**	*	-	*	*	1	*	2	-	4	-	-	2
	2%	*1%*	*-%*	*3%*	**%*	*6%*	*1%*	*6%* d	*-%*	*7%* d	*-%*	*-%*	*6%*
Neither Satisfied Nor Dissatisfied	**32**	*	2	-	2	1	2	4	6	1	5	5	2
	7%	*1%*	*7%*	*-%*	*4%*	*8%*	*9%* a	*13%* **ai**	*15%* **adi**	*1%*	*12%* **ai**	*11%* a	*6%*
Fairly Satisfied	**124**	16	7	10	17	3	6	9	13	11	16	12	4
	28%	*34%*	*25%*	*51%*	*32%*	*19%*	*25%*	*24%*	*34%*	*21%*	*37%*	*25%*	*13%*
Very Satisfied	**235**	24	14	7	28	10	13	20	17	32	20	28	22
	54%	*52%*	*48%*	*37%*	*51%*	*62%*	*52%*	*57%*	*46%*	*62%*	*46%*	*57%*	*68%*
Don't Know (DO NOT READ OUT)	**35**	6	6	-	6	1	3	*	2	3	2	4	2
	8%	*12%* g	*20%*	*-%*	*11%* g	*4%*	*14%* g	**%*	*5%*	*6%*	*4%*	*8%*	*7%*
NET: Satisfied	**358**	40	22	17	45	13	19	29	30	42	35	41	26
	82%	*87%*	*73%*	*88%*	*84%*	*80%*	*76%*	*81%*	*80%*	*83%*	*83%*	*81%*	*81%*
NET: Dissatisfied	**14**	*	-	2	*	1	*	2	-	5	-	-	2
	3%	*1%*	*-%*	*12%*	**%*	*8%*	*1%*	*6%* d	*-%*	*10%* **adhj**	*-%*	*-%*	*6%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**489**	92	166	126	105
Weighted total	**438**	95	95	124	124
Very Dissatisfied	**4**	2	*	2	-
	1%	*2%*	**%*	*1%*	-%
Fairly Dissatisfied	**10**	1	1	6	2
	2%	*1%*	*1%*	*4%*	*2%*
Neither Satisfied Nor Dissatisfied	**32**	2	6	11	13
	7%	*2%*	*6%*	*9%*	*10%* a
Fairly Satisfied	**124**	33	27	32	32
	28%	*35%*	*28%*	*26%*	*26%*
Very Satisfied	**235**	45	51	69	69
	54%	*48%*	*53%*	*56%*	*56%*
Don't Know (DO NOT READ OUT)	**35**	12	10	5	8
	8%	*12%* c	*11%* c	*4%*	*6%*
NET: Satisfied	**358**	78	77	101	102
	82%	*83%*	*81%*	*81%*	*82%*
NET: Dissatisfied	**14**	3	2	7	2
	3%	*3%*	*2%*	*6%*	*2%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 132

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	e	a	b	c	***d**	e
Unweighted total	**489**	339	94	41	15	150	111	109	42	15	46
Weighted total	**438**	421	12	4	2	18	130	115	32	9	18
Very Dissatisfied	**2**	2	*	-	*	*	2	-	*	-	-
	1%	**%*	*2%*	*-%*	*7%*	*2%*	*1%*	*-%*	*1%*	*-%*	*-%*
Fairly Dissatisfied	**8**	7	*	*	-	1	2	3	*	*	*
	2%	*2%*	*4%*	*9%* a	*-%*	*5%*	*2%*	*2%*	**%*	*3%*	*2%*
Neither Satisfied Nor Dissatisfied	**52**	50	1	*	*	2	12	17	10	*	*
	12%	*12%*	*12%*	*10%*	*25%*	*13%*	*9%*	*15%* e	*31%* **abe**	*1%*	*2%*
Fairly Satisfied	**132**	127	3	1	*	5	40	35	7	3	6
	30%	*30%*	*27%*	*31%*	*13%*	*26%*	*30%*	*31%*	*23%*	*34%*	*32%*
Very Satisfied	**185**	177	6	2	1	8	52	44	14	6	8
	42%	*42%*	*46%*	*48%*	*41%*	*46%*	*40%*	*38%*	*44%*	*61%*	*44%*
Don't Know (DO NOT READ OUT)	**59**	58	1	*	*	1	23	16	*	*	4
	13%	*14%* c	*9%*	*1%*	*13%*	*8%*	*18%* c	*14%* c	**%*	*2%*	*20%* c
NET: Satisfied	**317**	304	9	3	1	13	91	79	22	9	13
	72%	*72%*	*73%*	*79%*	*55%*	*73%*	*70%*	*69%*	*68%*	*95%*	*76%*
NET: Dissatisfied	**10**	9	1	*	*	1	4	3	*	*	*
	2%	*2%*	*6%* a	*9%* a	*7%*	*7%* a	*3%*	*2%*	*1%*	*3%*	*2%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 132 (continuation)

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	e	f	g	h	***i**	j	k	l	m
Unweighted total	**489**	41	14	70	6	33	72	36	37	26	335	51	54	49
Weighted total	**438**	51	17	73	4	36	88	46	46	32	392	14	18	14
Very Dissatisfied	**2**	-	-	-	2	*	-	-	-	-	2	-	-	-
	1%	*-%*	*-%*	*-%*	*49%*	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**8**	1	-	*	-	2	2	2	-	*	7	-	*	1
	2%	*2%*	*-%*	**%*	*-%*	*5%*	*2%*	*4%*	*-%*	*1%*	*2%*	*-%*	*2%*	*5%*
Neither Satisfied Nor Dissatisfied	**52**	6	-	9	-	6	14	9	3	1	48	1	2	2
	12%	*11%*	*-%*	*13%*	*-%*	*17%*	*16%*	*20%* k	*7%*	*3%*	*12%*	*5%*	*11%*	*14%*
Fairly Satisfied	**132**	14	7	32	2	7	22	6	18	9	117	4	4	7
	30%	*27%*	*42%*	*44%* **efgjkl**	*47%*	*20%*	*25%*	*14%*	*39%* g	*29%*	*30%* g	*26%*	*22%*	*47%* **efgjkl**
Very Satisfied	**185**	28	8	22	*	19	35	18	16	18	163	8	10	4
	42%	*55%* **cm**	*48%*	*30%*	*4%*	*53%* **cm**	*39%*	*38%*	*35%*	*58%*	*42%*	*55%* **cm**	*55%* **cm**	*31%*
Don't Know (DO NOT READ OUT)	**59**	3	2	10	-	2	16	11	9	3	55	2	2	*
	13%	*5%*	*11%*	*13%*	*-%*	*5%*	*18%* m	*24%* **aem**	*19%* m	*9%*	*14%* m	*13%*	*10%*	*3%*
NET: Satisfied	**317**	42	15	54	2	26	57	24	34	27	281	11	14	11
	72%	*82%* g	*89%*	*74%* g	*51%*	*73%*	*64%*	*52%*	*74%*	*87%*	*72%* g	*82%* **fg**	*77%* g	*77%* g
NET: Dissatisfied	**10**	1	-	*	2	2	2	2	-	*	9	-	*	1
	2%	*2%*	*-%*	**%*	*49%*	*5%*	*2%*	*4%*	*-%*	*1%*	*2%*	*-%*	*2%*	*5%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 05/02/19

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	**489**	5	91	11	31	180	17	19	134	356	133	425	64
Weighted total	**438**	3	68	5	25	180	10	15	131	346	92	389	49
Very Dissatisfied	**2**	-	-	-	*	2	-	-	-	*	2	2	-
	1%	*-%*	*-%*	*-%*	*2%*	*1%*	*-%*	*-%*	*-%*	**%*	*2%* a	*1%*	*-%*
Fairly Dissatisfied	**8**	-	3	*	-	1	*	-	2	6	1	6	2
	2%	*-%*	*4%*	*4%*	*-%*	*1%*	**%*	*-%*	*1%*	*2%*	*2%*	*2%*	*4%*
Neither Satisfied Nor Dissatisfied	**52**	1	5	*	2	24	*	*	20	41	11	49	3
	12%	*20%*	*8%*	*2%*	*9%*	*13%*	*2%*	*1%*	*15%*	*12%*	*12%*	*13%*	*7%*
Fairly Satisfied	**132**	-	19	3	12	45	5	8	40	103	29	118	14
	30%	*-%*	*28%*	*58%*	*50%* **beh**	*25%*	*51%*	*52%*	*30%*	*30%*	*32%*	*30%*	*28%*
Very Satisfied	**185**	2	29	1	9	82	5	6	50	144	41	165	20
	42%	*80%*	*43%*	*29%*	*38%*	*46%*	*45%*	*38%*	*38%*	*42%*	*44%*	*42%*	*40%*
Don't Know (DO NOT READ OUT)	**59**	-	12	*	*	26	*	1	19	51	8	49	10
	13%	*-%*	*17%* d	*6%*	*2%*	*14%*	*1%*	*9%*	*15%*	*15%*	*9%*	*13%*	*21%*
NET: Satisfied	**317**	2	48	4	22	127	10	13	90	247	70	283	33
	72%	*80%*	*71%*	*87%*	*87%* h	*70%*	*96%*	*90%*	*69%*	*71%*	*76%*	*73%*	*68%*
NET: Dissatisfied	**10**	-	3	*	*	3	*	-	2	7	3	8	2
	2%	*-%*	*4%*	*4%*	*2%*	*2%*	**%*	*-%*	*1%*	*2%*	*4%*	*2%*	*4%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**489**	469	20	244	63	174
Weighted total	**438**	411	27	224	54	150
Very Dissatisfied	**2**	*	2	*	-	-
	1%	**%*	*7%*	**%*	*-%*	*-%*
Fairly Dissatisfied	**8**	8	-	3	-	5
	2%	*2%*	*-%*	*1%*	*-%*	*3%*
Neither Satisfied Nor Dissatisfied	**52**	51	2	28	6	18
	12%	*12%*	*7%*	*12%*	*12%*	*12%*
Fairly Satisfied	**132**	123	9	63	19	48
	30%	*30%*	*33%*	*28%*	*35%*	*32%*
Very Satisfied	**185**	179	6	91	24	66
	42%	*43%*	*24%*	*41%*	*45%*	*44%*
Don't Know (DO NOT READ OUT)	**59**	51	8	40	4	12
	13%	*12%*	*29%*	*18%* c	*8%*	*8%*
NET: Satisfied	**317**	301	15	154	43	114
	72%	*73%*	*57%*	*69%*	*80%*	*77%*
NET: Dissatisfied	**10**	8	2	3	-	5
	2%	*2%*	*7%*	*1%*	*-%*	*3%*

Columns Tested: a,b - a,b,c

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**489**	290	154	33	6	2	3	-	1	444	45	94	196	199
Weighted total	**438**	295	117	20	4	1	1	-	*	412	26	102	193	143
Very Dissatisfied	**2**	2	*	-	-	-	-	-	-	2	-	2	*	*
	1%	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*2%*	**%*	**%*
Fairly Dissatisfied	**8**	4	3	*	-	-	-	-	-	8	*	2	2	4
	2%	*1%*	*3%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*2%*	*1%*	*2%*
Neither Satisfied Nor Dissatisfied	**52**	38	13	1	-	-	*	-	-	51	1	12	26	14
	12%	*13%*	*11%*	*6%*	*-%*	*-%*	*18%*	*-%*	*-%*	*12%*	*5%*	*12%*	*14%*	*10%*
Fairly Satisfied	**132**	83	41	5	2	-	*	-	*	124	8	26	57	48
	30%	*28%*	*35%*	*23%*	*53%*	*-%*	*82%*	*-%*	*100%*	*30%*	*29%*	*26%*	*30%*	*34%*
Very Satisfied	**185**	117	51	14	2	1	-	-	-	168	17	41	76	68
	42%	*40%*	*44%*	*70%* **abi**	*47%*	*100%*	*-%*	*-%*	*-%*	*41%*	*65%* **abi**	*40%*	*39%*	*48%*
Don't Know (DO NOT READ OUT)	**59**	50	8	*	-	-	-	-	-	59	*	20	31	9
	13%	*17%* **bcj**	*7%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*14%* **bcj**	*1%*	*19%* c	*16%* c	*6%*
NET: Satisfied	**317**	200	92	19	4	1	*	-	*	292	24	66	134	117
	72%	*68%*	*79%* a	*92%* **ai**	*100%*	*100%*	*82%*	*-%*	*100%*	*71%*	*94%* **abi**	*65%*	*69%*	*81%* **ab**
NET: Dissatisfied	**10**	6	4	*	-	-	-	-	-	10	*	4	3	4
	2%	*2%*	*3%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*3%*	*1%*	*3%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**489**	284	238	314	310	145	339	265	21	8	13	3	3	1
Weighted total	**438**	209	171	239	261	103	290	212	9	7	8	1	2	*
Very Dissatisfied	**2**	*	*	*	*	-	*	*	-	-	*	-	-	-
	1%	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**8**	3	7	8	4	1	8	7	-	1	-	-	-	-
	2%	*2%*	*4%* d	*3%*	*1%*	*1%*	*3%*	*3%*	*-%*	*9%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**52**	26	26	32	33	21	33	29	2	-	-	-	*	-
	12%	*13%*	*15%*	*13%*	*12%*	*20%* acdf	*11%*	*14%*	*25%*	*-%*	*-%*	*-%*	*6%*	*-%*
Fairly Satisfied	**132**	71	43	77	85	35	87	72	1	*	3	*	-	*
	30%	*34%* b	*25%*	*32%*	*33%*	*34%*	*30%*	*34%*	*15%*	*1%*	*39%*	*3%*	*-%*	*100%*
Very Satisfied	**185**	93	78	103	114	38	133	86	6	6	3	1	2	-
	42%	*44%*	*46%*	*43%*	*44%*	*37%*	*46%*	*40%*	*60%*	*89%*	*34%*	*76%*	*94%*	*-%*
Don't Know (DO NOT READ OUT)	**59**	16	15	20	26	8	30	18	-	*	2	*	-	-
	13%	*7%*	*9%*	*8%*	*10%*	*7%*	*10%*	*8%*	*-%*	*2%*	*26%*	*21%*	*-%*	*-%*
NET: Satisfied	**317**	164	121	180	199	73	220	158	7	6	6	1	2	*
	72%	*78%*	*71%*	*75%*	*76%*	*71%*	*76%*	*74%*	*75%*	*89%*	*72%*	*79%*	*94%*	*100%*
NET: Dissatisfied	**10**	4	8	8	4	1	8	7	-	1	*	-	-	-
	2%	*2%*	*5%* d	*3%*	*2%*	*1%*	*3%*	*3%*	*-%*	*9%*	*2%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**489**	286	12	6	4	-	2	-	2	77	71	82	81	3
Weighted total	**438**	244	7	5	5	-	*	-	*	77	52	69	40	1
Very Dissatisfied	**2**	*	-	-	-	-	-	-	-	-	-	*	-	-
	1%	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*
Fairly Dissatisfied	**8**	4	*	-	-	-	-	-	-	2	2	1	2	*
	2%	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*4%*	*2%*	*5%*	*20%*
Neither Satisfied Nor Dissatisfied	**52**	32	-	*	-	-	-	-	-	10	10	8	4	-
	12%	*13%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*13%*	*19%*	*11%*	*10%*	*-%*
Fairly Satisfied	**132**	74	6	*	4	-	*	-	*	22	20	22	12	-
	30%	*31%*	*92%*	*6%*	*69%*	*-%*	*100%*	*-%*	*100%*	*29%*	*39%*	*32%*	*30%*	*-%*
Very Satisfied	**185**	107	*	5	2	-	-	-	-	32	15	33	21	1
	42%	*44%*	*7%*	*92%*	*31%*	*-%*	*-%*	*-%*	*-%*	*42%*	*29%*	*48%* b	*53%* b	*80%*
Don't Know (DO NOT READ OUT)	**59**	26	-	-	-	-	-	-	-	10	5	4	1	-
	13%	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*13%* d	*9%* d	*6%*	*1%*	*-%*
NET: Satisfied	**317**	181	7	5	5	-	*	-	*	55	35	55	34	1
	72%	*74%*	*99%*	*98%*	*100%*	*-%*	*100%*	*-%*	*100%*	*71%*	*68%*	*80%*	*83%* b	*80%*
NET: Dissatisfied	**10**	4	*	-	-	-	-	-	-	2	2	2	2	*
	2%	*2%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*4%*	*3%*	*5%*	*20%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	489	76	71	92	63	8	229	18	63	208	280	238	76
Weighted total	438	58	61	93	46	3	210	7	44	182	255	186	53
Very Dissatisfied	2	*	-	-	-	-	-	-	*	2	-	*	-
	1%	*%	-%	-%	-%	-%	-%	-%	*1%*	*1%*	-%	*%	-%
Fairly Dissatisfied	8	*	*	2	1	-	4	*	*	4	3	5	2
	2%	*1%*	*%	*2%*	*3%*	-%	*2%*	*1%*	*%	*2%*	*1%*	*3%*	*4%*
Neither Satisfied Nor Dissatisfied	52	7	8	14	3	*	27	1	4	24	29	25	7
	12%	*12%*	*14%*	*15%*	*7%*	*4%*	*13%*	*20%*	*9%*	*13%*	*11%*	*14%*	*12%*
Fairly Satisfied	132	19	21	28	14	3	69	4	13	51	80	61	15
	30%	*32%*	*35%*	*30%*	*31%*	*86%*	*33%*	*50%*	*29%*	*28%*	*31%*	*33%*	*29%*
Very Satisfied	185	23	22	41	27	*	92	2	20	84	101	82	21
	42%	*39%*	*37%*	*45%*	*58%* ab	*11%*	*44%*	*27%*	*45%*	*46%*	*40%*	*44%*	*39%*
Don't Know (DO NOT READ OUT)	59	9	9	8	*	-	19	*	7	16	42	12	8
	13%	*16%* d	*15%* d	*8%* d	*%	-%	*9%*	*1%*	*16%*	*9%*	*16%* a	*6%*	*15%* a
NET: Satisfied	317	42	44	69	41	3	161	5	32	135	182	143	36
	72%	*72%*	*72%*	*74%*	*89%* abc	*96%*	*76%*	*77%*	*74%*	*74%*	*71%*	*77%*	*68%*
NET: Dissatisfied	10	1	*	2	1	-	4	*	*	7	3	6	2
	2%	*1%*	*%	*2%*	*3%*	-%	*2%*	*1%*	*1%*	*4%*	*1%*	*3%*	*4%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	***d**
Unweighted total	**489**	77	164	224	33	72	238	120	250	74	1
Weighted total	**438**	62	137	177	19	54	207	79	182	41	2
Very Dissatisfied	**2**	*	-	*	-	-	*	-	*	-	-
	1%	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*
Fairly Dissatisfied	**8**	2	2	5	*	2	2	2	3	1	-
	2%	*3%*	*1%*	*3%*	**%*	*4%*	*1%*	*3%*	*2%*	*1%*	*-%*
Neither Satisfied Nor Dissatisfied	**52**	8	18	23	4	8	24	10	21	4	-
	12%	*13%*	*13%*	*13%*	*19%*	*15%*	*12%*	*13%*	*11%*	*10%*	*-%*
Fairly Satisfied	**132**	19	44	61	3	16	69	31	64	20	-
	30%	*31%*	*32%*	*34%* b	*14%*	*29%*	*33%*	*40%*	*35%*	*48%* b	*-%*
Very Satisfied	**185**	27	61	76	11	24	90	32	82	13	-
	42%	*44%*	*45%*	*43%*	*61%*	*44%*	*43%*	*41%*	*45%* c	*32%*	*-%*
Don't Know (DO NOT READ OUT)	**59**	5	12	11	1	4	22	3	11	4	2
	13%	*9%*	*8%*	*6%*	*6%*	*8%*	*10%*	*4%*	*6%*	*9%*	*100%*
NET: Satisfied	**317**	46	106	136	14	39	159	64	146	33	-
	72%	*74%*	*77%*	*77%*	*75%*	*73%*	*77%*	*81%*	*80%*	*80%*	*-%*
NET: Dissatisfied	**10**	2	2	6	*	2	2	2	4	1	-
	2%	*4%*	*1%*	*3%*	**%*	*4%*	*1%*	*3%*	*2%*	*1%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**489**	110	204	66	-	234	177	89	5	226	186	158	194	160	5
Weighted total	**438**	78	143	34	-	194	135	64	4	168	136	115	142	121	1
Very Dissatisfied	**2**	-	*	-	-	*	*	-	-	*	*	*	*	*	-
	1%	*-%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*
Fairly Dissatisfied	**8**	4	6	2	-	2	2	1	-	3	5	3	3	2	-
	2%	*5%*	*4%*	*7%*	*-%*	*1%*	*2%*	*2%*	*-%*	*2%*	*4%*	*3%*	*2%*	*2%*	*-%*
Neither Satisfied Nor Dissatisfied	**52**	14	22	7	-	25	18	10	-	22	21	22	23	13	*
	12%	*19%*	*15%*	*21%*	*-%*	*13%*	*13%*	*16%*	*-%*	*13%*	*15%*	*19%*	*16%*	*11%*	*9%*
Fairly Satisfied	**132**	18	39	11	-	69	41	23	4	58	33	36	50	43	-
	30%	*23%*	*27%*	*31%*	*-%*	*35%*	*31%*	*36%*	*100%*	*34%* b	*24%*	*31%*	*35%*	*36%*	*-%*
Very Satisfied	**185**	37	63	13	-	81	57	29	-	77	66	47	58	56	1
	42%	*47%*	*44%*	*37%*	*-%*	*42%*	*43%*	*45%*	*-%*	*46%*	*49%*	*40%*	*41%*	*47%*	*91%*
Don't Know (DO NOT READ OUT)	**59**	5	13	1	-	17	15	1	-	9	10	7	8	5	-
	13%	*7%*	*9%*	*3%*	*-%*	*9%* c	*11%* c	*1%*	*-%*	*5%*	*8%*	*6%*	*6%*	*4%*	*-%*
NET: Satisfied	**317**	54	101	23	-	150	99	52	4	134	99	82	108	100	1
	72%	*70%*	*71%*	*69%*	*-%*	*77%*	*73%*	*81%*	*100%*	*80%*	*73%*	*71%*	*76%*	*83%*	*91%*
NET: Dissatisfied	**10**	4	7	2	-	2	3	1	-	3	5	4	4	3	-
	2%	*5%*	*5%*	*7%*	*-%*	*1%*	*2%*	*2%*	*-%*	*2%*	*4%*	*3%*	*3%*	*2%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**489**	137	103	150	48	36	193	151	12	7	15	8
Weighted total	**438**	97	79	114	37	22	140	115	12	6	16	6
Very Dissatisfied	**2**	*	*	*	-	-	*	*	*	-	-	-
	1%	**%*	**%*	**%*	*-%*	*-%*	**%*	**%*	*2%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**8**	*	2	2	*	*	3	2	*	-	1	-
	2%	**%*	*3%*	*1%*	*1%*	**%*	*2%*	*2%*	*1%*	*-%*	*7%*	*-%*
Neither Satisfied Nor Dissatisfied	**52**	17	11	18	7	2	21	15	-	2	3	*
	12%	*18%*	*14%*	*15%*	*18%*	*8%*	*15%*	*13%*	*-%*	*31%*	*19%*	*5%*
Fairly Satisfied	**132**	34	25	35	12	11	52	38	3	2	7	2
	30%	*35%*	*32%*	*31%*	*31%*	*51%* **bc**	*37%*	*33%*	*24%*	*29%*	*41%*	*29%*
Very Satisfied	**185**	39	34	47	18	8	57	54	9	1	5	4
	42%	*40%*	*43%*	*41%*	*50%*	*39%*	*41%*	*47%*	*73%*	*9%*	*33%*	*66%*
Don't Know (DO NOT READ OUT)	**59**	7	7	13	-	*	7	5	-	2	-	-
	13%	*7%*	*9%* d	*12%* **de**	*-%*	*1%*	*5%*	*4%*	*-%*	*30%*	*-%*	*-%*
NET: Satisfied	**317**	73	59	81	30	20	108	92	12	2	12	6
	72%	*75%*	*74%*	*71%*	*81%*	*91%* **abc**	*78%*	*80%*	*97%*	*39%*	*74%*	*95%*
NET: Dissatisfied	**10**	*	2	2	*	*	3	2	*	-	1	-
	2%	**%*	*3%*	*2%*	*1%*	**%*	*2%*	*2%*	*3%*	*-%*	*7%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 132 (continuation)

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	489	437	375	444	411	475	333	443	166	3	279	12	81	249
Weighted total	438	379	309	388	352	424	295	383	124	4	230	10	76	199
Very Dissatisfied	2	2	*	2	2	2	*	2	-	-	2	*	*	2
	1%	*1%*	**%*	*1%*	*1%*	*1%*	**%*	*1%*	*-%*	*-%*	*1%*	*3%*	**%*	*1%*
Fairly Dissatisfied	8	8	7	8	6	8	6	8	5	-	5	-	1	5
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*4%*	*-%*	*2%*	*-%*	*1%*	*2%*
Neither Satisfied Nor Dissatisfied	52	47	35	48	44	49	38	47	16	*	26	3	8	27
	12%	*12%*	*11%*	*12%*	*13%*	*12%*	*13%*	*12%*	*13%*	*4%*	*11%*	*25%*	*10%*	*14%*
Fairly Satisfied	132	115	91	117	108	127	90	115	38	-	63	3	32	51
	30%	*30%*	*30%*	*30%*	*31%*	*30%*	*31%*	*30%*	*31%*	*-%*	*27%*	*30%*	*42%* b	*26%*
Very Satisfied	185	158	135	163	148	181	119	161	50	4	110	4	28	95
	42%	*42%*	*44%*	*42%*	*42%*	*43%*	*40%*	*42%*	*41%*	*96%*	*48%*	*42%*	*37%*	*48%*
Don't Know (DO NOT READ OUT)	59	49	40	50	44	58	42	50	15	-	23	-	7	19
	13%	*13%*	*13%*	*13%*	*12%*	*14%*	*14%*	*13%*	*12%*	*-%*	*10%*	*-%*	*9%*	*9%*
NET: Satisfied	317	273	226	280	256	307	209	276	88	4	173	7	61	146
	72%	*72%*	*73%*	*72%*	*73%*	*72%*	*71%*	*72%*	*71%*	*96%*	*75%*	*72%*	*79%*	*74%*
NET: Dissatisfied	10	10	7	10	8	10	6	10	5	-	7	*	1	7
	2%	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*4%*	*-%*	*3%*	*3%*	*1%*	*3%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**489**	418	17	97	392	94	323	71	197	53	229	267	222
Weighted total	**438**	376	13	86	352	73	302	62	177	48	208	239	199
Very Dissatisfied	**2**	-	2	*	2	-	*	2	2	-	*	2	*
	1%	*-%*	*17%*	**%*	*1%*	*-%*	**%*	*3%* b	*1%*	*-%*	**%*	*1%*	**%*
Fairly Dissatisfied	**8**	5	2	3	4	1	5	1	1	4	2	4	4
	2%	*1%*	*14%*	*4%*	*1%*	*2%*	*2%*	*2%*	*1%*	*8%* ac	*1%*	*1%*	*2%*
Neither Satisfied Nor Dissatisfied	**52**	34	3	17	36	8	36	9	27	5	20	40	12
	12%	*9%*	*21%*	*19%* b	*10%*	*10%*	*12%*	*14%*	*15%*	*9%*	*10%*	*17%* b	*6%*
Fairly Satisfied	**132**	111	1	36	95	22	90	19	47	20	64	68	64
	30%	*29%*	*4%*	*42%* b	*27%*	*30%*	*30%*	*31%*	*27%*	*41%* a	*31%*	*28%*	*32%*
Very Satisfied	**185**	180	2	17	168	36	122	27	73	13	97	86	99
	42%	*48%*	*15%*	*20%*	*48%* a	*50%*	*40%*	*43%*	*41%*	*27%*	*47%* b	*36%*	*50%* a
Don't Know (DO NOT READ OUT)	**59**	47	4	13	46	5	48	4	26	7	24	40	19
	13%	*12%*	*29%*	*15%*	*13%*	*7%*	*16%* ac	*7%*	*15%*	*15%*	*12%*	*17%* b	*10%*
NET: Satisfied	**317**	291	2	53	263	58	212	47	120	33	161	153	163
	72%	*77%*	*19%*	*62%*	*75%* a	*80%*	*70%*	*75%*	*68%*	*68%*	*77%* a	*64%*	*82%* a
NET: Dissatisfied	**10**	5	4	3	7	1	6	3	3	4	2	6	4
	2%	*1%*	*32%*	*4%*	*2%*	*2%*	*2%*	*5%*	*2%*	*8%* ac	*1%*	*2%*	*2%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	a	*b	c	*d	*a	b	*c	*d
Unweighted total	**489**	70	20	53	41	34	19	38	22	24	46	7	21
Weighted total	**438**	30	9	22	17	14	7	16	10	11	25	2	12
Very Dissatisfied	**2**	*	*	-	-	-	-	-	*	-	-	-	-
	1%	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**8**	*	*	*	*	*	*	*	-	-	*	*	*
	2%	**%*	*1%*	**%*	**%*	**%*	*1%*	*1%*	*-%*	*-%*	**%*	*2%*	**%*
Neither Satisfied Nor Dissatisfied	**52**	6	2	3	2	3	*	3	2	1	6	-	2
	12%	*19%*	*24%*	*14%*	*14%*	*22%*	*1%*	*21%*	*20%*	*13%*	*25%*	*-%*	*17%*
Fairly Satisfied	**132**	9	2	6	4	2	3	2	5	4	7	*	2
	30%	*30%*	*23%*	*25%*	*25%*	*16%*	*46%*	*15%*	*52%*	*42%*	*28%*	*3%*	*18%*
Very Satisfied	**185**	12	2	11	10	8	4	9	3	3	9	2	5
	42%	*39%*	*26%*	*50%*	*59%* a	*54%*	*53%*	*56%*	*27%*	*25%*	*37%*	*95%*	*37%*
Don't Know (DO NOT READ OUT)	**59**	3	2	2	*	1	-	1	-	2	2	-	3
	13%	*11%*	*24%*	*10%*	*1%*	*8%*	*-%*	*7%*	*-%*	*21%*	*10%*	*-%*	*27%*
NET: Satisfied	**317**	21	4	17	15	10	7	11	8	7	16	2	7
	72%	*69%*	*50%*	*75%*	*85%*	*70%*	*99%*	*71%*	*79%*	*66%*	*65%*	*98%*	*55%*
NET: Dissatisfied	**10**	*	*	*	*	*	*	*	*	-	*	*	*
	2%	*1%*	*2%*	**%*	**%*	**%*	*1%*	*1%*	*1%*	*-%*	**%*	*2%*	**%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 132 (continuation)

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	*e	f	g	h	i	j	k	*l
Unweighted total	489	55	24	13	105	26	35	44	40	42	47	34	24
Weighted total	438	46	30	19	54	17	25	35	37	51	42	50	32
Very Dissatisfied	2	-	-	-	*	-	-	*	-	-	-	-	2
	1%	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*6%*
Fairly Dissatisfied	8	2	-	-	*	-	1	1	2	2	*	-	-
	2%	*4%*	*-%*	*-%*	**%*	*-%*	*5%* d	*2%*	*4%*	*4%*	**%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	52	4	4	3	10	4	1	4	4	7	4	6	2
	12%	*9%*	*14%*	*14%*	*18%*	*23%*	*5%*	*11%*	*10%*	*14%*	*9%*	*11%*	*7%*
Fairly Satisfied	132	17	7	7	15	3	9	14	11	11	15	14	8
	30%	*36%*	*25%*	*39%*	*28%*	*19%*	*37%*	*39%*	*31%*	*22%*	*37%*	*27%*	*24%*
Very Satisfied	185	18	12	7	20	7	10	13	17	25	19	20	18
	42%	*40%*	*41%*	*37%*	*37%*	*43%*	*39%*	*36%*	*45%*	*48%*	*45%*	*39%*	*57%*
Don't Know (DO NOT READ OUT)	59	5	6	2	9	3	3	4	4	6	4	11	2
	13%	*11%*	*20%*	*10%*	*17%*	*15%*	*13%*	*11%*	*11%*	*12%*	*9%*	*22%*	*7%*
NET: Satisfied	317	35	20	15	34	10	19	27	28	36	35	33	26
	72%	*76%*	*66%*	*76%*	*64%*	*62%*	*76%*	*75%*	*75%*	*70%*	*82%* d	*67%*	*81%*
NET: Dissatisfied	10	2	-	-	*	-	1	1	2	2	*	-	2
	2%	*4%*	*-%*	*-%*	**%*	*-%*	*5%*	*2%*	*4%*	*4%*	**%*	*-%*	*6%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**489**	92	166	126	105
Weighted total	**438**	95	95	124	124
Very Dissatisfied	**2**	-	*	*	2
	1%	*-%*	**%*	**%*	*1%*
Fairly Dissatisfied	**8**	2	2	4	*
	2%	*2%*	*2%*	*3%*	**%*
Neither Satisfied Nor Dissatisfied	**52**	11	15	15	12
	12%	*11%*	*16%*	*12%*	*9%*
Fairly Satisfied	**132**	31	27	36	37
	30%	*33%*	*29%*	*29%*	*30%*
Very Satisfied	**185**	37	36	54	57
	42%	*40%*	*38%*	*44%*	*46%*
Don't Know (DO NOT READ OUT)	**59**	13	15	14	17
	13%	*14%*	*16%*	*12%*	*14%*
NET: Satisfied	**317**	69	64	90	94
	72%	*73%*	*67%*	*73%*	*75%*
NET: Dissatisfied	**10**	2	2	4	2
	2%	*2%*	*2%*	*4%*	*2%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 133

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	e	a	b	c	***d**	e
Unweighted total	**489**	339	94	41	15	150	111	109	42	15	46
Weighted total	**438**	421	12	4	2	18	130	115	32	9	18
Very Dissatisfied	**8**	8	*	-	-	*	4	-	-	-	*
	2%	*2%*	*2%*	*-%*	*-%*	*2%*	*3%*	*-%*	*-%*	*-%*	*1%*
Fairly Dissatisfied	**13**	12	*	*	-	1	2	2	2	-	1
	3%	*3%*	*4%*	*9%*	*-%*	*5%*	*1%*	*2%*	*6%*	*-%*	*5%*
Neither Satisfied Nor Dissatisfied	**36**	34	2	*	*	2	17	3	1	4	2
	8%	*8%*	*14%*	*13%*	*14%*	*14%*	*13%* b	*2%*	*3%*	*41%*	*11%* b
Fairly Satisfied	**86**	83	2	1	1	3	23	29	10	1	3
	20%	*20%*	*16%*	*25%*	*38%*	*20%*	*18%*	*25%*	*33%* a	*11%*	*17%*
Very Satisfied	**269**	260	7	2	1	9	80	71	18	5	10
	61%	*62%*	*56%*	*51%*	*41%*	*54%*	*61%*	*62%*	*57%*	*49%*	*55%*
Don't Know (DO NOT READ OUT)	**26**	24	1	*	*	1	4	10	*	-	2
	6%	*6%*	*8%*	*3%*	*7%*	*7%*	*3%*	*9%*	**%*	*-%*	*11%* **ac**
NET: Satisfied	**355**	343	9	3	1	13	103	100	29	6	13
	81%	*81%* **be**	*72%*	*76%*	*80%*	*74%*	*79%*	*87%* e	*90%* e	*59%*	*72%*
NET: Dissatisfied	**21**	20	1	*	-	1	6	2	2	-	1
	5%	*5%*	*6%*	*9%*	*-%*	*6%*	*4%*	*2%*	*6%*	*-%*	*6%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	e	f	g	h	***i**	j	k	l	m
Unweighted total	**489**	41	14	70	6	33	72	36	37	26	335	51	54	49
Weighted total	**438**	51	17	73	4	36	88	46	46	32	392	14	18	14
Very Dissatisfied	**8**	-	-	-	2	-	2	2	2	-	8	-	-	*
	2%	*-%*	*-%*	*-%*	*43%*	*-%*	*2%*	*4%*	*4%*	*-%*	*2%*	*-%*	*-%*	*2%*
Fairly Dissatisfied	**13**	-	2	-	*	-	7	-	2	1	12	*	1	-
	3%	*-%*	*11%*	*-%*	*6%*	*-%*	*8%* **cjm**	*-%*	*4%*	*3%*	*3%*	*1%*	*4%*	*-%*
Neither Satisfied Nor Dissatisfied	**36**	2	1	7	*	3	5	5	7	2	33	*	*	2
	8%	*5%*	*7%*	*10%* k	*3%*	*8%*	*6%*	*10%* k	*16%* **kl**	*6%*	*9%* k	**%*	*2%*	*16%* **kl**
Fairly Satisfied	**86**	18	4	18	1	2	11	8	10	4	77	1	3	6
	20%	*35%* **efjkl**	*22%*	*25%* **ek**	*22%*	*6%*	*13%*	*18%*	*22%* k	*12%*	*20%* k	*5%*	*17%*	*41%* **efgjkl**
Very Satisfied	**269**	30	10	40	1	30	56	30	20	22	239	12	13	5
	61%	*60%* m	*60%*	*55%* m	*26%*	*83%* **acfhjm**	*63%* **hm**	*66%* m	*43%*	*70%*	*61%* **hmacfghjlm**	*90%*	*72%* **chm**	*35%*
Don't Know (DO NOT READ OUT)	**26**	*	-	7	-	1	7	1	5	3	23	*	1	1
	6%	**%*	*-%*	*10%*	*-%*	*3%*	*7%*	*2%*	*11%* a	*8%*	*6%*	*3%*	*5%*	*6%*
NET: Satisfied	**355**	48	14	58	2	32	67	38	30	26	316	13	16	11
	81%	*95%* **cfhjm**	*82%*	*80%*	*48%*	*89%* h	*76%*	*83%*	*65%*	*83%*	*81%* h	*95%* **cfhjm**	*89%* h	*75%*
NET: Dissatisfied	**21**	-	2	-	2	-	9	2	4	1	20	*	1	*
	5%	*-%*	*11%*	*-%*	*49%*	*-%*	*11%* **ac**	*4%*	*8%* c	*3%*	*5%*	*1%*	*4%*	*2%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	d	e	***f**	***g**	h	a	b	a	b
Unweighted total	**489**	5	91	11	31	180	17	19	134	356	133	425	64
Weighted total	**438**	3	68	5	25	180	10	15	131	346	92	389	49
Very Dissatisfied	**8**	-	2	-	-	6	-	-	*	4	4	8	-
	2%	*-%*	*3%*	*-%*	*-%*	*3%* h	*-%*	*-%*	**%*	*1%*	*5%* a	*2%*	*-%*
Fairly Dissatisfied	**13**	*	*	-	*	6	-	-	6	11	2	13	-
	3%	*3%*	**%*	*-%*	*1%*	*3%*	*-%*	*-%*	*5%*	*3%*	*2%*	*3%*	*-%*
Neither Satisfied Nor Dissatisfied	**36**	-	3	-	5	12	6	1	11	29	7	33	3
	8%	*-%*	*4%*	*-%*	*18%* **be**	*6%*	*55%*	*8%*	*8%*	*8%*	*7%*	*9%*	*5%*
Fairly Satisfied	**86**	*	19	2	7	37	1	1	18	64	22	79	7
	20%	*16%*	*28%* h	*47%*	*28%*	*21%*	*15%*	*8%*	*14%*	*18%*	*24%*	*20%*	*15%*
Very Satisfied	**269**	2	40	2	12	109	1	12	88	215	54	233	36
	61%	*80%*	*60%*	*47%*	*50%*	*60%*	*12%*	*84%*	*67%*	*62%*	*59%*	*60%*	*75%* a
Don't Know (DO NOT READ OUT)	**26**	-	4	*	*	11	2	*	8	23	3	23	2
	6%	*-%*	*6%*	*6%*	*2%*	*6%*	*18%*	*1%*	*6%*	*7%*	*3%*	*6%*	*5%*
NET: Satisfied	**355**	3	59	4	19	146	3	13	106	279	76	312	44
	81%	*97%*	*87%*	*94%*	*78%*	*81%*	*27%*	*91%*	*81%*	*81%*	*83%*	*80%*	*90%*
NET: Dissatisfied	**21**	*	2	-	*	12	-	-	6	15	6	21	-
	5%	*3%*	*3%*	*-%*	*1%*	*7%*	*-%*	*-%*	*5%*	*4%*	*7%*	*5%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**489**	469	20	244	63	174
Weighted total	**438**	411	27	224	54	150
Very Dissatisfied	**8**	4	4	2	-	4
	2%	*1%*	*14%*	*1%*	*-%*	*3%*
Fairly Dissatisfied	**13**	13	-	4	2	4
	3%	*3%*	*-%*	*2%*	*4%*	*2%*
Neither Satisfied Nor Dissatisfied	**36**	33	3	22	4	10
	8%	*8%*	*11%*	*10%*	*8%*	*7%*
Fairly Satisfied	**86**	77	9	41	12	33
	20%	*19%*	*35%*	*18%*	*23%*	*22%*
Very Satisfied	**269**	259	10	142	34	89
	61%	*63%*	*36%*	*63%*	*63%*	*60%*
Don't Know (DO NOT READ OUT)	**26**	25	1	15	1	10
	6%	*6%*	*4%*	*7%*	*3%*	*6%*
NET: Satisfied	**355**	336	19	182	46	122
	81%	*82%*	*72%*	*81%*	*86%*	*82%*
NET: Dissatisfied	**21**	17	4	6	2	8
	5%	*4%*	*14%*	*3%*	*4%*	*5%*

Columns Tested: a,b - a,b,c

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	489	290	154	33	6	2	3	-	1	444	45	94	196	199
Weighted total	438	295	117	20	4	1	1	-	*	412	26	102	193	143
Very Dissatisfied	8	6	-	-	2	-	-	-	-	6	2	4	2	2
	2%	*2%*	*-%*	*-%*	*42%*	*-%*	*-%*	*-%*	*-%*	*1%*	*7%* bi	*4%*	*1%*	*1%*
Fairly Dissatisfied	13	11	2	-	-	-	*	-	-	13	*	4	7	2
	3%	*4%*	*2%*	*-%*	*-%*	*-%*	*41%*	*-%*	*-%*	*3%*	*1%*	*4%*	*4%*	*2%*
Neither Satisfied Nor Dissatisfied	36	28	7	1	-	-	-	-	*	35	1	12	16	8
	8%	*9%*	*6%*	*5%*	*-%*	*-%*	*-%*	*-%*	*100%*	*8%*	*5%*	*12%*	*8%*	*6%*
Fairly Satisfied	86	48	31	4	2	-	*	-	-	79	7	12	37	38
	20%	*16%*	*26%* a	*22%*	*55%*	*-%*	*41%*	*-%*	*-%*	*19%*	*27%*	*12%*	*19%*	*26%* a
Very Satisfied	269	177	76	15	*	1	*	-	-	254	16	62	115	92
	61%	*60%*	*65%*	*73%*	*3%*	*100%*	*18%*	*-%*	*-%*	*62%*	*60%*	*61%*	*59%*	*64%*
Don't Know (DO NOT READ OUT)	26	24	1	-	-	-	-	-	-	26	-	8	16	1
	6%	*8%* bj	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%* b	*-%*	*8%* c	*8%* c	*1%*
NET: Satisfied	355	226	107	19	3	1	*	-	-	333	23	74	152	130
	81%	*77%*	*91%* ai	*95%* ai	*58%*	*100%*	*59%*	*-%*	*-%*	*81%*	*87%*	*73%*	*78%*	*90%* ab
NET: Dissatisfied	21	17	2	-	2	-	*	-	-	19	2	7	9	4
	5%	*6%* b	*2%*	*-%*	*42%*	*-%*	*41%*	*-%*	*-%*	*5%*	*8%* b	*7%*	*5%*	*3%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	489	284	238	314	310	145	339	265	21	8	13	3	3	1
Weighted total	438	209	171	239	261	103	290	212	9	7	8	1	2	*
Very Dissatisfied	8	4	4	4	2	*	6	4	-	-	-	-	-	-
	2%	*2%*	*2%*	*2%*	*1%*	**%*	*2%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	13	5	5	5	8	2	6	5	*	-	-	-	-	-
	3%	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	36	17	9	17	14	6	24	17	*	-	*	-	-	*
	8%	*8%*	*5%*	*7%*	*5%*	*6%*	*8%*	*8%*	*1%*	*-%*	*3%*	*-%*	*-%*	*100%*
Fairly Satisfied	86	37	32	44	55	21	60	40	2	1	1	-	-	-
	20%	*18%*	*19%*	*18%*	*21%*	*20%*	*21%*	*19%*	*18%*	*10%*	*18%*	*-%*	*-%*	*-%*
Very Satisfied	269	133	110	156	166	67	175	135	6	6	6	1	2	-
	61%	*64%*	*65%*	*65%*	*64%*	*65%*	*60%*	*64%*	*58%*	*90%*	*78%*	*100%*	*100%*	*-%*
Don't Know (DO NOT READ OUT)	26	13	11	14	16	6	19	12	2	-	*	-	-	-
	6%	*6%*	*6%*	*6%*	*6%*	*6%*	*7%*	*6%*	*20%*	*-%*	*1%*	*-%*	*-%*	*-%*
NET: Satisfied	355	170	142	199	221	88	235	175	7	7	7	1	2	-
	81%	*82%*	*83%*	*83%*	*85%*	*85%*	*81%*	*82%*	*77%*	*100%*	*95%*	*100%*	*100%*	*-%*
NET: Dissatisfied	21	9	9	9	10	3	12	9	*	-	-	-	-	-
	5%	*4%*	*5%*	*4%*	*4%*	*3%*	*4%*	*4%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	489	286	12	6	4	-	2	-	2	77	71	82	81	3
Weighted total	438	244	7	5	5	-	*	-	*	77	52	69	40	1
Very Dissatisfied	8	*	-	-	2	-	-	-	-	2	*	*	2	-
	2%	**%*	*-%*	*-%*	*35%*	*-%*	*-%*	*-%*	*-%*	*2%*	**%*	**%*	*5%*	*-%*
Fairly Dissatisfied	13	8	*	-	-	-	-	-	-	2	1	*	2	-
	3%	*3%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*2%*	**%*	*5%*	*-%*
Neither Satisfied Nor Dissatisfied	36	13	-	*	-	-	*	-	*	4	5	7	1	-
	8%	*5%*	*-%*	*6%*	*-%*	*-%*	*35%*	*-%*	*35%*	*5%*	*9%*	*11%*	*3%*	*-%*
Fairly Satisfied	86	51	2	*	2	-	*	-	*	7	15	6	16	*
	20%	*21%*	*34%*	*2%*	*34%*	*-%*	*65%*	*-%*	*65%*	*9%*	*29%* **ac**	*9%*	*39%* **ac**	*20%*
Very Satisfied	269	157	4	4	2	-	-	-	-	58	29	49	18	1
	61%	*64%*	*62%*	*74%*	*31%*	*-%*	*-%*	*-%*	*-%*	*75%* **bd**	*56%*	*71%* d	*45%*	*80%*
Don't Know (DO NOT READ OUT)	26	15	*	1	-	-	-	-	-	4	2	6	1	-
	6%	*6%*	*1%*	*19%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*4%*	*9%*	*4%*	*-%*
NET: Satisfied	355	207	7	4	4	-	*	-	*	65	44	55	34	1
	81%	*85%*	*96%*	*76%*	*65%*	*-%*	*65%*	*-%*	*65%*	*84%*	*85%*	*80%*	*84%*	*100%*
NET: Dissatisfied	21	8	*	-	2	-	-	-	-	4	1	*	4	-
	5%	*3%*	*3%*	*-%*	*35%*	*-%*	*-%*	*-%*	*-%*	*5%*	*2%*	**%*	*9%* c	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	489	76	71	92	63	8	229	18	63	208	280	238	76
Weighted total	438	58	61	93	46	3	210	7	44	182	255	186	53
Very Dissatisfied	8	*	*	-	2	*	2	-	*	4	4	2	2
	2%	*%	*%	-%	4%	3%	1%	-%	*%	2%	2%	1%	4%
Fairly Dissatisfied	13	3	*	2	*	2	7	-	1	4	9	5	-
	3%	5%	*%	3%	1%	57%	3%	-%	3%	2%	4%	3%	-%
Neither Satisfied Nor Dissatisfied	36	1	2	7	4	-	13	*	*	11	25	13	5
	8%	1%	4%	8% a	8% a	-%	6%	2%	*%	6%	10%	7%	9%
Fairly Satisfied	86	8	15	20	12	1	48	4	4	35	51	35	9
	20%	14%	25%	21%	26%	16%	23% c	52%	9%	19%	20%	19%	17%
Very Satisfied	269	38	37	62	28	1	131	3	32	114	155	118	38
	61%	66%	61%	67%	60%	24%	62%	45%	72%	63%	61%	63%	70%
Don't Know (DO NOT READ OUT)	26	8	6	1	1	-	9	*	7	14	11	14	*
	6%	14% cd	10% c	1%	2%	-%	4%	1%	16% a	8%	4%	8% b	*%
NET: Satisfied	355	46	52	82	39	1	179	7	35	149	206	153	47
	81%	80%	86%	88%	86%	40%	85%	97%	81%	82%	81%	82%	87%
NET: Dissatisfied	21	3	*	2	2	2	9	-	1	8	13	7	2
	5%	6%	*%	3%	5%	60%	4%	-%	3%	4%	5%	4%	4%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	**489**	77	164	224	33	72	238	120	250	74	1
Weighted total	**438**	62	137	177	19	54	207	79	182	41	2
Very Dissatisfied	**8**	*	2	2	-	*	2	-	4	-	-
	2%	**%*	*1%*	*1%*	*-%*	**%*	*1%*	*-%*	*2%*	*-%*	*-%*
Fairly Dissatisfied	**13**	*	4	4	1	*	8	2	5	-	-
	3%	*1%*	*3%*	*2%*	*5%*	**%*	*4%*	*2%*	*3%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**36**	3	10	13	2	2	11	5	15	3	-
	8%	*4%*	*7%*	*7%*	*10%*	*5%*	*5%*	*7%*	*8%*	*6%*	*-%*
Fairly Satisfied	**86**	13	30	36	3	10	45	12	34	6	-
	20%	*21%*	*22%*	*21%*	*18%*	*18%*	*22%*	*15%*	*19%*	*14%*	*-%*
Very Satisfied	**269**	42	82	112	8	39	127	56	115	30	2
	61%	*69%*	*60%*	*64%* b	*43%*	*73%*	*61%*	*71%*	*63%*	*73%*	*100%*
Don't Know (DO NOT READ OUT)	**26**	3	10	10	5	2	14	4	10	2	-
	6%	*5%*	*7%*	*5%*	*24%* a	*4%*	*7%*	*5%*	*5%*	*6%*	*-%*
NET: Satisfied	**355**	55	111	149	11	49	172	68	149	36	2
	81%	*90%*	*81%*	*84%* b	*61%*	*91%*	*83%*	*86%*	*82%*	*88%*	*100%*
NET: Dissatisfied	**21**	*	6	6	1	*	10	2	9	-	-
	5%	*1%*	*4%*	*3%*	*5%*	**%*	*5%*	*2%*	*5%*	*-%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**489**	110	204	66	-	234	177	89	5	226	186	158	194	160	5
Weighted total	**438**	78	143	34	-	194	135	64	4	168	136	115	142	121	1
Very Dissatisfied	**8**	*	4	*	-	*	2	*	-	2	2	*	2	2	-
	2%	**%*	*3%*	**%*	*-%*	**%*	*1%*	**%*	*-%*	*1%*	*1%*	**%*	*1%*	*2%*	*-%*
Fairly Dissatisfied	**13**	2	5	-	-	6	5	-	-	5	5	2	5	1	-
	3%	*2%*	*3%*	*-%*	*-%*	*3%*	*4%*	*-%*	*-%*	*3%*	*4%*	*2%*	*3%*	*1%*	*-%*
Neither Satisfied Nor Dissatisfied	**36**	5	7	1	-	11	7	4	-	12	6	6	10	9	-
	8%	*6%*	*5%*	*2%*	*-%*	*6%*	*5%*	*5%*	*-%*	*7%*	*4%*	*5%*	*7%*	*8%*	*-%*
Fairly Satisfied	**86**	13	26	6	-	40	32	10	4	33	26	25	26	26	*
	20%	*17%*	*18%*	*16%*	*-%*	*21%*	*23%*	*15%*	*100%*	*20%*	*19%*	*21%*	*19%*	*21%*	*9%*
Very Satisfied	**269**	52	94	26	-	129	83	46	-	103	88	77	90	72	1
	61%	*67%*	*65%*	*76%*	*-%*	*67%*	*61%*	*72%*	*-%*	*61%*	*65%*	*67%*	*64%*	*60%*	*91%*
Don't Know (DO NOT READ OUT)	**26**	6	8	2	-	8	7	5	-	13	9	6	9	11	-
	6%	*7%*	*6%*	*6%*	*-%*	*4%*	*5%*	*7%*	*-%*	*8%*	*7%*	*5%*	*6%*	*9%*	*-%*
NET: Satisfied	**355**	65	120	31	-	169	114	55	4	136	114	102	117	98	1
	81%	*84%*	*84%*	*92%*	*-%*	*87%*	*85%*	*87%*	*100%*	*81%*	*84%*	*88%*	*82%*	*81%*	*100%*
NET: Dissatisfied	**21**	2	8	*	-	6	7	*	-	7	7	2	7	3	-
	5%	*2%*	*6%*	**%*	*-%*	*3%*	*5%*	**%*	*-%*	*4%*	*5%*	*2%*	*5%*	*2%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**489**	137	103	150	48	36	193	151	12	7	15	8
Weighted total	**438**	97	79	114	37	22	140	115	12	6	16	6
Very Dissatisfied	**8**	2	2	*	*	*	2	2	-	-	-	-
	2%	*2%*	*2%*	**%*	**%*	**%*	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**13**	3	*	1	-	-	5	1	*	-	-	-
	3%	*3%*	**%*	*1%*	*-%*	*-%*	*4%*	*1%*	*2%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**36**	3	5	6	1	2	10	9	-	2	-	1
	8%	*4%*	*6%*	*6%*	*2%*	*9%*	*7%*	*8%*	*-%*	*32%*	*-%*	*10%*
Fairly Satisfied	**86**	20	17	20	6	2	25	27	5	2	4	2
	20%	*20%*	*22%*	*18%*	*16%*	*11%*	*18%*	*23%*	*46%*	*28%*	*25%*	*28%*
Very Satisfied	**269**	67	51	81	29	16	91	68	4	2	12	4
	61%	*69%*	*65%*	*71%*	*78%*	*72%*	*65%*	*59%*	*37%*	*40%*	*75%*	*63%*
Don't Know (DO NOT READ OUT)	**26**	2	4	5	2	2	7	8	2	-	-	-
	6%	*2%*	*5%*	*5%*	*5%*	*8%*	*5%*	*7%*	*15%*	*-%*	*-%*	*-%*
NET: Satisfied	**355**	86	69	101	34	18	116	95	10	4	16	5
	81%	*89%*	*87%*	*89%*	*93%*	*83%*	*83%*	*82%*	*83%*	*68%*	*100%*	*90%*
NET: Dissatisfied	**21**	5	2	1	*	*	7	3	*	-	-	-
	5%	*5%*	*3%*	*1%*	**%*	**%*	*5%*	*3%*	*2%*	*-%*	*-%*	*-%*
		c										

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**489**	437	375	444	411	475	333	443	166	3	279	12	81	249
Weighted total	**438**	379	309	388	352	424	295	383	124	4	230	10	76	199
Very Dissatisfied	**8**	7	2	7	6	8	4	8	2	-	6	-	4	2
	2%	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*-%*	*3%*	*-%*	*5%* b	*1%*
Fairly Dissatisfied	**13**	11	7	11	9	13	7	13	3	-	5	*	*	5
	3%	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*-%*	*2%*	*3%*	**%*	*3%*
Neither Satisfied Nor Dissatisfied	**36**	30	21	30	26	34	24	31	7	*	17	1	5	18
	8%	*8%*	*7%*	*8%*	*7%*	*8%*	*8%*	*8%*	*6%*	*4%*	*7%*	*10%*	*7%*	*9%*
Fairly Satisfied	**86**	72	60	74	71	85	53	73	34	-	48	*	16	39
	20%	*19%*	*19%*	*19%*	*20%*	*20%*	*18%*	*19%*	*27%* ab	*-%*	*21%*	*1%*	*20%*	*20%*
Very Satisfied	**269**	233	198	240	219	259	194	235	71	2	137	9	50	117
	61%	*61%*	*64%*	*62%*	*62%*	*61%*	*66%*	*61%*	*57%*	*49%*	*60%*	*87%*	*66%*	*59%*
Don't Know (DO NOT READ OUT)	**26**	24	20	24	20	26	13	23	7	2	16	-	1	17
	6%	*6%*	*7%*	*6%*	*6%*	*6%*	*4%*	*6%*	*5%*	*47%*	*7%*	*-%*	*1%*	*9%* a
NET: Satisfied	**355**	305	258	315	291	344	247	308	105	2	185	9	66	156
	81%	*81%*	*84%*	*81%*	*83%*	*81%*	*84%*	*80%*	*85%*	*49%*	*81%*	*87%*	*87%*	*79%*
NET: Dissatisfied	**21**	19	9	19	16	21	12	21	5	-	11	*	4	7
	5%	*5%*	*3%*	*5%*	*4%*	*5%*	*4%*	*5%*	*4%*	*-%*	*5%*	*3%*	*5%*	*4%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	489	418	17	97	392	94	323	71	197	53	229	267	222
Weighted total	438	376	13	86	352	73	302	62	177	48	208	239	199
Very Dissatisfied	8	4	2	2	6	2	4	2	4	2	2	6	2
	2%	*1%*	*16%*	*3%*	*2%*	*2%*	*1%*	*3%*	*2%*	*4%*	*1%*	*2%*	*1%*
Fairly Dissatisfied	13	4	4	6	7	4	7	2	3	4	6	11	2
	3%	*1%*	*30%*	*7%* b	*2%*	*5%*	*2%*	*3%*	*2%*	*8%* a	*3%*	*5%* b	*1%*
Neither Satisfied Nor Dissatisfied	36	18	3	22	14	4	30	2	14	9	12	22	14
	8%	*5%*	*21%*	*26%* b	*4%*	*6%*	*10%*	*3%*	*8%*	*19%* ac	*6%*	*9%*	*7%*
Fairly Satisfied	86	79	*	21	65	17	55	15	35	3	48	49	37
	20%	*21%*	*3%*	*24%*	*19%*	*23%*	*18%*	*23%*	*20%* b	*5%*	*23%* b	*21%*	*18%*
Very Satisfied	269	250	4	35	234	44	184	41	114	29	123	136	133
	61%	*66%*	*31%*	*41%*	*67%* a	*61%*	*61%*	*66%*	*64%*	*60%*	*59%*	*57%*	*67%* a
Don't Know (DO NOT READ OUT)	26	21	-	*	25	2	22	1	7	2	16	15	11
	6%	*6%*	*-%*	**%*	*7%* a	*3%*	*7%* c	*1%*	*4%*	*4%*	*7%*	*6%*	*6%*
NET: Satisfied	355	329	4	56	300	61	239	56	149	32	171	185	170
	81%	*87%*	*34%*	*65%*	*85%* a	*84%*	*79%*	*89%* b	*84%* b	*66%*	*83%* b	*78%*	*85%* a
NET: Dissatisfied	21	8	6	8	13	5	12	4	7	6	8	17	4
	5%	*2%*	*45%*	*9%* b	*4%*	*7%*	*4%*	*6%*	*4%*	*12%* ac	*4%*	*7%* b	*2%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	a	*b	c	*d	*a	b	*c	*d
Unweighted total	**489**	70	20	53	41	34	19	38	22	24	46	7	21
Weighted total	**438**	30	9	22	17	14	7	16	10	11	25	2	12
Very Dissatisfied	**8**	*	-	*	-	-	-	-	-	-	-	-	-
	2%	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**13**	1	-	-	-	-	-	1	-	-	1	-	-
	3%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*-%*	*-%*	*4%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**36**	2	*	3	2	1	2	-	2	*	1	-	2
	8%	*7%*	*1%*	*15%*	*13%*	*7%*	*28%*	*-%*	*21%*	**%*	*4%*	*-%*	*19%*
Fairly Satisfied	**86**	2	1	2	1	2	*	1	*	1	3	*	1
	20%	*6%*	*12%*	*11%*	*8%*	*16%*	*4%*	*9%*	*2%*	*11%*	*11%*	*6%*	*8%*
Very Satisfied	**269**	22	8	15	13	10	5	12	8	8	19	1	8
	61%	*76%*	*86%*	*69%*	*73%*	*68%*	*68%*	*77%*	*77%*	*78%*	*77%*	*38%*	*64%*
Don't Know (DO NOT READ OUT)	**26**	2	*	1	1	1	*	1	-	1	1	1	1
	6%	*8%*	*1%*	*5%*	*7%*	*8%*	*1%*	*8%*	*-%*	*10%*	*5%*	*56%*	*9%*
NET: Satisfied	**355**	24	9	18	14	12	5	13	8	10	22	1	9
	81%	*81%*	*98%*	*80%*	*81%*	*84%*	*72%*	*86%*	*79%*	*89%*	*88%*	*44%*	*72%*
NET: Dissatisfied	**21**	1	-	*	-	-	-	1	-	-	1	-	-
	5%	*3%*	*-%*	**%*	*-%*	*-%*	*-%*	*6%*	*-%*	*-%*	*4%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 133 (continuation)

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	***b**	***c**	d	***e**	f	g	h	i	j	k	***l**
Unweighted total	**489**	55	24	13	105	26	35	44	40	42	47	34	24
Weighted total	**438**	46	30	19	54	17	25	35	37	51	42	50	32
Very Dissatisfied	**8**	2	-	-	*	*	-	-	-	-	*	2	4
	2%	*4%* d	*-%*	*-%*	**%*	*2%*	*-%*	*-%*	*-%*	*-%*	**%*	*4%*	*11%*
Fairly Dissatisfied	**13**	2	-	2	1	-	-	2	2	2	2	1	-
	3%	*4%*	*-%*	*10%*	*2%*	*-%*	*-%*	*6%*	*5%*	*4%*	*4%*	*1%*	*-%*
Neither Satisfied Nor Dissatisfied	**36**	*	5	-	6	1	*	3	4	3	9	4	2
	8%	*1%*	*18%*	*-%*	*10%* a	*6%*	*1%*	*8%*	*9%* a	*5%*	*20%* **afi**	*7%*	*7%*
Fairly Satisfied	**86**	13	4	5	5	2	4	14	9	11	9	8	2
	20%	*28%* d	*13%*	*24%*	*9%*	*12%*	*18%*	*41%* **dfjk**	*24%* d	*22%* d	*21%*	*16%*	*6%*
Very Satisfied	**269**	27	17	11	38	10	19	16	23	35	23	28	24
	61%	*59%*	*56%*	*58%*	*70%* g	*59%*	*75%* g	*45%*	*60%*	*68%* g	*54%*	*57%*	*75%*
Don't Know (DO NOT READ OUT)	**26**	2	4	2	5	4	1	*	1	*	*	7	*
	6%	*4%*	*13%*	*9%*	*8%*	*21%*	*5%*	**%*	*2%*	*1%*	**%*	*15%* **ghij**	**%*
NET: Satisfied	**355**	40	20	16	43	12	23	30	31	46	32	36	26
	81%	*87%*	*69%*	*81%*	*79%*	*71%*	*93%* **jk**	*86%*	*84%*	*90%*	*75%*	*73%*	*81%*
NET: Dissatisfied	**21**	4	-	2	1	*	-	2	2	2	2	2	4
	5%	*9%* d	*-%*	*10%*	*2%*	*2%*	*-%*	*6%*	*5%*	*4%*	*5%*	*5%*	*11%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**489**	92	166	126	105
Weighted total	**438**	95	95	124	124
Very Dissatisfied	**8**	2	*	-	6
	2%	*2%*	**%*	-%	*4%*
					bc
Fairly Dissatisfied	**13**	4	1	6	2
	3%	*4%*	*1%*	*5%*	*2%*
				b	
Neither Satisfied Nor Dissatisfied	**36**	6	7	9	14
	8%	*6%*	*7%*	*7%*	*12%*
Fairly Satisfied	**86**	21	11	35	19
	20%	*22%*	*12%*	*28%*	*15%*
		b		**bd**	
Very Satisfied	**269**	55	66	73	75
	61%	*58%*	*69%*	*59%*	*61%*
Don't Know (DO NOT READ OUT)	**26**	7	9	1	8
	6%	*8%*	*10%*	*1%*	*6%*
		c	c		c
NET: Satisfied	**355**	76	78	108	94
	81%	*80%*	*82%*	*87%*	*76%*
				d	
NET: Dissatisfied	**21**	6	1	6	8
	5%	*6%*	*1%*	*5%*	*6%*
		b			b

Columns Tested: a,b,c,d

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	e	a	b	c	***d**	e
Unweighted total	**489**	339	94	41	15	150	111	109	42	15	46
Weighted total	**438**	421	12	4	2	18	130	115	32	9	18
Very Dissatisfied	**9**	9	-	-	*	*	5	-	-	-	-
	2%	*2%*	*-%*	*-%*	*7%*	*1%*	*4%* b	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**11**	10	1	*	-	1	1	4	*	-	*
	3%	*2%*	*8%* a	*12%* a	*-%*	*8%* a	*1%*	*3%*	*1%*	*-%*	*1%*
Neither Satisfied Nor Dissatisfied	**99**	94	3	1	1	4	29	25	9	1	5
	23%	*22%*	*24%*	*21%*	*38%*	*25%*	*22%*	*21%*	*29%*	*12%*	*27%*
Fairly Satisfied	**140**	135	3	1	*	5	49	35	9	2	9
	32%	*32%*	*28%*	*38%*	*7%*	*28%*	*37%*	*30%*	*28%*	*25%*	*52%* **bc**
Very Satisfied	**160**	154	4	1	1	6	43	48	13	4	4
	36%	*37%*	*35%*	*27%*	*42%*	*34%*	*33%*	*42%* e	*42%* e	*45%*	*20%*
Don't Know (DO NOT READ OUT)	**20**	19	1	*	*	1	2	4	-	2	-
	5%	*5%*	*5%*	*1%*	*7%*	*4%*	*2%*	*3%*	*-%*	*18%*	*-%*
NET: Satisfied	**299**	289	8	3	1	11	92	83	22	7	13
	68%	*69%*	*63%*	*65%*	*49%*	*62%*	*71%*	*72%*	*70%*	*70%*	*72%*
NET: Dissatisfied	**20**	18	1	*	*	2	7	4	*	-	*
	5%	*4%*	*8%*	*12%* a	*7%*	*9%*	*5%*	*3%*	*1%*	*-%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	e	f	g	h	***i**	j	k	l	m
Unweighted total	**489**	41	14	70	6	33	72	36	37	26	335	51	54	49
Weighted total	**438**	51	17	73	4	36	88	46	46	32	392	14	18	14
Very Dissatisfied	**9**	-	-	3	2	*	-	4	-	-	9	-	-	-
	2%	*-%*	*-%*	*5%*	*43%*	**%*	*-%*	*8%* **fklm**	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**11**	*	*	4	*	*	4	-	-	-	8	1	1	1
	3%	**%*	*1%*	*5%*	*9%*	*1%*	*4%*	*-%*	*-%*	*-%*	*2%*	*6%*	*3%*	*8%* j
Neither Satisfied Nor Dissatisfied	**99**	10	4	18	1	11	15	8	14	8	88	3	3	4
	23%	*20%*	*22%*	*25%*	*26%*	*30%*	*17%*	*17%*	*30%*	*24%*	*23%*	*22%*	*17%*	*31%*
Fairly Satisfied	**140**	18	1	26	-	10	33	14	16	8	125	3	6	5
	32%	*35%*	*6%*	*36%*	*-%*	*27%*	*37%*	*30%*	*35%*	*27%*	*32%*	*22%*	*35%*	*37%*
Very Satisfied	**160**	23	12	19	1	14	32	19	10	14	143	6	7	4
	36%	*45%* h	*71%*	*26%*	*22%*	*38%*	*36%*	*41%*	*21%*	*44%*	*36%*	*47%* **chm**	*39%*	*25%*
Don't Know (DO NOT READ OUT)	**20**	*	-	2	-	2	5	2	6	2	18	*	1	-
	5%	**%*	*-%*	*3%*	*-%*	*5%*	*5%*	*4%*	*13%* **acjm**	*6%*	*5%*	*4%*	*6%*	*-%*
NET: Satisfied	**299**	40	13	45	1	23	65	33	26	22	268	9	13	9
	68%	*79%* h	*77%*	*62%*	*22%*	*65%*	*73%*	*71%*	*57%*	*70%*	*68%*	*69%*	*73%*	*62%*
NET: Dissatisfied	**20**	*	*	7	2	*	4	4	-	-	17	1	1	1
	5%	**%*	*1%*	*10%* a	*52%*	*1%*	*4%*	*8%*	*-%*	*-%*	*4%*	*6%*	*3%*	*8%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 134 (continuation)

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	489	5	91	11	31	180	17	19	134	356	133	425	64
Weighted total	438	3	68	5	25	180	10	15	131	346	92	389	49
Very Dissatisfied	9	-	-	-	*	2	-	-	7	7	2	9	-
	2%	-%	-%	-%	*%	*1%*	-%	-%	*5%* be	*2%*	*2%*	*2%*	-%
Fairly Dissatisfied	11	-	*	-	*	6	*	2	2	11	*	10	1
	3%	-%	*1%*	-%	*1%*	*3%*	*2%*	*14%*	*2%*	*3%*	*%	*2%*	*3%*
Neither Satisfied Nor Dissatisfied	99	*	15	3	4	47	2	5	23	81	17	86	12
	23%	*16%*	*23%*	*56%*	*15%*	*26%*	*20%*	*31%*	*18%*	*24%*	*19%*	*22%*	*26%*
Fairly Satisfied	140	*	22	*	9	57	3	4	44	106	34	131	8
	32%	*3%*	*33%*	*2%*	*36%*	*32%*	*32%*	*26%*	*34%*	*31%*	*37%*	*34%* b	*17%*
Very Satisfied	160	2	24	2	11	63	5	4	47	125	34	138	22
	36%	*80%*	*36%*	*42%*	*44%*	*35%*	*45%*	*29%*	*36%*	*36%*	*37%*	*35%*	*45%*
Don't Know (DO NOT READ OUT)	20	-	6	-	1	6	*	-	8	15	5	15	5
	5%	-%	*8%*	-%	*3%*	*3%*	*1%*	-%	*6%*	*4%*	*5%*	*4%*	*10%* a
NET: Satisfied	299	3	46	2	20	120	8	8	91	231	68	269	30
	68%	*84%*	*68%*	*44%*	*81%*	*67%*	*77%*	*55%*	*69%*	*67%*	*74%*	*69%*	*62%*
NET: Dissatisfied	20	-	*	-	*	8	*	2	9	18	2	19	1
	5%	-%	*1%*	-%	*2%*	*4%*	*2%*	*14%*	*7%* b	*5%*	*2%*	*5%*	*3%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**489**	469	20	244	63	174
Weighted total	**438**	411	27	224	54	150
Very Dissatisfied	**9**	7	2	3	-	4
	2%	*2%*	*7%*	*2%*	*-%*	*2%*
Fairly Dissatisfied	**11**	11	-	4	1	4
	3%	*3%*	*-%*	*2%*	*2%*	*3%*
Neither Satisfied Nor Dissatisfied	**99**	91	8	58	16	23
	23%	*22%*	*31%*	*26%* c	*30%* c	*16%*
Fairly Satisfied	**140**	134	6	65	18	56
	32%	*33%*	*22%*	*29%*	*34%*	*38%*
Very Satisfied	**160**	150	9	82	16	58
	36%	*37%*	*34%*	*37%*	*30%*	*38%*
Don't Know (DO NOT READ OUT)	**20**	18	2	12	2	5
	5%	*4%*	*6%*	*5%*	*4%*	*3%*
NET: Satisfied	**299**	284	15	147	34	114
	68%	*69%*	*56%*	*66%*	*64%*	*76%* a
NET: Dissatisfied	**20**	18	2	8	1	7
	5%	*4%*	*7%*	*3%*	*2%*	*5%*

Columns Tested: a,b - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 134 (continuation)

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	489	290	154	33	6	2	3	-	1	444	45	94	196	199
Weighted total	438	295	117	20	4	1	1	-	*	412	26	102	193	143
Very Dissatisfied	9	7	2	-	-	-	-	-	-	9	-	3	4	2
	2%	*2%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*3%*	*2%*	*1%*
Fairly Dissatisfied	11	7	3	1	-	-	-	-	-	10	1	3	4	4
	3%	*2%*	*2%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*4%*	*3%*	*2%*	*3%*
Neither Satisfied Nor Dissatisfied	99	72	24	3	-	-	-	-	-	95	3	24	48	27
	23%	*24%*	*20%*	*17%*	*-%*	*-%*	*-%*	*-%*	*-%*	*23%*	*13%*	*23%*	*25%*	*19%*
Fairly Satisfied	140	95	35	5	4	-	1	-	-	130	10	25	69	45
	32%	*32%*	*30%*	*25%*	*98%*	*-%*	*100%*	*-%*	*-%*	*32%*	*38%*	*25%*	*36%*	*31%*
Very Satisfied	160	96	52	11	*	1	-	-	*	148	12	31	65	63
	36%	*33%*	*44%* a	*53%* **ai**	*2%*	*100%*	*-%*	*-%*	*100%*	*36%*	*44%*	*31%*	*34%*	*44%* **ab**
Don't Know (DO NOT READ OUT)	20	18	2	*	-	-	-	-	-	20	*	14	3	2
	5%	*6%*	*2%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	**%*	*14%* **bc**	*2%*	*2%*
NET: Satisfied	299	191	87	16	4	1	1	-	*	278	22	57	134	108
	68%	*65%*	*74%*	*78%*	*100%*	*100%*	*100%*	*-%*	*100%*	*67%*	*83%* **ai**	*56%*	*70%* a	*76%* a
NET: Dissatisfied	20	14	5	1	-	-	-	-	-	19	1	7	7	6
	5%	*5%*	*4%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*4%*	*7%*	*4%*	*4%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 05/02/19

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**489**	284	238	314	310	145	339	265	21	8	13	3	3	1
Weighted total	**438**	209	171	239	261	103	290	212	9	7	8	1	2	*
Very Dissatisfied	**9**	2	2	2	2	-	4	-	-	2	*	-	-	-
	2%	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*-%*	*27%*	*2%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**11**	6	8	8	6	3	4	8	*	-	*	-	-	-
	3%	*3%*	*4%* f	*3%*	*2%*	*3%*	*2%*	*4%*	*3%*	*-%*	*1%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**99**	38	37	50	60	21	64	46	1	1	2	-	-	-
	23%	*18%*	*22%*	*21%*	*23%*	*21%*	*22%*	*21%*	*10%*	*9%*	*33%*	*-%*	*-%*	*-%*
Fairly Satisfied	**140**	73	51	83	85	41	95	76	4	*	2	*	*	-
	32%	*35%*	*30%*	*35%*	*33%*	*40%* b	*33%*	*36%*	*45%*	*1%*	*26%*	*3%*	*6%*	*-%*
Very Satisfied	**160**	84	70	91	104	36	115	77	4	4	3	1	2	*
	36%	*40%*	*41%*	*38%*	*40%*	*35%*	*40%*	*36%*	*42%*	*63%*	*37%*	*97%*	*94%*	*100%*
Don't Know (DO NOT READ OUT)	**20**	6	3	6	5	1	8	6	-	-	*	-	-	-
	5%	*3%*	*2%*	*3%*	*2%*	*1%*	*3%*	*3%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
NET: Satisfied	**299**	157	120	174	189	77	210	153	8	4	5	1	2	*
	68%	*75%*	*71%*	*73%*	*72%*	*75%*	*72%*	*72%*	*87%*	*64%*	*63%*	*100%*	*100%*	*100%*
NET: Dissatisfied	**20**	8	9	10	8	3	8	8	*	2	*	-	-	-
	5%	*4%*	*6%*	*4%*	*3%*	*3%*	*3%*	*4%*	*3%*	*27%*	*3%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	489	286	12	6	4	-	2	-	2	77	71	82	81	3
Weighted total	438	244	7	5	5	-	*	-	*	77	52	69	40	1
Very Dissatisfied	9	2	-	-	-	-	-	-	-	-	-	2	-	-
	2%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%
Fairly Dissatisfied	11	6	-	*	-	-	-	-	-	2	2	3	1	-
	3%	2%	-%	3%	-%	-%	-%	-%	-%	3%	3%	5%	2%	-%
Neither Satisfied Nor Dissatisfied	99	53	3	4	-	-	-	-	-	12	14	15	7	*
	23%	22%	43%	76%	-%	-%	-%	-%	-%	16%	27%	22%	19%	20%
Fairly Satisfied	140	80	2	-	4	-	*	-	*	27	25	20	11	-
	32%	33%	27%	-%	69%	-%	65%	-%	65%	34%	49% cd	29%	26%	-%
Very Satisfied	160	99	2	1	2	-	*	-	*	31	11	27	21	1
	36%	41%	30%	21%	31%	-%	35%	-%	35%	40% b	20%	39% b	53% b	80%
Don't Know (DO NOT READ OUT)	20	4	*	-	-	-	-	-	-	5	*	1	*	-
	5%	2%	1%	-%	-%	-%	-%	-%	-%	6% d	*%	2%	*%	-%
NET: Satisfied	299	179	4	1	5	-	*	-	*	58	36	47	32	1
	68%	73%	56%	21%	100%	-%	100%	-%	100%	75%	69%	68%	79%	80%
NET: Dissatisfied	20	8	-	*	-	-	-	-	-	2	2	5	1	-
	5%	3%	-%	3%	-%	-%	-%	-%	-%	3%	3%	8%	2%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	489	76	71	92	63	8	229	18	63	208	280	238	76
Weighted total	438	58	61	93	46	3	210	7	44	182	255	186	53
Very Dissatisfied	9	-	-	2	-	-	2	-	-	4	5	*	2
	2%	*-%*	*-%*	*2%*	*-%*	*-%*	*1%*	*-%*	*-%*	*2%*	*2%*	**%*	*3%* a
Fairly Dissatisfied	11	3	2	*	1	-	4	*	2	7	4	7	1
	3%	*5%* c	*4%*	**%*	*1%*	*-%*	*2%*	*1%*	*5%*	*4%*	*2%*	*4%*	*2%*
Neither Satisfied Nor Dissatisfied	99	10	14	26	9	1	45	4	11	44	55	37	12
	23%	*17%*	*22%*	*28%*	*21%*	*22%*	*21%*	*51%*	*25%*	*24%*	*22%*	*20%*	*23%*
Fairly Satisfied	140	22	20	28	16	*	69	1	15	60	79	67	16
	32%	*37%*	*32%*	*30%*	*34%*	*12%*	*33%*	*21%*	*35%*	*33%*	*31%*	*36%*	*30%*
Very Satisfied	160	21	25	36	20	2	89	2	13	61	98	73	18
	36%	*36%*	*41%*	*38%*	*44%*	*66%*	*42%*	*27%*	*30%*	*34%*	*39%*	*39%*	*34%*
Don't Know (DO NOT READ OUT)	20	3	*	1	*	-	2	-	2	6	14	2	4
	5%	*5%*	**%*	*1%*	*1%*	*-%*	*1%*	*-%*	*5%*	*3%*	*5%*	*1%*	*7%* a
NET: Satisfied	299	42	45	64	36	3	158	3	28	121	177	140	34
	68%	*73%*	*74%*	*69%*	*77%*	*78%*	*75%*	*49%*	*65%*	*67%*	*69%*	*75%*	*64%*
NET: Dissatisfied	20	3	2	2	1	-	5	*	2	11	9	7	3
	5%	*5%*	*4%*	*2%*	*1%*	*-%*	*3%*	*1%*	*5%*	*6%*	*4%*	*4%*	*6%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	489	77	164	224	33	72	238	120	250	74	1
Weighted total	438	62	137	177	19	54	207	79	182	41	2
Very Dissatisfied	9	2	-	*	-	2	-	-	2	-	-
	2%	3% b	-%	*%	-%	3% b	-%	-%	1%	-%	-%
Fairly Dissatisfied	11	1	5	4	3	1	5	2	4	4	-
	3%	1%	4%	2%	18% a	1%	3%	3%	2%	11% ab	-%
Neither Satisfied Nor Dissatisfied	99	18	27	37	3	16	44	19	32	10	-
	23%	30%	20%	21%	14%	29%	21%	24%	17%	24%	-%
Fairly Satisfied	140	21	38	62	6	15	71	27	65	13	2
	32%	35%	28%	35%	32%	28%	34%	34%	35%	31%	100%
Very Satisfied	160	16	65	71	7	18	86	30	74	14	-
	36%	26%	47% a	40%	37%	33%	41%	38%	41%	35%	-%
Don't Know (DO NOT READ OUT)	20	3	1	2	-	3	2	1	6	-	-
	5%	5% b	1%	1%	-%	6% b	1%	2%	3%	-%	-%
NET: Satisfied	299	38	103	134	13	33	157	57	139	27	2
	68%	61%	75% a	76%	68%	61%	76% a	71%	76%	66%	100%
NET: Dissatisfied	20	2	5	4	3	2	5	2	6	4	-
	5%	4%	4%	2%	18% a	4%	3%	3%	3%	11% ab	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 134 (continuation)

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	489	110	204	66	-	234	177	89	5	226	186	158	194	160	5
Weighted total	438	78	143	34	-	194	135	64	4	168	136	115	142	121	1
Very Dissatisfied	9	-	2	-	-	2	2	-	-	*	*	2	*	*	-
	2%	-%	1%	-%	-%	1%	1%	-%	-%	*%	*%	2%	*%	*%	-%
Fairly Dissatisfied	11	5	5	6	-	5	1	2	-	6	6	3	6	3	-
	3%	6%	4%	18% ab	-%	3%	1%	4%	-%	3%	5%	3%	4%	2%	-%
Neither Satisfied Nor Dissatisfied	99	20	31	10	-	44	31	17	1	29	30	31	30	20	*
	23%	26%	21%	29%	-%	23%	23%	26%	14%	17%	22%	27% a	21%	16%	9%
Fairly Satisfied	140	22	44	5	-	65	47	20	2	58	38	33	52	44	-
	32%	28% c	31% c	15%	-%	33%	35%	31%	46%	35%	28%	29%	36%	37%	-%
Very Satisfied	160	29	58	13	-	74	51	25	2	74	60	41	53	52	1
	36%	38%	40%	39%	-%	38%	38%	39%	40%	44%	44%	36%	37%	43%	91%
Don't Know (DO NOT READ OUT)	20	1	3	-	-	5	2	-	-	1	1	4	1	1	-
	5%	2%	2%	-%	-%	2%	2%	-%	-%	1%	1%	4% a	1%	1%	-%
NET: Satisfied	299	52	102	18	-	138	98	45	4	132	98	75	104	97	1
	68%	66%	71% c	54%	-%	71%	73%	70%	86%	79% c	72%	65%	73%	80%	91%
NET: Dissatisfied	20	5	7	6	-	7	3	2	-	6	6	5	6	3	-
	5%	6%	5%	18% ab	-%	4%	2%	4%	-%	3%	5%	5%	4%	3%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**489**	137	103	150	48	36	193	151	12	7	15	8
Weighted total	**438**	97	79	114	37	22	140	115	12	6	16	6
Very Dissatisfied	**9**	2	2	2	-	-	2	*	-	-	-	-
	2%	*2%*	*2%*	*2%*	*-%*	*-%*	*1%*	**%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**11**	3	3	5	4	2	5	1	*	*	*	*
	3%	*3%*	*4%*	*4%*	*11%* a	*12%* a	*3%*	*1%*	*2%*	*3%*	*1%*	*8%*
Neither Satisfied Nor Dissatisfied	**99**	22	13	32	7	8	31	19	*	3	8	2
	23%	*23%*	*17%*	*28%* b	*18%*	*39%* **abd**	*22%*	*16%*	*1%*	*56%*	*52%*	*32%*
Fairly Satisfied	**140**	30	31	37	10	4	51	41	7	-	2	3
	32%	*31%*	*39%* e	*33%*	*27%*	*17%*	*37%*	*35%*	*58%*	*-%*	*10%*	*50%*
Very Satisfied	**160**	38	29	35	16	7	49	54	4	3	6	1
	36%	*39%*	*37%*	*31%*	*43%*	*32%*	*35%*	*47%* a	*30%*	*42%*	*37%*	*9%*
Don't Know (DO NOT READ OUT)	**20**	2	1	3	-	-	2	1	1	-	-	-
	5%	*2%*	*2%*	*3%*	*-%*	*-%*	*2%*	*1%*	*9%*	*-%*	*-%*	*-%*
NET: Satisfied	**299**	67	60	72	26	11	100	95	10	3	8	4
	68%	*70%* e	*76%* **ce**	*63%*	*71%* e	*49%*	*72%*	*82%* a	*88%*	*42%*	*47%*	*59%*
NET: Dissatisfied	**20**	5	5	7	4	2	7	1	*	*	*	*
	5%	*5%*	*6%*	*6%*	*11%*	*12%*	*5%* b	*1%*	*2%*	*3%*	*1%*	*8%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**489**	437	375	444	411	475	333	443	166	3	279	12	81	249
Weighted total	**438**	379	309	388	352	424	295	383	124	4	230	10	76	199
Very Dissatisfied	**9**	9	4	9	7	9	7	9	2	-	4	-	*	5
	2%	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*-%*	*2%*	*-%*	**%*	*3%*
Fairly Dissatisfied	**11**	11	9	11	7	11	6	11	6	-	3	*	3	5
	3%	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*5%*	*-%*	*1%*	*3%*	*3%*	*3%*
Neither Satisfied Nor Dissatisfied	**99**	89	68	91	75	92	63	83	32	-	49	5	21	42
	23%	*23%*	*22%*	*23%*	*21%*	*22%*	*21%*	*22%*	*26%*	*-%*	*22%*	*44%*	*28%*	*21%*
Fairly Satisfied	**140**	117	95	120	109	138	101	124	34	2	75	1	19	68
	32%	*31%*	*31%*	*31%*	*31%*	*33%*	*34%*	*32%*	*28%*	*47%*	*33%*	*11%*	*25%*	*34%*
Very Satisfied	**160**	138	124	143	140	155	104	143	42	2	92	3	32	72
	36%	*37%*	*40%*	*37%*	*40%*	*37%*	*35%*	*37%*	*34%*	*53%*	*40%*	*32%*	*42%*	*36%*
Don't Know (DO NOT READ OUT)	**20**	14	9	14	13	19	14	13	7	-	6	1	1	6
	5%	*4%*	*3%*	*4%*	*4%*	*5%*	*5%*	*3%*	*6%*	*-%*	*3%*	*10%*	*1%*	*3%*
NET: Satisfied	**299**	256	218	263	249	293	205	268	77	4	167	4	51	139
	68%	*68%*	*71%*	*68%*	*71%*	*69%*	*69%*	*70%*	*62%*	*100%*	*73%*	*43%*	*67%*	*70%*
NET: Dissatisfied	**20**	20	13	20	15	20	13	20	8	-	7	*	3	11
	5%	*5%*	*4%*	*5%*	*4%*	*5%*	*5%*	*5%*	*6%*	*-%*	*3%*	*3%*	*4%*	*5%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**489**	418	17	97	392	94	323	71	197	53	229	267	222
Weighted total	**438**	376	13	86	352	73	302	62	177	48	208	239	199
Very Dissatisfied	**9**	5	2	4	5	-	7	2	7	-	2	7	2
	2%	*1%*	*15%*	*4%*	*2%*	*-%*	*2%*	*3%*	*4%* c	*-%*	*1%*	*3%*	*1%*
Fairly Dissatisfied	**11**	8	*	1	10	1	7	3	6	1	4	7	4
	3%	*2%*	*3%*	*2%*	*3%*	*1%*	*2%*	*5%*	*3%*	*2%*	*2%*	*3%*	*2%*
Neither Satisfied Nor Dissatisfied	**99**	73	8	27	72	16	67	16	42	11	44	56	43
	23%	*19%*	*60%*	*31%* b	*20%*	*22%*	*22%*	*26%*	*23%*	*23%*	*21%*	*23%*	*22%*
Fairly Satisfied	**140**	122	*	29	111	17	107	15	53	26	60	68	72
	32%	*32%*	*2%*	*34%*	*31%*	*23%*	*35%* a	*24%*	*30%*	*54%* **ac**	*29%*	*29%*	*36%*
Very Satisfied	**160**	149	2	24	135	35	101	24	64	10	85	87	73
	36%	*40%*	*20%*	*28%*	*38%*	*48%* b	*33%*	*38%*	*36%* b	*21%*	*41%* b	*36%*	*37%*
Don't Know (DO NOT READ OUT)	**20**	18	-	1	19	4	14	2	5	-	13	15	5
	5%	*5%*	*-%*	*1%*	*5%*	*5%*	*5%*	*4%*	*3%*	*-%*	*6%*	*6%*	*3%*
NET: Satisfied	**299**	272	3	53	246	52	208	39	117	36	145	155	145
	68%	*72%*	*22%*	*62%*	*70%*	*71%*	*69%*	*63%*	*66%*	*76%*	*70%*	*65%*	*73%*
NET: Dissatisfied	**20**	14	2	5	15	1	14	5	13	1	6	14	6
	5%	*4%*	*18%*	*6%*	*4%*	*1%*	*5%*	*8%* a	*7%* c	*2%*	*3%*	*6%*	*3%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	a	*b	c	*d	*a	b	*c	*d
Unweighted total	**489**	70	20	53	41	34	19	38	22	24	46	7	21
Weighted total	**438**	30	9	22	17	14	7	16	10	11	25	2	12
Very Dissatisfied	**9**	*	*	-	-	-	-	-	*	-	-	-	-
	2%	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**11**	1	2	*	*	-	*	-	*	1	1	-	-
	3%	*4%*	*24%*	**%*	**%*	*-%*	*1%*	*-%*	*1%*	*10%*	*5%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**99**	7	3	5	1	3	1	2	3	3	4	*	3
	23%	*23%*	*37%*	*21%*	*8%*	*24%*	*14%*	*11%*	*29%*	*30%*	*18%*	*2%*	*28%*
Fairly Satisfied	**140**	10	2	7	6	4	3	5	3	4	8	1	3
	32%	*34%*	*24%*	*29%*	*32%*	*31%*	*43%*	*35%*	*30%*	*36%*	*32%*	*57%*	*26%*
Very Satisfied	**160**	10	1	10	10 a	5	3	7	4	2	10	1	6
	36%	*35%*	*13%*	*45%*	*59%*	*38%*	*42%*	*48%*	*39%*	*14%*	*42%*	*41%*	*46%*
Don't Know (DO NOT READ OUT)	**20**	1	-	1	*	1	-	1	-	1	1	-	-
	5%	*4%*	*-%*	*5%*	**%*	*7%*	*-%*	*7%*	*-%*	*10%*	*4%*	*-%*	*-%*
NET: Satisfied	**299**	20	3	17	16 ac	10	6	13	7	5	18	2	9
	68%	*69%*	*38%*	*74%*	*91%*	*68%*	*85%*	*83%*	*69%*	*50%*	*74%*	*98%*	*72%*
NET: Dissatisfied	**20**	1	2	*	*	-	*	-	*	1	1	-	-
	5%	*4%*	*25%*	**%*	**%*	*-%*	*1%*	*-%*	*2%*	*10%*	*5%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	***b**	***c**	d	***e**	f	g	h	i	j	k	***l**
Unweighted total	**489**	55	24	13	105	26	35	44	40	42	47	34	24
Weighted total	**438**	46	30	19	54	17	25	35	37	51	42	50	32
Very Dissatisfied	**9**	-	2	-	*	-	-	-	2	-	4	-	2
	2%	*-%*	*6%*	*-%*	**%*	*-%*	*-%*	*-%*	*4%*	*-%*	*9%*	*-%*	*6%*
											adg		
Fairly Dissatisfied	**11**	2	2	-	2	1	-	1	*	1	2	1	*
	3%	*4%*	*6%*	*-%*	*4%*	*4%*	*-%*	*1%*	**%*	*2%*	*5%*	*1%*	*1%*
Neither Satisfied Nor Dissatisfied	**99**	8	8	4	11	3	8	12	8	10	14	8	4
	23%	*18%*	*28%*	*21%*	*21%*	*16%*	*33%*	*34%*	*22%*	*19%*	*33%*	*16%*	*13%*
Fairly Satisfied	**140**	16	6	8	18	5	7	9	14	18	10	18	10
	32%	*36%*	*19%*	*42%*	*34%*	*31%*	*28%*	*26%*	*39%*	*35%*	*23%*	*36%*	*32%*
Very Satisfied	**160**	18	9	7	20	8	9	13	11	22	13	17	14
	36%	*38%*	*29%*	*36%*	*37%*	*49%*	*36%*	*38%*	*29%*	*43%*	*30%*	*34%*	*43%*
Don't Know (DO NOT READ OUT)	**20**	2	4	-	2	-	1	-	2	1	*	6	2
	5%	*4%*	*12%*	*-%*	*4%*	*-%*	*4%*	*-%*	*6%*	*1%*	**%*	*13%*	*6%*
												gij	
NET: Satisfied	**299**	34	14	15	38	13	16	23	25	40	22	35	24
	68%	*74%*	*48%*	*79%*	*71%*	*80%*	*63%*	*64%*	*68%*	*78%*	*52%*	*70%*	*75%*
		j			j					j			
NET: Dissatisfied	**20**	2	3	-	2	1	-	1	2	1	6	1	2
	5%	*4%*	*12%*	*-%*	*4%*	*4%*	*-%*	*1%*	*5%*	*2%*	*14%*	*1%*	*6%*
											dfgik		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**489**	92	166	126	105
Weighted total	**438**	95	95	124	124
Very Dissatisfied	**9**	2	*	2	5
	2%	*2%*	**%*	*1%*	*4%*
					b
Fairly Dissatisfied	**11**	4	3	2	3
	3%	*4%*	*3%*	*1%*	*2%*
Neither Satisfied Nor Dissatisfied	**99**	21	22	30	26
	23%	*22%*	*23%*	*24%*	*21%*
Fairly Satisfied	**140**	30	30	42	38
	32%	*32%*	*32%*	*34%*	*30%*
Very Satisfied	**160**	33	37	46	43
	36%	*35%*	*39%*	*37%*	*35%*
Don't Know (DO NOT READ OUT)	**20**	6	3	3	8
	5%	*6%*	*3%*	*2%*	*7%*
NET: Satisfied	**299**	63	67	88	81
	68%	*67%*	*70%*	*71%*	*65%*
NET: Dissatisfied	**20**	5	3	3	8
	5%	*6%*	*3%*	*3%*	*7%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	e	a	b	c	***d**	e
Unweighted total	**489**	339	94	41	15	150	111	109	42	15	46
Weighted total	**438**	421	12	4	2	18	130	115	32	9	18
Very Dissatisfied	**2**	2	*	*	*	1	2	-	*	-	-
	1%	**%*	*2%*	*4%* a	*7%*	*3%* a	*1%*	*-%*	*1%*	*-%*	*-%*
Fairly Dissatisfied	**17**	16	*	*	-	*	3	2	-	2	1
	4%	*4%*	*1%*	*3%*	*-%*	*1%*	*3%*	*2%*	*-%*	*19%*	*6%*
Neither Satisfied Nor Dissatisfied	**28**	25	2	1	*	3	10	7	2	*	3
	6%	*6%*	*18%* a	*16%* a	*21%*	*18%* a	*7%*	*7%*	*7%*	*4%*	*14%*
Fairly Satisfied	**142**	137	3	1	*	4	38	46	15	3	6
	32%	*33%*	*25%*	*28%*	*13%*	*24%*	*29%*	*40%*	*47%* a	*30%*	*34%*
Very Satisfied	**242**	233	6	2	1	9	77	57	15	4	8
	55%	*55%*	*51%*	*46%*	*52%*	*50%*	*59%*	*50%*	*46%*	*47%*	*45%*
Don't Know (DO NOT READ OUT)	**8**	7	*	*	*	1	-	3	-	-	-
	2%	*2%*	*3%*	*4%*	*7%*	*4%*	*-%*	*2%*	*-%*	*-%*	*-%*
NET: Satisfied	**383**	370	9	3	1	13	115	103	29	7	14
	88%	*88%* **bce**	*76%*	*73%*	*65%*	*74%*	*89%*	*90%*	*92%*	*77%*	*80%*
NET: Dissatisfied	**19**	18	*	*	*	1	5	2	*	2	1
	4%	*4%*	*3%*	*6%*	*7%*	*4%*	*4%*	*2%*	*1%*	*19%*	*6%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	*i	j	k	l	m
Unweighted total	489	41	14	70	6	33	72	36	37	26	335	51	54	49
Weighted total	438	51	17	73	4	36	88	46	46	32	392	14	18	14
Very Dissatisfied	2	-	-	-	2	*	-	-	-	-	2	-	-	-
	1%	*-%*	*-%*	*-%*	*52%*	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	17	-	2	5	-	-	2	4	4	1	16	*	-	*
	4%	*-%*	*11%*	*6%*	*-%*	*-%*	*2%*	*8%* l	*8%* l	*3%*	*4%*	*1%*	*-%*	*1%*
Neither Satisfied Nor Dissatisfied	28	1	*	3	1	*	9	6	2	2	25	1	-	2
	6%	*1%*	*2%*	*4%*	*22%*	*1%*	*10%* l	*14%* **ael**	*5%*	*6%*	*6%*	*8%* l	*-%*	*13%* **ael**
Fairly Satisfied	142	24	5	28	1	11	24	12	11	10	126	2	6	7
	32%	*48%* **fghjk**	*29%*	*39%* k	*26%*	*30%*	*27%*	*25%*	*25%*	*32%*	*32%* k	*15%*	*36%* k	*50%* **fghjk**
Very Satisfied	242	26	10	36	-	25	53	23	25	19	215	10	11	4
	55%	*50%*	*58%*	*49%*	*-%*	*70%* m	*60%* m	*49%*	*54%* m	*59%*	*55%* m	*77%* **acghjm**	*64%* m	*31%*
Don't Know (DO NOT READ OUT)	8	*	-	1	-	-	*	2	4	-	7	-	-	1
	2%	**%*	*-%*	*2%*	*-%*	*-%*	**%*	*4%*	*8%* **fjkl**	*-%*	*2%*	*-%*	*-%*	*4%*
NET: Satisfied	383	50	15	64	1	36	77	34	36	29	342	12	18	12
	88%	*98%* **ghjm**	*87%*	*88%*	*26%*	*99%* **ghjm**	*87%*	*75%*	*78%*	*91%*	*87%* g	*91%* g	*100%* **cfghjkm**	*82%*
NET: Dissatisfied	19	-	2	5	2	*	2	4	4	1	19	*	-	*
	4%	*-%*	*11%*	*6%*	*52%*	**%*	*2%*	*8%* l	*8%* l	*3%*	*5%*	*1%*	*-%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	489	5	91	11	31	180	17	19	134	356	133	425	64
Weighted total	438	3	68	5	25	180	10	15	131	346	92	389	49
Very Dissatisfied	2	-	-	-	*	2	-	-	*	1	2	2	-
	1%	-%	-%	-%	*2%*	*1%*	-%	-%	*%*	*%*	*2%* a	*1%*	-%
Fairly Dissatisfied	17	*	*	-	-	7	2	1	6	15	2	17	-
	4%	*3%*	*%*	-%	-%	*4%*	*18%*	*7%*	*5%* b	*4%*	*2%*	*4%*	-%
Neither Satisfied Nor Dissatisfied	28	-	7	-	2	11	*	-	8	20	8	27	*
	6%	-%	*10%*	-%	*8%*	*6%*	*3%*	-%	*6%*	*6%*	*8%*	*7%*	*1%*
Fairly Satisfied	142	*	22	*	10	54	3	6	46	109	32	126	16
	32%	*16%*	*32%*	*10%*	*41%*	*30%*	*33%*	*38%*	*35%*	*32%*	*35%*	*32%*	*33%*
Very Satisfied	242	2	35	4	12	104	5	8	70	195	46	211	30
	55%	*80%*	*52%*	*90%*	*50%*	*58%*	*46%*	*54%*	*53%*	*56%*	*50%*	*54%*	*62%*
Don't Know (DO NOT READ OUT)	8	-	4	-	-	2	-	*	2	6	2	6	2
	2%	-%	*6%* e	-%	-%	*1%*	-%	*1%*	*1%*	*2%*	*2%*	*2%*	*4%*
NET: Satisfied	383	3	57	5	22	158	8	14	116	305	79	337	46
	88%	*97%*	*84%*	*100%*	*91%*	*87%*	*79%*	*92%*	*88%*	*88%*	*85%*	*87%*	*95%*
NET: Dissatisfied	19	*	*	-	*	9	2	1	6	15	4	19	-
	4%	*3%*	*%*	-%	*2%*	*5%* b	*18%*	*7%*	*5%* b	*4%*	*4%*	*5%*	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**489**	469	20	244	63	174
Weighted total	**438**	411	27	224	54	150
Very Dissatisfied	**2**	1	2	*	-	*
	1%	**%*	*7%*	**%*	*-%*	**%*
Fairly Dissatisfied	**17**	17	-	8	2	6
	4%	*4%*	*-%*	*3%*	*3%*	*4%*
Neither Satisfied Nor Dissatisfied	**28**	26	2	14	*	11
	6%	*6%*	*7%*	*6%*	*1%*	*8%*
Fairly Satisfied	**142**	128	14	69	22	50
	32%	*31%*	*51%*	*31%*	*41%*	*34%*
Very Satisfied	**242**	234	8	129	28	80
	55%	*57%*	*29%*	*57%*	*52%*	*54%*
Don't Know (DO NOT READ OUT)	**8**	6	2	4	1	2
	2%	*1%*	*6%*	*2%*	*3%*	*1%*
NET: Satisfied	**383**	362	22	198	50	130
	88%	*88%*	*80%*	*88%*	*93%*	*87%*
NET: Dissatisfied	**19**	17	2	8	2	6
	4%	*4%*	*7%*	*4%*	*3%*	*4%*

Columns Tested: a,b - a,b,c

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**489**	290	154	33	6	2	3	-	1	444	45	94	196	199
Weighted total	**438**	295	117	20	4	1	1	-	*	412	26	102	193	143
Very Dissatisfied	**2**	2	*	-	-	-	-	-	-	2	-	2	*	*
	1%	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*2%*	**%*	**%*
Fairly Dissatisfied	**17**	13	2	-	2	-	-	-	-	15	2	5	8	4
	4%	*4%*	*2%*	*-%*	*42%*	*-%*	*-%*	*-%*	*-%*	*4%*	*7%*	*5%*	*4%*	*3%*
Neither Satisfied Nor Dissatisfied	**28**	17	10	1	-	-	*	-	-	27	1	6	11	11
	6%	*6%*	*8%*	*4%*	*-%*	*-%*	*41%*	*-%*	*-%*	*7%*	*4%*	*6%*	*6%*	*7%*
Fairly Satisfied	**142**	95	40	4	2	-	*	-	*	135	7	31	65	46
	32%	*32%*	*34%*	*19%*	*55%*	*-%*	*59%*	*-%*	*100%*	*33%*	*26%*	*30%*	*33%*	*32%*
Very Satisfied	**242**	160	66	16	*	1	-	-	-	226	16	54	106	82
	55%	*54%*	*56%*	*76%* **abi**	*3%*	*100%*	*-%*	*-%*	*-%*	*55%*	*62%*	*53%*	*55%*	*57%*
Don't Know (DO NOT READ OUT)	**8**	7	*	*	-	-	-	-	-	8	*	4	4	*
	2%	*3%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	**%*	*4%* c	*2%*	**%*
NET: Satisfied	**383**	255	105	19	3	1	*	-	*	360	23	85	170	128
	88%	*87%*	*90%*	*95%*	*58%*	*100%*	*59%*	*-%*	*100%*	*87%*	*88%*	*84%*	*88%*	*90%*
NET: Dissatisfied	**19**	15	2	-	2	-	-	-	-	17	2	7	8	4
	4%	*5%*	*2%*	*-%*	*42%*	*-%*	*-%*	*-%*	*-%*	*4%*	*7%*	*7%*	*4%*	*3%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**489**	284	238	314	310	145	339	265	21	8	13	3	3	1
Weighted total	**438**	209	171	239	261	103	290	212	9	7	8	1	2	*
Very Dissatisfied	**2**	1	1	1	*	-	*	*	-	-	*	-	-	-
	1%	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**17**	5	3	5	10	2	9	5	-	-	-	-	-	-
	4%	*2%*	*2%*	*2%*	*4%*	*2%*	*3%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**28**	18	15	19	14	5	21	18	*	*	1	-	-	-
	6%	*9%*	*9%*	*8%*	*5%*	*5%*	*7%*	*8%*	*4%*	*2%*	*8%*	*-%*	*-%*	*-%*
Fairly Satisfied	**142**	66	50	74	91	34	94	69	3	1	1	-	*	*
	32%	*31%*	*29%*	*31%*	*35%*	*33%*	*33%*	*33%*	*36%*	*8%*	*11%*	*-%*	*6%*	*100%*
Very Satisfied	**242**	119	102	140	143	60	161	119	6	6	6	1	2	-
	55%	*57%*	*60%*	*58%*	*55%*	*59%*	*56%*	*56%*	*60%*	*90%*	*78%*	*100%*	*94%*	*-%*
Don't Know (DO NOT READ OUT)	**8**	1	1	1	3	1	4	1	*	-	*	-	-	-
	2%	**%*	**%*	**%*	*1%*	*1%*	*1%*	**%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*
NET: Satisfied	**383**	185	151	214	233	94	256	189	9	7	7	1	2	*
	88%	*88%*	*89%*	*90%*	*89%*	*92%*	*88%*	*89%*	*95%*	*98%*	*89%*	*100%*	*100%*	*100%*
NET: Dissatisfied	**19**	5	3	5	11	2	10	5	-	-	*	-	-	-
	4%	*2%*	*2%*	*2%*	*4%*	*2%*	*3%*	*2%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	489	286	12	6	4	-	2	-	2	77	71	82	81	3
Weighted total	438	244	7	5	5	-	*	-	*	77	52	69	40	1
Very Dissatisfied	**2**	*	-	-	-	-	-	-	-	-	-	*	*	-
	1%	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*
Fairly Dissatisfied	**17**	8	-	-	2	-	-	-	-	-	1	2	2	-
	4%	*3%*	*-%*	*-%*	*35%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*3%*	*5%*	*-%*
Neither Satisfied Nor Dissatisfied	**28**	14	*	*	-	-	-	-	-	6	8	4	1	-
	6%	*6%*	*4%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*16%* **cd**	*5%*	*3%*	*-%*
Fairly Satisfied	**142**	85	1	2	2	-	*	-	*	23	16	14	21	*
	32%	*35%*	*22%*	*41%*	*34%*	*-%*	*100%*	*-%*	*100%*	*29%*	*31%*	*21%*	*52%* **abc**	*20%*
Very Satisfied	**242**	133	5	3	2	-	-	-	-	48	26	49	16	1
	55%	*55%*	*74%*	*56%*	*31%*	*-%*	*-%*	*-%*	*-%*	*63%* d	*51%*	*71%* **bd**	*39%*	*80%*
Don't Know (DO NOT READ OUT)	**8**	3	-	-	-	-	-	-	-	*	*	-	*	-
	2%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*	*1%*	*-%*
NET: Satisfied	**383**	218	7	5	4	-	*	-	*	71	42	63	37	1
	88%	*90%*	*96%*	*97%*	*65%*	*-%*	*100%*	*-%*	*100%*	*92%*	*82%*	*92%*	*91%*	*100%*
NET: Dissatisfied	**19**	9	-	-	2	-	-	-	-	-	1	2	2	-
	4%	*4%*	*-%*	*-%*	*35%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*3%*	*5%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	489	76	71	92	63	8	229	18	63	208	280	238	76
Weighted total	438	58	61	93	46	3	210	7	44	182	255	186	53
Very Dissatisfied	2	*	*	-	-	-	-	-	*	2	-	1	-
	1%	*%	*%	-%	-%	-%	-%	-%	*1%*	*1%*	-%	*%	-%
Fairly Dissatisfied	17	1	-	5	2	2	9	*	1	4	13	5	-
	4%	*2%*	-%	*6%* b	*4%*	*57%*	*4%*	*1%*	*2%*	*2%*	*5%*	*3%*	-%
Neither Satisfied Nor Dissatisfied	28	1	2	9	3	*	12	2	*	13	15	14	5
	6%	*2%*	*3%*	*9%* a	*6%*	*3%*	*6%*	*26%*	*%*	*7%*	*6%*	*8%*	*8%*
Fairly Satisfied	142	19	25	28	17	*	76	2	12	53	88	61	13
	32%	*33%*	*42%*	*30%*	*38%*	*9%*	*36%*	*29%*	*29%*	*29%*	*34%*	*33%*	*25%*
Very Satisfied	242	34	33	51	24	1	112	3	28	106	135	105	35
	55%	*58%*	*54%*	*54%*	*52%*	*31%*	*53%*	*43%*	*63%*	*58%*	*53%*	*56%*	*66%*
Don't Know (DO NOT READ OUT)	8	3	*	*	-	-	1	*	2	4	4	1	*
	2%	*4%* c	*%*	*%*	-%	-%	*%*	*1%*	*5%* a	*2%*	*2%*	*%*	*%*
NET: Satisfied	383	53	58	79	41	1	188	5	40	159	223	166	49
	88%	*92%*	*96%* c	*85%*	*90%*	*40%*	*89%*	*72%*	*92%*	*87%*	*88%*	*89%*	*91%*
NET: Dissatisfied	19	1	*	5	2	2	9	*	1	6	13	5	-
	4%	*2%*	*%*	*6%*	*4%*	*57%*	*4%*	*1%*	*3%*	*3%*	*5%*	*3%*	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	**489**	77	164	224	33	72	238	120	250	74	1
Weighted total	**438**	62	137	177	19	54	207	79	182	41	2
Very Dissatisfied	**2**	*	*	1	-	-	*	*	1	*	-
	1%	**%*	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	*-%*
Fairly Dissatisfied	**17**	2	8	4	1	2	8	*	5	-	-
	4%	*3%*	*6%*	*2%*	*5%*	*3%*	*4%*	**%*	*3%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**28**	4	7	15	*	4	11	6	18	4	-
	6%	*6%*	*5%*	*8%*	**%*	*7%*	*5%*	*8%*	*10%*	*11%*	*-%*
Fairly Satisfied	**142**	20	49	62	2	17	74	32	55	13	2
	32%	*32%*	*36%*	*35%* b	*9%*	*31%*	*36%*	*41%* b	*30%*	*32%*	*100%*
Very Satisfied	**242**	34	71	95	15	29	113	40	104	23	-
	55%	*56%*	*52%*	*54%*	*82%* a	*55%*	*55%*	*51%*	*57%*	*56%*	*-%*
Don't Know (DO NOT READ OUT)	**8**	2	*	*	1	2	1	*	*	1	-
	2%	*3%*	**%*	**%*	*4%* a	*4%* b	**%*	**%*	**%*	*1%*	*-%*
NET: Satisfied	**383**	54	120	157	17	46	187	72	159	36	2
	88%	*87%*	*88%*	*89%*	*91%*	*86%*	*90%*	*92%*	*87%*	*88%*	*100%*
NET: Dissatisfied	**19**	2	9	4	1	2	9	*	5	*	-
	4%	*3%*	*6%*	*2%*	*5%*	*3%*	*4%*	**%*	*3%*	**%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	489	110	204	66	-	234	177	89	5	226	186	158	194	160	5
Weighted total	438	78	143	34	-	194	135	64	4	168	136	115	142	121	1
Very Dissatisfied	2	*	1	*	-	*	*	-	-	1	1	*	1	*	-
	1%	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	*%	*%	*%	-%
Fairly Dissatisfied	17	-	3	-	-	8	4	-	-	5	3	3	3	4	-
	4%	-%	*2%*	-%	-%	*4%* c	*3%*	-%	-%	*3%*	*2%*	*2%*	*2%*	*3%*	-%
Neither Satisfied Nor Dissatisfied	28	5	15	1	-	13	9	4	-	15	11	7	12	10	-
	6%	*6%*	*10%* c	*2%*	-%	*7%*	*7%*	*6%*	-%	*9%*	*8%*	*6%*	*8%*	*8%*	-%
Fairly Satisfied	142	26	42	9	-	67	51	20	2	56	41	40	43	44	*
	32%	*33%*	*29%*	*27%*	-%	*34%*	*38%*	*31%*	*46%*	*33%*	*30%*	*35%*	*30%*	*37%*	*9%*
Very Satisfied	242	47	83	24	-	103	71	41	2	91	80	64	83	61	1
	55%	*60%*	*58%*	*70%*	-%	*53%*	*53%*	*64%*	*54%*	*54%*	*59%*	*55%*	*58%*	*51%*	*91%*
Don't Know (DO NOT READ OUT)	8	*	1	*	-	2	*	-	-	1	*	2	*	1	-
	2%	*%	*%	*%	-%	*1%*	*%	-%	-%	*%	*%	*2%*	*%	*1%*	-%
NET: Satisfied	383	73	125	33	-	170	121	60	4	147	121	103	126	105	1
	88%	*94%*	*87%*	*97%* b	-%	*87%*	*90%*	*94%*	*100%*	*88%*	*89%*	*90%*	*89%*	*87%*	*100%*
NET: Dissatisfied	19	*	3	*	-	9	4	-	-	5	3	3	3	4	-
	4%	*%	*2%*	*%	-%	*5%* c	*3%*	-%	-%	*3%*	*2%*	*3%*	*2%*	*3%*	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**489**	137	103	150	48	36	193	151	12	7	15	8
Weighted total	**438**	97	79	114	37	22	140	115	12	6	16	6
Very Dissatisfied	**2**	*	*	*	-	-	1	*	*	-	-	-
	1%	**%*	**%*	**%*	*-%*	*-%*	**%*	**%*	*2%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**17**	5	4	4	-	-	5	4	-	-	-	-
	4%	*5%*	*5%*	*3%*	*-%*	*-%*	*3%*	*3%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**28**	6	4	5	2	2	12	12	*	*	*	-
	6%	*6%*	*5%*	*5%*	*7%*	*10%*	*8%*	*10%*	*2%*	*3%*	*3%*	*-%*
Fairly Satisfied	**142**	31	23	44	11	6	39	38	5	4	8	2
	32%	*32%*	*29%*	*38%*	*30%*	*26%*	*28%*	*33%*	*44%*	*57%*	*49%*	*29%*
Very Satisfied	**242**	55	49	59	23	14	84	61	6	2	8	4
	55%	*57%*	*61%*	*52%*	*63%*	*64%*	*60%*	*53%*	*52%*	*40%*	*48%*	*71%*
Don't Know (DO NOT READ OUT)	**8**	*	*	2	-	-	*	*	-	-	-	-
	2%	**%*	**%*	*2%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**383**	86	72	102	34	19	123	99	12	6	15	6
	88%	*89%*	*90%*	*90%*	*93%*	*90%*	*88%*	*86%*	*96%*	*97%*	*97%*	*100%*
NET: Dissatisfied	**19**	5	4	4	-	-	5	4	*	-	-	-
	4%	*5%*	*5%*	*4%*	*-%*	*-%*	*4%*	*4%*	*2%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**489**	437	375	444	411	475	333	443	166	3	279	12	81	249
Weighted total	**438**	379	309	388	352	424	295	383	124	4	230	10	76	199
Very Dissatisfied	**2**	2	1	2	2	2	1	2	*	-	2	*	1	2
	1%	*1%*	**%*	*1%*	*1%*	*1%*	**%*	*1%*	**%*	*-%*	*1%*	*3%*	*1%*	*1%*
Fairly Dissatisfied	**17**	17	11	17	11	17	10	17	6	-	8	-	4	7
	4%	*4%*	*4%*	*4%*	*3%*	*4%*	*3%*	*4%*	*5%*	*-%*	*4%*	*-%*	*5%*	*4%*
Neither Satisfied Nor Dissatisfied	**28**	25	23	27	25	28	20	26	10	-	16	-	3	17
	6%	*7%*	*7%*	*7%*	*7%*	*7%*	*7%*	*7%*	*8%*	*-%*	*7%*	*-%*	*4%*	*8%*
Fairly Satisfied	**142**	113	91	118	107	134	90	111	36	*	70	5	28	60
	32%	*30%*	*30%*	*30%*	*30%*	*32%*	*30%*	*29%*	*29%*	*4%*	*30%*	*46%*	*37%*	*30%*
Very Satisfied	**242**	215	176	218	201	236	170	222	69	4	130	5	41	108
	55%	*57%*	*57%*	*56%*	*57%*	*56%*	*58%*	*58%*	*56%*	*96%*	*56%*	*51%*	*53%*	*55%*
Don't Know (DO NOT READ OUT)	**8**	6	6	6	6	8	5	5	3	-	4	-	-	4
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*-%*	*2%*	*-%*	*-%*	*2%*
NET: Satisfied	**383**	329	268	336	307	370	260	334	105	4	200	10	69	169
	88%	*87%*	*87%*	*87%*	*87%*	*87%*	*88%*	*87%*	*85%*	*100%*	*87%*	*97%*	*91%*	*85%*
NET: Dissatisfied	**19**	19	12	19	14	19	10	19	6	-	10	*	4	9
	4%	*5%*	*4%*	*5%*	*4%*	*4%*	*4%*	*5%*	*5%*	*-%*	*5%*	*3%*	*5%*	*5%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	489	418	17	97	392	94	323	71	197	53	229	267	222
Weighted total	438	376	13	86	352	73	302	62	177	48	208	239	199
Very Dissatisfied	2	-	2	*	2	*	*	2	2	-	*	2	*
	1%	*-%*	*18%*	**%*	*1%*	**%*	**%*	*3%* b	*1%*	*-%*	**%*	*1%*	**%*
Fairly Dissatisfied	17	4	2	12	5	2	13	2	9	6	2	13	4
	4%	*1%*	*15%*	*14%* b	*1%*	*3%*	*4%*	*3%*	*5%* c	*12%* c	*1%*	*5%* b	*2%*
Neither Satisfied Nor Dissatisfied	28	18	3	16	11	6	21	1	13	4	11	17	11
	6%	*5%*	*22%*	*19%* b	*3%*	*8%*	*7%*	*2%*	*7%*	*8%*	*5%*	*7%*	*5%*
Fairly Satisfied	142	116	*	34	108	21	99	20	66	12	62	86	55
	32%	*31%*	*4%*	*39%*	*31%*	*29%*	*33%*	*33%*	*37%*	*25%*	*30%*	*36%*	*28%*
Very Satisfied	242	233	5	24	218	42	163	37	88	26	124	113	128
	55%	*62%*	*41%*	*28%*	*62%* a	*58%*	*54%*	*59%*	*50%*	*55%*	*60%* a	*47%*	*64%* a
Don't Know (DO NOT READ OUT)	8	6	-	*	8	2	6	*	*	-	7	7	1
	2%	*2%*	*-%*	**%*	*2%*	*3%*	*2%*	**%*	**%*	*-%*	*4%* a	*3%* b	**%*
NET: Satisfied	383	349	6	57	326	63	262	57	153	39	187	200	183
	88%	*93%*	*45%*	*67%*	*93%* a	*87%*	*87%*	*92%*	*87%*	*81%*	*90%*	*84%*	*92%* a
NET: Dissatisfied	19	4	4	12	7	2	13	4	11	6	2	15	4
	4%	*1%*	*33%*	*14%* b	*2%*	*3%*	*4%*	*6%*	*6%* c	*12%* c	*1%*	*6%* b	*2%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	a	*b	c	*d	*a	b	*c	*d
Unweighted total	**489**	70	20	53	41	34	19	38	22	24	46	7	21
Weighted total	**438**	30	9	22	17	14	7	16	10	11	25	2	12
Very Dissatisfied	**2**	*	*	-	-	-	-	-	*	-	-	-	-
	1%	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**17**	1	-	-	-	-	-	1	-	-	1	-	1
	4%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*-%*	*-%*	*4%*	*-%*	*9%*
Neither Satisfied Nor Dissatisfied	**28**	1	*	1	1	1	*	*	*	*	*	*	1
	6%	*2%*	*1%*	*7%*	*4%*	*9%*	*1%*	*1%*	**%*	*3%*	*1%*	*3%*	*10%*
Fairly Satisfied	**142**	10	4	7	6	4	3	3	5	5	9	-	3
	32%	*32%*	*46%*	*33%*	*36%*	*29%*	*42%*	*21%*	*48%*	*50%*	*36%*	*-%*	*26%*
Very Satisfied	**242**	18	5	14	11	9	4	11	5	4	15	2	7
	55%	*62%*	*51%*	*60%*	*61%*	*61%*	*57%*	*71%*	*51%*	*36%*	*60%*	*97%*	*56%*
Don't Know (DO NOT READ OUT)	**8**	*	-	*	-	*	-	*	-	1	-	-	-
	2%	**%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	*10%*	*-%*	*-%*	*-%*
NET: Satisfied	**383**	28	9	21	17	13	7	14	10	9	24	2	10
	88%	*94%*	*97%*	*93%*	*96%*	*91%*	*99%*	*92%*	*98%*	*86%*	*95%*	*97%*	*81%*
NET: Dissatisfied	**19**	1	*	-	-	-	-	1	*	-	1	-	1
	4%	*4%*	*1%*	*-%*	*-%*	*-%*	*-%*	*6%*	*1%*	*-%*	*4%*	*-%*	*9%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

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Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	*e	f	g	h	i	j	k	*l
Unweighted total	489	55	24	13	105	26	35	44	40	42	47	34	24
Weighted total	438	46	30	19	54	17	25	35	37	51	42	50	32
Very Dissatisfied	2	-	-	-	*	-	-	*	-	-	-	-	2
	1%	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*6%*
Fairly Dissatisfied	17	2	2	-	2	-	-	*	2	2	7	-	-
	4%	*4%*	*6%*	*-%*	*4%*	*-%*	*-%*	**%*	*4%*	*4%*	*17%*	*-%*	*-%*
											adfgik		
Neither Satisfied Nor Dissatisfied	28	2	2	2	2	1	1	1	1	10	1	4	2
	6%	*5%*	*7%*	*10%*	*4%*	*8%*	*4%*	*3%*	*2%*	*19%*	*2%*	*7%*	*6%*
										adfghj			
Fairly Satisfied	142	17	6	9	20	7	6	16	13	8	15	12	12
	32%	*36%*	*21%*	*45%*	*37%*	*44%*	*26%*	*46%*	*34%*	*16%*	*36%*	*24%*	*38%*
		i			i			i			i		
Very Satisfied	242	25	15	9	29	8	17	18	22	31	19	32	16
	55%	*55%*	*52%*	*45%*	*54%*	*48%*	*71%*	*50%*	*59%*	*61%*	*45%*	*64%*	*49%*
							j						
Don't Know (DO NOT READ OUT)	8	-	4	-	1	-	-	*	-	*	-	2	*
	2%	*-%*	*13%*	*-%*	*2%*	*-%*	*-%*	**%*	*-%*	*1%*	*-%*	*4%*	**%*
NET: Satisfied	383	42	22	17	49	15	24	34	35	39	34	44	28
	88%	*91%*	*73%*	*90%*	*90%*	*92%*	*96%*	*95%*	*94%*	*77%*	*81%*	*89%*	*88%*
					i		**ij**	**ij**	i				
NET: Dissatisfied	19	2	2	-	2	-	-	1	2	2	7	-	2
	4%	*4%*	*6%*	*-%*	*4%*	*-%*	*-%*	*1%*	*4%*	*4%*	*17%*	*-%*	*6%*
											adfgik		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**489**	92	166	126	105
Weighted total	**438**	95	95	124	124
Very Dissatisfied	**2**	-	*	*	2
	1%	*-%*	**%*	**%*	*1%*
Fairly Dissatisfied	**17**	4	2	4	7
	4%	*4%*	*2%*	*3%*	*6%*
Neither Satisfied Nor Dissatisfied	**28**	6	4	11	6
	6%	*7%*	*4%*	*9%*	*5%*
Fairly Satisfied	**142**	32	34	37	40
	32%	*33%*	*35%*	*30%*	*32%*
Very Satisfied	**242**	49	54	71	67
	55%	*52%*	*57%*	*57%*	*54%*
Don't Know (DO NOT READ OUT)	**8**	4	1	1	2
	2%	*4%*	*1%*	*1%*	*2%*
NET: Satisfied	**383**	81	88	108	107
	88%	*85%*	*92%*	*87%*	*86%*
NET: Dissatisfied	**19**	4	2	4	9
	4%	*4%*	*2%*	*3%*	*7%* b

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 136 Page 2454

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	e	a	b	c	***d**	e
Unweighted total	**489**	339	94	41	15	150	111	109	42	15	46
Weighted total	**438**	421	12	4	2	18	130	115	32	9	18
Delivery time (when you receive your mail delivery)	**8**	7	*	-	*	*	4	2	*	-	*
	2%	*2%*	*3%*	*-%*	*8%*	*3%*	*3%*	*1%*	**%*	*-%*	*1%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**5**	5	*	*	-	*	1	1	-	-	*
	1%	*1%*	*1%*	*7%* a	*-%*	*3%*	*1%*	*1%*	*-%*	*-%*	*1%*
Collection time of items you are sending	**7**	7	-	-	-	-	-	1	-	-	-
	1%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
Collection reliability	**5**	4	*	-	*	1	-	1	2	*	*
	1%	*1%*	*3%*	*-%*	*22%*	*4%* a	*-%*	*1%*	*6%* a	*3%*	**%*
Availability of a daily collection	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Latest collection time	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Account management (if applicable)	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Trustworthiness of the provider	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Latest collection time	**1**	*	-	*	-	*	-	-	-	-	-
	****%***	**%*	*-%*	*4%* a	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
Amount of lost post sent	**24**	22	1	*	*	1	4	4	3	4	2
	5%	*5%*	*8%*	*9%*	*11%*	*8%*	*3%*	*3%*	*8%*	*38%*	*13%* **ab**
No Problems	**352**	339	9	3	1	13	112	93	23	4	13
	80%	*81%*	*79%*	*70%*	*60%*	*75%*	*86%* e	*81%*	*73%*	*40%*	*72%*
Price of postage	**1**	1	-	*	-	*	-	1	-	-	*
	****%***	**%*	*-%*	*5%* **ab**	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*
Items being delivered intact/undamaged	**24**	23	1	*	-	1	4	12	2	2	*
	6%	*6%*	*4%*	*6%*	*-%*	*4%*	*3%*	*11%* **ae**	*7%*	*19%*	*1%*
Wrong postage / shortfall on incoming mail - having to pay	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 136 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	*d	e
Unweighted total	489	339	94	41	15	150	111	109	42	15	46
Weighted total	438	421	12	4	2	18	130	115	32	9	18
Accessibility of the sorting office / opening hours	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lost or late delivery of sent mail	8	8	*	*	-	*	3	3	2	-	-
	2%	*2%*	*1%*	*4%*	-%	*1%*	*2%*	*3%*	*6%*	-%	-%
Wrong mail delivered / our mail delivered elsewhere	4	4	*	-	-	*	*	-	-	-	2
	1%	*1%*	*1%*	-%	-%	*1%*	*%*	-%	-%	-%	*11%*
											abc
Problems with the Smart Stamp online system	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	10	9	*	*	-	1	2	-	2	-	2
	2%	*2%*	*3%*	*6%*	-%	*4%*	*2%*	-%	*6%*	-%	*12%*
									b		**ab**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	*i	j	k	l	m
Unweighted total	489	41	14	70	6	33	72	36	37	26	335	51	54	49
Weighted total	438	51	17	73	4	36	88	46	46	32	392	14	18	14
Delivery time (when you receive your mail delivery)	8	-	-	3	-	1	2	-	-	-	6	-	1	*
	2%	*-%*	*-%*	*4%*	*-%*	*3%*	*2%*	*-%*	*-%*	*-%*	*1%*	*-%*	*8%* jk	*3%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	5	2	1	-	-	1	1	*	-	-	5	-	-	*
	1%	*4%*	*6%*	*-%*	*-%*	*3%*	*1%*	*%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*
Collection time of items you are sending	7	1	-	3	-	2	-	-	-	-	6	-	*	*
	1%	*2%*	*-%*	*4%*	*-%*	*5%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*3%*	*3%*
Collection reliability	5	-	-	1	-	*	2	-	*	1	4	*	*	-
	1%	*-%*	*-%*	*1%*	*-%*	*%*	*2%*	*-%*	*1%*	*4%*	*1%*	*%*	*2%*	*-%*
Availability of a daily collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Latest collection time	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Account management (if applicable)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Trustworthiness of the provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Latest collection time	1	-	-	-	*	-	-	-	-	-	*	-	-	*
	%	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*3%* j
Amount of lost post sent	24	4	*	4	-	-	6	-	8	2	23	*	*	*
	5%	*7%*	*1%*	*5%*	*-%*	*-%*	*6%*	*-%*	*17%* egjklm	*5%*	*6%*	*4%*	*1%*	*2%*
No Problems	352	35	16	57	3	30	73	37	34	28	313	12	15	11
	80%	*68%*	*92%*	*79%*	*75%*	*82%*	*83%*	*82%*	*74%*	*87%*	*80%*	*88%* a	*86%* a	*81%*
Price of postage	1	1	-	-	-	-	-	-	-	-	1	-	-	*
	%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*1%*
Items being delivered intact/undamaged	24	2	-	4	1	2	3	5	4	2	22	1	*	1
	6%	*4%*	*-%*	*5%*	*25%*	*5%*	*3%*	*10%*	*8%*	*6%*	*6%*	*5%*	*2%*	*8%*
Wrong postage / shortfall on incoming mail - having to pay	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Accessibility of the sorting office / opening hours	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 05/02/19

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	*i	j	k	l	m
Unweighted total	489	41	14	70	6	33	72	36	37	26	335	51	54	49
Weighted total	438	51	17	73	4	36	88	46	46	32	392	14	18	14
Lost or late delivery of sent mail	8	5	-	*	*	-	2	-	-	1	7	*	-	*
	2%	9% cjl	-%	*%	3%	-%	2%	-%	-%	3%	2%	4%	-%	3%
Wrong mail delivered / our mail delivered elsewhere	4	-	-	-	-	-	2	-	2	-	4	-	*	-
	1%	-%	-%	-%	-%	-%	2%	-%	4%	-%	1%	-%	2%	-%
Problems with the Smart Stamp online system	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	10	2	*	2	-	2	*	4	*	-	9	-	-	*
	2%	4%	1%	2%	-%	5%	*%	8% fkl	1%	-%	2%	-%	-%	1%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted total	489	5	91	11	31	180	17	19	134	356	133	425	64
Weighted total	438	3	68	5	25	180	10	15	131	346	92	389	49
Delivery time (when you receive your mail delivery)	8	-	1	-	-	4	-	1	2	7	*	8	*
	2%	-%	1%	-%	-%	2%	-%	7%	1%	2%	1%	2%	*%
Delivery consistency / reliability (e.g. arrives as promised consistently)	5	-	1	-	-	3	*	-	1	3	2	4	1
	1%	-%	2%	-%	-%	1%	2%	-%	1%	1%	2%	1%	2%
Collection time of items you are sending	7	-	2	-	2	2	-	-	1	6	*	5	2
	1%	-%	3%	-%	7% eh	1%	-%	-%	1%	2%	1%	1%	4%
Collection reliability	5	-	1	-	*	1	-	-	2	3	2	4	1
	1%	-%	2%	-%	*%	1%	-%	-%	1%	1%	2%	1%	2%
Availability of a daily collection	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Latest collection time	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Account management (if applicable)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Trustworthiness of the provider	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Latest collection time	1	-	-	-	-	*	-	-	*	1	-	1	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%	*%	-%
Amount of lost post sent	24	-	*	-	2	14	2	-	6	19	5	22	2
	5%	-%	1%	-%	8% b	8% b	18%	-%	5%	5%	5%	6%	4%
No Problems	352	3	60	5	21	134	6	12	109	278	74	311	40
	80%	100%	88% e	100%	85%	74%	64%	85%	83%	80%	80%	80%	83%
Price of postage	1	-	*	-	-	1	-	-	*	*	1	1	-
	*%	-%	*%	-%	-%	1%	-%	-%	*%	*%	1%	*%	-%
Items being delivered intact/undamaged	24	-	1	-	-	10	2	2	9	21	3	22	2
	6%	-%	1%	-%	-%	6%	18%	14%	7%	6%	3%	6%	4%
Wrong postage / shortfall on incoming mail - having to pay	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Accessibility of the sorting office / opening hours	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 136 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	d	e	***f**	***g**	h	a	b	a	b
Unweighted total	**489**	5	91	11	31	180	17	19	134	356	133	425	64
Weighted total	**438**	3	68	5	25	180	10	15	131	346	92	389	49
Lost or late delivery of sent mail	**8**	-	2	-	-	6	-	-	1	3	5	8	-
	2%	-%	*3%*	-%	-%	*3%*	-%	-%	*1%*	*1%*	*5%* a	*2%*	-%
Wrong mail delivered / our mail delivered elsewhere	**4**	-	*	-	2	2	-	-	*	4	*	4	*
	1%	-%	**%*	-%	*7%* **beh**	*1%*	-%	-%	**%*	*1%*	**%*	*1%*	*1%*
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**10**	-	*	-	-	7	-	*	2	9	*	7	2
	2%	-%	**%*	-%	-%	*4%*	-%	*1%*	*1%*	*3%*	**%*	*2%*	*4%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	***b**	a	b	c
Unweighted total	**489**	469	20	244	63	174
Weighted total	**438**	411	27	224	54	150
Delivery time (when you receive your mail delivery)	**8**	7	*	5	*	3
	2%	*2%*	*2%*	*2%*	**%*	*2%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**5**	5	-	*	-	5
	1%	*1%*	*-%*	**%*	*-%*	*3%* a
Collection time of items you are sending	**7**	7	-	4	-	3
	1%	*2%*	*-%*	*2%*	*-%*	*2%*
Collection reliability	**5**	5	-	1	3	1
	1%	*1%*	*-%*	**%*	*5%* **ac**	*1%*
Availability of a daily collection	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Latest collection time	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Account management (if applicable)	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Trustworthiness of the provider	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Latest collection time	**1**	1	-	-	-	1
	****%***	**%*	*-%*	*-%*	*-%*	**%*
Amount of lost post sent	**24**	24	-	6	5	10
	5%	*6%*	*-%*	*3%*	*10%* a	*7%* a
No Problems	**352**	327	25	193	37	113
	80%	*80%*	*91%*	*86%* **bc**	*68%*	*76%*
Price of postage	**1**	1	-	-	-	1
	****%***	**%*	*-%*	*-%*	*-%*	*1%*
Items being delivered intact/undamaged	**24**	22	2	9	7	8
	6%	*5%*	*7%*	*4%*	*13%* a	*5%*
Wrong postage / shortfall on incoming mail - having to pay	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**489**	469	20	244	63	174
Weighted total	**438**	411	27	224	54	150
Accessibility of the sorting office / opening hours	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
Lost or late delivery of sent mail	**8**	8	-	1	*	7
	2%	*2%*	*-%*	**%*	*1%*	*5%* a
Wrong mail delivered / our mail delivered elsewhere	**4**	4	-	2	-	2
	1%	*1%*	*-%*	*1%*	*-%*	*1%*
Problems with the Smart Stamp online system	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
Recorded letters not being signed for	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know / na	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**10**	10	-	5	4	1
	2%	*2%*	*-%*	*2%*	*7%* c	**%*

Columns Tested: a,b - a,b,c

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	489	290	154	33	6	2	3	-	1	444	45	94	196	199
Weighted total	438	295	117	20	4	1	1	-	*	412	26	102	193	143
Delivery time (when you receive your mail delivery)	8	6	1	1	-	-	-	-	-	7	1	3	3	2
	2%	*2%*	*1%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*4%*	*3%*	*1%*	*1%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	5	1	3	1	-	-	-	-	-	4	1	-	1	4
	1%	**%*	*2%*	*7%* ai	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*5%* ai	*-%*	*1%*	*3%*
Collection time of items you are sending	7	4	2	*	-	-	-	-	-	6	*	3	1	3
	1%	*1%*	*2%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*	*3%*	*1%*	*2%*
Collection reliability	5	3	2	-	-	-	-	-	-	5	-	*	3	2
	1%	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	*1%*	*1%*
Availability of a daily collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Latest collection time	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Account management (if applicable)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Trustworthiness of the provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Latest collection time	1	-	1	-	-	-	-	-	-	1	-	-	-	1
	**%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*
Amount of lost post sent	24	12	7	2	2	*	*	-	-	19	4	-	12	11
	5%	*4%*	*6%*	*10%*	*42%*	*51%*	*41%*	*-%*	*-%*	*5%*	*17%* abi	*-%*	*6%* a	*8%* a
No Problems	352	251	88	12	1	-	*	-	*	339	13	89	163	100
	80%	*85%* bcj	*75%* cj	*57%*	*16%*	*-%*	*41%*	*-%*	*100%*	*82%* bcj	*49%*	*87%* c	*84%* c	*70%*
Price of postage	1	-	1	*	-	-	-	-	-	1	*	-	-	1
	**%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*	*1%*
Items being delivered intact/undamaged	24	13	10	2	-	-	*	-	-	22	2	4	8	11
	6%	*4%*	*8%*	*8%*	*-%*	*-%*	*18%*	*-%*	*-%*	*5%*	*7%*	*4%*	*4%*	*8%*
Wrong postage / shortfall on incoming mail - having to pay	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Accessibility of the sorting office / opening hours	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 05/02/19

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**489**	290	154	33	6	2	3	-	1	444	45	94	196	199
Weighted total	**438**	295	117	20	4	1	1	-	*	412	26	102	193	143
Lost or late delivery of sent mail	**8**	3	1	3	2	-	-	-	-	4	4	-	3	6
	2%	*1%*	*1%*	*13%* **abi**	*43%*	-%	-%	-%	-%	*1%*	*17%* **abi**	-%	*1%*	*4%*
Wrong mail delivered / our mail delivered elsewhere	**4**	2	2	-	-	-	-	-	-	4	-	*	2	2
	1%	*1%*	*2%*	-%	-%	-%	-%	-%	-%	*1%*	-%	*%	*1%*	*1%*
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**10**	4	6	*	-	*	-	-	-	9	1	2	2	6
	2%	*1%*	*5%* a	*1%*	-%	*49%*	-%	-%	-%	*2%*	*2%*	*2%*	*1%*	*4%* b

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 136 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	489	284	238	314	310	145	339	265	21	8	13	3	3	1
Weighted total	438	209	171	239	261	103	290	212	9	7	8	1	2	*
Delivery time (when you receive your mail delivery)	8	2	2	2	5	*	4	1	*	-	-	-	-	-
	2%	*1%*	*1%*	*1%*	*2%*	*%*	*2%*	*1%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	5	3	2	3	5	2	4	3	-	*	*	-	-	-
	1%	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*-%*	*2%*	*2%*	*-%*	*-%*	*-%*
Collection time of items you are sending	7	2	5	5	4	2	4	5	-	-	-	-	-	-
	1%	*1%*	*3%*	*2%*	*2%*	*2%*	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Collection reliability	5	5	4	5	3	3	3	4	*	-	*	-	-	-
	1%	*2%*	*2%*	*2%*	*1%*	*3%*	*1%*	*2%*	*1%*	*-%*	*2%*	*-%*	*-%*	*-%*
Availability of a daily collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Latest collection time	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Account management (if applicable)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Trustworthiness of the provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Latest collection time	1	*	*	*	*	-	1	*	-	-	-	-	-	-
	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Amount of lost post sent	24	16	11	16	19	5	20	14	2	-	-	-	-	-
	5%	*8%*	*6%*	*7%*	*7%*	*5%*	*7%*	*7%*	*22%*	*-%*	*-%*	*-%*	*-%*	*-%*
No Problems	352	165	133	189	202	82	223	165	7	7	7	1	2	*
	80%	*79%*	*78%*	*79%*	*78%*	*79%*	*77%*	*78%*	*73%*	*98%*	*94%*	*100%*	*94%*	*100%*
Price of postage	1	*	1	1	1	*	1	1	-	*	-	-	-	-
	**%*	**%*	*1%*	*1%*	**%*	**%*	**%*	*1%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*
Items being delivered intact/undamaged	24	10	6	12	18	4	19	11	*	-	-	-	*	-
	6%	*5%*	*4%*	*5%*	*7%*	*4%*	*6%*	*5%*	*1%*	*-%*	*-%*	*-%*	*6%*	*-%*
Wrong postage / shortfall on incoming mail - having to pay	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Accessibility of the sorting office / opening hours	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Lost or late delivery of sent mail	8	3	4	4	2	1	8	4	-	-	-	-	-	-
	2%	*1%*	*2%*	*2%*	*1%*	*1%*	*3%* d	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 05/02/19

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**489**	284	238	314	310	145	339	265	21	8	13	3	3	1
Weighted total	**438**	209	171	239	261	103	290	212	9	7	8	1	2	*
Wrong mail delivered / our mail delivered elsewhere	**4**	4	2	4	2	2	4	4	-	-	-	-	-	-
	1%	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**10**	6	6	6	4	4	8	5	*	-	*	-	-	-
	2%	*3%*	*3%*	*2%*	*2%*	*4%*	*3%*	*3%*	*1%*	*-%*	*3%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**489**	286	12	6	4	-	2	-	2	77	71	82	81	3
Weighted total	**438**	244	7	5	5	-	*	-	*	77	52	69	40	1
Delivery time (when you receive your mail delivery)	**8**	5	-	-	-	-	-	-	-	*	*	-	1	-
	2%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*2%*	*-%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**5**	3	2	-	-	-	-	-	-	1	2	*	*	-
	1%	*1%*	*25%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*3%*	**%*	*1%*	*-%*
Collection time of items you are sending	**7**	4	-	-	-	-	-	-	-	1	2	-	2	-
	1%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*3%*	*-%*	*5%* c	*-%*
Collection reliability	**5**	3	-	-	-	-	-	-	-	3	*	1	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*1%*	*2%*	*-%*	*-%*
Availability of a daily collection	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Latest collection time	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Account management (if applicable)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Trustworthiness of the provider	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Latest collection time	**1**	*	-	-	-	-	-	-	-	-	-	-	*	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*
Amount of lost post sent	**24**	13	2	*	3	-	-	-	-	2	4	5	5	-
	5%	*5%*	*35%*	*6%*	*65%*	*-%*	*-%*	*-%*	*-%*	*3%*	*7%*	*8%*	*11%*	*-%*
No Problems	**352**	194	2	5	2	-	*	-	*	62	39	57	30	1
	80%	*80%*	*26%*	*94%*	*35%*	*-%*	*100%*	*-%*	*100%*	*80%*	*76%*	*83%*	*73%*	*100%*
Price of postage	**1**	1	-	-	-	-	-	-	-	-	-	1	*	-
	****%***	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	**%*	*-%*
Items being delivered intact/undamaged	**24**	17	2	-	-	-	-	-	-	3	1	5	2	-
	6%	*7%*	*28%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*1%*	*8%* b	*6%*	*-%*
Wrong postage / shortfall on incoming mail - having to pay	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Accessibility of the sorting office / opening hours	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	***b**	***c**	***d**	***e**	***f**	***g**	***h**	a	b	c	d	***e**
Unweighted total	**489**	286	12	6	4	-	2	-	2	77	71	82	81	3
Weighted total	**438**	244	7	5	5	-	*	-	*	77	52	69	40	1
Lost or late delivery of sent mail	**8**	1	1	-	-	-	-	-	-	-	3	*	1	-
	2%	**%*	*14%*	-%	-%	-%	-%	-%	-%	-%	*5%* **ac**	**%*	*3%*	-%
Wrong mail delivered / our mail delivered elsewhere	**4**	2	-	-	-	-	-	-	-	2	2	-	-	-
	1%	*1%*	-%	-%	-%	-%	-%	-%	-%	*2%*	*4%*	-%	-%	-%
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**10**	4	-	-	-	-	-	-	-	2	2	2	*	-
	2%	*2%*	-%	-%	-%	-%	-%	-%	-%	*2%*	*3%*	*3%*	*1%*	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**489**	76	71	92	63	8	229	18	63	208	280	238	76
Weighted total	**438**	58	61	93	46	3	210	7	44	182	255	186	53
Delivery time (when you receive your mail delivery)	**8**	2	1	1	1	*	5	*	-	1	7	1	*
	2%	*3%*	*2%*	*1%*	*2%*	*4%*	*2%*	*1%*	*-%*	**%*	*3%*	*1%*	**%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**5**	-	2	1	2	-	5	-	-	1	4	3	-
	1%	*-%*	*3%*	*1%*	*5%* a	*-%*	*2%*	*-%*	*-%*	*1%*	*2%*	*2%*	*-%*
Collection time of items you are sending	**7**	2	-	-	2	-	3	-	1	2	4	2	3
	1%	*4%*	*-%*	*-%*	*5%* c	*-%*	*2%*	*-%*	*2%*	*1%*	*2%*	*1%*	*5%* a
Collection reliability	**5**	2	-	1	*	-	2	*	*	2	2	4	1
	1%	*3%*	*-%*	*1%*	**%*	*-%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*
Availability of a daily collection	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Latest collection time	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Account management (if applicable)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Trustworthiness of the provider	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Latest collection time	**1**	-	*	-	-	-	-	-	*	*	*	*	-
	****%***	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	**%*	*-%*
Amount of lost post sent	**24**	4	2	9	4	1	19	-	*	6	18	16	*
	5%	*7%*	*3%*	*9%*	*9%*	*18%*	*9%* c	*-%*	**%*	*3%*	*7%*	*8%* b	*1%*
No Problems	**352**	48	50	73	28	3	154	7	42	156	194	149	40
	80%	*83%* d	*83%* d	*79%* d	*61%*	*78%*	*73%*	*94%*	*96%* a	*86%* b	*76%*	*80%*	*76%*
Price of postage	**1**	-	-	-	1	-	1	*	-	*	1	1	-
	****%***	*-%*	*-%*	*-%*	*3%*	*-%*	*1%*	*1%*	*-%*	**%*	**%*	*1%*	*-%*
Items being delivered intact/undamaged	**24**	*	2	12	4	-	18	*	*	7	17	11	*
	6%	**%*	*4%*	*13%* ab	*9%* a	*-%*	*9%* c	*4%*	**%*	*4%*	*7%*	*6%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**489**	76	71	92	63	8	229	18	63	208	280	238	76
Weighted total	**438**	58	61	93	46	3	210	7	44	182	255	186	53
Wrong postage / shortfall on incoming mail - having to pay	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Accessibility of the sorting office / opening hours	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lost or late delivery of sent mail	**8**	*	*	1	1	-	1	-	*	3	5	1	3
	2%	*%	*%	*1%*	*2%*	-%	*1%*	-%	*%	*2%*	*2%*	*1%*	*5%* a
Wrong mail delivered / our mail delivered elsewhere	**4**	-	-	-	2	*	2	-	-	2	2	2	2
	1%	-%	-%	-%	*4%*	*3%*	*1%*	-%	-%	*1%*	*1%*	*1%*	*4%*
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**10**	*	4	-	*	-	4	-	-	4	6	2	4
	2%	*%	*6%* **ac**	-%	*1%*	-%	*2%*	-%	-%	*2%*	*2%*	*1%*	*7%* a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	489	77	164	224	33	72	238	120	250	74	1
Weighted total	438	62	137	177	19	54	207	79	182	41	2
Delivery time (when you receive your mail delivery)	8	*	3	1	-	*	5	1	1	1	-
	2%	*1%*	*2%*	*1%*	*-%*	*1%*	*2%*	*1%*	*1%*	*2%*	*-%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	5	1	4	3	-	1	4	1	3	*	-
	1%	*2%*	*3%*	*2%*	*-%*	*2%*	*2%*	*2%*	*2%*	*%*	*-%*
Collection time of items you are sending	7	2	*	2	-	-	4	2	-	*	-
	1%	*3%*	*%*	*1%*	*-%*	*-%*	*2%*	*3%* b	*-%*	*1%*	*-%*
Collection reliability	5	*	2	4	-	*	3	*	5	*	-
	1%	*%*	*1%*	*2%*	*-%*	*%*	*1%*	*%*	*3%*	*1%*	*-%*
Availability of a daily collection	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Latest collection time	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Account management (if applicable)	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Trustworthiness of the provider	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Latest collection time	1	-	*	*	-	-	*	*	*	*	-
	%	*-%*	*%*	*%*	*-%*	*-%*	*%*	*%*	*%*	*%*	*-%*
Amount of lost post sent	24	*	17	16	-	*	19	8	14	2	-
	5%	*%*	*13%* a	*9%*	*-%*	*1%*	*9%* a	*10%*	*8%*	*4%*	*-%*
No Problems	352	53	102	139	17	48	155	58	147	36	2
	80%	*87%* b	*75%*	*79%*	*90%*	*88%* b	*75%*	*73%*	*81%*	*88%* a	*100%*
Price of postage	1	-	1	1	*	-	1	-	*	-	-
	%	*-%*	*1%*	*1%*	*%*	*-%*	*1%*	*-%*	*%*	*-%*	*-%*
Items being delivered intact/undamaged	24	4	11	11	-	4	15	4	9	2	-
	6%	*6%*	*8%*	*6%*	*-%*	*7%*	*7%*	*6%*	*5%*	*5%*	*-%*
Wrong postage / shortfall on incoming mail - having to pay	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	**489**	77	164	224	33	72	238	120	250	74	1
Weighted total	**438**	62	137	177	19	54	207	79	182	41	2
Accessibility of the sorting office / opening hours	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Lost or late delivery of sent mail	**8**	1	*	1	-	1	1	1	3	*	-
	2%	*2%*	**%*	*1%*	*-%*	*2%*	**%*	*2%*	*2%*	**%*	*-%*
Wrong mail delivered / our mail delivered elsewhere	**4**	-	-	2	-	-	2	4	2	2	-
	1%	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*5%* b	*1%*	*4%*	*-%*
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Recorded letters not being signed for	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know / na	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**10**	-	2	2	2	-	4	4	4	-	-
	2%	*-%*	*2%*	*1%*	*9%* a	*-%*	*2%*	*5%*	*2%*	*-%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 136 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	489	110	204	66	-	234	177	89	5	226	186	158	194	160	5
Weighted total	438	78	143	34	-	194	135	64	4	168	136	115	142	121	1
Delivery time (when you receive your mail delivery)	8	1	1	1	-	3	4	2	-	1	1	2	1	1	-
	2%	*2%*	*1%*	*3%*	-%	*1%*	*3%*	*4%*	-%	*1%*	*1%*	*2%*	*1%*	*%*	-%
Delivery consistency / reliability (e.g. arrives as promised consistently)	5	2	*	*	-	5	2	3	-	3	2	4	3	3	-
	1%	*2%*	*%	*%	-%	*3%*	*2%*	*5%*	-%	*2%*	*2%*	*3%*	*2%*	*2%*	-%
Collection time of items you are sending	7	3	3	3	-	2	3	*	-	2	2	2	2	-	-
	1%	*4%*	*2%*	*10%* b	-%	*1%*	*2%*	*1%*	-%	*1%*	*2%*	*2%*	*2%*	-%	-%
Collection reliability	5	*	3	-	-	2	3	-	-	3	3	2	3	1	-
	1%	*%	*2%*	-%	-%	*1%*	*2%*	-%	-%	*2%*	*2%*	*1%*	*2%*	*1%*	-%
Availability of a daily collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Latest collection time	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Account management (if applicable)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Trustworthiness of the provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Latest collection time	1	*	*	*	-	*	*	-	-	*	*	*	*	-	-
	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	*%	*%	-%	-%
Amount of lost post sent	24	4	8	*	-	16	9	2	2	16 c	10	4	12	11	-
	5%	5%	6%	1%	-%	8%	7%	3%	40%	9%	8%	3%	9%	9%	-%
No Problems	352	59	117	29	-	146	109	55 a	3	135	109	94	115	99	1
	80%	76%	82%	87%	-%	75%	81%	86%	60%	81%	81%	81%	81%	82%	100%
Price of postage	1	1	*	-	-	1	*	1	-	*	1	1	1	*	-
	*%	1%	*%	-%	-%	1%	*%	2%	-%	*%	1%	1%	1%	*%	-%
Items being delivered intact/undamaged	24	2	4	*	-	18 b	4	2	-	9	6	5	6	6	-
	6%	3%	3%	1%	-%	9%	3%	3%	-%	6%	4%	4%	4%	5%	-%
Wrong postage / shortfall on incoming mail - having to pay	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 05/02/19

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**489**	110	204	66	-	234	177	89	5	226	186	158	194	160	5
Weighted total	**438**	78	143	34	-	194	135	64	4	168	136	115	142	121	1
Accessibility of the sorting office / opening hours	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Lost or late delivery of sent mail	**8**	1	4	*	-	1	2	1	-	*	1	1	1	1	-
	2%	*2%*	*3%*	*1%*	*-%*	**%*	*1%*	*1%*	*-%*	**%*	*1%*	*1%*	*1%*	*1%*	*-%*
Wrong mail delivered / our mail delivered elsewhere	**4**	2	2	*	-	2	-	*	-	2	2	-	2	2	-
	1%	*2%*	*1%*	**%*	*-%*	*1%*	*-%*	**%*	*-%*	*1%*	*1%*	*-%*	*1%*	*2%*	*-%*
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Recorded letters not being signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know / na	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**10**	4	4	-	-	4	2	-	-	2	2	2	-	2	-
	2%	*5%*	*3%*	*-%*	*-%*	*2%*	*2%*	*-%*	*-%*	*1%*	*1%*	*2%*	*-%*	*2%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 136 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	489	137	103	150	48	36	193	151	12	7	15	8
Weighted total	438	97	79	114	37	22	140	115	12	6	16	6
Delivery time (when you receive your mail delivery)	8	4	2	3	1	1	2	2	-	-	-	*
	2%	4%	2%	3%	3%	4%	1%	1%	-%	-%	-%	8%
Delivery consistency / reliability (e.g. arrives as promised consistently)	5	4	2	3	1	*	1	4	*	*	-	-
	1%	4%	3%	3%	3%	1%	1%	3%	1%	3%	-%	-%
Collection time of items you are sending	7	1	1	*	*	-	*	-	-	-	-	-
	1%	1%	1%	*%	1%	-%	*%	-%	-%	-%	-%	-%
Collection reliability	5	2	*	1	*	*	4	1	*	-	-	-
	1%	2%	1%	1%	1%	1%	3%	1%	*%	-%	-%	-%
Availability of a daily collection	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Latest collection time	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Account management (if applicable)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Trustworthiness of the provider	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Latest collection time	1	*	-	*	-	-	*	-	-	-	-	-
	*%	*%	-%	*%	-%	-%	*%	-%	-%	-%	-%	-%
Amount of lost post sent	24	6	5	4	*	*	10	11	2	2	5	*
	5%	6%	7%	4%	1%	1%	7%	9%	14%	32%	32%	2%
No Problems	352	76	66	90	33	20	116	93	6	4	9	5
	80%	79%	83%	79%	91%	92%	83%	81%	54%	68%	54%	90%
Price of postage	1	*	*	1	-	-	*	*	*	-	1	-
	*%	*%	*%	1%	-%	-%	*%	*%	1%	-%	7%	-%
Items being delivered intact/undamaged	24	4	2	8	*	*	8	6	2	-	2	-
	6%	4%	3%	7%	1%	1%	6%	5%	14%	-%	12%	-%
Wrong postage / shortfall on incoming mail - having to pay	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Accessibility of the sorting office / opening hours	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**489**	137	103	150	48	36	193	151	12	7	15	8
Weighted total	**438**	97	79	114	37	22	140	115	12	6	16	6
Lost or late delivery of sent mail	**8**	1	1	1	*	*	1	*	2	-	1	-
	2%	*1%*	*1%*	*1%*	**%*	**%*	*1%*	**%*	*16%*	*-%*	*6%*	*-%*
Wrong mail delivered / our mail delivered elsewhere	**4**	-	-	2	*	*	2	2	-	-	-	-
	1%	*-%*	*-%*	*2%*	**%*	**%*	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**10**	2	*	2	-	-	*	2	-	-	*	-
	2%	*2%*	**%*	*2%*	*-%*	*-%*	**%*	*2%*	*-%*	*-%*	*1%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**489**	437	375	444	411	475	333	443	166	3	279	12	81	249
Weighted total	**438**	379	309	388	352	424	295	383	124	4	230	10	76	199
Delivery time (when you receive your mail delivery)	**8**	6	4	6	6	8	6	8	3	*	2	-	1	4
	2%	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*4%*	*1%*	*-%*	*1%*	*2%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**5**	5	5	5	5	5	4	5	3	-	4	-	2	2
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*-%*	*2%*	*-%*	*2%*	*1%*
Collection time of items you are sending	**7**	7	5	7	5	7	2	7	5	-	2	-	*	2
	1%	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*4%* a	*-%*	*1%*	*-%*	*1%*	*1%*
Collection reliability	**5**	5	3	5	5	5	3	5	1	-	4	-	*	3
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*2%*	*-%*	*%*	*2%*
Availability of a daily collection	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Latest collection time	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Account management (if applicable)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Trustworthiness of the provider	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Latest collection time	**1**	1	1	1	1	1	1	1	1	-	*	-	*	-
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*1%*	*-%*	**%*	*-%*	**%*	*-%*
Amount of lost post sent	**24**	21	21	21	18	22	16	18	7	-	14	2	11	8
	5%	*6%*	*7%*	*6%*	*5%*	*5%*	*6%*	*5%*	*6%*	*-%*	*6%*	*16%*	*15%* b	*4%*
No Problems	**352**	304	244	311	280	341	232	304	98	4	188	9	52	169
	80%	*80%*	*79%*	*80%*	*80%*	*80%*	*79%*	*79%*	*79%*	*96%*	*82%*	*84%*	*69%*	*85%* a
Price of postage	**1**	1	*	1	1	1	1	1	1	-	1	-	-	1
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*
Items being delivered intact/undamaged	**24**	19	20	21	22	23	17	22	6	-	13	-	7	10
	6%	*5%*	*6%*	*5%*	*6%*	*5%*	*6%*	*6%*	*5%*	*-%*	*6%*	*-%*	*9%*	*5%*
Wrong postage / shortfall on incoming mail - having to pay	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 136 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**489**	437	375	444	411	475	333	443	166	3	279	12	81	249
Weighted total	**438**	379	309	388	352	424	295	383	124	4	230	10	76	199
Accessibility of the sorting office / opening hours	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lost or late delivery of sent mail	**8**	7	7	7	7	8	6	7	1	-	3	-	3	*
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	-%	*1%*	-%	*4%* b	*%
Wrong mail delivered / our mail delivered elsewhere	**4**	4	2	4	4	4	4	4	*	-	2	-	-	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*%	-%	*1%*	-%	-%	*1%*
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**10**	10	6	10	8	10	9	10	*	-	4	-	2	2
	2%	*3%*	*2%*	*2%*	*2%*	*2%*	*3%* c	*2%* c	*%	-%	*2%*	-%	*3%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	***b**	a	b	a	b	c	a	b	c	a	b
Unweighted total	**489**	418	17	97	392	94	323	71	197	53	229	267	222
Weighted total	**438**	376	13	86	352	73	302	62	177	48	208	239	199
Delivery time (when you receive your mail delivery)	**8**	5	*	8	-	*	7	-	4	2	2	6	1
	2%	*1%*	*1%*	*9%* b	*-%*	*1%*	*2%*	*-%*	*2%*	*4%*	*1%*	*3%*	*1%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**5**	4	-	5	-	2	3	*	3	2	*	2	3
	1%	*1%*	*-%*	*6%* b	*-%*	*3%*	*1%*	**%*	*2%*	*4%* c	**%*	*1%*	*2%*
Collection time of items you are sending	**7**	4	2	7	-	1	5	-	*	3	3	2	5
	1%	*1%*	*17%*	*8%* b	*-%*	*1%*	*2%*	*-%*	**%*	*6%* a	*2%*	*1%*	*3%*
Collection reliability	**5**	2	2	5	-	2	3	-	1	-	3	3	2
	1%	*1%*	*19%*	*5%* b	*-%*	*3%*	*1%*	*-%*	*1%*	*-%*	*2%*	*1%*	*1%*
Availability of a daily collection	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Latest collection time	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Account management (if applicable)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Trustworthiness of the provider	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Latest collection time	**1**	-	1	1	-	*	*	-	*	-	-	1	-
	****%***	*-%*	*5%*	*1%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*
Amount of lost post sent	**24**	15	2	24	-	9	12	2	11	6	7	12	12
	5%	*4%*	*15%*	*27%* b	*-%*	*13%* **bc**	*4%*	*3%*	*6%*	*12%* c	*3%*	*5%*	*6%*
No Problems	**352**	321	4	-	352	48	247	56	133	30	184	193	159
	80%	*85%*	*31%*	*-%*	*100%* a	*66%*	*82%* a	*91%* a	*75%*	*63%*	*89%* **ab**	*81%*	*80%*
Price of postage	**1**	1	-	1	-	1	-	*	1	-	*	1	*
	****%***	**%*	*-%*	*1%* b	*-%*	*1%* b	*-%*	**%*	*1%*	*-%*	**%*	**%*	**%*
Items being delivered intact/undamaged	**24**	18	*	24	-	7	14	3	18	2	4	10	14
	6%	*5%*	*3%*	*28%* b	*-%*	*10%*	*5%*	*4%*	*10%* c	*4%*	*2%*	*4%*	*7%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**489**	418	17	97	392	94	323	71	197	53	229	267	222
Weighted total	**438**	376	13	86	352	73	302	62	177	48	208	239	199
Wrong postage / shortfall on incoming mail - having to pay	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Accessibility of the sorting office / opening hours	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lost or late delivery of sent mail	**8**	5	1	8	-	4	3	1	6	2	*	4	5
	2%	*1%*	*5%*	*10%* b	-%	*6%* b	*1%*	*2%*	*3%* c	*5%* c	**%*	*2%*	*2%*
Wrong mail delivered / our mail delivered elsewhere	**4**	4	*	4	-	-	4	*	*	2	2	2	2
	1%	*1%*	*1%*	*5%* b	-%	-%	*1%*	**%*	**%*	*4%* a	*1%*	*1%*	*1%*
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**10**	4	2	10	-	2	8	-	6	*	4	9	1
	2%	*1%*	*14%*	*11%* b	-%	*3%*	*3%*	-%	*3%*	**%*	*2%*	*4%* b	**%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 136 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	a	*b	c	*d	*a	b	*c	*d
Unweighted total	489	70	20	53	41	34	19	38	22	24	46	7	21
Weighted total	438	30	9	22	17	14	7	16	10	11	25	2	12
Delivery time (when you receive your mail delivery)	8	-	-	1	-	1	-	-	-	-	1	-	1
	2%	-%	-%	*4%*	-%	*7%*	-%	-%	-%	-%	*4%*	-%	*9%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	5	1	-	3	2	1	1	-	1	-	1	-	-
	1%	*4%*	-%	*14%* a	*12%*	*7%*	*14%*	-%	*10%*	-%	*4%*	-%	-%
Collection time of items you are sending	7	1	1	-	1	-	-	-	-	-	1	-	-
	1%	*4%*	*12%*	-%	*6%*	-%	-%	-%	-%	-%	*4%*	-%	-%
Collection reliability	5	1	*	1	-	1	-	1	*	-	1	-	-
	1%	*4%*	*1%*	*5%*	-%	*8%*	-%	*8%*	*1%*	-%	*5%*	-%	-%
Availability of a daily collection	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Latest collection time	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Account management (if applicable)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Trustworthiness of the provider	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Latest collection time	1	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Amount of lost post sent	24	*	-	*	*	*	-	*	-	-	*	*	-
	5%	*%	-%	*%	*%	*%	-%	*%	-%	-%	*%	*3%*	-%
No Problems	352	24	7	16	12	11	5	14	8	7	21	2	10
	80%	*80%*	*75%*	*71%*	*68%*	*77%*	*72%*	*92%*	*79%*	*68%*	*85%*	*97%*	*83%*
Price of postage	1	*	-	-	-	-	-	-	-	-	*	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Items being delivered intact/undamaged	24	*	-	1	1	1	*	*	*	1	*	-	2
	6%	*2%*	-%	*5%*	*8%*	*8%*	*1%*	*1%*	*%	*13%*	*2%*	-%	*17%*
Wrong postage / shortfall on incoming mail - having to pay	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Accessibility of the sorting office / opening hours	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 136 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	a	*b	c	*d	*a	b	*c	*d
Unweighted total	**489**	70	20	53	41	34	19	38	22	24	46	7	21
Weighted total	**438**	30	9	22	17	14	7	16	10	11	25	2	12
Lost or late delivery of sent mail	**8**	2	1	1	1	*	1	*	1	2	*	-	-
	2%	*7%*	*12%*	*5%*	*6%*	**%*	*13%*	**%*	*9%*	*19%*	**%*	-%	-%
Wrong mail delivered / our mail delivered elsewhere	**4**	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**10**	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 136 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	***b**	***c**	d	***e**	f	g	h	i	j	k	***l**
Unweighted total	**489**	55	24	13	105	26	35	44	40	42	47	34	24
Weighted total	**438**	46	30	19	54	17	25	35	37	51	42	50	32
Delivery time (when you receive your mail delivery)	**8**	2	-	*	2	*	-	-	2	1	-	-	-
	2%	*5%*	*-%*	*3%*	*4%*	*2%*	*-%*	*-%*	*4%*	*2%*	*-%*	*-%*	*-%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**5**	2	-	-	3	-	-	-	-	*	-	-	*
	1%	*4%*	*-%*	*-%*	*6%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*
Collection time of items you are sending	**7**	2	-	*	1	1	-	-	-	2	-	-	-
	1%	*4%*	*-%*	*3%*	*2%*	*6%*	*-%*	*-%*	*-%*	*4%*	*-%*	*-%*	*-%*
Collection reliability	**5**	*	-	-	1	*	1	2	-	-	-	-	-
	1%	*1%*	*-%*	*-%*	*2%*	*2%*	*4%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*
Availability of a daily collection	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Latest collection time	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Account management (if applicable)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Trustworthiness of the provider	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Latest collection time	**1**	-	-	-	-	-	-	*	-	*	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	*-%*	*-%*	*-%*
Amount of lost post sent	**24**	4	-	4	*	*	-	*	4	4	2	2	4
	5%	*9%*	*-%*	*19%*	**%*	*2%*	*-%*	**%*	*10%*	*7%*	*6%*	*4%*	*13%*
		d							**dg**	d	d		
No Problems	**352**	32	22	15	42	13	22	29	32	41	34	46	24
	80%	*70%*	*74%*	*79%*	*78%*	*79%*	*88%*	*81%*	*85%*	*79%*	*82%*	*93%*	*75%*
												a	
Price of postage	**1**	-	-	-	*	-	1	-	-	*	-	-	-
	****%***	*-%*	*-%*	*-%*	**%*	*-%*	*4%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
							d						
Items being delivered intact/undamaged	**24**	2	4	-	4	1	1	1	2	2	4	2	2
	6%	*4%*	*14%*	*-%*	*7%*	*8%*	*4%*	*2%*	*6%*	*4%*	*9%*	*4%*	*6%*
Wrong postage / shortfall on incoming mail - having to pay	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Accessibility of the sorting office / opening hours	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	*e	f	g	h	i	j	k	*l
Unweighted total	**489**	55	24	13	105	26	35	44	40	42	47	34	24
Weighted total	**438**	46	30	19	54	17	25	35	37	51	42	50	32
Lost or late delivery of sent mail	**8**	-	2	-	2	-	-	4	-	*	-	-	-
	2%	-%	*6%*	-%	*4%*	-%	-%	*12%* **afhijk**	-%	*1%*	-%	-%	-%
Wrong mail delivered / our mail delivered elsewhere	**4**	-	-	-	-	*	-	-	-	2	*	2	-
	1%	-%	-%	-%	-%	*2%*	-%	-%	-%	*4%*	*%	*4%*	-%
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**10**	4	2	-	*	-	-	-	*	-	2	-	2
	2%	*8%* d	*6%*	-%	*%	-%	-%	-%	*%	-%	*4%*	-%	*6%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**489**	92	166	126	105
Weighted total	**438**	95	95	124	124
Delivery time (when you receive your mail delivery)	**8**	3	2	3	-
	2%	*3%*	*2%*	*2%*	-%
Delivery consistency / reliability (e.g. arrives as promised consistently)	**5**	2	3	*	*
	1%	*2%*	*3%*	*%	*%
Collection time of items you are sending	**7**	2	2	2	-
	1%	*2%*	*2%*	*2%	-%
Collection reliability	**5**	*	3	2	-
	1%	*%	*3%*	*2%	-%
Availability of a daily collection	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Latest collection time	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Account management (if applicable)	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Trustworthiness of the provider	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Latest collection time	**1**	-	-	1	-
	***%**	-%	-%	*1%	-%
Amount of lost post sent	**24**	8	*	7	8
	5%	*8%*	*%	*6%	*7%*
		b		b	b
No Problems	**352**	69	77	101	105
	80%	*73%*	*81%*	*81%	*84%*
Price of postage	**1**	-	1	*	-
	***%**	-%	*1%	*%	-%
Items being delivered intact/undamaged	**24**	6	6	5	7
	6%	*6%	*7%	*4%	*6%*
Wrong postage / shortfall on incoming mail - having to pay	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Accessibility of the sorting office / opening hours	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Lost or late delivery of sent mail	**8**	2	2	5	-
	2%	*2%	*2%	*4%	-%
				d	

Columns Tested: a,b,c,d

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**489**	92	166	126	105
Weighted total	**438**	95	95	124	124
Wrong mail delivered / our mail delivered elsewhere	**4**	-	*	2	2
	1%	*-%*	**%*	*2%*	*2%*
Problems with the Smart Stamp online system	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Recorded letters not being signed for	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Don't know / na	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Other	**10**	5	*	*	4
	2%	*6%*	**%*	**%*	*3%*
		bc			b

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Professionalism and handling of any query / complaint (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects .)

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	10	6	2	-	2	4	2	3	1	-	-
Weighted total	7	7	*	-	*	1	3	2	*	-	-
Very Dissatisfied	2	2	-	-	-	-	2	*	-	-	-
	32%	*35%*	*-%*	*-%*	*-%*	*-%*	*63%*	*28%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	1	1	-	-	*	*	1	-	-	-	-
	18%	*16%*	*-%*	*-%*	*58%*	*35%*	*37%*	*-%*	*-%*	*-%*	*-%*
Fairly Satisfied	2	1	*	-	*	*	-	*	*	-	-
	21%	*16%*	*100%*	*-%*	*42%*	*65%*	*-%*	*10%*	*100%*	*-%*	*-%*
Very Satisfied	1	1	-	-	-	-	-	-	-	-	-
	15%	*16%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	-	-	-	-	-	1	-	-	-
	15%	*16%*	*-%*	*-%*	*-%*	*-%*	*-%*	*62%*	*-%*	*-%*	*-%*
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	3	2	*	-	*	*	-	*	*	-	-
	36%	*32%*	*100%*	*-%*	*42%*	*65%*	*-%*	*10%*	*100%*	*-%*	*-%*
NET: Dissatisfied	2	2	-	-	-	-	2	*	-	-	-
	32%	*35%*	*-%*	*-%*	*-%*	*-%*	*63%*	*28%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Professionalism and handling of any query / complaint (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects .)

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	10	1	1	3	-	-	1	1	2	-	9	-	-	1
Weighted total	7	*	1	2	-	-	1	2	*	-	7	-	-	*
Very Dissatisfied	2	-	-	-	-	-	-	2	-	-	2	-	-	*
	32%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	*27%*	-%	-%	*100%*
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	1	-	-	-	-	-	*	-	1	-	-	-
	18%	-%	*100%*	-%	-%	-%	-%	-%	*58%*	-%	*19%*	-%	-%	-%
Fairly Satisfied	2	*	-	1	-	-	-	-	*	-	2	-	-	-
	21%	*100%*	-%	*52%*	-%	-%	-%	-%	*42%*	-%	*22%*	-%	-%	-%
Very Satisfied	1	-	-	-	-	-	1	-	-	-	1	-	-	-
	15%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	*16%*	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	1	-	-	-	-	-	-	1	-	-	-
	15%	-%	-%	*48%*	-%	-%	-%	-%	-%	-%	*16%*	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	*	-	1	-	-	1	-	*	-	3	-	-	-
	36%	*100%*	-%	*52%*	-%	-%	*100%*	-%	*42%*	-%	*38%*	-%	-%	-%
NET: Dissatisfied	2	-	-	-	-	-	-	2	-	-	2	-	-	*
	32%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	*27%*	-%	-%	*100%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Professionalism and handling of any query / complaint (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects .)

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	10	-	1	-	-	3	1	1	4	9	1	9	1
Weighted total	7	-	1	-	-	1	*	1	4	7	*	6	1
Very Dissatisfied	2	-	-	-	-	*	-	-	2	2	-	2	-
	32%	-%	-%	-%	-%	*58%*	-%	-%	*44%*	*33%*	-%	*37%*	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	-	-	*	-	-	1	1	-	1	-
	18%	-%	-%	-%	-%	*29%*	-%	-%	*26%*	*18%*	-%	*21%*	-%
Fairly Satisfied	2	-	-	-	-	*	*	1	*	1	*	2	-
	21%	-%	-%	-%	-%	*13%*	*100%*	*100%*	*4%*	*19%*	*100%*	*24%*	-%
Very Satisfied	1	-	1	-	-	-	-	-	-	1	-	-	1
	15%	-%	*100%*	-%	-%	-%	-%	-%	-%	*15%*	-%	-%	*100%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	-	-	-	-	1	1	-	1	-
	15%	-%	-%	-%	-%	-%	-%	-%	*26%*	*15%*	-%	*17%*	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	-	1	-	-	*	*	1	*	2	*	2	1
	36%	-%	*100%*	-%	-%	*13%*	*100%*	*100%*	*4%*	*34%*	*100%*	*24%*	*100%*
NET: Dissatisfied	2	-	-	-	-	*	-	-	2	2	-	2	-
	32%	-%	-%	-%	-%	*58%*	-%	-%	*44%*	*33%*	-%	*37%*	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects .)

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	10	10	-	5	-	5
Weighted total	7	7	-	4	-	3
Very Dissatisfied	2	2	-	2	-	*
	32%	*32%*	*-%*	*42%*	*-%*	*17%*
Fairly Dissatisfied	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	1	1	-	*	-	1
	18%	*18%*	*-%*	*5%*	*-%*	*37%*
Fairly Satisfied	2	2	-	1	-	*
	21%	*21%*	*-%*	*28%*	*-%*	*10%*
Very Satisfied	1	1	-	-	-	1
	15%	*15%*	*-%*	*-%*	*-%*	*37%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	-	1	-	-
	15%	*15%*	*-%*	*24%*	*-%*	*-%*
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	3	3	-	1	-	1
	36%	*36%*	*-%*	*28%*	*-%*	*46%*
NET: Dissatisfied	2	2	-	2	-	*
	32%	*32%*	*-%*	*42%*	*-%*	*17%*

Columns Tested: a,b - a,b,c

Professionalism and handling of any query / complaint (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects .)

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	10	4	4	2	-	-	-	-	-	8	2	1	3	6
Weighted total	7	4	2	1	-	-	-	-	-	6	1	1	3	3
Very Dissatisfied	2	2	*	-	-	-	-	-	-	2	-	-	2	*
	32%	*44%*	*25%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*38%*	*-%*	*-%*	*60%*	*16%*
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	1	-	1	-	-	-	-	-	-	1	-	-	-	1
	18%	*-%*	*66%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*21%*	*-%*	*-%*	*-%*	*42%*
Fairly Satisfied	2	1	*	*	-	-	-	-	-	1	*	-	1	*
	21%	*30%*	*9%*	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*	*23%*	*9%*	*-%*	*40%*	*9%*
Very Satisfied	1	-	-	1	-	-	-	-	-	-	1	-	-	1
	15%	*-%*	*-%*	*91%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*91%*	*-%*	*-%*	*34%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	-	-	-	-	-	-	-	1	-	1	-	-
	15%	*26%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*17%*	*-%*	*100%*	*-%*	*-%*
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	3	1	*	1	-	-	-	-	-	1	1	-	1	1
	36%	*30%*	*9%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*23%*	*100%*	*-%*	*40%*	*43%*
NET: Dissatisfied	2	2	*	-	-	-	-	-	-	2	-	-	2	*
	32%	*44%*	*25%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*38%*	*-%*	*-%*	*60%*	*16%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 137 (continuation)

Professionalism and handling of any query / complaint (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects .)

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	10	8	6	8	7	4	7	7	1	-	-	-	-	-
Weighted total	7	5	3	5	5	1	4	5	*	-	-	-	-	-
Very Dissatisfied	2	2	2	2	2	-	2	2	-	-	-	-	-	-
	32%	45%	77%	45%	47%	-%	57%	47%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	1	*	1	1	*	*	1	-	-	-	-	-	-
	18%	25%	8%	25%	26%	35%	6%	26%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	*	*	*	*	*	*	*	*	-	-	-	-	-
	21%	9%	15%	9%	6%	65%	11%	6%	100%	-%	-%	-%	-%	-%
Very Satisfied	1	-	-	-	1	-	1	-	-	-	-	-	-	-
	15%	-%	-%	-%	21%	-%	26%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	-	1	-	-	-	1	-	-	-	-	-	-
	15%	21%	-%	21%	-%	-%	-%	21%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	*	*	*	1	*	2	*	*	-	-	-	-	-
	36%	9%	15%	9%	27%	65%	37%	6%	100%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	2	2	2	2	-	2	2	-	-	-	-	-	-
	32%	45%	77%	45%	47%	-%	57%	47%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 137 (continuation)

Professionalism and handling of any query / complaint (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects .)

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	10	6	-	1	-	-	-	-	-	4	1	1	2	-
Weighted total	7	5	-	*	-	-	-	-	-	4	*	*	*	-
Very Dissatisfied	2	2	-	-	-	-	-	-	-	2	-	-	-	-
	32%	*48%*	-%	-%	-%	-%	-%	-%	-%	*52%*	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	1	-	-	-	-	-	-	-	1	*	-	-	-
	18%	*27%*	-%	-%	-%	-%	-%	-%	-%	*24%*	*100%*	-%	-%	-%
Fairly Satisfied	2	*	-	*	-	-	-	-	-	-	-	*	*	-
	21%	*4%*	-%	*100%*	-%	-%	-%	-%	-%	-%	-%	*100%*	*100%*	-%
Very Satisfied	1	1	-	-	-	-	-	-	-	-	-	-	-	-
	15%	*22%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	1	-	-	-	-
	15%	-%	-%	-%	-%	-%	-%	-%	-%	*24%*	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	1	-	*	-	-	-	-	-	-	-	*	*	-
	36%	*26%*	-%	*100%*	-%	-%	-%	-%	-%	-%	-%	*100%*	*100%*	-%
NET: Dissatisfied	2	2	-	-	-	-	-	-	-	2	-	-	-	-
	32%	*48%*	-%	-%	-%	-%	-%	-%	-%	*52%*	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Professionalism and handling of any query / complaint (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects .)

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	10	1	1	2	3	-	6	-	1	3	7	8	-
Weighted total	7	*	*	2	2	-	5	-	*	2	5	5	-
Very Dissatisfied	2	-	*	2	-	-	2	-	-	-	2	2	-
	32%	-%	*100%*	*88%*	-%	-%	*48%*	-%	-%	-%	*47%*	*45%*	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	*	1	-	1	-	-	1	*	1	-
	18%	-%	-%	*12%*	*48%*	-%	*27%*	-%	-%	*46%*	*5%*	*25%*	-%
Fairly Satisfied	2	*	-	-	*	-	*	-	*	*	1	*	-
	21%	*100%*	-%	-%	*5%*	-%	*2%*	-%	*100%*	*7%*	*27%*	*9%*	-%
Very Satisfied	1	-	-	-	1	-	1	-	-	-	1	-	-
	15%	-%	-%	-%	*48%*	-%	*22%*	-%	-%	-%	*21%*	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	1	-	1	-
	15%	-%	-%	-%	-%	-%	-%	-%	-%	*46%*	-%	*21%*	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	*	-	-	1	-	1	-	*	*	2	*	-
	36%	*100%*	-%	-%	*52%*	-%	*24%*	-%	*100%*	*7%*	*49%*	*9%*	-%
NET: Dissatisfied	2	-	*	2	-	-	2	-	-	-	2	2	-
	32%	-%	*100%*	*88%*	-%	-%	*48%*	-%	-%	-%	*47%*	*45%*	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects .)

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	10	2	5	8	-	2	5	4	7	2	-
Weighted total	7	1	4	5	-	1	4	2	5	1	-
Very Dissatisfied	2	-	2	2	-	-	2	-	2	-	-
	32%	-%	*63%*	*45%*	-%	-%	*63%*	-%	*46%*	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	1	-	1	-	1	-	1	1	*	-
	18%	*100%*	-%	*25%*	-%	*100%*	-%	*53%*	*26%*	*18%*	-%
Fairly Satisfied	2	-	*	*	-	-	*	*	*	-	-
	21%	-%	*8%*	*9%*	-%	-%	*8%*	*4%*	*7%*	-%	-%
Very Satisfied	1	-	1	-	-	-	1	-	-	-	-
	15%	-%	*29%*	-%	-%	-%	*29%*	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	1	-	-	-	1	1	1	-
	15%	-%	-%	*21%*	-%	-%	-%	*43%*	*21%*	*82%*	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	-	1	*	-	-	1	*	*	-	-
	36%	-%	*37%*	*9%*	-%	-%	*37%*	*4%*	*7%*	-%	-%
NET: Dissatisfied	2	-	2	2	-	-	2	-	2	-	-
	32%	-%	*63%*	*45%*	-%	-%	*63%*	-%	*46%*	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Professionalism and handling of any query / complaint (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects .)

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	10	3	3	1	-	5	3	4	-	8	6	3	8	2	-
Weighted total	7	1	2	*	-	4	1	3	-	5	3	2	5	2	-
Very Dissatisfied	2	*	2	-	-	2	-	*	-	2	2	*	2	-	-
	32%	58%	84%	-%	-%	42%	-%	17%	-%	45%	77%	27%	45%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	*	-	-	-	1	1	1	-	1	*	1	1	1	-
	18%	29%	-%	-%	-%	30%	88%	38%	-%	25%	8%	73%	25%	50%	-%
Fairly Satisfied	2	*	*	*	-	*	*	*	-	*	*	-	*	-	-
	21%	13%	16%	100%	-%	2%	12%	6%	-%	9%	15%	-%	9%	-%	-%
Very Satisfied	1	-	-	-	-	1	-	1	-	-	-	-	-	-	-
	15%	-%	-%	-%	-%	25%	-%	38%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	1	-	-	1	1	-
	15%	-%	-%	-%	-%	-%	-%	-%	-%	21%	-%	-%	21%	50%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	*	*	*	-	1	*	1	-	*	*	-	*	-	-
	36%	13%	16%	100%	-%	27%	12%	44%	-%	9%	15%	-%	9%	-%	-%
NET: Dissatisfied	2	*	2	-	-	2	-	*	-	2	2	*	2	-	-
	32%	58%	84%	-%	-%	42%	-%	17%	-%	45%	77%	27%	45%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 137 (continuation)

Professionalism and handling of any query / complaint (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects .)

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	10	4	3	5	4	3	7	2	-	1	-	2
Weighted total	7	2	2	3	2	1	5	2	-	*	-	1
Very Dissatisfied	2	*	*	*	*	*	2	-	-	-	-	*
	32%	*25%*	*28%*	*16%*	*25%*	*54%*	*46%*	*-%*	*-%*	*-%*	*-%*	*82%*
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	1	1	1	1	*	*	1	1	-	-	-	-
	18%	*66%*	*62%*	*44%*	*12%*	*27%*	*26%*	*50%*	*-%*	*-%*	*-%*	*-%*
Fairly Satisfied	2	*	*	*	*	*	*	-	-	*	-	*
	21%	*9%*	*10%*	*4%*	*9%*	*19%*	*7%*	*-%*	*-%*	*100%*	*-%*	*18%*
Very Satisfied	1	-	-	1	1	-	-	-	-	-	-	-
	15%	*-%*	*-%*	*36%*	*54%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	-	-	1	1	-	-	-	-
	15%	*-%*	*-%*	*-%*	*-%*	*-%*	*21%*	*50%*	*-%*	*-%*	*-%*	*-%*
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	3	*	*	1	1	*	*	-	-	*	-	*
	36%	*9%*	*10%*	*40%*	*63%*	*19%*	*7%*	*-%*	*-%*	*100%*	*-%*	*18%*
NET: Dissatisfied	2	*	*	*	*	*	2	-	-	-	-	*
	32%	*25%*	*28%*	*16%*	*25%*	*54%*	*46%*	*-%*	*-%*	*-%*	*-%*	*82%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 137 (continuation)

Professionalism and handling of any query / complaint (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects .)

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	10	10	10	10	10	10	6	9	6	-	4	-	3	6
Weighted total	7	7	7	7	7	7	4	7	4	-	2	-	3	3
Very Dissatisfied	2	2	2	2	2	2	2	2	*	-	*	-	2	*
	32%	*32%*	*32%*	*32%*	*32%*	*32%*	*41%*	*32%*	*12%*	*-%*	*26%*	*-%*	*61%*	*15%*
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	1	1	1	1	1	1	*	1	*	-	1	-	-	1
	18%	*18%*	*18%*	*18%*	*18%*	*18%*	*5%*	*18%*	*6%*	*-%*	*56%*	*-%*	*-%*	*41%*
Fairly Satisfied	2	2	2	2	2	2	*	1	1	-	*	-	*	1
	21%	*21%*	*21%*	*21%*	*21%*	*21%*	*6%*	*20%*	*30%*	*-%*	*18%*	*-%*	*4%*	*44%*
Very Satisfied	1	1	1	1	1	1	1	1	1	-	-	-	-	-
	15%	*15%*	*15%*	*15%*	*15%*	*15%*	*24%*	*15%*	*26%*	*-%*	*-%*	*-%*	*-%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	1	1	1	1	1	1	1	-	-	-	1	-
	15%	*15%*	*15%*	*15%*	*15%*	*15%*	*24%*	*15%*	*26%*	*-%*	*-%*	*-%*	*36%*	*-%*
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	3	3	3	3	3	3	1	2	2	-	*	-	*	1
	36%	*36%*	*36%*	*36%*	*36%*	*36%*	*30%*	*35%*	*56%*	*-%*	*18%*	*-%*	*4%*	*44%*
NET: Dissatisfied	2	2	2	2	2	2	2	2	*	-	*	-	2	*
	32%	*32%*	*32%*	*32%*	*32%*	*32%*	*41%*	*32%*	*12%*	*-%*	*26%*	*-%*	*61%*	*15%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects .)

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	10	5	1	10	-	4	6	-	6	3	1	6	4
Weighted total	7	5	*	7	-	2	5	-	5	2	*	4	3
Very Dissatisfied	2	2	-	2	-	2	*	-	2	*	-	2	*
	32%	*50%*	*-%*	*32%*	*-%*	*76%*	*10%*	*-%*	*34%*	*28%*	*-%*	*41%*	*17%*
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	1	-	*	1	-	*	1	-	*	1	-	1	-
	18%	*-%*	*100%*	*18%*	*-%*	*10%*	*22%*	*-%*	*4%*	*62%*	*-%*	*29%*	*-%*
Fairly Satisfied	2	*	-	2	-	*	1	-	1	*	*	1	*
	21%	*4%*	*-%*	*21%*	*-%*	*14%*	*24%*	*-%*	*22%*	*10%*	*100%*	*30%*	*6%*
Very Satisfied	1	1	-	1	-	-	1	-	1	-	-	-	1
	15%	*23%*	*-%*	*15%*	*-%*	*-%*	*22%*	*-%*	*20%*	*-%*	*-%*	*-%*	*38%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	-	1	-	-	1	-	1	-	-	-	1
	15%	*23%*	*-%*	*15%*	*-%*	*-%*	*22%*	*-%*	*20%*	*-%*	*-%*	*-%*	*38%*
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	3	1	-	3	-	*	2	-	2	*	*	1	1
	36%	*27%*	*-%*	*36%*	*-%*	*14%*	*46%*	*-%*	*42%*	*10%*	*100%*	*30%*	*44%*
NET: Dissatisfied	2	2	-	2	-	2	*	-	2	*	-	2	*
	32%	*50%*	*-%*	*32%*	*-%*	*76%*	*10%*	*-%*	*34%*	*28%*	*-%*	*41%*	*17%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Professionalism and handling of any query / complaint (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects .)

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	10	1	-	2	2	-	1	-	1	-	-	-	1
Weighted total	7	1	-	2	2	-	1	-	1	-	-	-	1
Very Dissatisfied	2	-	-	-	-	-	-	-	-	-	-	-	-
	32%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	1	-	1	1	-	1	-	1	-	-	-	-
	18%	*100%*	-%	*50%*	*50%*	-%	*100%*	-%	*100%*	-%	-%	-%	-%
Fairly Satisfied	2	-	-	-	-	-	-	-	-	-	-	-	1
	21%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*
Very Satisfied	1	-	-	1	1	-	-	-	-	-	-	-	-
	15%	-%	-%	*50%*	*50%*	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	-	-	-	-
	15%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	-	-	1	1	-	-	-	-	-	-	-	1
	36%	-%	-%	*50%*	*50%*	-%	-%	-%	-%	-%	-%	-%	*100%*
NET: Dissatisfied	2	-	-	-	-	-	-	-	-	-	-	-	-
	32%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 137 (continuation)

Professionalism and handling of any query / complaint (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects .)

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Month							Quarter		
		Apr' 2018	May' 2018	Jul' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c
Unweighted total	10	3	1	1	1	2	1	1	4	2	4
Weighted total	7	3	1	*	*	*	2	*	4	1	2
Very Dissatisfied	2	-	-	-	*	-	2	-	-	*	2
	32%	-%	-%	-%	*100%*	-%	*100%*	-%	-%	*67%*	*80%*
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	1	-	*	-	-	-	-	1	*	-
	18%	*33%*	-%	*100%*	-%	-%	-%	-%	*25%*	*33%*	-%
Fairly Satisfied	2	1	-	-	-	*	-	*	1	-	*
	21%	*33%*	-%	-%	-%	*100%*	-%	*100%*	*25%*	-%	*20%*
Very Satisfied	1	1	-	-	-	-	-	-	1	-	-
	15%	*33%*	-%	-%	-%	-%	-%	-%	*25%*	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	1	-	-	-	-	-	1	-	-
	15%	-%	*100%*	-%	-%	-%	-%	-%	*25%*	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	2	-	-	-	*	-	*	2	-	*
	36%	*67%*	-%	-%	-%	*100%*	-%	*100%*	*50%*	-%	*20%*
NET: Dissatisfied	2	-	-	-	*	-	2	-	-	*	2
	32%	-%	-%	-%	*100%*	-%	*100%*	-%	-%	*67%*	*80%*

Columns Tested: a,b,c,d,e,f,g - a,b,c

The staff being polite and courteous (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects.)

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	10	6	2	-	2	4	2	3	1	-	-
Weighted total	7	7	*	-	*	1	3	2	*	-	-
Very Dissatisfied	2	2	-	-	-	-	2	-	-	-	-
	25%	*28%*	-%	-%	-%	-%	*63%*	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	1	-	-	-	-	1	-	-	-	-
	15%	*16%*	-%	-%	-%	-%	*37%*	-%	-%	-%	-%
Fairly Satisfied	2	1	*	-	*	1	-	*	*	-	-
	22%	*16%*	*100%*	-%	*58%*	*75%*	-%	*10%*	*100%*	-%	-%
Very Satisfied	2	2	-	-	*	*	-	*	-	-	-
	24%	*24%*	-%	-%	*42%*	*25%*	-%	*28%*	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	-	-	-	-	-	1	-	-	-
	15%	*16%*	-%	-%	-%	-%	-%	*62%*	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	3	*	-	*	1	-	1	*	-	-
	46%	*40%*	*100%*	-%	*100%*	*100%*	-%	*38%*	*100%*	-%	-%
NET: Dissatisfied	2	2	-	-	-	-	2	-	-	-	-
	25%	*28%*	-%	-%	-%	-%	*63%*	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

The staff being polite and courteous (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects.)

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	10	1	1	3	-	-	1	1	2	-	9	-	-	1
Weighted total	7	*	1	2	-	-	1	2	*	-	7	-	-	*
Very Dissatisfied	2	-	-	-	-	-	-	2	-	-	2	-	-	-
	25%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	*27%*	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	1	-	-	-	-	-	-	-	1	-	-	-
	15%	-%	*100%*	-%	-%	-%	-%	-%	-%	-%	*16%*	-%	-%	-%
Fairly Satisfied	2	*	-	1	-	-	-	-	*	-	2	-	-	-
	22%	*100%*	-%	*52%*	-%	-%	-%	-%	*58%*	-%	*23%*	-%	-%	-%
Very Satisfied	2	-	-	-	-	-	1	-	*	-	1	-	-	*
	24%	-%	-%	-%	-%	-%	*100%*	-%	*42%*	-%	*18%*	-%	-%	*100%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	1	-	-	-	-	-	-	1	-	-	-
	15%	-%	-%	*48%*	-%	-%	-%	-%	-%	-%	*16%*	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	*	-	1	-	-	1	-	*	-	3	-	-	*
	46%	*100%*	-%	*52%*	-%	-%	*100%*	-%	*100%*	-%	*42%*	-%	-%	*100%*
NET: Dissatisfied	2	-	-	-	-	-	-	2	-	-	2	-	-	-
	25%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	*27%*	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The staff being polite and courteous (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects.)

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	10	-	1	-	-	3	1	1	4	9	1	9	1
Weighted total	7	-	1	-	-	1	*	1	4	7	*	6	1
Very Dissatisfied	2	-	-	-	-	-	-	-	2	2	-	2	-
	25%	-%	-%	-%	-%	-%	-%	-%	*44%*	*26%*	-%	*29%*	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	-	-	-	-	-	1	1	-	1	-
	15%	-%	-%	-%	-%	-%	-%	-%	*26%*	*15%*	-%	*17%*	-%
Fairly Satisfied	2	-	-	-	-	*	*	1	-	1	*	2	-
	22%	-%	-%	-%	-%	*42%*	*100%*	*100%*	-%	*20%*	*100%*	*26%*	-%
Very Satisfied	2	-	1	-	-	*	-	-	*	2	-	1	1
	24%	-%	*100%*	-%	-%	*58%*	-%	-%	*4%*	*24%*	-%	*11%*	*100%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	-	-	-	-	1	1	-	1	-
	15%	-%	-%	-%	-%	-%	-%	-%	*26%*	*15%*	-%	*17%*	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	-	1	-	-	1	*	1	*	3	*	2	1
	46%	-%	*100%*	-%	-%	*100%*	*100%*	*100%*	*4%*	*44%*	*100%*	*36%*	*100%*
NET: Dissatisfied	2	-	-	-	-	-	-	-	2	2	-	2	-
	25%	-%	-%	-%	-%	-%	-%	-%	*44%*	*26%*	-%	*29%*	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The staff being polite and courteous (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects.)

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	10	10	-	5	-	5
Weighted total	7	7	-	4	-	3
Very Dissatisfied	2	2	-	2	-	-
	25%	*25%*	-%	*42%*	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	1	-	-	-	1
	15%	*15%*	-%	-%	-%	*37%*
Fairly Satisfied	2	2	-	1	-	*
	22%	*22%*	-%	*34%*	-%	*4%*
Very Satisfied	2	2	-	-	-	2
	24%	*24%*	-%	-%	-%	*59%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	-	1	-	-
	15%	*15%*	-%	*24%*	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	3	-	1	-	2
	46%	*46%*	-%	*34%*	-%	*63%*
NET: Dissatisfied	2	2	-	2	-	-
	25%	*25%*	-%	*42%*	-%	-%

Columns Tested: a,b - a,b,c

The staff being polite and courteous (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects.)

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	10	4	4	2	-	-	-	-	-	8	2	1	3	6
Weighted total	7	4	2	1	-	-	-	-	-	6	1	1	3	3
Very Dissatisfied	2	2	-	-	-	-	-	-	-	2	-	-	2	-
	25%	*44%*	-%	-%	-%	-%	-%	-%	-%	*30%*	-%	-%	*60%*	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	1	-	-	-	-	-	-	1	-	-	-	1
	15%	-%	*54%*	-%	-%	-%	-%	-%	-%	*18%*	-%	-%	-%	*34%*
Fairly Satisfied	2	1	*	*	-	-	-	-	-	1	*	-	1	*
	22%	*30%*	*12%*	*9%*	-%	-%	-%	-%	-%	*24%*	*9%*	-%	*40%*	*11%*
Very Satisfied	2	-	1	1	-	-	-	-	-	1	1	-	-	2
	24%	-%	*34%*	*91%*	-%	-%	-%	-%	-%	*11%*	*91%*	-%	-%	*55%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	-	-	-	-	-	-	-	1	-	1	-	-
	15%	*26%*	-%	-%	-%	-%	-%	-%	-%	*17%*	-%	*100%*	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	1	1	1	-	-	-	-	-	2	1	-	1	2
	46%	*30%*	*46%*	*100%*	-%	-%	-%	-%	-%	*35%*	*100%*	-%	*40%*	*66%*
NET: Dissatisfied	2	2	-	-	-	-	-	-	-	2	-	-	2	-
	25%	*44%*	-%	-%	-%	-%	-%	-%	-%	*30%*	-%	-%	*60%*	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The staff being polite and courteous (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects.)

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	10	8	6	8	7	4	7	7	1	-	-	-	-	-
Weighted total	7	5	3	5	5	1	4	5	*	-	-	-	-	-
Very Dissatisfied	2	2	2	2	2	-	2	2	-	-	-	-	-	-
	25%	*35%*	*61%*	*35%*	*37%*	*-%*	*45%*	*37%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	1	1	-	1	1	-	-	1	-	-	-	-	-	-
	15%	*21%*	*-%*	*21%*	*22%*	*-%*	*-%*	*22%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Satisfied	2	1	1	1	*	1	1	1	-	-	-	-	-	-
	22%	*10%*	*17%*	*10%*	*7%*	*75%*	*13%*	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Very Satisfied	2	1	1	1	2	*	2	*	*	-	-	-	-	-
	24%	*13%*	*22%*	*13%*	*35%*	*25%*	*42%*	*10%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	-	1	-	-	-	1	-	-	-	-	-	-
	15%	*21%*	*-%*	*21%*	*-%*	*-%*	*-%*	*21%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	3	1	1	1	2	1	2	1	*	-	-	-	-	-
	46%	*23%*	*39%*	*23%*	*42%*	*100%*	*55%*	*20%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Dissatisfied	2	2	2	2	2	-	2	2	-	-	-	-	-	-
	25%	*35%*	*61%*	*35%*	*37%*	*-%*	*45%*	*37%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The staff being polite and courteous (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects.)

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	10	6	-	1	-	-	-	-	-	4	1	1	2	-
Weighted total	7	5	-	*	-	-	-	-	-	4	*	*	*	-
Very Dissatisfied	2	2	-	-	-	-	-	-	-	2	-	-	-	-
	25%	*38%*	-%	-%	-%	-%	-%	-%	-%	*41%*	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	1	-	-	-	-	-	-	-	1	-	-	-	-
	15%	*22%*	-%	-%	-%	-%	-%	-%	-%	*24%*	-%	-%	-%	-%
Fairly Satisfied	2	*	-	*	-	-	-	-	-	-	*	*	*	-
	22%	*5%*	-%	*100%*	-%	-%	-%	-%	-%	-%	*100%*	*100%*	*38%*	-%
Very Satisfied	2	2	-	-	-	-	-	-	-	*	-	-	*	-
	24%	*36%*	-%	-%	-%	-%	-%	-%	-%	*11%*	-%	-%	*62%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	1	-	-	-	-
	15%	-%	-%	-%	-%	-%	-%	-%	-%	*24%*	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	2	-	*	-	-	-	-	-	*	*	*	*	-
	46%	*40%*	-%	*100%*	-%	-%	-%	-%	-%	*11%*	*100%*	*100%*	*100%*	-%
NET: Dissatisfied	2	2	-	-	-	-	-	-	-	2	-	-	-	-
	25%	*38%*	-%	-%	-%	-%	-%	-%	-%	*41%*	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The staff being polite and courteous (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects.)

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	10	1	1	2	3	-	6	-	1	3	7	8	-
Weighted total	7	*	*	2	2	-	5	-	*	2	5	5	-
Very Dissatisfied	2	-	-	2	-	-	2	-	-	-	2	2	-
	25%	-%	-%	*88%*	-%	-%	*38%*	-%	-%	-%	*37%*	*35%*	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	-	1	-	1	-	-	1	-	1	-
	15%	-%	-%	-%	*48%*	-%	*22%*	-%	-%	*46%*	-%	*21%*	-%
Fairly Satisfied	2	-	-	*	*	-	*	-	-	*	1	1	-
	22%	-%	-%	*12%*	*5%*	-%	*7%*	-%	-%	*7%*	*28%*	*10%*	-%
Very Satisfied	2	*	*	-	1	-	2	-	*	-	2	1	-
	24%	*100%*	*100%*	-%	*48%*	-%	*32%*	-%	*100%*	-%	*35%*	*13%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	1	-	1	-
	15%	-%	-%	-%	-%	-%	-%	-%	-%	*46%*	-%	*21%*	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	*	*	*	1	-	2	-	*	*	3	1	-
	46%	*100%*	*100%*	*12%*	*52%*	-%	*40%*	-%	*100%*	*7%*	*63%*	*23%*	-%
NET: Dissatisfied	2	-	-	2	-	-	2	-	-	-	2	2	-
	25%	-%	-%	*88%*	-%	-%	*38%*	-%	-%	-%	*37%*	*35%*	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The staff being polite and courteous (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects.)

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	10	2	5	8	-	2	5	4	7	2	-
Weighted total	7	1	4	5	-	1	4	2	5	1	-
Very Dissatisfied	2	-	2	2	-	-	2	-	2	-	-
	25%	-%	*50%*	*35%*	-%	-%	*50%*	-%	*36%*	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	1	-	1	-	1	-	1	1	-	-
	15%	*82%*	-%	*21%*	-%	*82%*	-%	*43%*	*21%*	-%	-%
Fairly Satisfied	2	*	*	1	-	*	*	*	*	*	-
	22%	*18%*	*3%*	*10%*	-%	*18%*	*3%*	*14%*	*8%*	*18%*	-%
Very Satisfied	2	-	2	1	-	-	2	-	1	-	-
	24%	-%	*47%*	*13%*	-%	-%	*47%*	-%	*13%*	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	1	-	-	-	1	1	1	-
	15%	-%	-%	*21%*	-%	-%	-%	*43%*	*21%*	*82%*	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	*	2	1	-	*	2	*	1	*	-
	46%	*18%*	*50%*	*23%*	-%	*18%*	*50%*	*14%*	*21%*	*18%*	-%
NET: Dissatisfied	2	-	2	2	-	-	2	-	2	-	-
	25%	-%	*50%*	*35%*	-%	-%	*50%*	-%	*36%*	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The staff being polite and courteous (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects.)

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	10	3	3	1	-	5	3	4	-	8	6	3	8	2	-
Weighted total	7	1	2	*	-	4	1	3	-	5	3	2	5	2	-
Very Dissatisfied	2	-	2	-	-	2	-	-	-	2	2	-	2	-	-
	25%	-%	84%	-%	-%	42%	-%	-%	-%	35%	61%	-%	35%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	-	-	1	1	1	-	1	-	1	1	1	-
	15%	-%	-%	-%	-%	25%	72%	38%	-%	21%	-%	60%	21%	50%	-%
Fairly Satisfied	2	*	*	-	-	*	*	-	-	1	1	*	1	-	-
	22%	42%	8%	-%	-%	8%	16%	-%	-%	10%	17%	13%	10%	-%	-%
Very Satisfied	2	*	*	*	-	1	*	2	-	1	1	*	1	-	-
	24%	58%	8%	100%	-%	25%	12%	62%	-%	13%	22%	27%	13%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	1	-	-	1	1	-
	15%	-%	-%	-%	-%	-%	-%	-%	-%	21%	-%	-%	21%	50%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	1	*	*	-	1	*	2	-	1	1	1	1	-	-
	46%	100%	16%	100%	-%	33%	28%	62%	-%	23%	39%	40%	23%	-%	-%
NET: Dissatisfied	2	-	2	-	-	2	-	-	-	2	2	-	2	-	-
	25%	-%	84%	-%	-%	42%	-%	-%	-%	35%	61%	-%	35%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The staff being polite and courteous (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects.)

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	10	4	3	5	4	3	7	2	-	1	-	2
Weighted total	7	2	2	3	2	1	5	2	-	*	-	1
Very Dissatisfied	2	-	-	-	-	-	2	-	-	-	-	-
	25%	-%	-%	-%	-%	-%	*36%*	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	1	1	1	-	-	1	1	-	-	-	-
	15%	*54%*	*62%*	*36%*	-%	-%	*21%*	*50%*	-%	-%	-%	-%
Fairly Satisfied	2	*	-	*	*	*	*	-	-	*	-	*
	22%	*12%*	-%	*12%*	*12%*	*27%*	*8%*	-%	-%	*100%*	-%	*18%*
Very Satisfied	2	1	1	2	2	1	1	-	-	-	-	*
	24%	*34%*	*38%*	*52%*	*88%*	*73%*	*13%*	-%	-%	-%	-%	*82%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	-	-	1	1	-	-	-	-
	15%	-%	-%	-%	-%	-%	*21%*	*50%*	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	1	1	2	2	1	1	-	-	*	-	1
	46%	*46%*	*38%*	*64%*	*100%*	*100%*	*21%*	-%	-%	*100%*	-%	*100%*
NET: Dissatisfied	2	-	-	-	-	-	2	-	-	-	-	-
	25%	-%	-%	-%	-%	-%	*36%*	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

The staff being polite and courteous (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects.)

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	10	10	10	10	10	10	6	9	6	-	4	-	3	6
Weighted total	7	7	7	7	7	7	4	7	4	-	2	-	3	3
Very Dissatisfied	2	2	2	2	2	2	2	2	-	-	-	-	2	-
	25%	*25%*	*25%*	*25%*	*25%*	*25%*	*41%*	*25%*	*-%*	*-%*	*-%*	*-%*	*61%*	*-%*
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	1	1	1	1	1	1	-	1	-	-	1	-	-	1
	15%	*15%*	*15%*	*15%*	*15%*	*15%*	*-%*	*15%*	*-%*	*-%*	*56%*	*-%*	*-%*	*33%*
Fairly Satisfied	2	2	2	2	2	2	*	1	1	-	*	-	*	1
	22%	*22%*	*22%*	*22%*	*22%*	*22%*	*8%*	*21%*	*32%*	*-%*	*9%*	*-%*	*4%*	*46%*
Very Satisfied	2	2	2	2	2	2	1	2	2	-	1	-	-	1
	24%	*24%*	*24%*	*24%*	*24%*	*24%*	*28%*	*24%*	*42%*	*-%*	*35%*	*-%*	*-%*	*21%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	1	1	1	1	1	1	1	-	-	-	1	-
	15%	*15%*	*15%*	*15%*	*15%*	*15%*	*24%*	*15%*	*26%*	*-%*	*-%*	*-%*	*36%*	*-%*
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	3	3	3	3	3	3	2	3	3	-	1	-	*	2
	46%	*46%*	*46%*	*46%*	*46%*	*46%*	*35%*	*45%*	*74%*	*-%*	*44%*	*-%*	*4%*	*67%*
NET: Dissatisfied	2	2	2	2	2	2	2	2	-	-	-	-	2	-
	25%	*25%*	*25%*	*25%*	*25%*	*25%*	*41%*	*25%*	*-%*	*-%*	*-%*	*-%*	*61%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The staff being polite and courteous (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects.)

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	10	5	1	10	-	4	6	-	6	3	1	6	4
Weighted total	7	5	*	7	-	2	5	-	5	2	*	4	3
Very Dissatisfied	2	2	-	2	-	2	-	-	2	-	-	2	-
	25%	*39%*	-%	*25%*	-%	*76%*	-%	-%	*34%*	-%	-%	*41%*	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	1	-	-	1	-	-	1	-	1	-
	15%	-%	-%	*15%*	-%	-%	*22%*	-%	-%	*62%*	-%	*24%*	-%
Fairly Satisfied	2	-	*	2	-	*	1	-	1	-	*	1	*
	22%	-%	*100%*	*22%*	-%	*17%*	*24%*	-%	*26%*	-%	*100%*	*32%*	*6%*
Very Satisfied	2	2	-	2	-	*	2	-	1	1	-	*	2
	24%	*37%*	-%	*24%*	-%	*7%*	*32%*	-%	*20%*	*38%*	-%	*4%*	*56%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	-	1	-	-	1	-	1	-	-	-	1
	15%	*23%*	-%	*15%*	-%	-%	*22%*	-%	*20%*	-%	-%	-%	*38%*
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	2	*	3	-	1	3	-	2	1	*	2	2
	46%	*37%*	*100%*	*46%*	-%	*24%*	*56%*	-%	*46%*	*38%*	*100%*	*35%*	*62%*
NET: Dissatisfied	2	2	-	2	-	2	-	-	2	-	-	2	-
	25%	*39%*	-%	*25%*	-%	*76%*	-%	-%	*34%*	-%	-%	*41%*	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The staff being polite and courteous (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects.)

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	10	1	-	2	2	-	1	-	1	-	-	-	1
Weighted total	7	1	-	2	2	-	1	-	1	-	-	-	1
Very Dissatisfied	2	-	-	-	-	-	-	-	-	-	-	-	-
	25%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	1	-	1	1	-	1	-	1	-	-	-	-
	15%	*100%*	-%	*50%*	*50%*	-%	*100%*	-%	*100%*	-%	-%	-%	-%
Fairly Satisfied	2	-	-	-	-	-	-	-	-	-	-	-	1
	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*
Very Satisfied	2	-	-	1	1	-	-	-	-	-	-	-	-
	24%	-%	-%	*50%*	*50%*	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	-	-	-	-
	15%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	-	-	1	1	-	-	-	-	-	-	-	1
	46%	-%	-%	*50%*	*50%*	-%	-%	-%	-%	-%	-%	-%	*100%*
NET: Dissatisfied	2	-	-	-	-	-	-	-	-	-	-	-	-
	25%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

The staff being polite and courteous (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects.)

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

		Month							Quarter		
	Total base	Apr' 2018	May' 2018	Jul' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c
Unweighted total	10	3	1	1	1	2	1	1	4	2	4
Weighted total	7	3	1	*	*	*	2	*	4	1	2
Very Dissatisfied	2	-	-	-	-	-	2	-	-	-	2
	25%	-%	-%	-%	-%	-%	100%	-%	-%	-%	80%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	1	-	-	-	-	-	-	1	-	-
	15%	33%	-%	-%	-%	-%	-%	-%	25%	-%	-%
Fairly Satisfied	2	1	-	*	-	*	-	*	1	*	*
	22%	33%	-%	100%	-%	38%	-%	100%	25%	33%	12%
Very Satisfied	2	1	-	-	*	*	-	-	1	*	*
	24%	33%	-%	-%	100%	62%	-%	-%	25%	67%	8%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	1	-	-	-	-	-	1	-	-
	15%	-%	100%	-%	-%	-%	-%	-%	25%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	2	-	*	*	*	-	*	2	1	*
	46%	67%	-%	100%	100%	100%	-%	100%	50%	100%	20%
NET: Dissatisfied	2	-	-	-	-	-	2	-	-	-	2
	25%	-%	-%	-%	-%	-%	100%	-%	-%	-%	80%

Columns Tested: a,b,c,d,e,f,g - a,b,c

Professionalism and handling of any query / complaint (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	6	4	1	1	-	2	1	3	1	-	1
Weighted total	5	5	*	*	-	*	*	4	*	-	*
Very Dissatisfied	*	-	-	*	-	*	-	-	-	-	*
	3%	-%	-%	*100%*	-%	*50%*	-%	-%	-%	-%	*100%*
Fairly Dissatisfied	2	2	*	-	-	*	-	2	*	-	-
	39%	*39%*	*100%*	-%	-%	*50%*	-%	*41%*	*100%*	-%	-%
Neither Satisfied Nor Dissatisfied	3	3	-	-	-	-	*	3	-	-	-
	58%	*61%*	-%	-%	-%	-%	*100%*	*59%*	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	2	*	*	-	*	-	2	*	-	*
	42%	*39%*	*100%*	*100%*	-%	*100%*	-%	*41%*	*100%*	-%	*100%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Professionalism and handling of any query / complaint (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	6	1	-	-	-	-	2	-	1	1	5	-	1	-
Weighted total	5	2	-	-	-	-	*	-	2	1	5	-	*	-
Very Dissatisfied	*	-	-	-	-	-	*	-	-	-	*	-	-	-
	3%	-%	-%	-%	-%	-%	*50%*	-%	-%	-%	*3%*	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	-	-	*	-	2	-	2	-	-	-
	39%	-%	-%	-%	-%	-%	*50%*	-%	*100%*	-%	*42%*	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	2	-	-	-	-	-	-	-	1	3	-	*	-
	58%	*100%*	-%	-%	-%	-%	-%	-%	-%	*100%*	*55%*	-%	*100%*	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	-	-	-	-	-	*	-	2	-	2	-	-	-
	42%	-%	-%	-%	-%	-%	*100%*	-%	*100%*	-%	*45%*	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Professionalism and handling of any query / complaint (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	6	-	2	-	-	4	-	-	-	5	1	5	1
Weighted total	5	-	1	-	-	4	-	-	-	3	2	5	*
Very Dissatisfied	*	-	*	-	-	-	-	-	-	*	-	-	*
	3%	-%	*13%*	-%	-%	-%	-%	-%	-%	*4%*	-%	-%	*100%*
Fairly Dissatisfied	2	-	-	-	-	2	-	-	-	*	2	2	-
	39%	-%	-%	-%	-%	*50%*	-%	-%	-%	*4%*	*100%*	*40%*	-%
Neither Satisfied Nor Dissatisfied	3	-	1	-	-	2	-	-	-	3	-	3	-
	58%	-%	*87%*	-%	-%	*50%*	-%	-%	-%	*91%*	-%	*60%*	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	-	*	-	-	2	-	-	-	*	2	2	*
	42%	-%	*13%*	-%	-%	*50%*	-%	-%	-%	*9%*	*100%*	*40%*	*100%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	6	6	-	3	1	2
Weighted total	5	5	-	2	1	2
Very Dissatisfied	*	*	-	*	-	-
	3%	*3%*	-%	*7%*	-%	-%
Fairly Dissatisfied	2	2	-	2	-	-
	39%	*39%*	-%	*93%*	-%	-%
Neither Satisfied Nor Dissatisfied	3	3	-	-	1	2
	58%	*58%*	-%	-%	*100%*	*100%*
Fairly Satisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	2	-	2	-	-
	42%	*42%*	-%	*100%*	-%	-%

Columns Tested: a,b - a,b,c

Professionalism and handling of any query / complaint (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	6	2	2	2	-	-	-	-	-	4	2	-	2	4
Weighted total	5	3	*	2	-	-	-	-	-	3	2	-	3	2
Very Dissatisfied	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	3%	-%	*32%*	-%	-%	-%	-%	-%	-%	*4%*	-%	-%	-%	*6%*
Fairly Dissatisfied	2	2	-	*	-	-	-	-	-	2	*	-	2	*
	39%	*67%*	-%	*8%*	-%	-%	-%	-%	-%	*58%*	*8%*	-%	*67%*	*6%*
Neither Satisfied Nor Dissatisfied	3	1	*	2	-	-	-	-	-	1	2	-	1	2
	58%	*33%*	*68%*	*92%*	-%	-%	-%	-%	-%	*38%*	*92%*	-%	*33%*	*88%*
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	2	*	*	-	-	-	-	-	2	*	-	2	*
	42%	*67%*	*32%*	*8%*	-%	-%	-%	-%	-%	*62%*	*8%*	-%	*67%*	*12%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Professionalism and handling of any query / complaint (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	6	1	2	2	5	2	6	2	-	-	-	-	-	-
Weighted total	5	1	3	3	5	1	5	3	-	-	-	-	-	-
Very Dissatisfied	*	-	-	-	*	*	*	-	-	-	-	-	-	-
	3%	-%	-%	-%	*3%*	*13%*	*3%*	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	2	-	2	-	-	-	-	-	-	-
	39%	-%	-%	-%	*42%*	-%	*39%*	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	1	3	3	3	1	3	3	-	-	-	-	-	-
	58%	*100%*	*100%*	*100%*	*55%*	*87%*	*58%*	*100%*	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	-	-	-	2	*	2	-	-	-	-	-	-	-
	42%	-%	-%	-%	*45%*	*13%*	*42%*	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Professionalism and handling of any query / complaint (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	6	5	-	-	-	-	-	-	-	-	-	1	1	-
Weighted total	5	5	-	-	-	-	-	-	-	-	-	1	2	-
Very Dissatisfied	*	*	-	-	-	-	-	-	-	-	-	-	-	-
	3%	*3%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	2	-	-	-	-	-	-	-	-	-	-	-	-
	39%	*42%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	3	-	-	-	-	-	-	-	-	-	1	2	-
	58%	*55%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	*100%*	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	2	-	-	-	-	-	-	-	-	-	-	-	-
	42%	*45%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Professionalism and handling of any query / complaint (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	6	-	-	2	3	-	5	-	-	1	5	1	1
Weighted total	5	-	-	3	2	-	5	-	-	2	3	2	1
Very Dissatisfied	*	-	-	-	*	-	*	-	-	-	*	-	-
	3%	-%	-%	-%	*7%*	-%	*3%*	-%	-%	-%	*4%*	-%	-%
Fairly Dissatisfied	2	-	-	2	*	-	2	-	-	-	2	-	-
	39%	-%	-%	*67%*	*7%*	-%	*42%*	-%	-%	-%	*59%*	-%	-%
Neither Satisfied Nor Dissatisfied	3	-	-	1	2	-	3	-	-	2	1	2	1
	58%	-%	-%	*33%*	*86%*	-%	*55%*	-%	-%	*100%*	*36%*	*100%*	*100%*
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	-	-	2	*	-	2	-	-	-	2	-	-
	42%	-%	-%	*67%*	*14%*	-%	*45%*	-%	-%	-%	*64%*	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	6	1	3	1	-	1	4	-	1	-	-
Weighted total	5	2	2	2	-	2	3	-	1	-	-
Very Dissatisfied	*	-	*	-	-	-	*	-	-	-	-
	3%	-%	*7%*	-%	-%	-%	*5%*	-%	-%	-%	-%
Fairly Dissatisfied	2	-	2	-	-	-	2	-	-	-	-
	39%	-%	*93%*	-%	-%	-%	*65%*	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	2	-	2	-	2	1	-	1	-	-
	58%	*100%*	-%	*100%*	-%	*100%*	*30%*	-%	*100%*	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	-	2	-	-	-	2	-	-	-	-
	42%	-%	*100%*	-%	-%	-%	*70%*	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Professionalism and handling of any query / complaint (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	6	1	1	-	-	4	3	1	-	-	1	2	-	-	-
Weighted total	5	2	1	-	-	4	1	*	-	-	2	2	-	-	-
Very Dissatisfied	*	-	-	-	-	*	*	-	-	-	-	*	-	-	-
	3%	-%	-%	-%	-%	*4%*	*11%*	-%	-%	-%	-%	*8%*	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	-	2	*	*	-	-	-	-	-	-	-
	39%	-%	-%	-%	-%	*52%*	*11%*	*100%*	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	2	1	-	-	2	1	-	-	-	2	2	-	-	-
	58%	*100%*	*100%*	-%	-%	*44%*	*77%*	-%	-%	-%	*100%*	*92%*	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	-	-	-	-	2	*	*	-	-	-	*	-	-	-
	42%	-%	-%	-%	-%	*56%*	*23%*	*100%*	-%	-%	-%	*8%*	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 139 (continuation)

Professionalism and handling of any query / complaint (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	6	1	1	3	-	-	2	2	1	-	1	-
Weighted total	5	*	*	4	-	-	*	*	2	-	*	-
Very Dissatisfied	*	*	*	*	-	-	*	*	-	-	*	-
	3%	*100%*	*100%*	*4%*	-%	-%	*50%*	*50%*	-%	-%	*100%*	-%
Fairly Dissatisfied	2	-	-	2	-	-	*	*	-	-	-	-
	39%	-%	-%	*50%*	-%	-%	*50%*	*50%*	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	-	-	2	-	-	-	-	2	-	-	-
	58%	-%	-%	*46%*	-%	-%	-%	-%	*100%*	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	*	*	2	-	-	*	*	-	-	*	-
	42%	*100%*	*100%*	*54%*	-%	-%	*100%*	*100%*	-%	-%	*100%*	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 139 (continuation)

Professionalism and handling of any query / complaint (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	6	6	6	6	5	6	5	6	2	1	3	-	-	4
Weighted total	5	5	5	5	3	5	3	5	1	*	2	-	-	2
Very Dissatisfied	*	*	*	*	*	*	*	*	-	-	*	-	-	*
	3%	*3%*	*3%*	*3%*	*4%*	*3%*	*4%*	*3%*	*-%*	*-%*	*6%*	*-%*	*-%*	*6%*
Fairly Dissatisfied	2	2	2	2	*	2	*	2	*	*	-	-	-	*
	39%	*39%*	*39%*	*39%*	*4%*	*39%*	*4%*	*39%*	*13%*	*100%*	*-%*	*-%*	*-%*	*6%*
Neither Satisfied Nor Dissatisfied	3	3	3	3	3	3	3	3	1	-	2	-	-	2
	58%	*58%*	*58%*	*58%*	*91%*	*58%*	*91%*	*58%*	*87%*	*-%*	*94%*	*-%*	*-%*	*88%*
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Dissatisfied	2	2	2	2	*	2	*	2	*	*	*	-	-	*
	42%	*42%*	*42%*	*42%*	*9%*	*42%*	*9%*	*42%*	*13%*	*100%*	*6%*	*-%*	*-%*	*12%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 05/02/19

Professionalism and handling of any query / complaint (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	6	5	1	6	-	2	4	-	5	-	1	2	4
Weighted total	5	5	*	5	-	*	5	-	3	-	2	2	3
Very Dissatisfied	*	*	-	*	-	-	*	-	*	-	-	-	*
	3%	*3%*	-%	*3%*	-%	-%	*3%*	-%	*4%*	-%	-%	-%	*5%*
Fairly Dissatisfied	2	2	*	2	-	*	2	-	2	-	-	2	*
	39%	*38%*	*100%*	*39%*	-%	*32%*	*40%*	-%	*59%*	-%	-%	*86%*	*5%*
Neither Satisfied Nor Dissatisfied	3	3	-	3	-	*	3	-	1	-	2	*	3
	58%	*60%*	-%	*58%*	-%	*68%*	*57%*	-%	*36%*	-%	*100%*	*14%*	*90%*
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	2	*	2	-	*	2	-	2	-	-	2	*
	42%	*40%*	*100%*	*42%*	-%	*32%*	*43%*	-%	*64%*	-%	-%	*86%*	*10%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Professionalism and handling of any query / complaint (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	6	-	-	-	-	-	-	-	-	-	1	-	-
Weighted total	5	-	-	-	-	-	-	-	-	-	*	-	-
Very Dissatisfied	*	-	-	-	-	-	-	-	-	-	-	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	-	-	-	-	-	-	-	-	-
	39%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	-	-	-	-	-	-	-	-	-	*	-	-
	58%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	-	-	-	-	-	-	-	-	-	-	-	-
	42%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Professionalism and handling of any query / complaint (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Month					Quarter		
		Feb' 2018	Apr' 2018	Jun' 2018	Aug' 2018	Sep' 2018	Q1 2018	Q2 2018	Q3 2018
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	***a**	***b**	***c**
Unweighted total	**6**	2	1	1	1	1	2	2	2
Weighted total	**5**	4	*	1	*	*	4	1	*
Very Dissatisfied	*	-	-	-	*	-	-	-	*
	3%	-%	-%	-%	*100%*	-%	-%	-%	*50%*
Fairly Dissatisfied	**2**	2	-	-	-	*	2	-	*
	39%	*52%*	-%	-%	-%	*100%*	*52%*	-%	*50%*
Neither Satisfied Nor Dissatisfied	**3**	2	*	1	-	-	2	1	-
	58%	*48%*	*100%*	*100%*	-%	-%	*48%*	*100%*	-%
Fairly Satisfied	**-**	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	**-**	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	**-**	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	**2**	2	-	-	*	*	2	-	*
	42%	*52%*	-%	-%	*100%*	*100%*	*52%*	-%	*100%*

Columns Tested: a,b,c,d,e - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

The staff being polite and courteous (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	6	4	1	1	-	2	1	3	1	-	1
Weighted total	5	5	*	*	-	*	*	4	*	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	2	-	*	-	*	-	2	-	-	*
	39%	39%	-%	100%	-%	50%	-%	41%	-%	-%	100%
Neither Satisfied Nor Dissatisfied	3	3	-	-	-	-	-	3	-	-	-
	52%	55%	-%	-%	-%	-%	-%	59%	-%	-%	-%
Fairly Satisfied	*	-	*	-	-	*	-	-	*	-	-
	3%	-%	100%	-%	-%	50%	-%	-%	100%	-%	-%
Very Satisfied	*	*	-	-	-	-	*	-	-	-	-
	6%	6%	-%	-%	-%	-%	100%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	*	-	-	*	*	-	*	-	-
	9%	6%	100%	-%	-%	50%	100%	-%	100%	-%	-%
NET: Dissatisfied	2	2	-	*	-	*	-	2	-	-	*
	39%	39%	-%	100%	-%	50%	-%	41%	-%	-%	100%

Columns Tested: a,b,c,d,e - a,b,c,d,e

The staff being polite and courteous (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	6	1	-	-	-	-	2	-	1	1	5	-	1	-
Weighted total	5	2	-	-	-	-	*	-	2	1	5	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	-	-	*	-	2	-	2	-	-	-
	39%	-%	-%	-%	-%	-%	50%	-%	100%	-%	42%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	2	-	-	-	-	-	-	-	1	3	-	-	-
	52%	100%	-%	-%	-%	-%	-%	-%	-%	100%	55%	-%	-%	-%
Fairly Satisfied	*	-	-	-	-	-	*	-	-	-	*	-	-	-
	3%	-%	-%	-%	-%	-%	50%	-%	-%	-%	3%	-%	-%	-%
Very Satisfied	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	-	*	-	-	-	*	-	*	-
	9%	-%	-%	-%	-%	-%	50%	-%	-%	-%	3%	-%	100%	-%
NET: Dissatisfied	2	-	-	-	-	-	*	-	2	-	2	-	-	-
	39%	-%	-%	-%	-%	-%	50%	-%	100%	-%	42%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The staff being polite and courteous (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	6	-	2	-	-	4	-	-	-	5	1	5	1
Weighted total	5	-	1	-	-	4	-	-	-	3	2	5	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	*	-	-	2	-	-	-	*	2	2	*
	39%	-%	13%	-%	-%	46%	-%	-%	-%	4%	100%	38%	100%
Neither Satisfied Nor Dissatisfied	3	-	1	-	-	2	-	-	-	3	-	3	-
	52%	-%	87%	-%	-%	43%	-%	-%	-%	82%	-%	54%	-%
Fairly Satisfied	*	-	-	-	-	*	-	-	-	*	-	*	-
	3%	-%	-%	-%	-%	3%	-%	-%	-%	4%	-%	3%	-%
Very Satisfied	*	-	-	-	-	*	-	-	-	*	-	*	-
	6%	-%	-%	-%	-%	7%	-%	-%	-%	9%	-%	6%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	*	-	-	-	*	-	*	-
	9%	-%	-%	-%	-%	11%	-%	-%	-%	13%	-%	9%	-%
NET: Dissatisfied	2	-	*	-	-	2	-	-	-	*	2	2	*
	39%	-%	13%	-%	-%	46%	-%	-%	-%	4%	100%	38%	100%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The staff being polite and courteous (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	6	6	-	3	1	2
Weighted total	5	5	-	2	1	2
Very Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	2	-	2	-	-
	39%	39%	-%	93%	-%	-%
Neither Satisfied Nor Dissatisfied	3	3	-	-	1	2
	52%	52%	-%	-%	100%	85%
Fairly Satisfied	*	*	-	*	-	-
	3%	3%	-%	7%	-%	-%
Very Satisfied	*	*	-	-	-	*
	6%	6%	-%	-%	-%	15%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	*	-	*
	9%	9%	-%	7%	-%	15%
NET: Dissatisfied	2	2	-	2	-	-
	39%	39%	-%	93%	-%	-%

Columns Tested: a,b - a,b,c

The staff being polite and courteous (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	6	2	2	2	-	-	-	-	-	4	2	-	2	4
Weighted total	5	3	*	2	-	-	-	-	-	3	2	-	3	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	2	*	-	-	-	-	-	-	2	-	-	2	*
	39%	67%	32%	-%	-%	-%	-%	-%	-%	62%	-%	-%	67%	6%
Neither Satisfied Nor Dissatisfied	3	1	-	2	-	-	-	-	-	1	2	-	1	2
	52%	33%	-%	92%	-%	-%	-%	-%	-%	29%	92%	-%	33%	75%
Fairly Satisfied	*	-	-	*	-	-	-	-	-	-	*	-	-	*
	3%	-%	-%	8%	-%	-%	-%	-%	-%	-%	8%	-%	-%	6%
Very Satisfied	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	6%	-%	68%	-%	-%	-%	-%	-%	-%	9%	-%	-%	-%	13%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	*	*	-	-	-	-	-	*	*	-	-	*
	9%	-%	68%	8%	-%	-%	-%	-%	-%	9%	8%	-%	-%	19%
NET: Dissatisfied	2	2	*	-	-	-	-	-	-	2	-	-	2	*
	39%	67%	32%	-%	-%	-%	-%	-%	-%	62%	-%	-%	67%	6%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The staff being polite and courteous (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	6	1	2	2	5	2	6	2	-	-	-	-	-	-
Weighted total	5	1	3	3	5	1	5	3	-	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	2	*	2	-	-	-	-	-	-	-
	39%	-%	-%	-%	42%	13%	39%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	1	3	3	3	1	3	3	-	-	-	-	-	-
	52%	100%	100%	100%	55%	87%	52%	100%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	-	*	-	*	-	-	-	-	-	-	-
	3%	-%	-%	-%	3%	-%	3%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	-	*	-	-	-	-	-	-	-
	6%	-%	-%	-%	-%	-%	6%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	*	-	*	-	-	-	-	-	-	-
	9%	-%	-%	-%	3%	-%	9%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	-	-	-	2	*	2	-	-	-	-	-	-	-
	39%	-%	-%	-%	42%	13%	39%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The staff being polite and courteous (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	6	5	-	-	-	-	-	-	-	-	-	1	1	-
Weighted total	5	5	-	-	-	-	-	-	-	-	-	1	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	2	-	-	-	-	-	-	-	-	-	-	-	-
	39%	42%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	3	-	-	-	-	-	-	-	-	-	1	2	-
	52%	55%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	100%	-%
Fairly Satisfied	*	*	-	-	-	-	-	-	-	-	-	-	-	-
	3%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	-	-	-	-	-	-	-	-	-	-
	9%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	2	-	-	-	-	-	-	-	-	-	-	-	-
	39%	42%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The staff being polite and courteous (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	6	-	-	2	3	-	5	-	-	1	5	1	1
Weighted total	5	-	-	3	2	-	5	-	-	2	3	2	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	2	*	-	2	-	-	-	2	-	-
	39%	-%	-%	67%	7%	-%	42%	-%	-%	-%	59%	-%	-%
Neither Satisfied Nor Dissatisfied	3	-	-	1	2	-	3	-	-	2	1	2	1
	52%	-%	-%	33%	86%	-%	55%	-%	-%	100%	28%	100%	100%
Fairly Satisfied	*	-	-	-	*	-	*	-	-	-	*	-	-
	3%	-%	-%	-%	7%	-%	3%	-%	-%	-%	4%	-%	-%
Very Satisfied	*	-	-	-	-	-	-	-	-	-	*	-	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	9%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	*	-	*	-	-	-	*	-	-
	9%	-%	-%	-%	7%	-%	3%	-%	-%	-%	13%	-%	-%
NET: Dissatisfied	2	-	-	2	*	-	2	-	-	-	2	-	-
	39%	-%	-%	67%	7%	-%	42%	-%	-%	-%	59%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The staff being polite and courteous (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	6	1	3	1	-	1	4	-	1	-	-
Weighted total	5	2	2	2	-	2	3	-	1	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	2	-	-	-	2	-	-	-	-
	39%	-%	93%	-%	-%	-%	65%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	2	-	2	-	2	1	-	1	-	-
	52%	100%	-%	100%	-%	100%	30%	-%	100%	-%	-%
Fairly Satisfied	*	-	*	-	-	-	*	-	-	-	-
	3%	-%	7%	-%	-%	-%	5%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	-	-	-	-	-	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	*	-	-	-	*	-	-	-	-
	9%	-%	7%	-%	-%	-%	5%	-%	-%	-%	-%
NET: Dissatisfied	2	-	2	-	-	-	2	-	-	-	-
	39%	-%	93%	-%	-%	-%	65%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The staff being polite and courteous (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	6	1	1	-	-	4	3	1	-	-	1	2	-	-	-
Weighted total	5	2	1	-	-	4	1	*	-	-	2	2	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	-	2	*	-	-	-	-	*	-	-	-
	39%	-%	-%	-%	-%	52%	11%	-%	-%	-%	-%	8%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	2	1	-	-	2	1	-	-	-	2	2	-	-	-
	52%	100%	100%	-%	-%	44%	77%	-%	-%	-%	100%	92%	-%	-%	-%
Fairly Satisfied	*	-	-	-	-	*	*	*	-	-	-	-	-	-	-
	3%	-%	-%	-%	-%	4%	11%	100%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	*	*	*	-	-	-	-	-	-	-
	9%	-%	-%	-%	-%	4%	11%	100%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	-	-	-	-	2	*	-	-	-	-	*	-	-	-
	39%	-%	-%	-%	-%	52%	11%	-%	-%	-%	-%	8%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The staff being polite and courteous (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	6	1	1	3	-	-	2	2	1	-	1	-
Weighted total	5	*	*	4	-	-	*	*	2	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	*	*	2	-	-	*	*	-	-	*	-
	39%	100%	100%	54%	-%	-%	50%	50%	-%	-%	100%	-%
Neither Satisfied Nor Dissatisfied	3	-	-	2	-	-	-	-	2	-	-	-
	52%	-%	-%	46%	-%	-%	-%	-%	100%	-%	-%	-%
Fairly Satisfied	*	-	-	-	-	-	*	*	-	-	-	-
	3%	-%	-%	-%	-%	-%	50%	50%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	-	-	-	-	-	-	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	-	*	*	-	-	-	-
	9%	-%	-%	-%	-%	-%	50%	50%	-%	-%	-%	-%
NET: Dissatisfied	2	*	*	2	-	-	*	*	-	-	*	-
	39%	100%	100%	54%	-%	-%	50%	50%	-%	-%	100%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

The staff being polite and courteous (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	6	6	6	6	5	6	5	6	2	1	3	-	-	4
Weighted total	5	5	5	5	3	5	3	5	1	*	2	-	-	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	2	2	2	*	2	*	2	-	-	*	-	-	*
	39%	39%	39%	39%	4%	39%	4%	39%	-%	-%	6%	-%	-%	6%
Neither Satisfied Nor Dissatisfied	3	3	3	3	3	3	3	3	1	-	2	-	-	2
	52%	52%	52%	52%	82%	52%	82%	52%	87%	-%	80%	-%	-%	75%
Fairly Satisfied	*	*	*	*	*	*	*	*	*	*	-	-	-	*
	3%	3%	3%	3%	4%	3%	4%	3%	13%	100%	-%	-%	-%	6%
Very Satisfied	*	*	*	*	*	*	*	*	-	-	*	-	-	*
	6%	6%	6%	6%	9%	6%	9%	6%	-%	-%	14%	-%	-%	13%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	*	*	*	*	*	*	*	*	*	-	-	*
	9%	9%	9%	9%	13%	9%	13%	9%	13%	100%	14%	-%	-%	19%
NET: Dissatisfied	2	2	2	2	*	2	*	2	-	-	*	-	-	*
	39%	39%	39%	39%	4%	39%	4%	39%	-%	-%	6%	-%	-%	6%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The staff being polite and courteous (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	6	5	1	6	-	2	4	-	5	-	1	2	4
Weighted total	5	5	*	5	-	*	5	-	3	-	2	2	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	2	-	2	-	-	2	-	2	-	-	2	*
	39%	40%	-%	39%	-%	-%	43%	-%	59%	-%	-%	86%	5%
Neither Satisfied Nor Dissatisfied	3	3	-	3	-	-	3	-	1	-	2	-	3
	52%	54%	-%	52%	-%	-%	57%	-%	28%	-%	100%	-%	90%
Fairly Satisfied	*	-	*	*	-	*	-	-	*	-	-	-	*
	3%	-%	100%	3%	-%	32%	-%	-%	4%	-%	-%	-%	5%
Very Satisfied	*	*	-	*	-	*	-	-	*	-	-	*	-
	6%	6%	-%	6%	-%	68%	-%	-%	9%	-%	-%	14%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	*	*	-	*	-	-	*	-	-	*	*
	9%	6%	100%	9%	-%	100%	-%	-%	13%	-%	-%	14%	5%
NET: Dissatisfied	2	2	-	2	-	-	2	-	2	-	-	2	*
	39%	40%	-%	39%	-%	-%	43%	-%	59%	-%	-%	86%	5%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The staff being polite and courteous (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	6	-	-	-	-	-	-	-	-	-	1	-	-
Weighted total	5	-	-	-	-	-	-	-	-	-	*	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	-	-	-	-	-	-	-	-	-
	39%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	-	-	-	-	-	-	-	-	-	-	-	-
	52%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	-	-	-	-	-	-	-	-	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	-	-	-	-	-	*	-	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	-	-	-	-	-	*	-	-
	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%
NET: Dissatisfied	2	-	-	-	-	-	-	-	-	-	-	-	-
	39%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

The staff being polite and courteous (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Month					Quarter		
		Feb' 2018	Apr' 2018	Jun' 2018	Aug' 2018	Sep' 2018	Q1 2018	Q2 2018	Q3 2018
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	***a**	***b**	***c**
Unweighted total	**6**	2	1	1	1	1	2	2	2
Weighted total	**5**	4	*	1	*	*	4	1	*
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	**2**	2	-	-	*	-	2	-	*
	39%	*52%*	*-%*	*-%*	*100%*	*-%*	*52%*	*-%*	*50%*
Neither Satisfied Nor Dissatisfied	**3**	2	-	1	-	-	2	1	-
	52%	*48%*	*-%*	*100%*	*-%*	*-%*	*48%*	*76%*	*-%*
Fairly Satisfied	*	-	-	-	-	*	-	-	*
	3%	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*	*-%*	*50%*
Very Satisfied	*	-	*	-	-	-	-	*	-
	6%	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*24%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know / (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	*	-	*	-	-	*	-	*	*
	9%	*-%*	*100%*	*-%*	*-%*	*100%*	*-%*	*24%*	*50%*
NET: Dissatisfied	**2**	2	-	-	*	-	2	-	*
	39%	*52%*	*-%*	*-%*	*100%*	*-%*	*52%*	*-%*	*50%*

Columns Tested: a,b,c,d,e - a,b,c

Professionalism and handling of any query / complaint (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	18	12	4	1	1	6	3	5	4	1	-
Weighted total	14	13	*	*	*	1	2	5	4	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	2	-	-	-	-	-	*	2	-	-
	15%	16%	-%	-%	-%	-%	-%	11%	44%	-%	-%
Neither Satisfied Nor Dissatisfied	1	1	-	-	-	-	-	1	-	-	-
	7%	7%	-%	-%	-%	-%	-%	20%	-%	-%	-%
Fairly Satisfied	2	2	*	*	-	*	*	-	*	-	-
	16%	15%	36%	100%	-%	38%	12%	-%	4%	-%	-%
Very Satisfied	3	3	-	-	*	*	-	-	2	-	-
	23%	22%	-%	-%	100%	23%	-%	-%	52%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	5	5	-	-	-	-	2	3	-	-	-
	38%	40%	-%	-%	-%	-%	88%	69%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	-	*	-	-	*	-	-	-	*	-
	2%	-%	64%	-%	-%	39%	-%	-%	-%	100%	-%
NET: Satisfied	5	5	*	*	*	*	*	-	2	-	-
	39%	37%	36%	100%	100%	61%	12%	-%	56%	-%	-%
NET: Dissatisfied	2	2	-	-	-	-	-	*	2	-	-
	15%	16%	-%	-%	-%	-%	-%	11%	44%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Professionalism and handling of any query / complaint (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)
Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	18	2	-	5	-	1	3	1	1	1	14	2	2	-
Weighted total	14	4	-	4	-	1	3	*	*	*	12	1	1	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	-	-	2	-	-	-	2	*	-	-
	15%	-%	-%	-%	-%	-%	49%	-%	-%	-%	13%	50%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	-	-	1	-	-	-	-	1	-	-	-
	7%	-%	-%	-%	-%	100%	-%	-%	-%	-%	8%	-%	-%	-%
Fairly Satisfied	2	2	-	*	-	-	-	*	-	-	2	-	*	-
	16%	47%	-%	4%	-%	-%	-%	100%	-%	-%	16%	-%	38%	-%
Very Satisfied	3	2	-	1	-	-	-	-	*	-	3	-	-	-
	23%	53%	-%	27%	-%	-%	-%	-%	100%	-%	26%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	5	-	-	3	-	-	2	-	-	-	4	*	*	-
	38%	-%	-%	69%	-%	-%	49%	-%	-%	-%	35%	50%	62%	-%
Don't Know / (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-	*	*	-	-	-
	2%	-%	-%	-%	-%	-%	2%	-%	-%	100%	2%	-%	-%	-%
NET: Satisfied	5	4	-	1	-	-	-	*	*	-	5	-	*	-
	39%	100%	-%	31%	-%	-%	-%	100%	100%	-%	42%	-%	38%	-%
NET: Dissatisfied	2	-	-	-	-	-	2	-	-	-	2	*	-	-
	15%	-%	-%	-%	-%	-%	49%	-%	-%	-%	13%	50%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Professionalism and handling of any query / complaint (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)
Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	18	-	4	-	-	9	-	-	5	12	6	15	3
Weighted total	14	-	1	-	-	8	-	-	5	9	5	11	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	-	*	-	-	2	-	2	2	-
	15%	-%	-%	-%	-%	6%	-%	-%	36%	-%	45%	19%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	-	-	1	-	-	-	1	-	1	-
	7%	-%	-%	-%	-%	11%	-%	-%	-%	10%	-%	8%	-%
Fairly Satisfied	2	-	*	-	-	2	-	-	-	*	2	2	*
	16%	-%	10%	-%	-%	26%	-%	-%	-%	5%	39%	20%	4%
Very Satisfied	3	-	-	-	-	3	-	-	*	3	-	*	3
	23%	-%	-%	-%	-%	37%	-%	-%	4%	34%	-%	2%	96%
Have not Contacted / Not Applicable (DO NOT READ OUT)	5	-	1	-	-	2	-	-	3	5	*	5	-
	38%	-%	73%	-%	-%	20%	-%	-%	59%	51%	10%	48%	-%
Don't Know / (DO NOT READ OUT)	*	-	*	-	-	-	-	-	*	*	*	*	-
	2%	-%	18%	-%	-%	-%	-%	-%	1%	1%	5%	3%	-%
NET: Satisfied	5	-	*	-	-	5	-	-	*	4	2	2	3
	39%	-%	10%	-%	-%	63%	-%	-%	4%	39%	39%	21%	100%
NET: Dissatisfied	2	-	-	-	-	*	-	-	2	-	2	2	-
	15%	-%	-%	-%	-%	6%	-%	-%	36%	-%	45%	19%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	18	17	1	5	4	9
Weighted total	14	14	*	3	6	5
Very Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	2	-	-	2	-
	15%	16%	-%	-%	37%	-%
Neither Satisfied Nor Dissatisfied	1	1	-	-	-	1
	7%	7%	-%	-%	-%	19%
Fairly Satisfied	2	2	-	-	-	2
	16%	17%	-%	-%	-%	46%
Very Satisfied	3	3	-	-	2	1
	23%	23%	-%	-%	34%	25%
Have not Contacted / Not Applicable (DO NOT READ OUT)	5	5	*	3	2	*
	38%	35%	100%	92%	29%	10%
Don't Know / (DO NOT READ OUT)	*	*	-	*	-	-
	2%	2%	-%	8%	-%	-%
NET: Satisfied	5	5	-	-	2	4
	39%	40%	-%	-%	34%	71%
NET: Dissatisfied	2	2	-	-	2	-
	15%	16%	-%	-%	37%	-%

Columns Tested: a,b - a,b,c

Professionalism and handling of any query / complaint (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	**18**	7	9	2	-	-	-	-	-	16	2	2	5	11
Weighted total	**14**	6	8	*	-	-	-	-	-	14	*	3	3	8
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**2**	2	*	-	-	-	-	-	-	2	-	-	2	*
	15%	*27%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*15%*	*-%*	*-%*	*49%*	*6%*
Neither Satisfied Nor Dissatisfied	**1**	1	-	-	-	-	-	-	-	1	-	-	1	-
	7%	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*-%*	*-%*	*28%*	*-%*
Fairly Satisfied	**2**	-	2	*	-	-	-	-	-	2	*	-	-	2
	16%	*-%*	*26%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*15%*	*100%*	*-%*	*-%*	*28%*
Very Satisfied	**3**	-	3	-	-	-	-	-	-	3	-	-	-	3
	23%	*-%*	*41%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*23%*	*-%*	*-%*	*-%*	*39%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**5**	3	2	-	-	-	-	-	-	5	-	3	*	2
	38%	*53%*	*27%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*38%*	*-%*	*100%*	*14%*	*26%*
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	2%	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*9%*	*-%*
NET: Satisfied	**5**	-	5	*	-	-	-	-	-	5	*	-	-	5
	39%	*-%*	*67%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*38%*	*100%*	*-%*	*-%*	*68%*
NET: Dissatisfied	**2**	2	*	-	-	-	-	-	-	2	-	-	2	*
	15%	*27%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*15%*	*-%*	*-%*	*49%*	*6%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Professionalism and handling of any query / complaint (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	18	11	9	11	13	6	12	9	1	-	1	-	-	-
Weighted total	14	8	6	8	9	6	8	8	*	-	*	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	2	2	2	*	2	-	2	-	-	-	-	-	-
	15%	20%	27%	20%	5%	29%	-%	21%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	-	1	-	1	-	-	-	-	-	-	-
	7%	-%	-%	-%	10%	-%	12%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	2	2	2	2	2	2	2	-	-	*	-	-	-
	16%	24%	33%	24%	22%	34%	30%	24%	-%	-%	100%	-%	-%	-%
Very Satisfied	3	3	2	3	3	2	3	3	*	-	-	-	-	-
	23%	39%	35%	39%	35%	37%	42%	38%	100%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	5	1	-	1	2	-	1	1	-	-	-	-	-	-
	38%	13%	-%	13%	24%	-%	13%	13%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	*	*	*	*	-	*	*	-	-	-	-	-	-
	2%	4%	5%	4%	3%	-%	3%	4%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	5	4	5	5	4	5	5	*	-	*	-	-	-
	39%	63%	68%	63%	57%	71%	72%	62%	100%	-%	100%	-%	-%	-%
NET: Dissatisfied	2	2	2	2	*	2	-	2	-	-	-	-	-	-
	15%	20%	27%	20%	5%	29%	-%	21%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Professionalism and handling of any query / complaint (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	18	11	1	1	-	-	-	-	-	3	1	4	3	-
Weighted total	14	7	2	*	-	-	-	-	-	4	2	2	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	*	-	-	-	-	-	-	-	2	-	-	-	-
	15%	7%	-%	-%	-%	-%	-%	-%	-%	44%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	1	-	-	-	-	-	-	-	-	-	-	-	-
	7%	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	*	2	*	-	-	-	-	-	-	2	*	*	-
	16%	3%	100%	100%	-%	-%	-%	-%	-%	-%	100%	2%	58%	-%
Very Satisfied	3	3	-	-	-	-	-	-	-	1	-	2	*	-
	23%	44%	-%	-%	-%	-%	-%	-%	-%	28%	-%	85%	42%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	5	2	-	-	-	-	-	-	-	1	-	-	-	-
	38%	30%	-%	-%	-%	-%	-%	-%	-%	28%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	-	-	*	-	-
	2%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	13%	-%	-%
NET: Satisfied	5	3	2	*	-	-	-	-	-	1	2	2	*	-
	39%	47%	100%	100%	-%	-%	-%	-%	-%	28%	100%	87%	100%	-%
NET: Dissatisfied	2	*	-	-	-	-	-	-	-	2	-	-	-	-
	15%	7%	-%	-%	-%	-%	-%	-%	-%	44%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Professionalism and handling of any query / complaint (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	18	4	3	4	2	-	11	-	2	6	12	11	-
Weighted total	14	2	4	3	*	-	9	-	*	7	8	8	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	*	-	-	*	-	-	2	*	2	-
	15%	-%	-%	16%	-%	-%	6%	-%	-%	25%	6%	20%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	1	-	-	1	-	-	-	1	-	-
	7%	-%	-%	30%	-%	-%	11%	-%	-%	-%	12%	-%	-%
Fairly Satisfied	2	-	2	*	*	-	2	-	-	-	2	2	-
	16%	-%	41%	2%	100%	-%	23%	-%	-%	-%	30%	24%	-%
Very Satisfied	3	1	2	-	-	-	3	-	*	2	1	3	-
	23%	81%	47%	-%	-%	-%	34%	-%	76%	30%	16%	39%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	5	-	*	2	-	-	2	-	-	3	3	1	-
	38%	-%	12%	53%	-%	-%	24%	-%	-%	41%	35%	13%	-%
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	-	*	-	*	*	-	*	-
	2%	19%	-%	-%	-%	-%	3%	-%	24%	4%	-%	4%	-%
NET: Satisfied	5	1	4	*	*	-	5	-	*	2	4	5	-
	39%	81%	88%	2%	100%	-%	57%	-%	76%	30%	47%	63%	-%
NET: Dissatisfied	2	-	-	*	-	-	*	-	-	2	*	2	-
	15%	-%	-%	16%	-%	-%	6%	-%	-%	25%	6%	20%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	18	1	11	11	-	1	12	5	10	3	-
Weighted total	14	*	8	8	-	*	9	3	8	1	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	2	-	-	*	-	2	-	-
	15%	-%	-%	20%	-%	-%	5%	-%	20%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	1	-	-	-	1	-	-	-	-
	7%	-%	11%	-%	-%	-%	10%	-%	-%	-%	-%
Fairly Satisfied	2	-	2	2	-	-	2	*	2	*	-
	16%	-%	24%	24%	-%	-%	22%	9%	23%	15%	-%
Very Satisfied	3	-	3	3	-	-	3	2	3	-	-
	23%	-%	38%	39%	-%	-%	36%	59%	39%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	5	-	2	1	-	-	2	1	1	1	-
	38%	-%	25%	13%	-%	-%	24%	32%	13%	85%	-%
Don't Know / (DO NOT READ OUT)	*	*	*	*	-	*	*	-	*	-	-
	2%	100%	3%	4%	-%	100%	3%	-%	4%	-%	-%
NET: Satisfied	5	-	5	5	-	-	5	2	5	*	-
	39%	-%	61%	63%	-%	-%	58%	68%	63%	15%	-%
NET: Dissatisfied	2	-	-	2	-	-	*	-	2	-	-
	15%	-%	-%	20%	-%	-%	5%	-%	20%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Professionalism and handling of any query / complaint (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	18	4	6	3	-	10	9	6	-	10	9	8	9	6	-
Weighted total	14	4	4	*	-	9	7	2	-	7	6	8	5	5	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	2	-	-	*	*	*	-	2	2	-	2	-	-
	15%	-%	39%	-%	-%	6%	7%	27%	-%	23%	27%	-%	32%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	-	-	1	1	1	-	-	-	1	-	-	-
	7%	-%	-%	-%	-%	11%	13%	51%	-%	-%	-%	12%	-%	-%	-%
Fairly Satisfied	2	2	*	*	-	2	*	*	-	2	2	2	2	2	-
	16%	50%	4%	36%	-%	22%	3%	10%	-%	28%	33%	25%	39%	35%	-%
Very Satisfied	3	2	2	*	-	3	3	*	-	2	2	3	*	2	-
	23%	50%	51%	48%	-%	34%	46%	9%	-%	30%	35%	40%	3%	38%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	5	-	-	-	-	2	2	-	-	1	-	2	1	1	-
	38%	-%	-%	-%	-%	24%	31%	-%	-%	15%	-%	22%	21%	21%	-%
Don't Know / (DO NOT READ OUT)	*	-	*	*	-	*	-	*	-	*	*	*	*	*	-
	2%	-%	6%	16%	-%	3%	-%	3%	-%	4%	5%	1%	6%	6%	-%
NET: Satisfied	5	4	2	*	-	5	3	*	-	4	4	5	2	4	-
	39%	100%	55%	84%	-%	57%	49%	19%	-%	58%	68%	65%	42%	73%	-%
NET: Dissatisfied	2	-	2	-	-	*	*	*	-	2	2	-	2	-	-
	15%	-%	39%	-%	-%	6%	7%	27%	-%	23%	27%	-%	32%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	18	9	4	5	3	3	9	7	-	-	1	1
Weighted total	14	8	3	2	*	*	6	6	-	-	2	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	-	-	2	-	-	-	-	-
	15%	-%	-%	-%	-%	-%	27%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	1	1	1	-	-	-	1	-	-	-	-
	7%	11%	32%	55%	-%	-%	-%	16%	-%	-%	-%	-%
Fairly Satisfied	2	2	*	*	*	*	*	2	-	-	-	*
	16%	23%	4%	14%	52%	52%	3%	29%	-%	-%	-%	100%
Very Satisfied	3	3	*	-	*	*	1	2	-	-	-	-
	23%	39%	6%	-%	48%	48%	20%	32%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	5	2	2	*	-	-	3	1	-	-	2	-
	38%	26%	57%	28%	-%	-%	45%	18%	-%	-%	100%	-%
Don't Know / (DO NOT READ OUT)	*	-	-	*	-	-	*	*	-	-	-	-
	2%	-%	-%	3%	-%	-%	5%	5%	-%	-%	-%	-%
NET: Satisfied	5	5	*	*	*	*	1	4	-	-	-	*
	39%	62%	10%	14%	100%	100%	23%	62%	-%	-%	-%	100%
NET: Dissatisfied	2	-	-	-	-	-	2	-	-	-	-	-
	15%	-%	-%	-%	-%	-%	27%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Professionalism and handling of any query / complaint (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	18	18	16	18	16	18	13	17	7	-	11	-	6	9
Weighted total	14	14	11	14	12	14	12	14	5	-	8	-	7	6
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	2	*	2	2	2	*	2	*	-	2	-	-	2
	15%	15%	4%	15%	18%	15%	4%	15%	9%	-%	20%	-%	-%	27%
Neither Satisfied Nor Dissatisfied	1	1	1	1	1	1	1	1	-	-	1	-	-	1
	7%	7%	9%	7%	8%	7%	8%	7%	-%	-%	11%	-%	-%	16%
Fairly Satisfied	2	2	2	2	2	2	2	2	2	-	2	-	2	*
	16%	16%	21%	16%	19%	16%	18%	16%	34%	-%	27%	-%	27%	8%
Very Satisfied	3	3	3	3	3	3	3	3	*	-	3	-	2	1
	23%	23%	29%	23%	27%	23%	27%	23%	3%	-%	39%	-%	29%	21%
Have not Contacted / Not Applicable (DO NOT READ OUT)	5	5	4	5	3	5	5	5	3	-	-	-	3	2
	38%	38%	34%	38%	27%	38%	41%	38%	50%	-%	-%	-%	40%	27%
Don't Know / (DO NOT READ OUT)	*	*	*	*	*	*	*	*	*	-	*	-	*	*
	2%	2%	3%	2%	2%	2%	2%	2%	4%	-%	4%	-%	4%	1%
NET: Satisfied	5	5	5	5	5	5	5	5	2	-	5	-	4	2
	39%	39%	50%	39%	46%	39%	45%	38%	37%	-%	65%	-%	56%	29%
NET: Dissatisfied	2	2	*	2	2	2	*	2	*	-	2	-	-	2
	15%	15%	4%	15%	18%	15%	4%	15%	9%	-%	20%	-%	-%	27%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	18	11	2	18	-	5	12	1	7	3	8	13	5
Weighted total	14	8	2	14	-	4	10	*	6	2	7	11	4
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	*	2	2	-	2	-	-	-	*	2	2	-
	15%	6%	97%	15%	-%	49%	-%	-%	-%	31%	24%	20%	-%
Neither Satisfied Nor Dissatisfied	1	1	-	1	-	-	1	-	-	1	-	1	-
	7%	11%	-%	7%	-%	-%	10%	-%	-%	59%	-%	9%	-%
Fairly Satisfied	2	2	-	2	-	2	*	*	2	-	*	1	2
	16%	25%	-%	16%	-%	47%	2%	100%	36%	-%	3%	6%	48%
Very Satisfied	3	1	-	3	-	*	3	-	-	*	3	3	-
	23%	15%	-%	23%	-%	4%	31%	-%	-%	11%	44%	30%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	5	4	-	5	-	-	5	-	4	-	2	4	2
	38%	44%	-%	38%	-%	-%	54%	-%	64%	-%	24%	36%	44%
Don't Know / (DO NOT READ OUT)	*	-	*	*	-	-	*	-	-	-	*	-	*
	2%	-%	3%	2%	-%	-%	3%	-%	-%	-%	4%	-%	8%
NET: Satisfied	5	3	-	5	-	2	3	*	2	*	3	4	2
	39%	39%	-%	39%	-%	51%	33%	100%	36%	11%	47%	36%	48%
NET: Dissatisfied	2	*	2	2	-	2	-	-	-	*	2	2	-
	15%	6%	97%	15%	-%	49%	-%	-%	-%	31%	24%	20%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Professionalism and handling of any query / complaint (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	18	3	-	4	1	3	-	2	-	-	4	-	-
Weighted total	14	1	-	2	*	2	-	1	-	-	2	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	-	-	-	-	-	-	-	-	-
	15%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	1	-	1	-	-	-	-	1	-	-
	7%	-%	-%	44%	-%	45%	-%	-%	-%	-%	40%	-%	-%
Fairly Satisfied	2	*	-	*	*	*	-	*	-	-	*	-	-
	16%	5%	-%	3%	100%	3%	-%	5%	-%	-%	15%	-%	-%
Very Satisfied	3	1	-	1	-	1	-	1	-	-	1	-	-
	23%	91%	-%	50%	-%	52%	-%	95%	-%	-%	45%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	5	-	-	-	-	-	-	-	-	-	-	-	-
	38%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	*	-	*	-	-	-	-	-	-	-	-	-
	2%	5%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	1	-	1	*	1	-	1	-	-	1	-	-
	39%	95%	-%	53%	100%	55%	-%	100%	-%	-%	60%	-%	-%
NET: Dissatisfied	2	-	-	-	-	-	-	-	-	-	-	-	-
	15%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 141 (continuation)

Professionalism and handling of any query / complaint (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Month								
		Jan' 2018	Feb' 2018	Apr' 2018	May' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted total	18	3	1	5	1	2	1	2	2	1
Weighted total	14	2	*	2	1	2	2	2	*	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	-	2	-	-	-	-
	15%	-%	-%	-%	-%	100%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	1	-	-	-	-	-	-
	7%	-%	-%	39%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	2	-	*	-	-	-	-	*	-
	16%	89%	-%	15%	-%	-%	-%	-%	38%	-%
Very Satisfied	3	-	-	1	-	-	-	-	*	2
	23%	-%	-%	44%	-%	-%	-%	-%	62%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	5	-	*	-	1	-	2	2	-	-
	38%	-%	100%	-%	100%	-%	100%	100%	-%	-%
Don't Know / (DO NOT READ OUT)	*	*	-	*	-	-	-	-	-	-
	2%	11%	-%	2%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	2	-	1	-	-	-	-	*	2
	39%	89%	-%	59%	-%	-%	-%	-%	100%	100%
NET: Dissatisfied	2	-	-	-	-	2	-	-	-	-
	15%	-%	-%	-%	-%	100%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i

Produced by OLR
Issue date: 05/02/19

Professionalism and handling of any query / complaint (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	18	4	6	5	3
Weighted total	14	3	3	6	2
Very Dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	2	-
	15%	-%	-%	36%	-%
Neither Satisfied Nor Dissatisfied	1	-	1	-	-
	7%	-%	27%	-%	-%
Fairly Satisfied	2	2	*	-	*
	16%	72%	10%	-%	5%
Very Satisfied	3	-	1	-	2
	23%	-%	31%	-%	95%
Have not Contacted / Not Applicable (DO NOT READ OUT)	5	*	1	4	-
	38%	19%	31%	64%	-%
Don't Know / (DO NOT READ OUT)	*	*	*	-	-
	2%	9%	2%	-%	-%
NET: Satisfied	5	2	1	-	2
	39%	72%	41%	-%	100%
NET: Dissatisfied	2	-	-	2	-
	15%	-%	-%	36%	-%

Columns Tested: a,b,c,d

The staff being polite and courteous (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	18	12	4	1	1	6	3	5	4	1	-
Weighted total	14	13	*	*	*	1	2	5	4	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	*	-	-	-	-	-	*	-	-	-
	3%	4%	-%	-%	-%	-%	-%	11%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	3	-	-	-	-	-	1	2	-	-
	18%	19%	-%	-%	-%	-%	-%	20%	44%	-%	-%
Fairly Satisfied	4	4	*	*	-	*	2	-	2	-	-
	27%	27%	36%	100%	-%	38%	68%	-%	56%	-%	-%
Very Satisfied	4	4	-	-	*	*	*	*	-	-	-
	26%	27%	-%	-%	100%	23%	12%	11%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	-	-	-	*	3	-	-	-
	23%	24%	-%	-%	-%	-%	20%	59%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	-	*	-	-	*	-	-	-	*	-
	2%	-%	64%	-%	-%	39%	-%	-%	-%	100%	-%
NET: Satisfied	8	7	*	*	*	*	2	*	2	-	-
	54%	53%	36%	100%	100%	61%	80%	11%	56%	-%	-%
NET: Dissatisfied	*	*	-	-	-	-	-	*	-	-	-
	3%	4%	-%	-%	-%	-%	-%	11%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

The staff being polite and courteous (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	18	2	-	5	-	1	3	1	1	1	14	2	2	-
Weighted total	14	4	-	4	-	1	3	*	*	*	12	1	1	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	50%	-%	-%
Neither Satisfied Nor Dissatisfied	3	-	-	-	-	1	2	-	-	-	3	-	-	-
	18%	-%	-%	-%	-%	100%	49%	-%	-%	-%	21%	-%	-%	-%
Fairly Satisfied	4	2	-	2	-	-	-	*	-	-	4	-	-	-
	27%	53%	-%	46%	-%	-%	-%	100%	-%	-%	31%	-%	-%	-%
Very Satisfied	4	2	-	1	-	-	-	-	*	-	3	*	*	-
	26%	47%	-%	27%	-%	-%	-%	-%	100%	-%	24%	50%	38%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	1	-	-	2	-	-	-	3	-	*	-
	23%	-%	-%	27%	-%	-%	49%	-%	-%	-%	22%	-%	62%	-%
Don't Know / (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-	*	*	-	-	-
	2%	-%	-%	-%	-%	-%	2%	-%	-%	100%	2%	-%	-%	-%
NET: Satisfied	8	4	-	3	-	-	-	*	*	-	7	*	*	-
	54%	100%	-%	73%	-%	-%	-%	100%	100%	-%	55%	50%	38%	-%
NET: Dissatisfied	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	50%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 142 (continuation)

The staff being polite and courteous (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	18	-	4	-	-	9	-	-	5	12	6	15	3
Weighted total	14	-	1	-	-	8	-	-	5	9	5	11	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	-	-	*	-	-	-	-	*	*	-
	3%	-%	-%	-%	-%	6%	-%	-%	-%	-%	10%	4%	-%
Neither Satisfied Nor Dissatisfied	3	-	-	-	-	1	-	-	2	1	2	3	-
	18%	-%	-%	-%	-%	11%	-%	-%	36%	10%	35%	23%	-%
Fairly Satisfied	4	-	*	-	-	2	-	-	2	4	*	2	2
	27%	-%	10%	-%	-%	26%	-%	-%	36%	40%	3%	16%	66%
Very Satisfied	4	-	*	-	-	3	-	-	*	2	2	3	1
	26%	-%	37%	-%	-%	37%	-%	-%	4%	16%	47%	24%	34%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	*	-	-	2	-	-	1	3	-	3	-
	23%	-%	36%	-%	-%	20%	-%	-%	23%	34%	-%	29%	-%
Don't Know / (DO NOT READ OUT)	*	-	*	-	-	-	-	-	*	*	*	*	-
	2%	-%	18%	-%	-%	-%	-%	-%	1%	1%	5%	3%	-%
NET: Satisfied	8	-	1	-	-	5	-	-	2	5	2	4	3
	54%	-%	46%	-%	-%	63%	-%	-%	40%	56%	50%	41%	100%
NET: Dissatisfied	*	-	-	-	-	*	-	-	-	-	*	*	-
	3%	-%	-%	-%	-%	6%	-%	-%	-%	-%	10%	4%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The staff being polite and courteous (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	18	17	1	5	4	9
Weighted total	14	14	*	3	6	5
Very Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	*	-	-	*	-
	3%	4%	-%	-%	8%	-%
Neither Satisfied Nor Dissatisfied	3	3	-	-	2	1
	18%	19%	-%	-%	29%	19%
Fairly Satisfied	4	4	-	2	2	*
	27%	28%	-%	47%	34%	6%
Very Satisfied	4	4	-	*	-	3
	26%	27%	-%	14%	-%	65%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	*	1	2	*
	23%	20%	100%	30%	29%	10%
Don't Know / (DO NOT READ OUT)	*	*	-	*	-	-
	2%	2%	-%	8%	-%	-%
NET: Satisfied	8	8	-	2	2	4
	54%	56%	-%	61%	34%	71%
NET: Dissatisfied	*	*	-	-	*	-
	3%	4%	-%	-%	8%	-%

Columns Tested: a,b - a,b,c

The staff being polite and courteous (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	**18**	7	9	2	-	-	-	-	-	16	2	2	5	11
Weighted total	**14**	6	8	*	-	-	-	-	-	14	*	3	3	8
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	3%	*-%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*6%*
Neither Satisfied Nor Dissatisfied	**3**	3	-	-	-	-	-	-	-	3	-	-	3	-
	18%	*42%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*18%*	*-%*	*-%*	*77%*	*-%*
Fairly Satisfied	**4**	2	2	*	-	-	-	-	-	4	*	2	-	2
	27%	*27%*	*26%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*26%*	*100%*	*61%*	*-%*	*28%*
Very Satisfied	**4**	-	4	-	-	-	-	-	-	4	-	-	-	4
	26%	*-%*	*47%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*27%*	*-%*	*-%*	*-%*	*46%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**3**	2	2	-	-	-	-	-	-	3	-	1	*	2
	23%	*26%*	*21%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*23%*	*-%*	*39%*	*14%*	*20%*
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	2%	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*9%*	*-%*
NET: Satisfied	**8**	2	6	*	-	-	-	-	-	7	*	2	-	6
	54%	*27%*	*73%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*53%*	*100%*	*61%*	*-%*	*74%*
NET: Dissatisfied	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	3%	*-%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*6%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The staff being polite and courteous (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	18	11	9	11	13	6	12	9	1	-	1	-	-	-
Weighted total	14	8	6	8	9	6	8	8	*	-	*	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	-	*	-	-	-	-	-	-	-	-	-
	3%	-%	-%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	2	2	2	1	2	1	2	-	-	-	-	-	-
	18%	20%	27%	20%	10%	29%	12%	21%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	4	2	2	2	2	2	2	2	-	-	*	-	-	-
	27%	27%	37%	27%	25%	38%	29%	27%	-%	-%	100%	-%	-%	-%
Very Satisfied	4	3	2	3	3	2	4	3	*	-	-	-	-	-
	26%	36%	31%	36%	33%	33%	49%	35%	100%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	1	-	1	2	-	*	1	-	-	-	-	-	-
	23%	13%	-%	13%	24%	-%	6%	13%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	*	*	*	*	-	*	*	-	-	-	-	-	-
	2%	4%	5%	4%	3%	-%	3%	4%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	5	4	5	5	4	6	5	*	-	*	-	-	-
	54%	63%	68%	63%	57%	71%	78%	62%	100%	-%	100%	-%	-%	-%
NET: Dissatisfied	*	-	-	-	*	-	-	-	-	-	-	-	-	-
	3%	-%	-%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The staff being polite and courteous (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	18	11	1	1	-	-	-	-	-	3	1	4	3	-
Weighted total	14	7	2	*	-	-	-	-	-	4	2	2	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	*	-	-	-	-	-	-	-	-	-	-	-	-
	3%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	1	-	-	-	-	-	-	-	2	-	-	-	-
	18%	13%	-%	-%	-%	-%	-%	-%	-%	44%	-%	-%	-%	-%
Fairly Satisfied	4	2	-	*	-	-	-	-	-	-	-	2	*	-
	27%	30%	-%	100%	-%	-%	-%	-%	-%	-%	-%	87%	58%	-%
Very Satisfied	4	1	2	-	-	-	-	-	-	1	2	-	*	-
	26%	17%	100%	-%	-%	-%	-%	-%	-%	28%	100%	-%	42%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	2	-	-	-	-	-	-	-	1	-	-	-	-
	23%	30%	-%	-%	-%	-%	-%	-%	-%	28%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	-	-	*	-	-
	2%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	13%	-%	-%
NET: Satisfied	8	3	2	*	-	-	-	-	-	1	2	2	*	-
	54%	47%	100%	100%	-%	-%	-%	-%	-%	28%	100%	87%	100%	-%
NET: Dissatisfied	*	*	-	-	-	-	-	-	-	-	-	-	-	-
	3%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The staff being polite and courteous (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	18	4	3	4	2	-	11	-	2	6	12	11	-
Weighted total	14	2	4	3	*	-	9	-	*	7	8	8	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	*	-	-	*	-	-	-	*	-	-
	3%	-%	-%	16%	-%	-%	6%	-%	-%	-%	6%	-%	-%
Neither Satisfied Nor Dissatisfied	3	-	-	1	-	-	1	-	-	2	1	2	-
	18%	-%	-%	30%	-%	-%	11%	-%	-%	25%	12%	20%	-%
Fairly Satisfied	4	-	2	*	*	-	2	-	-	2	2	2	-
	27%	-%	47%	2%	100%	-%	25%	-%	-%	30%	26%	27%	-%
Very Satisfied	4	1	2	-	-	-	3	-	*	-	4	3	-
	26%	81%	41%	-%	-%	-%	32%	-%	76%	-%	49%	36%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	*	2	-	-	2	-	-	3	*	1	-
	23%	-%	12%	53%	-%	-%	24%	-%	-%	41%	6%	13%	-%
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	-	*	-	*	*	-	*	-
	2%	19%	-%	-%	-%	-%	3%	-%	24%	4%	-%	4%	-%
NET: Satisfied	8	1	4	*	*	-	5	-	*	2	6	5	-
	54%	81%	88%	2%	100%	-%	57%	-%	76%	30%	75%	63%	-%
NET: Dissatisfied	*	-	-	*	-	-	*	-	-	-	*	-	-
	3%	-%	-%	16%	-%	-%	6%	-%	-%	-%	6%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The staff being polite and courteous (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	18	1	11	11	-	1	12	5	10	3	-
Weighted total	14	*	8	8	-	*	9	3	8	1	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	-	-	-	*	-	-	-	-
	3%	-%	-%	-%	-%	-%	5%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	-	1	2	-	-	1	-	2	-	-
	18%	-%	11%	20%	-%	-%	10%	-%	20%	-%	-%
Fairly Satisfied	4	-	2	2	-	-	2	2	2	*	-
	27%	-%	26%	27%	-%	-%	25%	68%	26%	15%	-%
Very Satisfied	4	-	3	3	-	-	3	-	3	-	-
	26%	-%	35%	36%	-%	-%	33%	-%	36%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	2	1	-	-	2	1	1	1	-
	23%	-%	25%	13%	-%	-%	24%	32%	13%	85%	-%
Don't Know / (DO NOT READ OUT)	*	*	*	*	-	*	*	-	*	-	-
	2%	100%	3%	4%	-%	100%	3%	-%	4%	-%	-%
NET: Satisfied	8	-	5	5	-	-	5	2	5	*	-
	54%	-%	61%	63%	-%	-%	58%	68%	63%	15%	-%
NET: Dissatisfied	*	-	-	-	-	-	*	-	-	-	-
	3%	-%	-%	-%	-%	-%	5%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The staff being polite and courteous (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	18	4	6	3	-	10	9	6	-	10	9	8	9	6	-
Weighted total	14	4	4	*	-	9	7	2	-	7	6	8	5	5	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	-	-	*	*	*	-	-	-	-	-	-	-
	3%	-%	-%	-%	-%	6%	7%	27%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	-	2	-	-	1	1	1	-	2	2	1	2	-	-
	18%	-%	39%	-%	-%	11%	13%	51%	-%	23%	27%	12%	32%	-%	-%
Fairly Satisfied	4	2	2	*	-	2	2	*	-	2	2	2	*	2	-
	27%	56%	51%	36%	-%	25%	31%	10%	-%	31%	37%	28%	6%	40%	-%
Very Satisfied	4	2	*	*	-	3	1	*	-	2	2	3	2	2	-
	26%	44%	4%	48%	-%	32%	18%	9%	-%	26%	31%	37%	36%	34%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	-	-	2	2	-	-	1	-	2	1	1	-
	23%	-%	-%	-%	-%	24%	31%	-%	-%	15%	-%	22%	21%	21%	-%
Don't Know / (DO NOT READ OUT)	*	-	*	*	-	*	-	*	-	*	*	*	*	*	-
	2%	-%	6%	16%	-%	3%	-%	3%	-%	4%	5%	1%	6%	6%	-%
NET: Satisfied	8	4	2	*	-	5	3	*	-	4	4	5	2	4	-
	54%	100%	55%	84%	-%	57%	49%	19%	-%	58%	68%	65%	42%	73%	-%
NET: Dissatisfied	*	-	-	-	-	*	*	*	-	-	-	-	-	-	-
	3%	-%	-%	-%	-%	6%	7%	27%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The staff being polite and courteous (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	18	9	4	5	3	3	9	7	-	-	1	1
Weighted total	14	8	3	2	*	*	6	6	-	-	2	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	-	-	-	-	-	-	-	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	1	1	1	-	-	2	1	-	-	-	-
	18%	11%	32%	55%	-%	-%	27%	16%	-%	-%	-%	-%
Fairly Satisfied	4	2	*	*	*	*	*	2	-	-	-	*
	27%	26%	4%	14%	52%	52%	3%	33%	-%	-%	-%	100%
Very Satisfied	4	3	*	-	*	*	1	2	-	-	-	-
	26%	36%	6%	-%	48%	48%	20%	28%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	2	2	*	-	-	3	1	-	-	2	-
	23%	26%	57%	28%	-%	-%	45%	18%	-%	-%	100%	-%
Don't Know / (DO NOT READ OUT)	*	-	-	*	-	-	*	*	-	-	-	-
	2%	-%	-%	3%	-%	-%	5%	5%	-%	-%	-%	-%
NET: Satisfied	8	5	*	*	*	*	1	4	-	-	-	*
	54%	62%	10%	14%	100%	100%	23%	62%	-%	-%	-%	100%
NET: Dissatisfied	*	-	-	-	-	-	-	-	-	-	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 142 (continuation)

The staff being polite and courteous (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	18	18	16	18	16	18	13	17	7	-	11	-	6	9
Weighted total	14	14	11	14	12	14	12	14	5	-	8	-	7	6
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	*	*	*	*	*	*	*	*	-	-	-	-	-
	3%	3%	4%	3%	4%	3%	4%	3%	9%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	3	1	3	3	3	1	3	-	-	3	-	-	3
	18%	18%	9%	18%	21%	18%	8%	18%	-%	-%	31%	-%	-%	43%
Fairly Satisfied	4	4	2	4	2	4	4	4	*	-	2	-	2	2
	27%	27%	21%	27%	19%	27%	31%	27%	2%	-%	26%	-%	31%	31%
Very Satisfied	4	4	4	4	3	4	3	4	2	-	3	-	2	2
	26%	26%	34%	26%	27%	26%	27%	27%	35%	-%	39%	-%	25%	26%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	3	3	3	3	3	3	3	-	-	-	3	-
	23%	23%	29%	23%	27%	23%	27%	23%	50%	-%	-%	-%	40%	-%
Don't Know / (DO NOT READ OUT)	*	*	*	*	*	*	*	*	*	-	*	-	*	*
	2%	2%	3%	2%	2%	2%	2%	2%	4%	-%	4%	-%	4%	1%
NET: Satisfied	8	8	6	8	5	8	7	8	2	-	5	-	4	3
	54%	54%	55%	54%	46%	54%	59%	53%	37%	-%	65%	-%	56%	56%
NET: Dissatisfied	*	*	*	*	*	*	*	*	*	-	-	-	-	-
	3%	3%	4%	3%	4%	3%	4%	3%	9%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The staff being polite and courteous (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	18	11	2	18	-	5	12	1	7	3	8	13	5
Weighted total	14	8	2	14	-	4	10	*	6	2	7	11	4
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	*	-	*	-	*	-	-	-	*	-	*	-
	3%	6%	-%	3%	-%	11%	-%	-%	-%	31%	-%	5%	-%
Neither Satisfied Nor Dissatisfied	3	1	2	3	-	2	1	-	-	1	2	3	-
	18%	11%	97%	18%	-%	38%	10%	-%	-%	59%	24%	24%	-%
Fairly Satisfied	4	*	-	4	-	-	4	*	2	-	2	4	-
	27%	1%	-%	27%	-%	-%	39%	100%	30%	-%	32%	37%	-%
Very Satisfied	4	4	-	4	-	2	2	-	2	*	1	2	2
	26%	44%	-%	26%	-%	51%	16%	-%	43%	11%	16%	14%	62%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	3	-	-	3	-	2	-	2	2	1
	23%	38%	-%	23%	-%	-%	33%	-%	27%	-%	24%	20%	30%
Don't Know / (DO NOT READ OUT)	*	-	*	*	-	-	*	-	-	-	*	-	*
	2%	-%	3%	2%	-%	-%	3%	-%	-%	-%	4%	-%	8%
NET: Satisfied	8	4	-	8	-	2	5	*	4	*	3	5	2
	54%	45%	-%	54%	-%	51%	55%	100%	73%	11%	47%	51%	62%
NET: Dissatisfied	*	*	-	*	-	*	-	-	-	*	-	*	-
	3%	6%	-%	3%	-%	11%	-%	-%	-%	31%	-%	5%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The staff being polite and courteous (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	18	3	-	4	1	3	-	2	-	-	4	-	-
Weighted total	14	1	-	2	*	2	-	1	-	-	2	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	-	-	-	-	-	-	-	-	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	-	-	1	-	1	-	-	-	-	1	-	-
	18%	-%	-%	44%	-%	45%	-%	-%	-%	-%	40%	-%	-%
Fairly Satisfied	4	*	-	*	*	*	-	*	-	-	*	-	-
	27%	5%	-%	3%	100%	3%	-%	5%	-%	-%	2%	-%	-%
Very Satisfied	4	1	-	1	-	1	-	1	-	-	1	-	-
	26%	91%	-%	50%	-%	52%	-%	95%	-%	-%	58%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	-	-	-	-	-	-	-	-	-	-
	23%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	*	-	*	-	-	-	-	-	-	-	-	-
	2%	5%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	1	-	1	*	1	-	1	-	-	1	-	-
	54%	95%	-%	53%	100%	55%	-%	100%	-%	-%	60%	-%	-%
NET: Dissatisfied	*	-	-	-	-	-	-	-	-	-	-	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 142 (continuation)

The staff being polite and courteous (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Month								
		Jan' 2018	Feb' 2018	Apr' 2018	May' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted total	18	3	1	5	1	2	1	2	2	1
Weighted total	14	2	*	2	1	2	2	2	*	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	-	-	*	-	-	-	-
	3%	-%	-%	-%	-%	23%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	-	-	1	-	2	-	-	-	-
	18%	-%	-%	39%	-%	77%	-%	-%	-%	-%
Fairly Satisfied	4	*	-	*	-	-	2	-	*	2
	27%	6%	-%	2%	-%	-%	100%	-%	38%	100%
Very Satisfied	4	2	*	1	-	-	-	-	*	-
	26%	82%	100%	57%	-%	-%	-%	-%	62%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	-	1	-	-	2	-	-
	23%	-%	-%	-%	100%	-%	-%	100%	-%	-%
Don't Know / (DO NOT READ OUT)	*	*	-	*	-	-	-	-	-	-
	2%	11%	-%	2%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	2	*	1	-	-	2	-	*	2
	54%	89%	100%	59%	-%	-%	100%	-%	100%	100%
NET: Dissatisfied	*	-	-	-	-	*	-	-	-	-
	3%	-%	-%	-%	-%	23%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i

The staff being polite and courteous (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	18	4	6	5	3
Weighted total	14	3	3	6	2
Very Dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	*	-
	3%	-%	-%	8%	-%
Neither Satisfied Nor Dissatisfied	3	-	1	2	-
	18%	-%	27%	28%	-%
Fairly Satisfied	4	*	*	2	2
	27%	5%	2%	28%	92%
Very Satisfied	4	2	1	-	*
	26%	86%	39%	-%	8%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	1	2	-
	23%	-%	31%	36%	-%
Don't Know / (DO NOT READ OUT)	*	*	*	-	-
	2%	9%	2%	-%	-%
NET: Satisfied	8	2	1	2	2
	54%	91%	41%	28%	100%
NET: Dissatisfied	*	-	-	*	-
	3%	-%	-%	8%	-%

Columns Tested: a,b,c,d

Professionalism and handling of any query / complaint (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	1	1	-	-	-	-	-	1	-	-	-
Weighted total	2	2	-	-	-	-	-	2	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	-	-	-	-	2	-	-	-
	100%	*100%*	-%	-%	-%	-%	-%	*100%*	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Professionalism and handling of any query / complaint (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)
Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	1	-	-	-	-	-	-	-	1	-	1	-	-	-
Weighted total	2	-	-	-	-	-	-	-	2	-	2	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	-	-	-	-	-	2	-	2	-	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	*100%*	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Professionalism and handling of any query / complaint (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	1	-	-	-	-	1	-	-	-	-	1	1	-
Weighted total	2	-	-	-	-	2	-	-	-	-	2	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	-	-	2	-	-	-	-	2	2	-
	100%	-%	-%	-%	-%	*100%*	-%	-%	-%	-%	*100%*	*100%*	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	1	1	-	1	-	-
Weighted total	2	2	-	2	-	-
Very Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	2	-	-
	100%	*100%*	-%	*100%*	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

Professionalism and handling of any query / complaint (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	1	1	-	-	-	-	-	-	-	1	-	-	1	-
Weighted total	2	2	-	-	-	-	-	-	-	2	-	-	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	-	-	-	-	-	-	2	-	-	2	-
	100%	100%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	100%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Professionalism and handling of any query / complaint (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	1	-	-	-	1	-	1	-	-	-	-	-	-	-
Weighted total	2	-	-	-	2	-	2	-	-	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	-	2	-	2	-	-	-	-	-	-	-
	100%	-%	-%	-%	*100%*	-%	*100%*	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Professionalism and handling of any query / complaint (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)
Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	1	1	-	-	-	-	-	-	-	-	-	-	-	-
Weighted total	2	2	-	-	-	-	-	-	-	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	-	-	-	-	-	-	-	-	-	-	-
	100%	*100%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Professionalism and handling of any query / complaint (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	1	-	-	1	-	-	1	-	-	-	1	-	-
Weighted total	2	-	-	2	-	-	2	-	-	-	2	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	2	-	-	2	-	-	-	2	-	-
	100%	-%	-%	*100%*	-%	-%	*100%*	-%	-%	-%	*100%*	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	1	-	1	-	-	-	1	-	-	-	-
Weighted total	2	-	2	-	-	-	2	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	2	-	-	-	2	-	-	-	-
	100%	-%	*100%*	-%	-%	-%	*100%*	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Professionalism and handling of any query / complaint (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-
Weighted total	2	-	-	-	-	2	-	-	-	-	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	-	-	2	-	-	-	-	-	-	-	-	-
	100%	-%	-%	-%	-%	*100%*	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)
Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	1	-	-	1	-	-	-	-	-	-	-	-
Weighted total	2	-	-	2	-	-	-	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	2	-	-	-	-	-	-	-	-
	100%	-%	-%	*100%*	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Professionalism and handling of any query / complaint (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	1	1	1	1	-	1	-	1	-	-	-	-	-	-
Weighted total	2	2	2	2	-	2	-	2	-	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	2	2	-	2	-	2	-	-	-	-	-	-
	100%	*100%*	*100%*	*100%*	-%	*100%*	-%	*100%*	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	1	1	-	1	-	-	1	-	1	-	-	1	-
Weighted total	2	2	-	2	-	-	2	-	2	-	-	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	2	-	-	2	-	2	-	-	2	-
	100%	100%	-%	100%	-%	-%	100%	-%	100%	-%	-%	100%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Professionalism and handling of any query / complaint (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices				Month
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change	Feb' 2018
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d	
Unweighted total	1	-	-	-	-	-	-	-	-	-	-	-	-	1
Weighted total	2	-	-	-	-	-	-	-	-	-	-	-	-	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	-	-	-	-	-	-	-	-	-	-	2
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Professionalism and handling of any query / complaint (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)
Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Quarter Q1 2018
Unweighted total	**1**	1
Weighted total	**2**	2
Very Dissatisfied	**-**	-
	-%	-%
Fairly Dissatisfied	**-**	-
	-%	-%
Neither Satisfied Nor Dissatisfied	**-**	-
	-%	-%
Fairly Satisfied	**-**	-
	-%	-%
Very Satisfied	**-**	-
	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	**2**	2
	100%	*100%*
Don't Know / (DO NOT READ OUT)	**-**	-
	-%	-%
NET: Satisfied	**-**	-
	-%	-%
NET: Dissatisfied	**-**	-
	-%	-%

The staff being polite and courteous (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	1	1	-	-	-	-	-	1	-	-	-
Weighted total	2	2	-	-	-	-	-	2	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	-	-	-	-	2	-	-	-
	100%	*100%*	-%	-%	-%	-%	-%	*100%*	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

The staff being polite and courteous (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	1	-	-	-	-	-	-	-	1	-	1	-	-	-
Weighted total	2	-	-	-	-	-	-	-	2	-	2	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	-	-	-	-	-	2	-	2	-	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	*100%*	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The staff being polite and courteous (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	1	-	-	-	-	1	-	-	-	-	1	1	-
Weighted total	2	-	-	-	-	2	-	-	-	-	2	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	-	-	2	-	-	-	-	2	2	-
	100%	-%	-%	-%	-%	*100%*	-%	-%	-%	-%	*100%*	*100%*	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The staff being polite and courteous (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	1	1	-	1	-	-
Weighted total	2	2	-	2	-	-
Very Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	2	-	-
	100%	*100%*	-%	*100%*	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

The staff being polite and courteous (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	1	1	-	-	-	-	-	-	-	1	-	-	1	-
Weighted total	2	2	-	-	-	-	-	-	-	2	-	-	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	-	-	-	-	-	-	2	-	-	2	-
	100%	*100%*	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	*100%*	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The staff being polite and courteous (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	1	-	-	-	1	-	1	-	-	-	-	-	-	-
Weighted total	2	-	-	-	2	-	2	-	-	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	-	2	-	2	-	-	-	-	-	-	-
	100%	-%	-%	-%	*100%*	-%	*100%*	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The staff being polite and courteous (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	1	1	-	-	-	-	-	-	-	-	-	-	-	-
Weighted total	2	2	-	-	-	-	-	-	-	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	-	-	-	-	-	-	-	-	-	-	-
	100%	*100%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The staff being polite and courteous (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	1	-	-	1	-	-	1	-	-	-	1	-	-
Weighted total	2	-	-	2	-	-	2	-	-	-	2	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	2	-	-	2	-	-	-	2	-	-
	100%	-%	-%	*100%*	-%	-%	*100%*	-%	-%	-%	*100%*	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The staff being polite and courteous (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	1	-	1	-	-	-	1	-	-	-	-
Weighted total	2	-	2	-	-	-	2	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	2	-	-	-	2	-	-	-	-
	100%	-%	*100%*	-%	-%	-%	*100%*	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The staff being polite and courteous (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-
Weighted total	2	-	-	-	-	2	-	-	-	-	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	-	-	2	-	-	-	-	-	-	-	-	-
	100%	-%	-%	-%	-%	*100%*	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The staff being polite and courteous (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	1	-	-	1	-	-	-	-	-	-	-	-
Weighted total	2	-	-	2	-	-	-	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	2	-	-	-	-	-	-	-	-
	100%	-%	-%	*100%*	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

The staff being polite and courteous (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	1	1	1	1	-	1	-	1	-	-	-	-	-	-
Weighted total	2	2	2	2	-	2	-	2	-	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	2	2	-	2	-	2	-	-	-	-	-	-
	100%	*100%*	*100%*	*100%*	-%	*100%*	-%	*100%*	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The staff being polite and courteous (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	1	1	-	1	-	-	1	-	1	-	-	1	-
Weighted total	2	2	-	2	-	-	2	-	2	-	-	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	2	-	-	2	-	2	-	-	2	-
	100%	100%	-%	100%	-%	-%	100%	-%	100%	-%	-%	100%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The staff being polite and courteous (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices				Month
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change	Feb' 2018
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d	
Unweighted total	1	-	-	-	-	-	-	-	-	-	-	-	-	1
Weighted total	2	-	-	-	-	-	-	-	-	-	-	-	-	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	-	-	-	-	-	-	-	-	-	-	2
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

The staff being polite and courteous (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Quarter Q1 2018
Unweighted total	**1**	1
Weighted total	**2**	2
Very Dissatisfied	**-**	-
	-%	-%
Fairly Dissatisfied	**-**	-
	-%	-%
Neither Satisfied Nor Dissatisfied	**-**	-
	-%	-%
Fairly Satisfied	**-**	-
	-%	-%
Very Satisfied	**-**	-
	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	**2**	2
	100%	*100%*
Don't Know / (DO NOT READ OUT)	**-**	-
	-%	-%
NET: Satisfied	**-**	-
	-%	-%
NET: Dissatisfied	**-**	-
	-%	-%

Professionalism and handling of any query / complaint (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	19	16	2	1	-	3	1	6	2	1	3
Weighted total	20	20	*	*	-	*	2	6	4	*	2
Very Dissatisfied	1	1	-	-	-	-	-	1	-	-	-
	5%	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*19%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	2	2	*	-	-	*	2	-	-	-	*
	11%	*11%*	*31%*	*-%*	*-%*	*27%*	*100%*	*-%*	*-%*	*-%*	*5%*
Neither Satisfied Nor Dissatisfied	7	7	-	-	-	-	-	3	2	-	-
	35%	*36%*	*-%*	*-%*	*-%*	*-%*	*-%*	*51%*	*50%*	*-%*	*-%*
Fairly Satisfied	2	2	-	-	-	-	-	2	-	-	-
	9%	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*	*30%*	*-%*	*-%*	*-%*
Very Satisfied	6	6	-	-	-	-	-	-	2	-	-
	30%	*30%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*50%*	*-%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	*	-	*	-	-	-	-	2
	9%	*9%*	*-%*	*100%*	*-%*	*12%*	*-%*	*-%*	*-%*	*-%*	*95%*
Don't Know / (DO NOT READ OUT)	*	-	*	-	-	*	-	-	-	*	-
	1%	*-%*	*69%*	*-%*	*-%*	*61%*	*-%*	*-%*	*-%*	*100%*	*-%*
NET: Satisfied	8	8	-	-	-	-	-	2	2	-	-
	38%	*39%*	*-%*	*-%*	*-%*	*-%*	*-%*	*30%*	*50%*	*-%*	*-%*
NET: Dissatisfied	3	3	*	-	-	*	2	1	-	-	*
	16%	*16%*	*31%*	*-%*	*-%*	*27%*	*100%*	*19%*	*-%*	*-%*	*5%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Professionalism and handling of any query / complaint (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	19	3	-	1	-	2	2	1	2	2	13	-	2	4
Weighted total	20	5	-	2	-	4	2	1	4	1	18	-	1	1
Very Dissatisfied	1	-	-	-	-	-	-	1	-	-	1	-	-	-
	5%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	*6%*	-%	-%	-%
Fairly Dissatisfied	2	-	-	2	-	-	*	-	-	-	2	-	-	*
	11%	-%	-%	*100%*	-%	-%	*6%*	-%	-%	-%	*11%*	-%	-%	*22%*
Neither Satisfied Nor Dissatisfied	7	3	-	-	-	4	-	-	-	-	7	-	*	-
	35%	*64%*	-%	-%	-%	*100%*	-%	-%	-%	-%	*36%*	-%	*63%*	-%
Fairly Satisfied	2	-	-	-	-	-	-	-	-	1	1	-	*	*
	9%	-%	-%	-%	-%	-%	-%	-%	-%	*80%*	*5%*	-%	*37%*	*37%*
Very Satisfied	6	2	-	-	-	-	-	-	4	-	5	-	-	*
	30%	*36%*	-%	-%	-%	-%	-%	-%	*100%*	-%	*30%*	-%	-%	*37%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	-	-	-	2	-	-	-	2	-	-	*
	9%	-%	-%	-%	-%	-%	*94%*	-%	-%	-%	*10%*	-%	-%	*4%*
Don't Know / (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	*	*	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	*20%*	*1%*	-%	-%	-%
NET: Satisfied	8	2	-	-	-	-	-	-	4	1	6	-	*	1
	38%	*36%*	-%	-%	-%	-%	-%	-%	*100%*	*80%*	*35%*	-%	*37%*	*74%*
NET: Dissatisfied	3	-	-	2	-	-	*	1	-	-	3	-	-	*
	16%	-%	-%	*100%*	-%	-%	*6%*	*100%*	-%	-%	*17%*	-%	-%	*22%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Professionalism and handling of any query / complaint (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)
Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	19	-	3	-	1	10	-	1	4	10	9	18	1
Weighted total	20	-	*	-	2	12	-	1	5	14	6	18	2
Very Dissatisfied	1	-	-	-	-	-	-	1	-	1	-	1	-
	5%	-%	-%	-%	-%	-%	-%	*100%*	-%	*7%*	-%	*6%*	-%
Fairly Dissatisfied	2	-	*	-	-	*	-	-	2	2	*	2	-
	11%	-%	*27%*	-%	-%	*3%*	-%	-%	*36%*	*13%*	*7%*	*12%*	-%
Neither Satisfied Nor Dissatisfied	7	-	-	-	-	5	-	-	2	4	3	7	-
	35%	-%	-%	-%	-%	*44%*	-%	-%	*36%*	*25%*	*62%*	*39%*	-%
Fairly Satisfied	2	-	-	-	-	*	-	-	1	*	1	2	-
	9%	-%	-%	-%	-%	*3%*	-%	-%	*28%*	*2%*	*26%*	*9%*	-%
Very Satisfied	6	-	-	-	-	6	-	-	-	6	-	4	2
	30%	-%	-%	-%	-%	*51%*	-%	-%	-%	*41%*	-%	*22%*	*100%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	*	-	2	-	-	-	-	2	*	2	-
	9%	-%	*12%*	-%	*100%*	-%	-%	-%	-%	*13%*	*1%*	*10%*	-%
Don't Know / (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	-	*	*	-
	1%	-%	*61%*	-%	-%	-%	-%	-%	-%	-%	*4%*	*1%*	-%
NET: Satisfied	8	-	-	-	-	6	-	-	1	6	1	6	2
	38%	-%	-%	-%	-%	*53%*	-%	-%	*28%*	*43%*	*26%*	*32%*	*100%*
NET: Dissatisfied	3	-	*	-	-	*	-	1	2	3	*	3	-
	16%	-%	*27%*	-%	-%	*3%*	-%	*100%*	*36%*	*20%*	*7%*	*18%*	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	19	19	-	3	2	14
Weighted total	20	20	-	4	4	12
Very Dissatisfied	1	1	-	-	-	1
	5%	*5%*	*-%*	*-%*	*-%*	*9%*
Fairly Dissatisfied	2	2	-	-	-	2
	11%	*11%*	*-%*	*-%*	*-%*	*18%*
Neither Satisfied Nor Dissatisfied	7	7	-	2	2	3
	35%	*35%*	*-%*	*46%*	*49%*	*28%*
Fairly Satisfied	2	2	-	-	-	2
	9%	*9%*	*-%*	*-%*	*-%*	*14%*
Very Satisfied	6	6	-	-	2	4
	30%	*30%*	*-%*	*-%*	*51%*	*32%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	2	-	*
	9%	*9%*	*-%*	*48%*	*-%*	**%*
Don't Know / (DO NOT READ OUT)	*	*	-	*	-	-
	1%	*1%*	*-%*	*6%*	*-%*	*-%*
NET: Satisfied	8	8	-	-	2	6
	38%	*38%*	*-%*	*-%*	*51%*	*46%*
NET: Dissatisfied	3	3	-	-	-	3
	16%	*16%*	*-%*	*-%*	*-%*	*26%*

Columns Tested: a,b - a,b,c

Professionalism and handling of any query / complaint (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	19	5	9	4	1	-	-	-	-	14	5	-	5	14
Weighted total	20	6	9	3	2	-	-	-	-	15	5	-	6	14
Very Dissatisfied	1	-	1	-	-	-	-	-	-	1	-	-	-	1
	5%	*-%*	*12%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*-%*	*-%*	*-%*	*7%*
Fairly Dissatisfied	2	2	*	-	-	-	-	-	-	2	-	-	2	*
	11%	*34%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*15%*	*-%*	*-%*	*34%*	*2%*
Neither Satisfied Nor Dissatisfied	7	2	3	*	2	-	-	-	-	5	2	-	2	5
	35%	*30%*	*32%*	*15%*	*100%*	*-%*	*-%*	*-%*	*-%*	*31%*	*45%*	*-%*	*30%*	*37%*
Fairly Satisfied	2	-	*	1	-	-	-	-	-	*	1	-	-	2
	9%	*-%*	*5%*	*36%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*23%*	*-%*	*-%*	*12%*
Very Satisfied	6	-	4	2	-	-	-	-	-	4	2	-	-	6
	30%	*-%*	*47%*	*49%*	*-%*	*-%*	*-%*	*-%*	*-%*	*29%*	*31%*	*-%*	*-%*	*41%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	*	-	-	-	-	-	-	2	-	-	2	*
	9%	*32%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*13%*	*-%*	*-%*	*32%*	**%*
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	1%	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*4%*	*-%*
NET: Satisfied	8	-	5	3	-	-	-	-	-	5	3	-	-	8
	38%	*-%*	*52%*	*85%*	*-%*	*-%*	*-%*	*-%*	*-%*	*32%*	*55%*	*-%*	*-%*	*53%*
NET: Dissatisfied	3	2	1	-	-	-	-	-	-	3	-	-	2	1
	16%	*34%*	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*22%*	*-%*	*-%*	*34%*	*9%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Professionalism and handling of any query / complaint (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	19	11	11	14	14	4	17	12	2	-	-	-	-	-
Weighted total	20	11	9	13	14	4	18	11	2	-	-	-	-	-
Very Dissatisfied	1	-	-	-	1	-	-	-	-	-	-	-	-	-
	5%	*-%*	*-%*	*-%*	*8%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	2	*	*	*	2	*	2	*	-	-	-	-	-	-
	11%	*3%*	*5%*	*3%*	*16%*	*3%*	*12%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	7	2	3	3	3	-	7	3	-	-	-	-	-	-
	35%	*21%*	*38%*	*25%*	*25%*	*-%*	*35%*	*30%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Satisfied	2	1	1	2	1	-	2	1	*	-	-	-	-	-
	9%	*7%*	*14%*	*13%*	*9%*	*-%*	*9%*	*13%*	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*
Very Satisfied	6	5	2	5	5	4	6	4	2	-	-	-	-	-
	30%	*50%*	*19%*	*42%*	*40%*	*96%*	*32%*	*34%*	*85%*	*-%*	*-%*	*-%*	*-%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	2	2	*	*	2	2	-	-	-	-	-	-
	9%	*17%*	*22%*	*14%*	**%*	*1%*	*10%*	*17%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know / (DO NOT READ OUT)	*	*	*	*	*	-	*	*	-	-	-	-	-	-
	1%	*2%*	*3%*	*2%*	*2%*	*-%*	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	8	6	3	7	7	4	8	5	2	-	-	-	-	-
	38%	*57%*	*33%*	*55%*	*49%*	*96%*	*41%*	*47%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Dissatisfied	3	*	*	*	3	*	2	*	-	-	-	-	-	-
	16%	*3%*	*5%*	*3%*	*24%*	*3%*	*12%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Professionalism and handling of any query / complaint (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**19**	11	2	-	1	-	-	-	-	3	3	3	5	-
Weighted total	**20**	9	3	-	2	-	-	-	-	4	2	3	3	-
Very Dissatisfied	**1**	1	-	-	-	-	-	-	-	-	-	-	-	-
	5%	*12%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**2**	2	-	-	-	-	-	-	-	-	*	-	-	-
	11%	*24%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*18%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**7**	3	-	-	-	-	-	-	-	2	-	1	*	-
	35%	*37%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*42%*	*-%*	*33%*	*14%*	*-%*
Fairly Satisfied	**2**	*	1	-	-	-	-	-	-	*	-	-	1	-
	9%	*3%*	*33%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*12%*	*-%*	*-%*	*36%*	*-%*
Very Satisfied	**6**	2	2	-	2	-	-	-	-	2	-	2	2	-
	30%	*21%*	*67%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*46%*	*-%*	*59%*	*48%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**2**	*	-	-	-	-	-	-	-	-	2	-	*	-
	9%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*82%*	*-%*	*1%*	*-%*
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	-	-	*	-	-
	1%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*-%*	*-%*
NET: Satisfied	**8**	2	3	-	2	-	-	-	-	2	-	2	3	-
	38%	*24%*	*100%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*58%*	*-%*	*59%*	*84%*	*-%*
NET: Dissatisfied	**3**	3	-	-	-	-	-	-	-	-	*	-	-	-
	16%	*36%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*18%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Professionalism and handling of any query / complaint (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)
Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	19	1	3	1	8	1	13	1	-	7	12	10	4
Weighted total	20	*	4	2	7	*	14	*	-	6	14	9	4
Very Dissatisfied	1	-	-	-	1	-	1	-	-	-	1	-	-
	5%	-%	-%	-%	*14%*	-%	*8%*	-%	-%	-%	*7%*	-%	-%
Fairly Dissatisfied	2	-	2	-	-	*	2	-	-	-	2	-	*
	11%	-%	*54%*	-%	-%	*100%*	*16%*	-%	-%	-%	*16%*	-%	*10%*
Neither Satisfied Nor Dissatisfied	7	-	2	-	2	-	3	-	-	2	5	2	2
	35%	-%	*46%*	-%	*21%*	-%	*25%*	-%	-%	*42%*	*32%*	*18%*	*43%*
Fairly Satisfied	2	-	-	-	1	-	1	-	-	1	*	2	-
	9%	-%	-%	-%	*17%*	-%	*9%*	-%	-%	*21%*	*3%*	*19%*	-%
Very Satisfied	6	-	-	2	4	-	5	-	-	-	6	4	2
	30%	-%	-%	*100%*	*48%*	-%	*40%*	-%	-%	-%	*41%*	*40%*	*47%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	-	*	-	-	*	-	2	-	2	-
	9%	-%	-%	-%	*1%*	-%	-%	*100%*	-%	*33%*	-%	*21%*	-%
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	-	*	-	-	*	-	*	-
	1%	*100%*	-%	-%	-%	-%	*2%*	-%	-%	*4%*	-%	*3%*	-%
NET: Satisfied	8	-	-	2	5	-	7	-	-	1	6	5	2
	38%	-%	-%	*100%*	*64%*	-%	*49%*	-%	-%	*21%*	*45%*	*59%*	*47%*
NET: Dissatisfied	3	-	2	-	1	*	3	-	-	-	3	-	*
	16%	-%	*54%*	-%	*14%*	*100%*	*24%*	-%	-%	-%	*23%*	-%	*10%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	19	2	8	9	2	2	12	8	7	4	-
Weighted total	20	1	8	9	2	1	12	9	6	3	-
Very Dissatisfied	1	-	1	-	-	-	1	-	-	-	-
	5%	-%	*13%*	-%	-%	-%	*9%*	-%	-%	-%	-%
Fairly Dissatisfied	2	-	2	-	-	-	2	*	-	-	-
	11%	-%	*22%*	-%	-%	-%	*18%*	*3%*	-%	-%	-%
Neither Satisfied Nor Dissatisfied	7	-	2	2	2	-	3	2	-	*	-
	35%	-%	*19%*	*18%*	*97%*	-%	*27%*	*25%*	-%	*16%*	-%
Fairly Satisfied	2	1	-	2	-	1	-	1	1	1	-
	9%	*100%*	-%	*19%*	-%	*100%*	-%	*9%*	*12%*	*25%*	-%
Very Satisfied	6	-	4	4	-	-	5	4	4	-	-
	30%	-%	*43%*	*40%*	-%	-%	*44%*	*42%*	*55%*	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	*	2	*	-	*	2	2	2	-
	9%	-%	*1%*	*21%*	*3%*	-%	*%	*20%*	*29%*	*59%*	-%
Don't Know / (DO NOT READ OUT)	*	-	*	*	-	-	*	-	*	-	-
	1%	-%	*3%*	*3%*	-%	-%	*2%*	-%	*4%*	-%	-%
NET: Satisfied	8	1	4	5	-	1	5	5	4	1	-
	38%	*100%*	*43%*	*59%*	-%	*100%*	*44%*	*51%*	*67%*	*25%*	-%
NET: Dissatisfied	3	-	3	-	-	-	3	*	-	-	-
	16%	-%	*35%*	-%	-%	-%	*27%*	*3%*	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Professionalism and handling of any query / complaint (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	19	7	8	3	-	12	5	5	-	8	8	7	9	7	-
Weighted total	20	6	6	1	-	13	4	4	-	7	7	6	7	5	-
Very Dissatisfied	1	-	-	-	-	1	-	-	-	-	-	1	-	-	-
	5%	-%	-%	-%	-%	*8%*	-%	-%	-%	-%	-%	*19%*	-%	-%	-%
Fairly Dissatisfied	2	*	*	*	-	2	-	*	-	-	-	2	-	-	-
	11%	*7%*	*2%*	*12%*	-%	*18%*	-%	*3%*	-%	-%	-%	*32%*	-%	-%	-%
Neither Satisfied Nor Dissatisfied	7	3	*	*	-	3	*	2	-	*	2	2	2	-	-
	35%	*57%*	*9%*	*55%*	-%	*27%*	*13%*	*41%*	-%	*7%*	*24%*	*27%*	*21%*	-%	-%
Fairly Satisfied	2	*	1	*	-	*	1	*	-	1	1	1	2	2	-
	9%	*5%*	*22%*	*33%*	-%	*2%*	*34%*	*8%*	-%	*11%*	*19%*	*21%*	*24%*	*31%*	-%
Very Satisfied	6	-	2	-	-	5	2	2	-	4	2	-	2	2	-
	30%	-%	*29%*	-%	-%	*43%*	*52%*	*49%*	-%	*51%*	*25%*	-%	*26%*	*30%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	2	-	-	-	*	-	-	2	2	*	2	2	-
	9%	*31%*	*33%*	-%	-%	-%	*1%*	-%	-%	*27%*	*29%*	*1%*	*26%*	*34%*	-%
Don't Know / (DO NOT READ OUT)	*	-	*	-	-	*	-	-	-	*	*	-	*	*	-
	1%	-%	*4%*	-%	-%	*2%*	-%	-%	-%	*3%*	*4%*	-%	*3%*	*4%*	-%
NET: Satisfied	8	*	3	*	-	6	3	2	-	4	3	1	4	3	-
	38%	*5%*	*52%*	*33%*	-%	*45%*	*85%*	*57%*	-%	*62%*	*44%*	*21%*	*50%*	*61%*	-%
NET: Dissatisfied	3	*	*	*	-	3	-	*	-	-	-	3	-	-	-
	16%	*7%*	*2%*	*12%*	-%	*26%*	-%	*3%*	-%	-%	-%	*50%*	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)
Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	19	4	2	9	3	2	8	5	1	1	4	-
Weighted total	20	3	1	9	1	*	6	4	2	2	6	-
Very Dissatisfied	1	-	-	-	-	-	-	-	-	-	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	2	*	*	-	-	-	2	-	-
	11%	-%	-%	25%	12%	27%	-%	-%	-%	100%	-%	-%
Neither Satisfied Nor Dissatisfied	7	-	-	3	*	-	*	-	2	-	1	-
	35%	-%	-%	39%	55%	-%	8%	-%	100%	-%	19%	-%
Fairly Satisfied	2	1	1	1	*	*	2	1	-	-	1	-
	9%	39%	100%	14%	33%	73%	28%	17%	-%	-%	17%	-%
Very Satisfied	6	2	-	2	-	-	2	2	-	-	4	-
	30%	60%	-%	22%	-%	-%	30%	37%	-%	-%	64%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	*	-	-	-	-	2	2	-	-	-	-
	9%	1%	-%	-%	-%	-%	30%	41%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	-	-	-	-	-	*	*	-	-	-	-
	1%	-%	-%	-%	-%	-%	4%	5%	-%	-%	-%	-%
NET: Satisfied	8	3	1	3	*	*	4	2	-	-	4	-
	38%	99%	100%	36%	33%	73%	58%	54%	-%	-%	81%	-%
NET: Dissatisfied	3	-	-	2	*	*	-	-	-	2	-	-
	16%	-%	-%	25%	12%	27%	-%	-%	-%	100%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Professionalism and handling of any query / complaint (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	19	13	11	13	17	17	13	15	8	-	11	1	8	5
Weighted total	20	13	10	13	16	17	13	14	3	-	10	2	9	4
Very Dissatisfied	1	-	-	-	1	-	-	1	-	-	1	-	-	1
	5%	*-%*	*-%*	*-%*	*7%*	*-%*	*-%*	*7%*	*-%*	*-%*	*10%*	*-%*	*-%*	*24%*
Fairly Dissatisfied	2	-	-	-	*	*	*	*	*	-	-	-	2	-
	11%	*-%*	*-%*	*-%*	*2%*	*2%*	*3%*	*1%*	*3%*	*-%*	*-%*	*-%*	*20%*	*-%*
Neither Satisfied Nor Dissatisfied	7	3	2	3	5	7	5	5	2	-	3	-	2	1
	35%	*25%*	*22%*	*25%*	*31%*	*41%*	*39%*	*36%*	*48%*	*-%*	*34%*	*-%*	*26%*	*24%*
Fairly Satisfied	2	2	2	2	2	2	1	2	1	-	2	-	1	*
	9%	*13%*	*17%*	*13%*	*11%*	*10%*	*9%*	*12%*	*24%*	*-%*	*17%*	*-%*	*13%*	*11%*
Very Satisfied	6	6	4	6	6	6	4	4	*	-	2	2	4	-
	30%	*45%*	*40%*	*45%*	*36%*	*34%*	*33%*	*30%*	*15%*	*-%*	*18%*	*100%*	*38%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	2	2	2	2	2	2	*	-	2	-	-	2
	9%	*14%*	*19%*	*14%*	*11%*	*11%*	*14%*	*13%*	*1%*	*-%*	*18%*	*-%*	*-%*	*42%*
Don't Know / (DO NOT READ OUT)	*	*	*	*	*	*	*	*	*	-	*	-	*	-
	1%	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*7%*	*-%*	*2%*	*-%*	*3%*	*-%*
NET: Satisfied	8	8	6	8	8	8	5	6	1	-	4	2	5	*
	38%	*59%*	*57%*	*59%*	*47%*	*44%*	*42%*	*42%*	*39%*	*-%*	*35%*	*100%*	*52%*	*11%*
NET: Dissatisfied	3	-	-	-	1	*	*	1	*	-	1	-	2	1
	16%	*-%*	*-%*	*-%*	*9%*	*2%*	*3%*	*8%*	*3%*	*-%*	*10%*	*-%*	*20%*	*24%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	19	14	2	19	-	6	8	5	12	2	5	10	9
Weighted total	20	17	1	20	-	9	8	3	14	2	4	9	11
Very Dissatisfied	1	1	-	1	-	-	1	-	1	-	-	-	1
	5%	*6%*	*-%*	*5%*	*-%*	*-%*	*13%*	*-%*	*8%*	*-%*	*-%*	*-%*	*10%*
Fairly Dissatisfied	2	*	*	2	-	2	-	*	2	-	-	2	-
	11%	*2%*	*18%*	*11%*	*-%*	*25%*	*-%*	*3%*	*16%*	*-%*	*-%*	*24%*	*-%*
Neither Satisfied Nor Dissatisfied	7	7	-	7	-	3	2	2	7	-	*	3	4
	35%	*40%*	*-%*	*35%*	*-%*	*34%*	*28%*	*54%*	*48%*	*-%*	*12%*	*30%*	*39%*
Fairly Satisfied	2	2	-	2	-	-	*	1	1	*	-	*	1
	9%	*10%*	*-%*	*9%*	*-%*	*-%*	*4%*	*42%*	*10%*	*13%*	*-%*	*3%*	*13%*
Very Satisfied	6	5	*	6	-	4	2	-	2	2	2	2	4
	30%	*31%*	*82%*	*30%*	*-%*	*41%*	*30%*	*-%*	*17%*	*87%*	*39%*	*23%*	*35%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	2	-	-	2	*	-	-	2	2	-
	9%	*10%*	*-%*	*9%*	*-%*	*-%*	*23%*	*1%*	*-%*	*-%*	*44%*	*20%*	*-%*
Don't Know / (DO NOT READ OUT)	*	-	-	*	-	-	*	-	-	-	*	-	*
	1%	*-%*	*-%*	*1%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*6%*	*-%*	*2%*
NET: Satisfied	8	7	*	8	-	4	3	1	4	2	2	2	5
	38%	*41%*	*82%*	*38%*	*-%*	*41%*	*33%*	*42%*	*28%*	*100%*	*39%*	*26%*	*49%*
NET: Dissatisfied	3	1	*	3	-	2	1	*	3	-	-	2	1
	16%	*8%*	*18%*	*16%*	*-%*	*25%*	*13%*	*3%*	*24%*	*-%*	*-%*	*24%*	*10%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Professionalism and handling of any query / complaint (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	19	3	-	2	3	1	1	-	1	2	1	-	1
Weighted total	20	1	-	2	2	1	1	-	1	1	*	-	1
Very Dissatisfied	1	-	-	1	1	1	-	-	-	-	-	-	1
	5%	-%	-%	*53%*	*46%*	*100%*	-%	-%	-%	-%	-%	-%	*100%*
Fairly Dissatisfied	2	*	-	-	*	-	-	-	-	*	-	-	-
	11%	*23%*	-%	-%	*13%*	-%	-%	-%	-%	*24%*	-%	-%	-%
Neither Satisfied Nor Dissatisfied	7	-	-	-	-	-	-	-	-	-	-	-	-
	35%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	1	-	1	1	-	1	-	1	1	-	-	-
	9%	*73%*	-%	*47%*	*41%*	-%	*100%*	-%	*100%*	*76%*	-%	-%	-%
Very Satisfied	6	-	-	-	-	-	-	-	-	-	-	-	-
	30%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	*	-	-	-	-	-	-	-	-	*	-	-
	9%	*4%*	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%
Don't Know / (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	1	-	1	1	-	1	-	1	1	-	-	-
	38%	*73%*	-%	*47%*	*41%*	-%	*100%*	-%	*100%*	*76%*	-%	-%	-%
NET: Dissatisfied	3	*	-	1	1	1	-	-	-	*	-	-	1
	16%	*23%*	-%	*53%*	*59%*	*100%*	-%	-%	-%	*24%*	-%	-%	*100%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Professionalism and handling of any query / complaint (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

		Month											
	Total base	Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	19	1	1	1	4	1	1	2	1	3	2	1	1
Weighted total	20	*	2	*	2	*	1	2	2	4	2	2	2
Very Dissatisfied	1	-	-	-	1	-	-	-	-	-	-	-	-
	5%	-%	-%	-%	*46%*	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	*	-	-	-	-	-	2	-	-
	11%	-%	-%	-%	*13%*	-%	-%	-%	-%	-%	*100%*	-%	-%
Neither Satisfied Nor Dissatisfied	7	-	2	*	-	-	1	2	-	-	-	-	2
	35%	-%	*100%*	*100%*	-%	-%	*100%*	*80%*	-%	-%	-%	-%	*100%*
Fairly Satisfied	2	-	-	-	1	*	-	*	-	-	-	-	-
	9%	-%	-%	-%	*40%*	*100%*	-%	*20%*	-%	-%	-%	-%	-%
Very Satisfied	6	-	-	-	-	-	-	-	2	4	-	-	-
	30%	-%	-%	-%	-%	-%	-%	-%	*100%*	*100%*	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	-	*	-	-	-	-	-	-	2	-
	9%	-%	-%	-%	*2%*	-%	-%	-%	-%	-%	-%	*100%*	-%
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	-	-	-	-
	1%	*100%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	-	-	-	1	*	-	*	2	4	-	-	-
	38%	-%	-%	-%	*40%*	*100%*	-%	*20%*	*100%*	*100%*	-%	-%	-%
NET: Dissatisfied	3	-	-	-	1	-	-	-	-	-	2	-	-
	16%	-%	-%	-%	*58%*	-%	-%	-%	-%	-%	*100%*	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Professionalism and handling of any query / complaint (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	19	3	6	6	4
Weighted total	20	2	4	8	6
Very Dissatisfied	1	-	1	-	-
	5%	-%	*29%*	-%	-%
Fairly Dissatisfied	2	-	*	-	2
	11%	-%	*8%*	-%	*35%*
Neither Satisfied Nor Dissatisfied	7	2	1	2	2
	35%	*90%*	*29%*	*23%*	*33%*
Fairly Satisfied	2	-	1	*	-
	9%	-%	*33%*	*6%*	-%
Very Satisfied	6	-	-	6	-
	30%	-%	-%	*71%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	*	-	2
	9%	-%	*1%*	-%	*33%*
Don't Know / (DO NOT READ OUT)	*	*	-	-	-
	1%	*10%*	-%	-%	-%
NET: Satisfied	8	-	1	6	-
	38%	-%	*33%*	*77%*	-%
NET: Dissatisfied	3	-	1	-	2
	16%	-%	*37%*	-%	*35%*

Columns Tested: a,b,c,d

The staff being polite and courteous (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	19	16	2	1	-	3	1	6	2	1	3
Weighted total	20	20	*	*	-	*	2	6	4	*	2
Very Dissatisfied	1	1	-	-	-	-	-	1	-	-	-
	5%	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*19%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	2	2	-	-	-	-	2	-	-	-	-
	9%	*9%*	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	1	1	*	-	-	*	-	1	-	-	*
	6%	*5%*	*31%*	*-%*	*-%*	*27%*	*-%*	*19%*	*-%*	*-%*	*5%*
Fairly Satisfied	6	6	-	-	-	-	-	2	2	-	-
	29%	*30%*	*-%*	*-%*	*-%*	*-%*	*-%*	*30%*	*50%*	*-%*	*-%*
Very Satisfied	8	8	-	-	-	-	-	2	2	-	-
	40%	*41%*	*-%*	*-%*	*-%*	*-%*	*-%*	*32%*	*50%*	*-%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	*	-	*	-	-	-	-	2
	9%	*9%*	*-%*	*100%*	*-%*	*12%*	*-%*	*-%*	*-%*	*-%*	*95%*
Don't Know / (DO NOT READ OUT)	*	-	*	-	-	*	-	-	-	*	-
	1%	*-%*	*69%*	*-%*	*-%*	*61%*	*-%*	*-%*	*-%*	*100%*	*-%*
NET: Satisfied	14	14	-	-	-	-	-	4	4	-	-
	69%	*71%*	*-%*	*-%*	*-%*	*-%*	*-%*	*62%*	*100%*	*-%*	*-%*
NET: Dissatisfied	3	3	-	-	-	-	2	1	-	-	-
	14%	*15%*	*-%*	*-%*	*-%*	*-%*	*100%*	*19%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

The staff being polite and courteous (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	19	3	-	1	-	2	2	1	2	2	13	-	2	4
Weighted total	20	5	-	2	-	4	2	1	4	1	18	-	1	1
Very Dissatisfied	1	-	-	-	-	-	-	1	-	-	1	-	-	-
	5%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	*6%*	-%	-%	-%
Fairly Dissatisfied	2	-	-	2	-	-	-	-	-	-	2	-	-	-
	9%	-%	-%	*100%*	-%	-%	-%	-%	-%	-%	*10%*	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	1	-	-	-	-	*	-	-	-	1	-	-	-
	6%	*23%*	-%	-%	-%	-%	*6%*	-%	-%	-%	*7%*	-%	-%	-%
Fairly Satisfied	6	2	-	-	-	2	-	-	-	1	5	-	1	*
	29%	*41%*	-%	-%	-%	*49%*	-%	-%	-%	*80%*	*25%*	-%	*100%*	*37%*
Very Satisfied	8	2	-	-	-	2	-	-	4	-	7	-	-	1
	40%	*36%*	-%	-%	-%	*51%*	-%	-%	*100%*	-%	*40%*	-%	-%	*59%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	-	-	-	2	-	-	-	2	-	-	*
	9%	-%	-%	-%	-%	-%	*94%*	-%	-%	-%	*10%*	-%	-%	*4%*
Don't Know / (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	*	*	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	*20%*	*1%*	-%	-%	-%
NET: Satisfied	14	4	-	-	-	4	-	-	4	1	12	-	1	1
	69%	*77%*	-%	-%	-%	*100%*	-%	-%	*100%*	*80%*	*66%*	-%	*100%*	*96%*
NET: Dissatisfied	3	-	-	2	-	-	-	1	-	-	3	-	-	-
	14%	-%	-%	*100%*	-%	-%	-%	*100%*	-%	-%	*16%*	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The staff being polite and courteous (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	19	-	3	-	1	10	-	1	4	10	9	18	1
Weighted total	20	-	*	-	2	12	-	1	5	14	6	18	2
Very Dissatisfied	1	-	-	-	-	-	-	1	-	1	-	1	-
	5%	-%	-%	-%	-%	-%	-%	*100%*	-%	*7%*	-%	*6%*	-%
Fairly Dissatisfied	2	-	-	-	-	-	-	-	2	2	-	2	-
	9%	-%	-%	-%	-%	-%	-%	-%	*36%*	*13%*	-%	*10%*	-%
Neither Satisfied Nor Dissatisfied	1	-	*	-	-	1	-	-	-	-	1	1	-
	6%	-%	*27%*	-%	-%	*9%*	-%	-%	-%	-%	*21%*	*6%*	-%
Fairly Satisfied	6	-	-	-	-	4	-	-	1	2	4	6	-
	29%	-%	-%	-%	-%	*38%*	-%	-%	*28%*	*14%*	*68%*	*32%*	-%
Very Satisfied	8	-	-	-	-	6	-	-	2	8	*	6	2
	40%	-%	-%	-%	-%	*53%*	-%	-%	*36%*	*54%*	*5%*	*34%*	*100%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	*	-	2	-	-	-	-	2	*	2	-
	9%	-%	*12%*	-%	*100%*	-%	-%	-%	-%	*13%*	*1%*	*10%*	-%
Don't Know / (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	-	*	*	-
	1%	-%	*61%*	-%	-%	-%	-%	-%	-%	-%	*4%*	*1%*	-%
NET: Satisfied	14	-	-	-	-	11	-	-	3	10	4	12	2
	69%	-%	-%	-%	-%	*91%*	-%	-%	*64%*	*68%*	*74%*	*66%*	*100%*
NET: Dissatisfied	3	-	-	-	-	-	-	1	2	3	-	3	-
	14%	-%	-%	-%	-%	-%	-%	*100%*	*36%*	*20%*	-%	*16%*	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The staff being polite and courteous (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	**19**	19	-	3	2	14
Weighted total	**20**	20	-	4	4	12
Very Dissatisfied	**1**	1	-	-	-	1
	5%	*5%*	*-%*	*-%*	*-%*	*9%*
Fairly Dissatisfied	**2**	2	-	-	-	2
	9%	*9%*	*-%*	*-%*	*-%*	*15%*
Neither Satisfied Nor Dissatisfied	**1**	1	-	-	-	1
	6%	*6%*	*-%*	*-%*	*-%*	*9%*
Fairly Satisfied	**6**	6	-	2	-	4
	29%	*29%*	*-%*	*46%*	*-%*	*33%*
Very Satisfied	**8**	8	-	-	4	4
	40%	*40%*	*-%*	*-%*	*100%*	*34%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**2**	2	-	2	-	*
	9%	*9%*	*-%*	*48%*	*-%*	**%*
Don't Know / (DO NOT READ OUT)	*	*	-	*	-	-
	1%	*1%*	*-%*	*6%*	*-%*	*-%*
NET: Satisfied	**14**	14	-	2	4	8
	69%	*69%*	*-%*	*46%*	*100%*	*67%*
NET: Dissatisfied	**3**	3	-	-	-	3
	14%	*14%*	*-%*	*-%*	*-%*	*23%*

Columns Tested: a,b - a,b,c

The staff being polite and courteous (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	**19**	5	9	4	1	-	-	-	-	14	5	-	5	14
Weighted total	**20**	6	9	3	2	-	-	-	-	15	5	-	6	14
Very Dissatisfied	**1**	-	1	-	-	-	-	-	-	1	-	-	-	1
	5%	*-%*	*12%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*-%*	*-%*	*-%*	*7%*
Fairly Dissatisfied	**2**	2	-	-	-	-	-	-	-	2	-	-	2	-
	9%	*32%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*12%*	*-%*	*-%*	*32%*	*-%*
Neither Satisfied Nor Dissatisfied	**1**	*	1	-	-	-	-	-	-	1	-	-	*	1
	6%	*2%*	*12%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*-%*	*-%*	*2%*	*7%*
Fairly Satisfied	**6**	2	*	2	2	-	-	-	-	2	4	-	2	4
	29%	*30%*	*5%*	*51%*	*100%*	*-%*	*-%*	*-%*	*-%*	*15%*	*69%*	*-%*	*30%*	*29%*
Very Satisfied	**8**	-	6	2	-	-	-	-	-	6	2	-	-	8
	40%	*-%*	*71%*	*49%*	*-%*	*-%*	*-%*	*-%*	*-%*	*43%*	*31%*	*-%*	*-%*	*56%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**2**	2	*	-	-	-	-	-	-	2	-	-	2	*
	9%	*32%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*13%*	*-%*	*-%*	*32%*	**%*
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	1%	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*4%*	*-%*
NET: Satisfied	**14**	2	7	3	2	-	-	-	-	9	5	-	2	12
	69%	*30%*	*76%*	*100%*	*100%*	*-%*	*-%*	*-%*	*-%*	*58%*	*100%*	*-%*	*30%*	*85%*
NET: Dissatisfied	**3**	2	1	-	-	-	-	-	-	3	-	-	2	1
	14%	*32%*	*12%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*20%*	*-%*	*-%*	*32%*	*7%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The staff being polite and courteous (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	19	11	11	14	14	4	17	12	2	-	-	-	-	-
Weighted total	20	11	9	13	14	4	18	11	2	-	-	-	-	-
Very Dissatisfied	1	-	-	-	1	-	-	-	-	-	-	-	-	-
	5%	*-%*	*-%*	*-%*	*8%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	2	-	-	-	2	-	2	-	-	-	-	-	-	-
	9%	*-%*	*-%*	*-%*	*13%*	*-%*	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	1	-	1	1	1	*	1	1	-	-	-	-	-	-
	6%	*-%*	*14%*	*9%*	*9%*	*3%*	*6%*	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Satisfied	6	3	3	4	2	-	5	4	*	-	-	-	-	-
	29%	*28%*	*40%*	*30%*	*13%*	*-%*	*29%*	*33%*	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*
Very Satisfied	8	6	2	6	8	4	8	4	2	-	-	-	-	-
	40%	*53%*	*22%*	*44%*	*55%*	*96%*	*44%*	*37%*	*85%*	*-%*	*-%*	*-%*	*-%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	2	2	*	*	2	2	-	-	-	-	-	-
	9%	*17%*	*22%*	*14%*	**%*	*1%*	*10%*	*17%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know / (DO NOT READ OUT)	*	*	*	*	*	-	*	*	-	-	-	-	-	-
	1%	*2%*	*3%*	*2%*	*2%*	*-%*	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	14	9	5	10	9	4	13	8	2	-	-	-	-	-
	69%	*81%*	*62%*	*75%*	*68%*	*96%*	*72%*	*70%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Dissatisfied	3	-	-	-	3	-	2	-	-	-	-	-	-	-
	14%	*-%*	*-%*	*-%*	*21%*	*-%*	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The staff being polite and courteous (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	19	11	2	-	1	-	-	-	-	3	3	3	5	-
Weighted total	20	9	3	-	2	-	-	-	-	4	2	3	3	-
Very Dissatisfied	1	1	-	-	-	-	-	-	-	-	-	-	-	-
	5%	*12%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	2	2	-	-	-	-	-	-	-	-	-	-	-	-
	9%	*20%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	1	1	-	-	-	-	-	-	-	-	*	1	-	-
	6%	*13%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*33%*	*-%*	*-%*
Fairly Satisfied	6	1	1	-	-	-	-	-	-	2	-	-	2	-
	29%	*9%*	*33%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*54%*	*-%*	*-%*	*50%*	*-%*
Very Satisfied	8	4	2	-	2	-	-	-	-	2	*	2	2	-
	40%	*44%*	*67%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*46%*	*13%*	*59%*	*48%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	*	-	-	-	-	-	-	-	-	2	-	*	-
	9%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*82%*	*-%*	*1%*	*-%*
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	-	-	*	-	-
	1%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*-%*	*-%*
NET: Satisfied	14	5	3	-	2	-	-	-	-	4	*	2	3	-
	69%	*53%*	*100%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*100%*	*13%*	*59%*	*99%*	*-%*
NET: Dissatisfied	3	3	-	-	-	-	-	-	-	-	-	-	-	-
	14%	*32%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The staff being polite and courteous (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	19	1	3	1	8	1	13	1	-	7	12	10	4
Weighted total	20	*	4	2	7	*	14	*	-	6	14	9	4
Very Dissatisfied	1	-	-	-	1	-	1	-	-	-	1	-	-
	5%	-%	-%	-%	*14%*	-%	*8%*	-%	-%	-%	*7%*	-%	-%
Fairly Dissatisfied	2	-	2	-	-	-	2	-	-	-	2	-	-
	9%	-%	*46%*	-%	-%	-%	*13%*	-%	-%	-%	*13%*	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	-	1	*	1	-	-	-	1	1	*
	6%	-%	-%	-%	*14%*	*100%*	*9%*	-%	-%	-%	*8%*	*12%*	*3%*
Fairly Satisfied	6	-	-	-	2	-	2	-	-	4	2	2	2
	29%	-%	-%	-%	*23%*	-%	*13%*	-%	-%	*63%*	*15%*	*25%*	*43%*
Very Satisfied	8	-	2	2	4	-	8	-	-	-	8	4	2
	40%	-%	*54%*	*100%*	*48%*	-%	*56%*	-%	-%	-%	*56%*	*40%*	*54%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	-	*	-	-	*	-	2	-	2	-
	9%	-%	-%	-%	*1%*	-%	-%	*100%*	-%	*33%*	-%	*21%*	-%
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	-	*	-	-	*	-	*	-
	1%	*100%*	-%	-%	-%	-%	*2%*	-%	-%	*4%*	-%	*3%*	-%
NET: Satisfied	14	-	2	2	5	-	9	-	-	4	10	6	4
	69%	-%	*54%*	*100%*	*71%*	-%	*68%*	-%	-%	*63%*	*72%*	*64%*	*97%*
NET: Dissatisfied	3	-	2	-	1	-	3	-	-	-	3	-	-
	14%	-%	*46%*	-%	*14%*	-%	*21%*	-%	-%	-%	*20%*	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The staff being polite and courteous (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	19	2	8	9	2	2	12	8	7	4	-
Weighted total	20	1	8	9	2	1	12	9	6	3	-
Very Dissatisfied	1	-	1	-	-	-	1	-	-	-	-
	5%	-%	*13%*	-%	-%	-%	*9%*	-%	-%	-%	-%
Fairly Dissatisfied	2	-	2	-	-	-	2	-	-	-	-
	9%	-%	*22%*	-%	-%	-%	*15%*	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	1	1	-	-	1	-	-	-	-
	6%	-%	*13%*	*12%*	-%	-%	*9%*	-%	-%	-%	-%
Fairly Satisfied	6	1	*	2	2	1	*	3	1	1	-
	29%	*100%*	*6%*	*25%*	*97%*	*100%*	*4%*	*34%*	*12%*	*41%*	-%
Very Satisfied	8	-	4	4	-	-	8	4	4	-	-
	40%	-%	*43%*	*40%*	-%	-%	*61%*	*46%*	*55%*	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	*	2	*	-	*	2	2	2	-
	9%	-%	*1%*	*21%*	*3%*	-%	*%	*20%*	*29%*	*59%*	-%
Don't Know / (DO NOT READ OUT)	*	-	*	*	-	-	*	-	*	-	-
	1%	-%	*3%*	*3%*	-%	-%	*2%*	-%	*4%*	-%	-%
NET: Satisfied	14	1	4	6	2	1	8	7	4	1	-
	69%	*100%*	*49%*	*65%*	*97%*	*100%*	*65%*	*80%*	*67%*	*41%*	-%
NET: Dissatisfied	3	-	3	-	-	-	3	-	-	-	-
	14%	-%	*35%*	-%	-%	-%	*23%*	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The staff being polite and courteous (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	19	7	8	3	-	12	5	5	-	8	8	7	9	7	-
Weighted total	20	6	6	1	-	13	4	4	-	7	7	6	7	5	-
Very Dissatisfied	1	-	-	-	-	1	-	-	-	-	-	1	-	-	-
	5%	-%	-%	-%	-%	*8%*	-%	-%	-%	-%	-%	*19%*	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	-	2	-	-	-	-	-	2	-	-	-
	9%	-%	-%	-%	-%	*14%*	-%	-%	-%	-%	-%	*32%*	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	1	*	*	-	1	-	1	-	-	1	1	1	-	-
	6%	*20%*	*2%*	*12%*	-%	*9%*	-%	*30%*	-%	-%	*16%*	*19%*	*15%*	-%	-%
Fairly Satisfied	6	3	2	1	-	1	2	1	-	1	2	2	2	2	-
	29%	*43%*	*31%*	*88%*	-%	*6%*	*47%*	*20%*	-%	*18%*	*26%*	*30%*	*30%*	*31%*	-%
Very Satisfied	8	*	2	-	-	8	2	2	-	4	2	-	2	2	-
	40%	*5%*	*29%*	-%	-%	*60%*	*52%*	*49%*	-%	*51%*	*25%*	-%	*26%*	*30%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	2	-	-	-	*	-	-	2	2	*	2	2	-
	9%	*31%*	*33%*	-%	-%	-%	*1%*	-%	-%	*27%*	*29%*	*1%*	*26%*	*34%*	-%
Don't Know / (DO NOT READ OUT)	*	-	*	-	-	*	-	-	-	*	*	-	*	*	-
	1%	-%	*4%*	-%	-%	*2%*	-%	-%	-%	*3%*	*4%*	-%	*3%*	*4%*	-%
NET: Satisfied	14	3	3	1	-	8	4	3	-	5	3	2	4	3	-
	69%	*48%*	*60%*	*88%*	-%	*66%*	*99%*	*70%*	-%	*70%*	*51%*	*30%*	*56%*	*61%*	-%
NET: Dissatisfied	3	-	-	-	-	3	-	-	-	-	-	3	-	-	-
	14%	-%	-%	-%	-%	*23%*	-%	-%	-%	-%	-%	*50%*	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The staff being polite and courteous (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)
Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	19	4	2	9	3	2	8	5	1	1	4	-
Weighted total	20	3	1	9	1	*	6	4	2	2	6	-
Very Dissatisfied	1	-	-	-	-	-	-	-	-	-	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	2	-	-	-	-	-	2	-	-
	9%	-%	-%	21%	-%	-%	-%	-%	-%	100%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	1	*	*	-	-	-	-	1	-
	6%	-%	-%	13%	12%	27%	-%	-%	-%	-%	19%	-%
Fairly Satisfied	6	1	1	2	1	*	2	1	2	-	1	-
	29%	39%	100%	20%	88%	73%	36%	17%	100%	-%	17%	-%
Very Satisfied	8	2	-	4	-	-	2	2	-	-	4	-
	40%	60%	-%	46%	-%	-%	30%	37%	-%	-%	64%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	*	-	-	-	-	2	2	-	-	-	-
	9%	1%	-%	-%	-%	-%	30%	41%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	-	-	-	-	-	*	*	-	-	-	-
	1%	-%	-%	-%	-%	-%	4%	5%	-%	-%	-%	-%
NET: Satisfied	14	3	1	6	1	*	4	2	2	-	4	-
	69%	99%	100%	66%	88%	73%	66%	54%	100%	-%	81%	-%
NET: Dissatisfied	3	-	-	2	-	-	-	-	-	2	-	-
	14%	-%	-%	21%	-%	-%	-%	-%	-%	100%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

The staff being polite and courteous (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	19	13	11	13	17	17	13	15	8	-	11	1	8	5
Weighted total	20	13	10	13	16	17	13	14	3	-	10	2	9	4
Very Dissatisfied	1	-	-	-	1	-	-	1	-	-	1	-	-	1
	5%	*-%*	*-%*	*-%*	*7%*	*-%*	*-%*	*7%*	*-%*	*-%*	*10%*	*-%*	*-%*	*24%*
Fairly Dissatisfied	2	-	-	-	-	-	-	-	-	-	-	-	2	-
	9%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*20%*	*-%*
Neither Satisfied Nor Dissatisfied	1	1	-	1	1	1	1	1	1	-	1	-	-	1
	6%	*8%*	*-%*	*8%*	*7%*	*7%*	*9%*	*8%*	*36%*	*-%*	*10%*	*-%*	*-%*	*24%*
Fairly Satisfied	6	4	4	4	4	6	3	4	1	-	4	-	4	*
	29%	*30%*	*39%*	*30%*	*24%*	*34%*	*26%*	*27%*	*40%*	*-%*	*40%*	*-%*	*39%*	*11%*
Very Satisfied	8	6	4	6	8	8	6	6	*	-	2	2	4	-
	40%	*45%*	*40%*	*45%*	*49%*	*47%*	*49%*	*42%*	*15%*	*-%*	*18%*	*100%*	*38%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	2	2	2	2	2	2	*	-	2	-	-	2
	9%	*14%*	*19%*	*14%*	*11%*	*11%*	*14%*	*13%*	*1%*	*-%*	*18%*	*-%*	*-%*	*42%*
Don't Know / (DO NOT READ OUT)	*	*	*	*	*	*	*	*	*	-	*	-	*	-
	1%	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*7%*	*-%*	*2%*	*-%*	*3%*	*-%*
NET: Satisfied	14	10	8	10	12	14	10	10	2	-	6	2	7	*
	69%	*76%*	*79%*	*76%*	*73%*	*81%*	*75%*	*70%*	*55%*	*-%*	*59%*	*100%*	*78%*	*11%*
NET: Dissatisfied	3	-	-	-	1	-	-	1	-	-	1	-	2	1
	14%	*-%*	*-%*	*-%*	*7%*	*-%*	*-%*	*7%*	*-%*	*-%*	*10%*	*-%*	*20%*	*24%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The staff being polite and courteous (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	19	14	2	19	-	6	8	5	12	2	5	10	9
Weighted total	20	17	1	20	-	9	8	3	14	2	4	9	11
Very Dissatisfied	1	1	-	1	-	-	1	-	1	-	-	-	1
	5%	*6%*	*-%*	*5%*	*-%*	*-%*	*13%*	*-%*	*8%*	*-%*	*-%*	*-%*	*10%*
Fairly Dissatisfied	2	-	-	2	-	2	-	-	2	-	-	2	-
	9%	*-%*	*-%*	*9%*	*-%*	*21%*	*-%*	*-%*	*13%*	*-%*	*-%*	*20%*	*-%*
Neither Satisfied Nor Dissatisfied	1	1	*	1	-	1	-	*	1	-	-	1	-
	6%	*6%*	*18%*	*6%*	*-%*	*12%*	*-%*	*3%*	*9%*	*-%*	*-%*	*13%*	*-%*
Fairly Satisfied	6	6	-	6	-	2	3	1	5	*	*	2	4
	29%	*34%*	*-%*	*29%*	*-%*	*22%*	*31%*	*42%*	*37%*	*13%*	*12%*	*22%*	*35%*
Very Satisfied	8	8	*	8	-	4	2	2	4	2	2	2	6
	40%	*44%*	*82%*	*40%*	*-%*	*44%*	*30%*	*54%*	*33%*	*87%*	*39%*	*26%*	*52%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	2	-	-	2	*	-	-	2	2	-
	9%	*10%*	*-%*	*9%*	*-%*	*-%*	*23%*	*1%*	*-%*	*-%*	*44%*	*20%*	*-%*
Don't Know / (DO NOT READ OUT)	*	-	-	*	-	-	*	-	-	-	*	-	*
	1%	*-%*	*-%*	*1%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*6%*	*-%*	*2%*
NET: Satisfied	14	13	*	14	-	6	5	3	10	2	2	4	9
	69%	*77%*	*82%*	*69%*	*-%*	*66%*	*61%*	*96%*	*70%*	*100%*	*50%*	*48%*	*88%*
NET: Dissatisfied	3	1	-	3	-	2	1	-	3	-	-	2	1
	14%	*6%*	*-%*	*14%*	*-%*	*21%*	*13%*	*-%*	*21%*	*-%*	*-%*	*20%*	*10%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The staff being polite and courteous (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	19	3	-	2	3	1	1	-	1	2	1	-	1
Weighted total	20	1	-	2	2	1	1	-	1	1	*	-	1
Very Dissatisfied	1	-	-	1	1	1	-	-	-	-	-	-	1
	5%	-%	-%	*53%*	*46%*	*100%*	-%	-%	-%	-%	-%	-%	*100%*
Fairly Dissatisfied	2	-	-	-	-	-	-	-	-	-	-	-	-
	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	-	-	-	-	-	-	-	-	-	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	6	1	-	1	1	-	1	-	1	1	-	-	-
	29%	*73%*	-%	*47%*	*41%*	-%	*100%*	-%	*100%*	*76%*	-%	-%	-%
Very Satisfied	8	*	-	-	*	-	-	-	-	*	-	-	-
	40%	*23%*	-%	-%	*13%*	-%	-%	-%	-%	*24%*	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	*	-	-	-	-	-	-	-	-	*	-	-
	9%	*4%*	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%
Don't Know / (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	14	1	-	1	1	-	1	-	1	1	-	-	-
	69%	*96%*	-%	*47%*	*54%*	-%	*100%*	-%	*100%*	*100%*	-%	-%	-%
NET: Dissatisfied	3	-	-	1	1	1	-	-	-	-	-	-	1
	14%	-%	-%	*53%*	*46%*	*100%*	-%	-%	-%	-%	-%	-%	*100%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

The staff being polite and courteous (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	19	1	1	1	4	1	1	2	1	3	2	1	1
Weighted total	20	*	2	*	2	*	1	2	2	4	2	2	2
Very Dissatisfied	1	-	-	-	1	-	-	-	-	-	-	-	-
	5%	-%	-%	-%	*46%*	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	-	-	-	-	-	-	2	-	-
	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*94%*	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	-	-	-	1	-	-	-	*	-	-
	6%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	*6%*	-%	-%
Fairly Satisfied	6	-	2	*	1	*	-	2	-	-	-	-	-
	29%	-%	*100%*	*100%*	*40%*	*100%*	-%	*100%*	-%	-%	-%	-%	-%
Very Satisfied	8	-	-	-	*	-	-	-	2	4	-	-	2
	40%	-%	-%	-%	*13%*	-%	-%	-%	*100%*	*100%*	-%	-%	*100%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	-	*	-	-	-	-	-	-	2	-
	9%	-%	-%	-%	*2%*	-%	-%	-%	-%	-%	-%	*100%*	-%
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	-	-	-	-
	1%	*100%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	14	-	2	*	1	*	-	2	2	4	-	-	2
	69%	-%	*100%*	*100%*	*53%*	*100%*	-%	*100%*	*100%*	*100%*	-%	-%	*100%*
NET: Dissatisfied	3	-	-	-	1	-	-	-	-	-	2	-	-
	14%	-%	-%	-%	*46%*	-%	-%	-%	-%	-%	*94%*	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

The staff being polite and courteous (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	19	3	6	6	4
Weighted total	20	2	4	8	6
Very Dissatisfied	1	-	1	-	-
	5%	*-%*	*29%*	*-%*	*-%*
Fairly Dissatisfied	2	-	-	-	2
	9%	*-%*	*-%*	*-%*	*33%*
Neither Satisfied Nor Dissatisfied	1	-	1	-	*
	6%	*-%*	*29%*	*-%*	*2%*
Fairly Satisfied	6	2	1	2	-
	29%	*90%*	*33%*	*29%*	*-%*
Very Satisfied	8	-	*	6	2
	40%	*-%*	*8%*	*71%*	*33%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	*	-	2
	9%	*-%*	*1%*	*-%*	*33%*
Don't Know / (DO NOT READ OUT)	*	*	-	-	-
	1%	*10%*	*-%*	*-%*	*-%*
NET: Satisfied	14	2	2	8	2
	69%	*90%*	*41%*	*100%*	*33%*
NET: Dissatisfied	3	-	1	-	2
	14%	*-%*	*29%*	*-%*	*33%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 147 Page 2640

Professionalism and handling of any query / complaint (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	12	12	-	-	-	-	3	5	-	-	-
Weighted total	17	17	-	-	-	-	4	6	-	-	-
Very Dissatisfied	7	7	-	-	-	-	4	1	-	-	-
	38%	*38%*	-%	-%	-%	-%	*93%*	*18%*	-%	-%	-%
Fairly Dissatisfied	6	6	-	-	-	-	*	2	-	-	-
	34%	*34%*	-%	-%	-%	-%	*7%*	*31%*	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	2	-	-	-	-	-	2	-	-	-
	10%	*10%*	-%	-%	-%	-%	-%	*29%*	-%	-%	-%
Fairly Satisfied	*	*	-	-	-	-	-	*	-	-	-
	2%	*2%*	-%	-%	-%	-%	-%	*5%*	-%	-%	-%
Very Satisfied	2	2	-	-	-	-	-	-	-	-	-
	10%	*10%*	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	-	-	-	-	-	1	-	-	-
	6%	*6%*	-%	-%	-%	-%	-%	*18%*	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	2	-	-	-	-	-	*	-	-	-
	11%	*11%*	-%	-%	-%	-%	-%	*5%*	-%	-%	-%
NET: Dissatisfied	12	12	-	-	-	-	4	3	-	-	-
	73%	*73%*	-%	-%	-%	-%	*100%*	*49%*	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Professionalism and handling of any query / complaint (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)
Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	12	3	-	1	-	1	1	1	3	-	10	-	1	1
Weighted total	17	4	-	1	-	2	2	2	6	-	17	-	*	*
Very Dissatisfied	7	1	-	-	-	-	2	2	2	-	7	-	-	-
	38%	*24%*	-%	-%	-%	-%	*100%*	*100%*	*33%*	-%	*40%*	-%	-%	-%
Fairly Dissatisfied	6	-	-	-	-	2	-	-	4	-	6	-	-	*
	34%	-%	-%	-%	-%	*100%*	-%	-%	*67%*	-%	*33%*	-%	-%	*100%*
Neither Satisfied Nor Dissatisfied	2	2	-	-	-	-	-	-	-	-	2	-	-	-
	10%	*39%*	-%	-%	-%	-%	-%	-%	-%	-%	*10%*	-%	-%	-%
Fairly Satisfied	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%
Very Satisfied	2	2	-	-	-	-	-	-	-	-	2	-	-	-
	10%	*37%*	-%	-%	-%	-%	-%	-%	-%	-%	*10%*	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	1	-	-	-	-	-	-	1	-	-	-
	6%	-%	-%	*100%*	-%	-%	-%	-%	-%	-%	*6%*	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	2	-	-	-	-	-	-	-	-	2	-	*	-
	11%	*37%*	-%	-%	-%	-%	-%	-%	-%	-%	*10%*	-%	*100%*	-%
NET: Dissatisfied	12	1	-	-	-	2	2	2	6	-	12	-	-	*
	73%	*24%*	-%	-%	-%	*100%*	*100%*	*100%*	*100%*	-%	*73%*	-%	-%	*100%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 147 (continuation)

Professionalism and handling of any query / complaint (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	12	-	-	-	-	9	-	-	3	8	4	12	-
Weighted total	17	-	-	-	-	14	-	-	3	12	5	17	-
Very Dissatisfied	7	-	-	-	-	5	-	-	2	6	1	7	-
	38%	-%	-%	-%	-%	*34%*	-%	-%	*57%*	*46%*	*21%*	*38%*	-%
Fairly Dissatisfied	6	-	-	-	-	6	-	-	-	2	4	6	-
	34%	-%	-%	-%	-%	*42%*	-%	-%	-%	*14%*	*79%*	*34%*	-%
Neither Satisfied Nor Dissatisfied	2	-	-	-	-	2	-	-	-	2	-	2	-
	10%	-%	-%	-%	-%	*12%*	-%	-%	-%	*14%*	-%	*10%*	-%
Fairly Satisfied	*	-	-	-	-	-	-	-	*	*	-	*	-
	2%	-%	-%	-%	-%	-%	-%	-%	*9%*	*2%*	-%	*2%*	-%
Very Satisfied	2	-	-	-	-	2	-	-	-	2	-	2	-
	10%	-%	-%	-%	-%	*12%*	-%	-%	-%	*14%*	-%	*10%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	-	-	-	-	1	1	-	1	-
	6%	-%	-%	-%	-%	-%	-%	-%	*34%*	*9%*	-%	*6%*	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	-	-	-	-	2	-	-	*	2	-	2	-
	11%	-%	-%	-%	-%	*12%*	-%	-%	*9%*	*16%*	-%	*11%*	-%
NET: Dissatisfied	12	-	-	-	-	11	-	-	2	7	5	12	-
	73%	-%	-%	-%	-%	*76%*	-%	-%	*57%*	*61%*	*100%*	*73%*	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	12	12	-	6	-	6
Weighted total	17	17	-	9	-	9
Very Dissatisfied	7	7	-	4	-	3
	38%	*38%*	*-%*	*43%*	*-%*	*34%*
Fairly Dissatisfied	6	6	-	4	-	2
	34%	*34%*	*-%*	*42%*	*-%*	*26%*
Neither Satisfied Nor Dissatisfied	2	2	-	-	-	2
	10%	*10%*	*-%*	*-%*	*-%*	*20%*
Fairly Satisfied	*	*	-	*	-	-
	2%	*2%*	*-%*	*3%*	*-%*	*-%*
Very Satisfied	2	2	-	-	-	2
	10%	*10%*	*-%*	*-%*	*-%*	*19%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	-	1	-	-
	6%	*6%*	*-%*	*12%*	*-%*	*-%*
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	2	2	-	*	-	2
	11%	*11%*	*-%*	*3%*	*-%*	*19%*
NET: Dissatisfied	12	12	-	7	-	5
	73%	*73%*	*-%*	*84%*	*-%*	*61%*

Columns Tested: a,b - a,b,c

Professionalism and handling of any query / complaint (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	**12**	8	1	2	1	-	-	-	-	9	3	3	5	4
Weighted total	**17**	11	1	3	2	-	-	-	-	12	5	3	8	6
Very Dissatisfied	**7**	4	1	-	2	-	-	-	-	5	2	2	2	3
	38%	*34%*	*100%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*40%*	*36%*	*58%*	*24%*	*47%*
Fairly Dissatisfied	**6**	6	-	-	-	-	-	-	-	6	-	-	6	-
	34%	*54%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*49%*	*-%*	*-%*	*76%*	*-%*
Neither Satisfied Nor Dissatisfied	**2**	-	-	2	-	-	-	-	-	-	2	-	-	2
	10%	*-%*	*-%*	*51%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*33%*	*-%*	*-%*	*27%*
Fairly Satisfied	*	*	-	-	-	-	-	-	-	*	-	*	-	-
	2%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*9%*	*-%*	*-%*
Very Satisfied	**2**	-	-	2	-	-	-	-	-	-	2	-	-	2
	10%	*-%*	*-%*	*49%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*32%*	*-%*	*-%*	*26%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**1**	1	-	-	-	-	-	-	-	1	-	1	-	-
	6%	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*9%*	*-%*	*33%*	*-%*	*-%*
Don't Know / (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**2**	*	-	2	-	-	-	-	-	*	2	*	-	2
	11%	*3%*	*-%*	*49%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*32%*	*9%*	*-%*	*26%*
NET: Dissatisfied	**12**	9	1	-	2	-	-	-	-	11	2	2	8	3
	73%	*88%*	*100%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*89%*	*36%*	*58%*	*100%*	*47%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Professionalism and handling of any query / complaint (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	12	6	7	8	8	2	9	7	1	-	-	-	-	-
Weighted total	17	8	10	11	12	2	15	10	2	-	-	-	-	-
Very Dissatisfied	7	4	5	5	7	-	7	5	-	-	-	-	-	-
	38%	*44%*	*47%*	*42%*	*55%*	*-%*	*43%*	*50%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	6	2	2	2	2	2	6	2	-	-	-	-	-	-
	34%	*21%*	*17%*	*15%*	*15%*	*87%*	*36%*	*18%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	2	-	2	2	2	-	2	2	-	-	-	-	-	-
	10%	*-%*	*17%*	*15%*	*14%*	*-%*	*11%*	*18%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Satisfied	*	*	*	*	*	*	-	*	-	-	-	-	-	-
	2%	*4%*	*3%*	*3%*	*2%*	*13%*	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Very Satisfied	2	2	2	2	2	-	2	-	2	-	-	-	-	-
	10%	*20%*	*16%*	*15%*	*14%*	*-%*	*11%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	-	1	-	-	-	1	-	-	-	-	-	-
	6%	*13%*	*-%*	*10%*	*-%*	*-%*	*-%*	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	2	2	2	2	2	*	2	*	2	-	-	-	-	-
	11%	*23%*	*19%*	*17%*	*16%*	*13%*	*11%*	*3%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Dissatisfied	12	5	6	6	8	2	12	6	-	-	-	-	-	-
	73%	*64%*	*64%*	*58%*	*70%*	*87%*	*78%*	*68%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Professionalism and handling of any query / complaint (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	12	6	-	-	2	-	-	-	-	4	-	1	3	-
Weighted total	17	9	-	-	3	-	-	-	-	5	-	1	5	-
Very Dissatisfied	7	5	-	-	2	-	-	-	-	2	-	1	2	-
	38%	*55%*	-%	-%	*53%*	-%	-%	-%	-%	*37%*	-%	*100%*	*36%*	-%
Fairly Dissatisfied	6	2	-	-	-	-	-	-	-	2	-	-	-	-
	34%	*22%*	-%	-%	-%	-%	-%	-%	-%	*35%*	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	2	-	-	-	-	-	-	-	-	-	-	2	-
	10%	*20%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*33%*	-%
Fairly Satisfied	*	*	-	-	-	-	-	-	-	*	-	-	-	-
	2%	*3%*	-%	-%	-%	-%	-%	-%	-%	*6%*	-%	-%	-%	-%
Very Satisfied	2	-	-	-	2	-	-	-	-	-	-	-	2	-
	10%	-%	-%	-%	*47%*	-%	-%	-%	-%	-%	-%	-%	*32%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	1	-	-	-	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	*22%*	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	*	-	-	2	-	-	-	-	*	-	-	2	-
	11%	*3%*	-%	-%	*47%*	-%	-%	-%	-%	*6%*	-%	-%	*32%*	-%
NET: Dissatisfied	12	7	-	-	2	-	-	-	-	4	-	1	2	-
	73%	*77%*	-%	-%	*53%*	-%	-%	-%	-%	*72%*	-%	*100%*	*36%*	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Professionalism and handling of any query / complaint (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)
Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	12	2	-	2	4	-	7	-	1	4	8	7	1
Weighted total	17	2	-	4	6	-	12	-	*	3	14	9	2
Very Dissatisfied	7	2	-	2	3	-	7	-	-	-	7	5	-
	38%	*86%*	*-%*	*49%*	*47%*	*-%*	*56%*	*-%*	*-%*	*-%*	*48%*	*50%*	*-%*
Fairly Dissatisfied	6	-	-	2	-	-	2	-	-	*	6	-	2
	34%	*-%*	*-%*	*51%*	*-%*	*-%*	*16%*	*-%*	*-%*	*9%*	*40%*	*-%*	*100%*
Neither Satisfied Nor Dissatisfied	2	-	-	-	2	-	2	-	-	2	-	2	-
	10%	*-%*	*-%*	*-%*	*27%*	*-%*	*14%*	*-%*	*-%*	*51%*	*-%*	*18%*	*-%*
Fairly Satisfied	*	*	-	-	-	-	-	-	*	*	-	*	-
	2%	*14%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*	*9%*	*-%*	*3%*	*-%*
Very Satisfied	2	-	-	-	2	-	2	-	-	-	2	2	-
	10%	*-%*	*-%*	*-%*	*26%*	*-%*	*14%*	*-%*	*-%*	*-%*	*12%*	*17%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	1	-	1	-
	6%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*32%*	*-%*	*11%*	*-%*
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	2	*	-	-	2	-	2	-	*	*	2	2	-
	11%	*14%*	*-%*	*-%*	*26%*	*-%*	*14%*	*-%*	*100%*	*9%*	*12%*	*20%*	*-%*
NET: Dissatisfied	12	2	-	4	3	-	8	-	-	*	12	5	2
	73%	*86%*	*-%*	*100%*	*47%*	*-%*	*72%*	*-%*	*-%*	*9%*	*88%*	*50%*	*100%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	12	1	6	7	1	1	7	2	5	1	-
Weighted total	17	2	9	9	2	2	10	3	7	1	-
Very Dissatisfied	7	-	5	5	-	-	7	-	4	-	-
	38%	-%	*56%*	*50%*	-%	-%	*63%*	-%	*55%*	-%	-%
Fairly Dissatisfied	6	-	2	-	2	-	2	2	-	-	-
	34%	-%	*22%*	-%	*100%*	-%	*18%*	*62%*	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	2	-	2	-	2	-	-	-	-	-
	10%	*100%*	-%	*18%*	-%	*100%*	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	*	*	-	-	*	-	*	-	-
	2%	-%	*3%*	*3%*	-%	-%	*3%*	-%	*4%*	-%	-%
Very Satisfied	2	-	2	2	-	-	2	-	2	-	-
	10%	-%	*19%*	*17%*	-%	-%	*16%*	-%	*25%*	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	1	-	-	-	1	1	1	-
	6%	-%	-%	*11%*	-%	-%	-%	*38%*	*16%*	*100%*	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	-	2	2	-	-	2	-	2	-	-
	11%	-%	*23%*	*20%*	-%	-%	*19%*	-%	*29%*	-%	-%
NET: Dissatisfied	12	-	7	5	2	-	8	2	4	-	-
	73%	-%	*77%*	*50%*	*100%*	-%	*81%*	*62%*	*55%*	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Professionalism and handling of any query / complaint (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	12	3	4	-	-	6	3	1	-	5	6	3	5	4	-
Weighted total	17	5	6	-	-	8	4	1	-	7	8	3	6	5	-
Very Dissatisfied	7	1	4	-	-	3	4	1	-	4	5	1	5	2	-
	38%	*24%*	*65%*	*-%*	*-%*	*34%*	*93%*	*100%*	*-%*	*55%*	*57%*	*35%*	*78%*	*38%*	*-%*
Fairly Dissatisfied	6	2	-	-	-	2	-	-	-	-	-	-	-	-	-
	34%	*38%*	*-%*	*-%*	*-%*	*22%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	2	2	-	-	-	2	-	-	-	-	2	2	-	-	-
	10%	*38%*	*-%*	*-%*	*-%*	*20%*	*-%*	*-%*	*-%*	*-%*	*20%*	*56%*	*-%*	*-%*	*-%*
Fairly Satisfied	*	-	*	-	-	*	*	-	-	*	*	*	*	*	-
	2%	*-%*	*5%*	*-%*	*-%*	*4%*	*7%*	*-%*	*-%*	*4%*	*4%*	*10%*	*5%*	*6%*	*-%*
Very Satisfied	2	-	2	-	-	2	-	-	-	2	2	-	-	2	-
	10%	*-%*	*29%*	*-%*	*-%*	*20%*	*-%*	*-%*	*-%*	*25%*	*20%*	*-%*	*-%*	*34%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	1	-	-	1	1	-
	6%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*16%*	*-%*	*-%*	*17%*	*22%*	*-%*
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	2	-	2	-	-	2	*	-	-	2	2	*	*	2	-
	11%	*-%*	*35%*	*-%*	*-%*	*23%*	*7%*	*-%*	*-%*	*29%*	*23%*	*10%*	*5%*	*40%*	*-%*
NET: Dissatisfied	12	3	4	-	-	5	4	1	-	4	5	1	5	2	-
	73%	*62%*	*65%*	*-%*	*-%*	*57%*	*93%*	*100%*	*-%*	*55%*	*57%*	*35%*	*78%*	*38%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	12	3	2	4	-	-	4	4	1	-	2	-
Weighted total	17	4	2	5	-	-	5	5	2	-	3	-
Very Dissatisfied	7	4	2	1	-	-	4	2	-	-	1	-
	38%	*93%*	*86%*	*22%*	-%	-%	*73%*	*38%*	-%	-%	*39%*	-%
Fairly Dissatisfied	6	-	-	2	-	-	-	-	-	-	-	-
	34%	-%	-%	*38%*	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	-	-	2	-	-	-	-	2	-	-	-
	10%	-%	-%	*35%*	-%	-%	-%	-%	*100%*	-%	-%	-%
Fairly Satisfied	*	*	*	*	-	-	*	*	-	-	-	-
	2%	*7%*	*14%*	*6%*	-%	-%	*6%*	*6%*	-%	-%	-%	-%
Very Satisfied	2	-	-	-	-	-	-	2	-	-	2	-
	10%	-%	-%	-%	-%	-%	-%	*34%*	-%	-%	*61%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	-	-	1	1	-	-	-	-
	6%	-%	-%	-%	-%	-%	*21%*	*22%*	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	*	*	*	-	-	*	2	-	-	2	-
	11%	*7%*	*14%*	*6%*	-%	-%	*6%*	*40%*	-%	-%	*61%*	-%
NET: Dissatisfied	12	4	2	3	-	-	4	2	-	-	1	-
	73%	*93%*	*86%*	*59%*	-%	-%	*73%*	*38%*	-%	-%	*39%*	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Professionalism and handling of any query / complaint (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	12	10	9	10	11	12	10	11	4	-	5	1	4	4
Weighted total	17	15	14	15	15	17	14	15	4	-	5	2	6	3
Very Dissatisfied	7	5	4	5	7	7	7	7	3	-	3	-	4	1
	38%	*32%*	*26%*	*32%*	*43%*	*38%*	*48%*	*43%*	*68%*	*-%*	*56%*	*-%*	*58%*	*32%*
Fairly Dissatisfied	6	6	6	6	4	6	4	6	*	-	*	-	-	*
	34%	*37%*	*40%*	*37%*	*26%*	*34%*	*29%*	*38%*	*7%*	*-%*	*6%*	*-%*	*-%*	*9%*
Neither Satisfied Nor Dissatisfied	2	2	2	2	2	2	2	2	-	-	2	-	-	2
	10%	*11%*	*12%*	*11%*	*11%*	*10%*	*13%*	*11%*	*-%*	*-%*	*33%*	*-%*	*-%*	*51%*
Fairly Satisfied	*	*	*	*	*	*	*	*	-	-	*	-	-	*
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*	*-%*	*6%*	*-%*	*-%*	*9%*
Very Satisfied	2	2	2	2	2	2	-	-	-	-	-	2	2	-
	10%	*11%*	*12%*	*11%*	*11%*	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*	*26%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	1	1	1	1	1	1	1	-	-	-	1	-
	6%	*7%*	*8%*	*7%*	*7%*	*6%*	*8%*	*7%*	*25%*	*-%*	*-%*	*-%*	*17%*	*-%*
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	2	2	2	2	2	2	*	*	-	-	*	2	2	*
	11%	*13%*	*14%*	*13%*	*13%*	*11%*	*2%*	*2%*	*-%*	*-%*	*6%*	*100%*	*26%*	*9%*
NET: Dissatisfied	12	10	9	10	11	12	11	12	3	-	3	-	4	1
	73%	*69%*	*66%*	*69%*	*69%*	*73%*	*78%*	*80%*	*75%*	*-%*	*62%*	*-%*	*58%*	*40%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	12	8	1	12	-	3	8	1	6	2	4	7	5
Weighted total	17	13	*	17	-	5	11	2	8	4	5	10	7
Very Dissatisfied	7	5	-	7	-	3	4	-	3	2	2	5	2
	38%	*37%*	-%	*38%*	-%	*64%*	*35%*	-%	*37%*	*49%*	*34%*	*46%*	*27%*
Fairly Dissatisfied	6	4	-	6	-	-	4	2	4	2	-	4	2
	34%	*28%*	-%	*34%*	-%	-%	*36%*	*100%*	*50%*	*51%*	-%	*38%*	*28%*
Neither Satisfied Nor Dissatisfied	2	2	-	2	-	-	2	-	-	-	2	-	2
	10%	*13%*	-%	*10%*	-%	-%	*16%*	-%	-%	-%	*31%*	-%	*25%*
Fairly Satisfied	*	-	*	*	-	-	*	-	-	-	*	-	*
	2%	-%	*100%*	*2%*	-%	-%	*3%*	-%	-%	-%	*5%*	-%	*4%*
Very Satisfied	2	2	-	2	-	2	-	-	-	-	2	2	-
	10%	*13%*	-%	*10%*	-%	*36%*	-%	-%	-%	-%	*30%*	*16%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	-	1	-	-	1	-	1	-	-	-	1
	6%	*8%*	-%	*6%*	-%	-%	*10%*	-%	*14%*	-%	-%	-%	*15%*
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	2	*	2	-	2	*	-	-	-	2	2	*
	11%	*13%*	*100%*	*11%*	-%	*36%*	*3%*	-%	-%	-%	*35%*	*16%*	*4%*
NET: Dissatisfied	12	8	-	12	-	3	8	2	7	4	2	9	4
	73%	*65%*	-%	*73%*	-%	*64%*	*71%*	*100%*	*86%*	*100%*	*34%*	*84%*	*55%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Professionalism and handling of any query / complaint (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	12	-	-	-	-	-	-	-	-	-	-	-	-
Weighted total	17	-	-	-	-	-	-	-	-	-	-	-	-
Very Dissatisfied	7	-	-	-	-	-	-	-	-	-	-	-	-
	38%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	6	-	-	-	-	-	-	-	-	-	-	-	-
	34%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	-	-	-	-	-	-	-	-	-	-	-	-
	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	2	-	-	-	-	-	-	-	-	-	-	-	-
	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	-	-	-	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	-	-	-	-	-	-	-	-	-	-	-	-
	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	12	-	-	-	-	-	-	-	-	-	-	-	-
	73%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Professionalism and handling of any query / complaint (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

	Total base	Month							Quarter			
		Jan' 2018	Feb' 2018	May' 2018	Jun' 2018	Sep' 2018	Nov' 2018	Dec' 2018	Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d
Unweighted total	12	2	3	3	1	1	1	1	5	4	1	2
Weighted total	17	4	5	2	1	2	2	2	9	3	2	4
Very Dissatisfied	7	4	-	-	1	-	2	-	4	1	-	2
	38%	*100%*	*-%*	*-%*	*100%*	*-%*	*100%*	*-%*	*41%*	*39%*	*-%*	*48%*
Fairly Dissatisfied	6	-	4	*	-	-	-	2	4	*	-	2
	34%	*-%*	*68%*	*18%*	*-%*	*-%*	*-%*	*100%*	*40%*	*11%*	*-%*	*52%*
Neither Satisfied Nor Dissatisfied	2	-	2	-	-	-	-	-	2	-	-	-
	10%	*-%*	*32%*	*-%*	*-%*	*-%*	*-%*	*-%*	*19%*	*-%*	*-%*	*-%*
Fairly Satisfied	*	-	-	*	-	-	-	-	-	*	-	-
	2%	*-%*	*-%*	*18%*	*-%*	*-%*	*-%*	*-%*	*-%*	*11%*	*-%*	*-%*
Very Satisfied	2	-	-	-	-	2	-	-	-	-	2	-
	10%	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	1	-	-	-	-	-	1	-	-
	6%	*-%*	*-%*	*64%*	*-%*	*-%*	*-%*	*-%*	*-%*	*39%*	*-%*	*-%*
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	2	-	-	*	-	2	-	-	-	*	2	-
	11%	*-%*	*-%*	*18%*	*-%*	*100%*	*-%*	*-%*	*-%*	*11%*	*100%*	*-%*
NET: Dissatisfied	12	4	4	*	1	-	2	2	7	1	-	4
	73%	*100%*	*68%*	*18%*	*100%*	*-%*	*100%*	*100%*	*81%*	*50%*	*-%*	*100%*

Columns Tested: a,b,c,d,e,f,g - a,b,c,d

The staff being polite and courteous (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	12	12	-	-	-	-	3	5	-	-	-
Weighted total	17	17	-	-	-	-	4	6	-	-	-
Very Dissatisfied	2	2	-	-	-	-	2	-	-	-	-
	11%	*11%*	-%	-%	-%	-%	*46%*	-%	-%	-%	-%
Fairly Dissatisfied	3	3	-	-	-	-	-	1	-	-	-
	17%	*17%*	-%	-%	-%	-%	-%	*18%*	-%	-%	-%
Neither Satisfied Nor Dissatisfied	6	6	-	-	-	-	-	2	-	-	-
	32%	*32%*	-%	-%	-%	-%	-%	*31%*	-%	-%	-%
Fairly Satisfied	4	4	-	-	-	-	2	2	-	-	-
	23%	*23%*	-%	-%	-%	-%	*54%*	*29%*	-%	-%	-%
Very Satisfied	2	2	-	-	-	-	-	*	-	-	-
	11%	*11%*	-%	-%	-%	-%	-%	*5%*	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	-	-	-	-	-	1	-	-	-
	6%	*6%*	-%	-%	-%	-%	-%	*18%*	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	6	-	-	-	-	2	2	-	-	-
	34%	*34%*	-%	-%	-%	-%	*54%*	*33%*	-%	-%	-%
NET: Dissatisfied	5	5	-	-	-	-	2	1	-	-	-
	28%	*28%*	-%	-%	-%	-%	*46%*	*18%*	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

The staff being polite and courteous (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	12	3	-	1	-	1	1	1	3	-	10	-	1	1
Weighted total	17	4	-	1	-	2	2	2	6	-	17	-	*	*
Very Dissatisfied	2	-	-	-	-	-	-	2	-	-	2	-	-	-
	11%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	*11%*	-%	-%	-%
Fairly Dissatisfied	3	1	-	-	-	-	-	-	2	-	3	-	-	-
	17%	*24%*	-%	-%	-%	-%	-%	-%	*33%*	-%	*18%*	-%	-%	-%
Neither Satisfied Nor Dissatisfied	6	-	-	-	-	2	-	-	4	-	6	-	-	-
	32%	-%	-%	-%	-%	*100%*	-%	-%	*67%*	-%	*33%*	-%	-%	-%
Fairly Satisfied	4	2	-	-	-	-	2	-	-	-	4	-	-	*
	23%	*39%*	-%	-%	-%	-%	*100%*	-%	-%	-%	*22%*	-%	-%	*100%*
Very Satisfied	2	2	-	-	-	-	-	-	-	-	2	-	*	-
	11%	*37%*	-%	-%	-%	-%	-%	-%	-%	-%	*10%*	-%	*100%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	1	-	-	-	-	-	-	1	-	-	-
	6%	-%	-%	*100%*	-%	-%	-%	-%	-%	-%	*6%*	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	3	-	-	-	-	2	-	-	-	5	-	*	*
	34%	*76%*	-%	-%	-%	-%	*100%*	-%	-%	-%	*31%*	-%	*100%*	*100%*
NET: Dissatisfied	5	1	-	-	-	-	-	2	2	-	5	-	-	-
	28%	*24%*	-%	-%	-%	-%	-%	*100%*	*33%*	-%	*29%*	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The staff being polite and courteous (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	12	-	-	-	-	9	-	-	3	8	4	12	-
Weighted total	17	-	-	-	-	14	-	-	3	12	5	17	-
Very Dissatisfied	2	-	-	-	-	-	-	-	2	2	-	2	-
	11%	-%	-%	-%	-%	-%	-%	-%	*57%*	*15%*	-%	*11%*	-%
Fairly Dissatisfied	3	-	-	-	-	3	-	-	-	2	1	3	-
	17%	-%	-%	-%	-%	*21%*	-%	-%	-%	*16%*	*21%*	*17%*	-%
Neither Satisfied Nor Dissatisfied	6	-	-	-	-	6	-	-	-	2	4	6	-
	32%	-%	-%	-%	-%	*40%*	-%	-%	-%	*14%*	*74%*	*32%*	-%
Fairly Satisfied	4	-	-	-	-	4	-	-	-	4	*	4	-
	23%	-%	-%	-%	-%	*28%*	-%	-%	-%	*30%*	*6%*	*23%*	-%
Very Satisfied	2	-	-	-	-	2	-	-	*	2	-	2	-
	11%	-%	-%	-%	-%	*12%*	-%	-%	*9%*	*16%*	-%	*11%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	-	-	-	-	1	1	-	1	-
	6%	-%	-%	-%	-%	-%	-%	-%	*34%*	*9%*	-%	*6%*	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	-	-	-	-	5	-	-	*	5	*	6	-
	34%	-%	-%	-%	-%	*39%*	-%	-%	*9%*	*46%*	*6%*	*34%*	-%
NET: Dissatisfied	5	-	-	-	-	3	-	-	2	4	1	5	-
	28%	-%	-%	-%	-%	*21%*	-%	-%	*57%*	*31%*	*21%*	*28%*	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The staff being polite and courteous (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	12	12	-	6	-	6
Weighted total	17	17	-	9	-	9
Very Dissatisfied	2	2	-	2	-	-
	11%	*11%*	*-%*	*21%*	*-%*	*-%*
Fairly Dissatisfied	3	3	-	-	-	3
	17%	*17%*	*-%*	*-%*	*-%*	*34%*
Neither Satisfied Nor Dissatisfied	6	6	-	4	-	2
	32%	*32%*	*-%*	*42%*	*-%*	*23%*
Fairly Satisfied	4	4	-	2	-	2
	23%	*23%*	*-%*	*22%*	*-%*	*24%*
Very Satisfied	2	2	-	*	-	2
	11%	*11%*	*-%*	*3%*	*-%*	*19%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	-	1	-	-
	6%	*6%*	*-%*	*12%*	*-%*	*-%*
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	6	6	-	2	-	4
	34%	*34%*	*-%*	*25%*	*-%*	*43%*
NET: Dissatisfied	5	5	-	2	-	3
	28%	*28%*	*-%*	*21%*	*-%*	*34%*

Columns Tested: a,b - a,b,c

The staff being polite and courteous (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	**12**	8	1	2	1	-	-	-	-	9	3	3	5	4
Weighted total	**17**	11	1	3	2	-	-	-	-	12	5	3	8	6
Very Dissatisfied	**2**	2	-	-	-	-	-	-	-	2	-	-	2	-
	11%	*17%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*15%*	*-%*	*-%*	*24%*	*-%*
Fairly Dissatisfied	**3**	-	1	-	2	-	-	-	-	1	2	-	-	3
	17%	*-%*	*100%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*9%*	*36%*	*-%*	*-%*	*47%*
Neither Satisfied Nor Dissatisfied	**6**	6	-	-	-	-	-	-	-	6	-	-	6	-
	32%	*51%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*46%*	*-%*	*-%*	*72%*	*-%*
Fairly Satisfied	**4**	2	-	2	-	-	-	-	-	2	2	2	*	2
	23%	*20%*	*-%*	*51%*	*-%*	*-%*	*-%*	*-%*	*-%*	*18%*	*33%*	*58%*	*4%*	*27%*
Very Satisfied	**2**	*	-	2	-	-	-	-	-	*	2	*	-	2
	11%	*3%*	*-%*	*49%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*32%*	*9%*	*-%*	*26%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**1**	1	-	-	-	-	-	-	-	1	-	1	-	-
	6%	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*9%*	*-%*	*33%*	*-%*	*-%*
Don't Know / (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**6**	2	-	3	-	-	-	-	-	2	3	2	*	3
	34%	*23%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*21%*	*64%*	*67%*	*4%*	*53%*
NET: Dissatisfied	**5**	2	1	-	2	-	-	-	-	3	2	-	2	3
	28%	*17%*	*100%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*24%*	*36%*	*-%*	*24%*	*47%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The staff being polite and courteous (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	12	6	7	8	8	2	9	7	1	-	-	-	-	-
Weighted total	17	8	10	11	12	2	15	10	2	-	-	-	-	-
Very Dissatisfied	2	2	2	2	2	-	2	2	-	-	-	-	-	-
	11%	*22%*	*18%*	*16%*	*15%*	*-%*	*12%*	*19%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	3	2	3	3	3	-	3	3	-	-	-	-	-	-
	17%	*22%*	*29%*	*26%*	*24%*	*-%*	*19%*	*31%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	6	2	2	2	2	2	6	2	-	-	-	-	-	-
	32%	*21%*	*17%*	*15%*	*15%*	*87%*	*36%*	*18%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Satisfied	4	-	2	2	4	-	4	2	-	-	-	-	-	-
	23%	*-%*	*17%*	*15%*	*29%*	*-%*	*23%*	*18%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Very Satisfied	2	2	2	2	2	*	2	*	2	-	-	-	-	-
	11%	*23%*	*19%*	*17%*	*16%*	*13%*	*11%*	*3%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	-	1	-	-	-	1	-	-	-	-	-	-
	6%	*13%*	*-%*	*10%*	*-%*	*-%*	*-%*	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	6	2	4	4	5	*	5	2	2	-	-	-	-	-
	34%	*23%*	*36%*	*33%*	*45%*	*13%*	*34%*	*21%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Dissatisfied	5	4	5	5	5	-	5	5	-	-	-	-	-	-
	28%	*44%*	*47%*	*42%*	*39%*	*-%*	*31%*	*50%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The staff being polite and courteous (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	12	6	-	-	2	-	-	-	-	4	-	1	3	-
Weighted total	17	9	-	-	3	-	-	-	-	5	-	1	5	-
Very Dissatisfied	2	2	-	-	-	-	-	-	-	2	-	-	-	-
	11%	*21%*	-%	-%	-%	-%	-%	-%	-%	*37%*	-%	-%	-%	-%
Fairly Dissatisfied	3	1	-	-	2	-	-	-	-	-	-	1	2	-
	17%	*12%*	-%	-%	*53%*	-%	-%	-%	-%	-%	-%	*100%*	*36%*	-%
Neither Satisfied Nor Dissatisfied	6	2	-	-	-	-	-	-	-	2	-	-	-	-
	32%	*22%*	-%	-%	-%	-%	-%	-%	-%	*35%*	-%	-%	-%	-%
Fairly Satisfied	4	4	-	-	-	-	-	-	-	-	-	-	2	-
	23%	*41%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*33%*	-%
Very Satisfied	2	*	-	-	2	-	-	-	-	*	-	-	2	-
	11%	*3%*	-%	-%	*47%*	-%	-%	-%	-%	*6%*	-%	-%	*32%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	1	-	-	-	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	*22%*	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	4	-	-	2	-	-	-	-	*	-	-	3	-
	34%	*45%*	-%	-%	*47%*	-%	-%	-%	-%	*6%*	-%	-%	*64%*	-%
NET: Dissatisfied	5	3	-	-	2	-	-	-	-	2	-	1	2	-
	28%	*34%*	-%	-%	*53%*	-%	-%	-%	-%	*37%*	-%	*100%*	*36%*	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The staff being polite and courteous (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	12	2	-	2	4	-	7	-	1	4	8	7	1
Weighted total	17	2	-	4	6	-	12	-	*	3	14	9	2
Very Dissatisfied	2	-	-	2	-	-	2	-	-	-	2	2	-
	11%	-%	-%	*49%*	-%	-%	*15%*	-%	-%	-%	*13%*	*19%*	-%
Fairly Dissatisfied	3	-	-	-	3	-	3	-	-	-	3	3	-
	17%	-%	-%	-%	*47%*	-%	*25%*	-%	-%	-%	*21%*	*31%*	-%
Neither Satisfied Nor Dissatisfied	6	-	-	2	-	-	2	-	-	-	6	-	2
	32%	-%	-%	*51%*	-%	-%	*16%*	-%	-%	-%	*40%*	-%	*100%*
Fairly Satisfied	4	2	-	-	2	-	4	-	-	2	2	2	-
	23%	*86%*	-%	-%	*27%*	-%	*30%*	-%	-%	*60%*	*13%*	*18%*	-%
Very Satisfied	2	*	-	-	2	-	2	-	*	*	2	2	-
	11%	*14%*	-%	-%	*26%*	-%	*14%*	-%	*100%*	*9%*	*12%*	*20%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	1	-	1	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	*32%*	-%	*11%*	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	2	-	-	3	-	5	-	*	2	3	4	-
	34%	*100%*	-%	-%	*53%*	-%	*44%*	-%	*100%*	*68%*	*25%*	*39%*	-%
NET: Dissatisfied	5	-	-	2	3	-	5	-	-	-	5	5	-
	28%	-%	-%	*49%*	*47%*	-%	*40%*	-%	-%	-%	*34%*	*50%*	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The staff being polite and courteous (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	12	1	6	7	1	1	7	2	5	1	-
Weighted total	17	2	9	9	2	2	10	3	7	1	-
Very Dissatisfied	2	-	2	2	-	-	2	-	2	-	-
	11%	-%	*21%*	*19%*	-%	-%	*17%*	-%	*27%*	-%	-%
Fairly Dissatisfied	3	-	3	3	-	-	3	-	2	-	-
	17%	-%	*34%*	*31%*	-%	-%	*28%*	-%	*28%*	-%	-%
Neither Satisfied Nor Dissatisfied	6	-	2	-	2	-	2	2	-	-	-
	32%	-%	*22%*	-%	*100%*	-%	*18%*	*62%*	-%	-%	-%
Fairly Satisfied	4	2	-	2	-	2	2	-	-	-	-
	23%	*100%*	-%	*18%*	-%	*100%*	*18%*	-%	-%	-%	-%
Very Satisfied	2	-	2	2	-	-	2	-	2	-	-
	11%	-%	*23%*	*20%*	-%	-%	*19%*	-%	*29%*	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	1	-	-	-	1	1	1	-
	6%	-%	-%	*11%*	-%	-%	-%	*38%*	*16%*	*100%*	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	2	2	4	-	2	4	-	2	-	-
	34%	*100%*	*23%*	*39%*	-%	*100%*	*37%*	-%	*29%*	-%	-%
NET: Dissatisfied	5	-	5	5	-	-	5	-	4	-	-
	28%	-%	*56%*	*50%*	-%	-%	*46%*	-%	*55%*	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The staff being polite and courteous (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	12	3	4	-	-	6	3	1	-	5	6	3	5	4	-
Weighted total	17	5	6	-	-	8	4	1	-	7	8	3	6	5	-
Very Dissatisfied	2	-	2	-	-	2	-	-	-	2	2	-	2	-	-
	11%	-%	*32%*	-%	-%	*22%*	-%	-%	-%	*27%*	*22%*	-%	*30%*	-%	-%
Fairly Dissatisfied	3	1	2	-	-	1	2	1	-	2	3	1	3	2	-
	17%	*24%*	*33%*	-%	-%	*13%*	*46%*	*100%*	-%	*28%*	*35%*	*35%*	*48%*	*38%*	-%
Neither Satisfied Nor Dissatisfied	6	2	-	-	-	2	-	-	-	-	-	-	-	-	-
	32%	*38%*	-%	-%	-%	*22%*	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	4	2	-	-	-	2	2	-	-	-	2	2	-	-	-
	23%	*38%*	-%	-%	-%	*20%*	*46%*	-%	-%	-%	*20%*	*56%*	-%	-%	-%
Very Satisfied	2	-	2	-	-	2	*	-	-	2	2	*	*	2	-
	11%	-%	*35%*	-%	-%	*23%*	*7%*	-%	-%	*29%*	*23%*	*10%*	*5%*	*40%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	1	-	-	1	1	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	*16%*	-%	-%	*17%*	*22%*	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	2	2	-	-	4	2	-	-	2	4	2	*	2	-
	34%	*38%*	*35%*	-%	-%	*43%*	*54%*	-%	-%	*29%*	*43%*	*65%*	*5%*	*40%*	-%
NET: Dissatisfied	5	1	4	-	-	3	2	1	-	4	5	1	5	2	-
	28%	*24%*	*65%*	-%	-%	*34%*	*46%*	*100%*	-%	*55%*	*57%*	*35%*	*78%*	*38%*	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The staff being polite and courteous (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	12	3	2	4	-	-	4	4	1	-	2	-
Weighted total	17	4	2	5	-	-	5	5	2	-	3	-
Very Dissatisfied	2	-	-	-	-	-	2	-	-	-	-	-
	11%	-%	-%	-%	-%	-%	36%	-%	-%	-%	-%	-%
Fairly Dissatisfied	3	2	2	1	-	-	2	2	-	-	1	-
	17%	46%	86%	22%	-%	-%	37%	38%	-%	-%	39%	-%
Neither Satisfied Nor Dissatisfied	6	-	-	2	-	-	-	-	-	-	-	-
	32%	-%	-%	38%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	4	2	-	2	-	-	-	-	2	-	-	-
	23%	46%	-%	35%	-%	-%	-%	-%	100%	-%	-%	-%
Very Satisfied	2	*	*	*	-	-	*	2	-	-	2	-
	11%	7%	14%	6%	-%	-%	6%	40%	-%	-%	61%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	-	-	1	1	-	-	-	-
	6%	-%	-%	-%	-%	-%	21%	22%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	2	*	2	-	-	*	2	2	-	2	-
	34%	54%	14%	41%	-%	-%	6%	40%	100%	-%	61%	-%
NET: Dissatisfied	5	2	2	1	-	-	4	2	-	-	1	-
	28%	46%	86%	22%	-%	-%	73%	38%	-%	-%	39%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

The staff being polite and courteous (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	12	10	9	10	11	12	10	11	4	-	5	1	4	4
Weighted total	17	15	14	15	15	17	14	15	4	-	5	2	6	3
Very Dissatisfied	2	2	2	2	2	2	2	2	-	-	-	-	2	-
	11%	*12%*	*13%*	*12%*	*12%*	*11%*	*13%*	*12%*	*-%*	*-%*	*-%*	*-%*	*28%*	*-%*
Fairly Dissatisfied	3	3	2	3	3	3	3	3	3	-	3	-	2	1
	17%	*20%*	*13%*	*20%*	*19%*	*17%*	*21%*	*19%*	*68%*	*-%*	*56%*	*-%*	*29%*	*32%*
Neither Satisfied Nor Dissatisfied	6	6	6	6	4	6	4	6	-	-	-	-	-	-
	32%	*37%*	*40%*	*37%*	*24%*	*32%*	*27%*	*36%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Satisfied	4	2	2	2	4	4	4	4	*	-	2	-	-	2
	23%	*11%*	*12%*	*11%*	*25%*	*23%*	*28%*	*25%*	*7%*	*-%*	*38%*	*-%*	*-%*	*60%*
Very Satisfied	2	2	2	2	2	2	*	*	-	-	*	2	2	*
	11%	*13%*	*14%*	*13%*	*13%*	*11%*	*2%*	*2%*	*-%*	*-%*	*6%*	*100%*	*26%*	*9%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	1	1	1	1	1	1	1	-	-	-	1	-
	6%	*7%*	*8%*	*7%*	*7%*	*6%*	*8%*	*7%*	*25%*	*-%*	*-%*	*-%*	*17%*	*-%*
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	6	4	4	4	6	6	4	4	*	-	2	2	2	2
	34%	*24%*	*26%*	*24%*	*38%*	*34%*	*30%*	*27%*	*7%*	*-%*	*44%*	*100%*	*26%*	*68%*
NET: Dissatisfied	5	5	4	5	5	5	5	5	3	-	3	-	4	1
	28%	*32%*	*26%*	*32%*	*31%*	*28%*	*35%*	*31%*	*68%*	*-%*	*56%*	*-%*	*58%*	*32%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The staff being polite and courteous (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	12	8	1	12	-	3	8	1	6	2	4	7	5
Weighted total	17	13	*	17	-	5	11	2	8	4	5	10	7
Very Dissatisfied	2	2	-	2	-	2	-	-	2	-	-	2	-
	11%	*14%*	-%	*11%*	-%	*40%*	-%	-%	*23%*	-%	-%	*18%*	-%
Fairly Dissatisfied	3	1	-	3	-	1	2	-	1	2	-	1	2
	17%	*8%*	-%	*17%*	-%	*24%*	*17%*	-%	*14%*	*49%*	-%	*10%*	*27%*
Neither Satisfied Nor Dissatisfied	6	4	-	6	-	-	4	2	4	2	-	4	2
	32%	*28%*	-%	*32%*	-%	-%	*34%*	*100%*	*46%*	*51%*	-%	*35%*	*28%*
Fairly Satisfied	4	4	-	4	-	-	4	-	*	-	4	2	2
	23%	*28%*	-%	*23%*	-%	-%	*36%*	-%	*4%*	-%	*65%*	*21%*	*25%*
Very Satisfied	2	2	*	2	-	2	*	-	-	-	2	2	*
	11%	*13%*	*100%*	*11%*	-%	*36%*	*3%*	-%	-%	-%	*35%*	*16%*	*4%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	-	1	-	-	1	-	1	-	-	-	1
	6%	*8%*	-%	*6%*	-%	-%	*10%*	-%	*14%*	-%	-%	-%	*15%*
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	5	*	6	-	2	4	-	*	-	5	4	2
	34%	*41%*	*100%*	*34%*	-%	*36%*	*39%*	-%	*4%*	-%	*100%*	*37%*	*29%*
NET: Dissatisfied	5	3	-	5	-	3	2	-	3	2	-	3	2
	28%	*23%*	-%	*28%*	-%	*64%*	*17%*	-%	*37%*	*49%*	-%	*28%*	*27%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The staff being polite and courteous (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	12	-	-	-	-	-	-	-	-	-	-	-	-
Weighted total	17	-	-	-	-	-	-	-	-	-	-	-	-
Very Dissatisfied	2	-	-	-	-	-	-	-	-	-	-	-	-
	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	3	-	-	-	-	-	-	-	-	-	-	-	-
	17%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	6	-	-	-	-	-	-	-	-	-	-	-	-
	32%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	4	-	-	-	-	-	-	-	-	-	-	-	-
	23%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	2	-	-	-	-	-	-	-	-	-	-	-	-
	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	-	-	-	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	-	-	-	-	-	-	-	-	-	-	-	-
	34%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	5	-	-	-	-	-	-	-	-	-	-	-	-
	28%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

The staff being polite and courteous (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

	Total base	Month							Quarter			
		Jan' 2018	Feb' 2018	May' 2018	Jun' 2018	Sep' 2018	Nov' 2018	Dec' 2018	Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d
Unweighted total	12	2	3	3	1	1	1	1	5	4	1	2
Weighted total	17	4	5	2	1	2	2	2	9	3	2	4
Very Dissatisfied	2	-	-	-	-	-	2	-	-	-	-	2
	11%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	-%	*48%*
Fairly Dissatisfied	3	2	-	-	1	-	-	-	2	1	-	-
	17%	*50%*	-%	-%	*100%*	-%	-%	-%	*21%*	*39%*	-%	-%
Neither Satisfied Nor Dissatisfied	6	-	4	-	-	-	-	2	4	-	-	2
	32%	-%	*68%*	-%	-%	-%	-%	*100%*	*40%*	-%	-%	*52%*
Fairly Satisfied	4	2	2	*	-	-	-	-	4	*	-	-
	23%	*50%*	*32%*	*18%*	-%	-%	-%	-%	*40%*	*11%*	-%	-%
Very Satisfied	2	-	-	*	-	2	-	-	-	*	2	-
	11%	-%	-%	*18%*	-%	*100%*	-%	-%	-%	*11%*	*100%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	1	-	-	-	-	-	1	-	-
	6%	-%	-%	*64%*	-%	-%	-%	-%	-%	*39%*	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	2	2	1	-	2	-	-	4	1	2	-
	34%	*50%*	*32%*	*36%*	-%	*100%*	-%	-%	*40%*	*22%*	*100%*	-%
NET: Dissatisfied	5	2	-	-	1	-	2	-	2	1	-	2
	28%	*50%*	-%	-%	*100%*	-%	*100%*	-%	*21%*	*39%*	-%	*48%*

Columns Tested: a,b,c,d,e,f,g - a,b,c,d

Professionalism and handling of any query / complaint (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	8	5	1	-	2	3	1	-	-	1	2
Weighted total	8	7	*	-	*	*	2	-	-	2	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	*	*	-	-	-	-	-
	2%	-%	-%	-%	57%	50%	-%	-%	-%	-%	-%
Fairly Satisfied	4	3	*	-	-	*	-	-	-	2	*
	46%	47%	100%	-%	-%	13%	-%	-%	-%	100%	26%
Very Satisfied	1	1	-	-	-	-	-	-	-	-	-
	14%	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	-	-	-	2	-	-	-	-
	37%	39%	-%	-%	-%	-%	100%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	-	-	-	*	*	-	-	-	-	*
	2%	-%	-%	-%	43%	37%	-%	-%	-%	-%	74%
NET: Satisfied	5	5	*	-	-	*	-	-	-	2	*
	59%	61%	100%	-%	-%	13%	-%	-%	-%	100%	26%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Professionalism and handling of any query / complaint (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)
Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	8	-	-	3	-	-	2	-	2	-	7	1	-	-
Weighted total	8	-	-	3	-	-	3	-	2	-	8	*	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	-	-	*	-	*	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	9%	-%	2%	-%	-%	-%
Fairly Satisfied	4	-	-	-	-	-	2	-	2	-	3	*	-	-
	46%	-%	-%	-%	-%	-%	61%	-%	91%	-%	45%	100%	-%	-%
Very Satisfied	1	-	-	1	-	-	-	-	-	-	1	-	-	-
	14%	-%	-%	35%	-%	-%	-%	-%	-%	-%	14%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	2	-	-	1	-	-	-	3	-	-	-
	37%	-%	-%	60%	-%	-%	39%	-%	-%	-%	37%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	-	-	*	-	-	-	-	-	-	*	-	-	-
	2%	-%	-%	4%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%
NET: Satisfied	5	-	-	1	-	-	2	-	2	-	5	*	-	-
	59%	-%	-%	35%	-%	-%	61%	-%	91%	-%	59%	100%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Professionalism and handling of any query / complaint (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)
Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	8	-	1	-	-	3	1	-	3	8	-	5	3
Weighted total	8	-	1	-	-	3	2	-	2	8	-	6	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	-	-	*	*	-	*	-
	2%	-%	-%	-%	-%	-%	-%	-%	8%	2%	-%	3%	-%
Fairly Satisfied	4	-	-	-	-	2	2	-	-	4	-	4	-
	46%	-%	-%	-%	-%	64%	100%	-%	-%	46%	-%	64%	-%
Very Satisfied	1	-	-	-	-	1	-	-	-	1	-	-	1
	14%	-%	-%	-%	-%	36%	-%	-%	-%	14%	-%	-%	47%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	1	-	-	-	-	-	2	3	-	2	1
	37%	-%	100%	-%	-%	-%	-%	-%	86%	37%	-%	33%	47%
Don't Know / (DO NOT READ OUT)	*	-	-	-	-	-	-	-	*	*	-	-	*
	2%	-%	-%	-%	-%	-%	-%	-%	6%	2%	-%	-%	6%
NET: Satisfied	5	-	-	-	-	3	2	-	-	5	-	4	1
	59%	-%	-%	-%	-%	100%	100%	-%	-%	59%	-%	64%	47%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	8	8	-	-	2	6
Weighted total	8	8	-	-	2	6
Very Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	-	*
	2%	2%	-%	-%	-%	3%
Fairly Satisfied	4	4	-	-	2	2
	46%	46%	-%	-%	100%	30%
Very Satisfied	1	1	-	-	-	1
	14%	14%	-%	-%	-%	17%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	-	-	3
	37%	37%	-%	-%	-%	47%
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	*
	2%	2%	-%	-%	-%	2%
NET: Satisfied	5	5	-	-	2	3
	59%	59%	-%	-%	100%	48%
NET: Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

Professionalism and handling of any query / complaint (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	8	1	5	1	1	-	-	-	-	6	2	-	1	7
Weighted total	8	2	3	1	2	-	-	-	-	5	3	-	2	6
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	2%	-%	6%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	3%
Fairly Satisfied	4	-	2	-	2	-	-	-	-	2	2	-	-	4
	46%	-%	55%	-%	100%	-%	-%	-%	-%	35%	64%	-%	-%	59%
Very Satisfied	1	-	1	-	-	-	-	-	-	1	-	-	-	1
	14%	-%	35%	-%	-%	-%	-%	-%	-%	22%	-%	-%	-%	18%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	2	-	1	-	-	-	-	-	2	1	-	2	1
	37%	100%	-%	100%	-%	-%	-%	-%	-%	37%	36%	-%	100%	18%
Don't Know / (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	2%	-%	4%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%	2%
NET: Satisfied	5	-	3	-	2	-	-	-	-	3	2	-	-	5
	59%	-%	90%	-%	100%	-%	-%	-%	-%	57%	64%	-%	-%	77%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Professionalism and handling of any query / complaint (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	8	5	4	6	8	2	7	5	1	-	-	-	-	-
Weighted total	8	5	2	5	8	*	8	5	*	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	*	*	*	*	*	-	*	-	-	-	-	-
	2%	4%	8%	4%	2%	57%	2%	-%	100%	-%	-%	-%	-%	-%
Fairly Satisfied	4	3	2	4	4	-	3	4	-	-	-	-	-	-
	46%	72%	86%	72%	46%	-%	45%	75%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	1	-	1	1	-	1	1	-	-	-	-	-	-
	14%	22%	-%	22%	14%	-%	14%	22%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	-	3	-	3	-	-	-	-	-	-	-
	37%	-%	-%	-%	37%	-%	37%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	2%	3%	6%	3%	2%	43%	2%	3%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	5	2	5	5	-	5	5	-	-	-	-	-	-
	59%	94%	86%	94%	59%	-%	59%	97%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Professionalism and handling of any query / complaint (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	8	7	-	-	1	-	-	-	-	1	1	1	3	-
Weighted total	8	6	-	-	2	-	-	-	-	1	*	2	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	-	-	-	-	-	-	-	-	*	-
	2%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	8%	-%
Fairly Satisfied	4	2	-	-	2	-	-	-	-	-	-	2	2	-
	46%	28%	-%	-%	100%	-%	-%	-%	-%	-%	-%	100%	92%	-%
Very Satisfied	1	1	-	-	-	-	-	-	-	1	-	-	-	-
	14%	18%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	-	-	-	-	-	-	-	-	-	-	-
	37%	49%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	-	*	-	-	-
	2%	2%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%
NET: Satisfied	5	3	-	-	2	-	-	-	-	1	-	2	2	-
	59%	46%	-%	-%	100%	-%	-%	-%	-%	100%	-%	100%	92%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Professionalism and handling of any query / complaint (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)
Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	8	2	1	1	3	1	6	1	1	-	8	5	1
Weighted total	8	1	2	2	3	*	8	*	*	-	8	5	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	-	-	-	-	*	-	*	*	-
	2%	14%	-%	-%	-%	-%	-%	-%	100%	-%	2%	4%	-%
Fairly Satisfied	4	-	-	2	2	-	3	*	-	-	4	3	*
	46%	-%	-%	100%	64%	-%	46%	100%	-%	-%	46%	72%	100%
Very Satisfied	1	1	-	-	-	-	1	-	-	-	1	1	-
	14%	86%	-%	-%	-%	-%	14%	-%	-%	-%	14%	22%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	2	-	1	-	3	-	-	-	3	-	-
	37%	-%	100%	-%	36%	-%	38%	-%	-%	-%	37%	-%	-%
Don't Know / (DO NOT READ OUT)	*	-	-	-	-	*	*	-	-	-	*	*	-
	2%	-%	-%	-%	-%	100%	2%	-%	-%	-%	2%	3%	-%
NET: Satisfied	5	1	-	2	2	-	5	*	-	-	5	5	*
	59%	86%	-%	100%	64%	-%	60%	100%	-%	-%	59%	94%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)
Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	8	-	7	5	-	-	8	1	5	1	-
Weighted total	8	-	8	5	-	-	8	*	5	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	*	*	-	-	*	-	*	-	-
	2%	-%	2%	4%	-%	-%	2%	-%	4%	-%	-%
Fairly Satisfied	4	-	3	3	-	-	4	-	3	-	-
	46%	-%	45%	72%	-%	-%	46%	-%	72%	-%	-%
Very Satisfied	1	-	1	1	-	-	1	-	1	-	-
	14%	-%	14%	22%	-%	-%	14%	-%	22%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	3	-	-	-	3	-	-	-	-
	37%	-%	37%	-%	-%	-%	37%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	-	*	*	-	-	*	*	*	*	-
	2%	-%	2%	3%	-%	-%	2%	100%	3%	100%	-%
NET: Satisfied	5	-	5	5	-	-	5	-	5	-	-
	59%	-%	59%	94%	-%	-%	59%	-%	94%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Professionalism and handling of any query / complaint (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	8	1	4	2	-	4	6	3	-	4	3	3	4	3	-
Weighted total	8	*	2	*	-	4	5	1	-	4	2	3	4	4	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	*	*	-	-	*	*	-	*	*	-	*	-	-
	2%	-%	8%	57%	-%	-%	4%	13%	-%	5%	8%	-%	5%	-%	-%
Fairly Satisfied	4	-	2	-	-	-	4	-	-	3	2	-	3	3	-
	46%	-%	86%	-%	-%	-%	72%	-%	-%	92%	86%	-%	92%	96%	-%
Very Satisfied	1	-	-	-	-	1	1	-	-	-	-	1	-	-	-
	14%	-%	-%	-%	-%	26%	22%	-%	-%	-%	-%	35%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	-	-	3	-	1	-	-	-	2	-	-	-
	37%	-%	-%	-%	-%	71%	-%	78%	-%	-%	-%	60%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	*	*	*	-	*	*	*	-	*	*	*	*	*	-
	2%	100%	6%	43%	-%	3%	3%	9%	-%	3%	6%	4%	3%	4%	-%
NET: Satisfied	5	-	2	-	-	1	5	-	-	3	2	1	3	3	-
	59%	-%	86%	-%	-%	26%	94%	-%	-%	92%	86%	35%	92%	96%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)
Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	8	5	5	3	2	1	4	3	-	1	-	-
Weighted total	8	3	4	3	1	*	3	4	-	2	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	*	-	*	*	*	-	-	-	-	-
	2%	5%	4%	-%	14%	100%	5%	-%	-%	-%	-%	-%
Fairly Satisfied	4	2	4	-	-	-	2	3	-	-	-	-
	46%	58%	92%	-%	-%	-%	58%	96%	-%	-%	-%	-%
Very Satisfied	1	1	-	-	-	-	1	-	-	-	-	-
	14%	33%	-%	-%	-%	-%	33%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	3	1	-	-	-	-	2	-	-
	37%	-%	-%	96%	86%	-%	-%	-%	-%	100%	-%	-%
Don't Know / (DO NOT READ OUT)	*	*	*	*	-	-	*	*	-	-	-	-
	2%	4%	3%	4%	-%	-%	4%	4%	-%	-%	-%	-%
NET: Satisfied	5	3	4	-	-	-	3	3	-	-	-	-
	59%	91%	92%	-%	-%	-%	91%	96%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Professionalism and handling of any query / complaint (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	8	7	6	7	5	7	6	7	4	-	5	-	2	4
Weighted total	8	6	6	6	4	6	6	6	3	-	5	-	4	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	*	*	*	*	*	*	*	-	*	-	-	*
	2%	3%	3%	3%	4%	3%	3%	3%	5%	-%	4%	-%	-%	6%
Fairly Satisfied	4	4	3	4	2	4	3	4	2	-	3	-	2	2
	46%	59%	59%	59%	43%	59%	59%	59%	58%	-%	72%	-%	51%	55%
Very Satisfied	1	1	1	1	1	1	1	1	-	-	1	-	-	1
	14%	18%	18%	18%	25%	18%	18%	18%	-%	-%	22%	-%	-%	35%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	1	1	1	1	1	1	1	1	-	-	-	2	-
	37%	18%	18%	18%	25%	18%	18%	18%	33%	-%	-%	-%	49%	-%
Don't Know / (DO NOT READ OUT)	*	*	*	*	*	*	*	*	*	-	*	-	-	*
	2%	2%	2%	2%	3%	2%	2%	2%	4%	-%	3%	-%	-%	4%
NET: Satisfied	5	5	5	5	3	5	5	5	2	-	5	-	2	3
	59%	77%	77%	77%	68%	77%	77%	77%	58%	-%	94%	-%	51%	90%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	8	6	-	8	-	5	3	-	4	2	2	3	5
Weighted total	8	4	-	8	-	4	4	-	3	2	3	3	5
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	*	-	*	-	-	-	*	-	*	-
	2%	4%	-%	2%	-%	5%	-%	-%	-%	9%	-%	6%	-%
Fairly Satisfied	4	2	-	4	-	2	2	-	*	2	2	-	4
	46%	41%	-%	46%	-%	44%	47%	-%	2%	91%	61%	-%	75%
Very Satisfied	1	1	-	1	-	-	1	-	-	-	1	1	-
	14%	26%	-%	14%	-%	-%	27%	-%	-%	-%	39%	35%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	1	-	3	-	2	1	-	3	-	-	2	1
	37%	26%	-%	37%	-%	48%	27%	-%	94%	-%	-%	60%	22%
Don't Know / (DO NOT READ OUT)	*	*	-	*	-	*	-	-	*	-	-	-	*
	2%	3%	-%	2%	-%	3%	-%	-%	4%	-%	-%	-%	3%
NET: Satisfied	5	3	-	5	-	2	3	-	*	2	3	1	4
	59%	67%	-%	59%	-%	44%	73%	-%	2%	91%	100%	35%	75%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Professionalism and handling of any query / complaint (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	8	2	-	3	2	1	1	1	1	1	1	-	-
Weighted total	8	1	-	2	1	1	*	1	*	*	1	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	4	*	-	*	*	-	*	-	*	*	-	-	-
	46%	4%	-%	2%	4%	-%	100%	-%	100%	100%	-%	-%	-%
Very Satisfied	1	1	-	1	-	1	-	1	-	-	1	-	-
	14%	96%	-%	49%	-%	100%	-%	100%	-%	-%	100%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	1	1	-	-	-	-	-	-	-	-
	37%	-%	-%	49%	96%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	1	-	1	*	1	*	1	*	*	1	-	-
	59%	100%	-%	51%	4%	100%	100%	100%	100%	100%	100%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Professionalism and handling of any query / complaint (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)
Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Month				Quarter			
		Jan' 2018	Apr' 2018	Aug' 2018	Oct' 2018	Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		***a**	***b**	***c**	***d**	***a**	***b**	***c**	***d**
Unweighted total	**8**	2	3	1	2	2	3	1	2
Weighted total	**8**	2	2	2	2	2	2	2	2
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	*	-	-	-	*
	2%	-%	-%	-%	*9%*	-%	-%	-%	*9%*
Fairly Satisfied	**4**	2	*	2	-	2	*	2	-
	46%	*94%*	*2%*	*100%*	-%	*94%*	*2%*	*100%*	-%
Very Satisfied	**1**	-	1	-	-	-	1	-	-
	14%	-%	*49%*	-%	-%	-%	*49%*	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	**3**	-	1	-	2	-	1	-	2
	37%	-%	*49%*	-%	*91%*	-%	*49%*	-%	*91%*
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	*	-	-	-
	2%	*6%*	-%	-%	-%	*6%*	-%	-%	-%
NET: Satisfied	**5**	2	1	2	-	2	1	2	-
	59%	*94%*	*51%*	*100%*	-%	*94%*	*51%*	*100%*	-%
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

The staff being polite and courteous (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	8	5	1	-	2	3	1	-	-	1	2
Weighted total	8	7	*	-	*	*	2	-	-	2	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	2	*	-	*	*	-	-	-	-	*
	27%	25%	100%	-%	57%	63%	-%	-%	-%	-%	26%
Very Satisfied	3	3	-	-	-	-	-	-	-	2	-
	35%	36%	-%	-%	-%	-%	-%	-%	-%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	-	-	-	2	-	-	-	-
	37%	39%	-%	-%	-%	-%	100%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	-	-	-	*	*	-	-	-	-	*
	2%	-%	-%	-%	43%	37%	-%	-%	-%	-%	74%
NET: Satisfied	5	5	*	-	*	*	-	-	-	2	*
	61%	61%	100%	-%	57%	63%	-%	-%	-%	100%	26%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

The staff being polite and courteous (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	8	-	-	3	-	-	2	-	2	-	7	1	-	-
Weighted total	8	-	-	3	-	-	3	-	2	-	8	*	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	-	-	-	-	-	-	2	-	2	*	-	-
	27%	-%	-%	-%	-%	-%	-%	-%	100%	-%	26%	100%	-%	-%
Very Satisfied	3	-	-	1	-	-	2	-	-	-	3	-	-	-
	35%	-%	-%	35%	-%	-%	61%	-%	-%	-%	35%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	2	-	-	1	-	-	-	3	-	-	-
	37%	-%	-%	60%	-%	-%	39%	-%	-%	-%	37%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	-	-	*	-	-	-	-	-	-	*	-	-	-
	2%	-%	-%	4%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%
NET: Satisfied	5	-	-	1	-	-	2	-	2	-	5	*	-	-
	61%	-%	-%	35%	-%	-%	61%	-%	100%	-%	61%	100%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 150 (continuation)

The staff being polite and courteous (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	8	-	1	-	-	3	1	-	3	8	-	5	3
Weighted total	8	-	1	-	-	3	2	-	2	8	-	6	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	-	-	-	2	-	-	*	2	-	2	-
	27%	-%	-%	-%	-%	64%	-%	-%	8%	27%	-%	38%	-%
Very Satisfied	3	-	-	-	-	1	2	-	-	3	-	2	1
	35%	-%	-%	-%	-%	36%	100%	-%	-%	35%	-%	30%	47%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	1	-	-	-	-	-	2	3	-	2	1
	37%	-%	100%	-%	-%	-%	-%	-%	86%	37%	-%	33%	47%
Don't Know / (DO NOT READ OUT)	*	-	-	-	-	-	-	-	*	*	-	-	*
	2%	-%	-%	-%	-%	-%	-%	-%	6%	2%	-%	-%	6%
NET: Satisfied	5	-	-	-	-	3	2	-	*	5	-	4	1
	61%	-%	-%	-%	-%	100%	100%	-%	8%	61%	-%	67%	47%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The staff being polite and courteous (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	8	8	-	-	2	6
Weighted total	8	8	-	-	2	6
Very Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	2	-	-	*	2
	27%	27%	-%	-%	3%	33%
Very Satisfied	3	3	-	-	2	1
	35%	35%	-%	-%	97%	17%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	-	-	3
	37%	37%	-%	-%	-%	47%
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	*
	2%	2%	-%	-%	-%	2%
NET: Satisfied	5	5	-	-	2	3
	61%	61%	-%	-%	100%	51%
NET: Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

The staff being polite and courteous (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	**8**	1	5	1	1	-	-	-	-	6	2	-	1	7
Weighted total	**8**	2	3	1	2	-	-	-	-	5	3	-	2	6
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	**2**	-	*	-	2	-	-	-	-	*	2	-	-	2
	27%	-%	*7%*	-%	*100%*	-%	-%	-%	-%	*4%*	*64%*	-%	-%	*35%*
Very Satisfied	**3**	-	3	-	-	-	-	-	-	3	-	-	-	3
	35%	-%	*89%*	-%	-%	-%	-%	-%	-%	*56%*	-%	-%	-%	*45%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**3**	2	-	1	-	-	-	-	-	2	1	-	2	1
	37%	*100%*	-%	*100%*	-%	-%	-%	-%	-%	*37%*	*36%*	-%	*100%*	*18%*
Don't Know / (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	2%	-%	*4%*	-%	-%	-%	-%	-%	-%	*3%*	-%	-%	-%	*2%*
NET: Satisfied	**5**	-	3	-	2	-	-	-	-	3	2	-	-	5
	61%	-%	*96%*	-%	*100%*	-%	-%	-%	-%	*60%*	*64%*	-%	-%	*80%*
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The staff being polite and courteous (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	8	5	4	6	8	2	7	5	1	-	-	-	-	-
Weighted total	8	5	2	5	8	*	8	5	*	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	2	2	2	2	*	2	2	*	-	-	-	-	-
	27%	42%	94%	42%	27%	57%	26%	40%	100%	-%	-%	-%	-%	-%
Very Satisfied	3	3	-	3	3	-	3	3	-	-	-	-	-	-
	35%	56%	-%	55%	35%	-%	35%	57%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	-	3	-	3	-	-	-	-	-	-	-
	37%	-%	-%	-%	37%	-%	37%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	2%	3%	6%	3%	2%	43%	2%	3%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	5	2	5	5	*	5	5	*	-	-	-	-	-
	61%	97%	94%	97%	61%	57%	61%	97%	100%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The staff being polite and courteous (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	8	7	-	-	1	-	-	-	-	1	1	1	3	-
Weighted total	8	6	-	-	2	-	-	-	-	1	*	2	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	*	-	-	2	-	-	-	-	-	-	-	2	-
	27%	4%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	100%	-%
Very Satisfied	3	3	-	-	-	-	-	-	-	1	-	2	-	-
	35%	46%	-%	-%	-%	-%	-%	-%	-%	100%	-%	100%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	-	-	-	-	-	-	-	-	-	-	-
	37%	49%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	-	*	-	-	-
	2%	2%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%
NET: Satisfied	5	3	-	-	2	-	-	-	-	1	-	2	2	-
	61%	49%	-%	-%	100%	-%	-%	-%	-%	100%	-%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The staff being polite and courteous (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	8	2	1	1	3	1	6	1	1	-	8	5	1
Weighted total	8	1	2	2	3	*	8	*	*	-	8	5	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	*	-	-	2	-	2	*	*	-	2	2	*
	27%	14%	-%	-%	64%	-%	25%	100%	100%	-%	27%	42%	100%
Very Satisfied	3	1	-	2	-	-	3	-	-	-	3	3	-
	35%	86%	-%	100%	-%	-%	36%	-%	-%	-%	35%	56%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	2	-	1	-	3	-	-	-	3	-	-
	37%	-%	100%	-%	36%	-%	38%	-%	-%	-%	37%	-%	-%
Don't Know / (DO NOT READ OUT)	*	-	-	-	-	*	*	-	-	-	*	*	-
	2%	-%	-%	-%	-%	100%	2%	-%	-%	-%	2%	3%	-%
NET: Satisfied	5	1	-	2	2	-	5	*	*	-	5	5	*
	61%	100%	-%	100%	64%	-%	60%	100%	100%	-%	61%	97%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The staff being polite and courteous (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	8	-	7	5	-	-	8	1	5	1	-
Weighted total	8	-	8	5	-	-	8	*	5	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	2	2	-	-	2	-	2	-	-
	27%	-%	26%	42%	-%	-%	27%	-%	42%	-%	-%
Very Satisfied	3	-	3	3	-	-	3	-	3	-	-
	35%	-%	35%	56%	-%	-%	35%	-%	56%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	3	-	-	-	3	-	-	-	-
	37%	-%	37%	-%	-%	-%	37%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	-	*	*	-	-	*	*	*	*	-
	2%	-%	2%	3%	-%	-%	2%	100%	3%	100%	-%
NET: Satisfied	5	-	5	5	-	-	5	-	5	-	-
	61%	-%	61%	97%	-%	-%	61%	-%	97%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The staff being polite and courteous (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	8	1	4	2	-	4	6	3	-	4	3	3	4	3	-
Weighted total	8	*	2	*	-	4	5	1	-	4	2	3	4	4	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	2	*	-	-	2	*	-	2	2	-	2	2	-
	27%	-%	94%	57%	-%	-%	42%	13%	-%	53%	94%	-%	53%	51%	-%
Very Satisfied	3	-	-	-	-	1	3	-	-	2	-	1	2	2	-
	35%	-%	-%	-%	-%	26%	55%	-%	-%	43%	-%	35%	43%	45%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	-	-	3	-	1	-	-	-	2	-	-	-
	37%	-%	-%	-%	-%	71%	-%	78%	-%	-%	-%	60%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	*	*	*	-	*	*	*	-	*	*	*	*	*	-
	2%	100%	6%	43%	-%	3%	3%	9%	-%	3%	6%	4%	3%	4%	-%
NET: Satisfied	5	-	2	*	-	1	5	*	-	4	2	1	4	3	-
	61%	-%	94%	57%	-%	26%	97%	13%	-%	97%	94%	35%	97%	96%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The staff being polite and courteous (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	8	5	5	3	2	1	4	3	-	1	-	-
Weighted total	8	3	4	3	1	*	3	4	-	2	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	2	2	-	*	*	2	2	-	-	-	-
	27%	64%	54%	-%	14%	100%	63%	51%	-%	-%	-%	-%
Very Satisfied	3	1	2	-	-	-	1	2	-	-	-	-
	35%	33%	43%	-%	-%	-%	33%	45%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	3	1	-	-	-	-	2	-	-
	37%	-%	-%	96%	86%	-%	-%	-%	-%	100%	-%	-%
Don't Know / (DO NOT READ OUT)	*	*	*	*	-	-	*	*	-	-	-	-
	2%	4%	3%	4%	-%	-%	4%	4%	-%	-%	-%	-%
NET: Satisfied	5	3	4	-	*	*	3	3	-	-	-	-
	61%	96%	97%	-%	14%	100%	96%	96%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

The staff being polite and courteous (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	8	7	6	7	5	7	6	7	4	-	5	-	2	4
Weighted total	8	6	6	6	4	6	6	6	3	-	5	-	4	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	2	2	2	2	2	2	2	2	-	2	-	2	*
	27%	35%	34%	35%	47%	35%	34%	35%	63%	-%	42%	-%	51%	6%
Very Satisfied	3	3	3	3	1	3	3	3	-	-	3	-	-	3
	35%	45%	46%	45%	25%	45%	46%	45%	-%	-%	56%	-%	-%	90%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	1	1	1	1	1	1	1	1	-	-	-	2	-
	37%	18%	18%	18%	25%	18%	18%	18%	33%	-%	-%	-%	49%	-%
Don't Know / (DO NOT READ OUT)	*	*	*	*	*	*	*	*	*	-	*	-	-	*
	2%	2%	2%	2%	3%	2%	2%	2%	4%	-%	3%	-%	-%	4%
NET: Satisfied	5	5	5	5	3	5	5	5	2	-	5	-	2	3
	61%	80%	80%	80%	72%	80%	80%	80%	63%	-%	97%	-%	51%	96%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The staff being polite and courteous (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	8	6	-	8	-	5	3	-	4	2	2	3	5
Weighted total	8	4	-	8	-	4	4	-	3	2	3	3	5
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	*	-	2	-	*	2	-	*	2	-	*	2
	27%	5%	-%	27%	-%	6%	47%	-%	2%	100%	-%	6%	40%
Very Satisfied	3	3	-	3	-	2	1	-	-	-	3	1	2
	35%	66%	-%	35%	-%	43%	27%	-%	-%	-%	100%	35%	35%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	1	-	3	-	2	1	-	3	-	-	2	1
	37%	26%	-%	37%	-%	48%	27%	-%	94%	-%	-%	60%	22%
Don't Know / (DO NOT READ OUT)	*	*	-	*	-	*	-	-	*	-	-	-	*
	2%	3%	-%	2%	-%	3%	-%	-%	4%	-%	-%	-%	3%
NET: Satisfied	5	3	-	5	-	2	3	-	*	2	3	1	4
	61%	71%	-%	61%	-%	49%	73%	-%	2%	100%	100%	40%	75%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The staff being polite and courteous (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	8	2	-	3	2	1	1	1	1	1	1	-	-
Weighted total	8	1	-	2	1	1	*	1	*	*	1	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	*	-	*	*	-	*	-	*	*	-	-	-
	27%	4%	-%	2%	4%	-%	100%	-%	100%	100%	-%	-%	-%
Very Satisfied	3	1	-	1	-	1	-	1	-	-	1	-	-
	35%	96%	-%	49%	-%	100%	-%	100%	-%	-%	100%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	1	1	-	-	-	-	-	-	-	-
	37%	-%	-%	49%	96%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	1	-	1	*	1	*	1	*	*	1	-	-
	61%	100%	-%	51%	4%	100%	100%	100%	100%	100%	100%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

The staff being polite and courteous (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Month				Quarter			
		Jan' 2018	Apr' 2018	Aug' 2018	Oct' 2018	Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		***a**	***b**	***c**	***d**	***a**	***b**	***c**	***d**
Unweighted total	**8**	2	3	1	2	2	3	1	2
Weighted total	**8**	2	2	2	2	2	2	2	2
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	**-**	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	**-**	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	**2**	2	*	-	*	2	*	-	*
	27%	*94%*	*2%*	*-%*	*9%*	*94%*	*2%*	*-%*	*9%*
Very Satisfied	**3**	-	1	2	-	-	1	2	-
	35%	*-%*	*49%*	*100%*	*-%*	*-%*	*49%*	*100%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**3**	-	1	-	2	-	1	-	2
	37%	*-%*	*49%*	*-%*	*91%*	*-%*	*49%*	*-%*	*91%*
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	*	-	-	-
	2%	*6%*	*-%*	*-%*	*-%*	*6%*	*-%*	*-%*	*-%*
NET: Satisfied	**5**	2	1	2	*	2	1	2	*
	61%	*94%*	*51%*	*100%*	*9%*	*94%*	*51%*	*100%*	*9%*
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Professionalism and handling of any query / complaint (QOP3A10 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects.)

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	1	-	1	-	-	1	-	-	-	-	1
Weighted total	*	-	*	-	-	*	-	-	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	*	-	-	*	-	-	-	-	*
	100%	-%	*100%*	-%	-%	*100%*	-%	-%	-%	-%	*100%*
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

Professionalism and handling of any query / complaint (QOP3A10 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects.)

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	1	-	-	-	-	-	-	-	1	-	1	-	-	-
Weighted total	*	-	-	-	-	-	-	-	*	-	*	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	-	-	*	-	*	-	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	*100%*	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 151 (continuation)

Professionalism and handling of any query / complaint (QOP3A10 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects.)

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	1	-	-	-	-	1	-	-	-	1	-	1	-
Weighted total	*	-	-	-	-	*	-	-	-	*	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	*	-	-	-	*	-	*	-
	100%	-%	-%	-%	-%	*100%*	-%	-%	-%	*100%*	-%	*100%*	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A10 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects.)

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	1	1	-	-	-	1
Weighted total	*	*	-	-	-	*
Very Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	-	*
	100%	*100%*	-%	-%	-%	*100%*
Fairly Satisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

Professionalism and handling of any query / complaint (QOP3A10 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects.)

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	1	-	-	-	-	1	-	-	-	-	1	-	-	1
Weighted total	*	-	-	-	-	*	-	-	-	-	*	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	*	-	-	-	-	*	-	-	*
	100%	-%	-%	-%	-%	*100%*	-%	-%	-%	-%	*100%*	-%	-%	*100%*
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Professionalism and handling of any query / complaint (QOP3A10 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects.)

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	1	1	1	1	-	-	1	-	-	-	1	-	-	-
Weighted total	*	*	*	*	-	-	*	-	-	-	*	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	*	*	-	-	*	-	-	-	*	-	-	-
	100%	*100%*	*100%*	*100%*	-%	-%	*100%*	-%	-%	-%	*100%*	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Professionalism and handling of any query / complaint (QOP3A10 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects.)

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	1	-	-	-	-	-	-	-	-	-	-	-	1	-
Weighted total	*	-	-	-	-	-	-	-	-	-	-	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Professionalism and handling of any query / complaint (QOP3A10 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects.)

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	1	-	-	-	-	-	-	-	-	-	1	-	1
Weighted total	*	-	-	-	-	-	-	-	-	-	*	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	-	-	-	-	*	-	*
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	*100%*
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A10 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects.)

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	1	-	-	-	-	-	-	-	1	-	-
Weighted total	*	-	-	-	-	-	-	-	*	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	-	-	*	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Professionalism and handling of any query / complaint (QOP3A10 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects.)

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-
Weighted total	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	100%	-%	*100%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A10 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects.)

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	1	-	-	-	-	-	-	-	-	-	-	-
Weighted total	*	-	-	-	-	-	-	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	-	-	-	-	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Professionalism and handling of any query / complaint (QOP3A10 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects.)

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	1	1	1	1	1	1	-	1	-	-	-	-	-	-
Weighted total	*	*	*	*	*	*	-	*	-	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	*	*	*	*	-	*	-	-	-	-	-	-
	100%	*100%*	*100%*	*100%*	*100%*	*100%*	-%	*100%*	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A10 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects.)

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	1	1	-	1	-	-	1	-	1	-	-	-	1
Weighted total	*	*	-	*	-	-	*	-	*	-	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	*	-	-	*	-	*	-	-	-	*
	100%	*100%*	-%	*100%*	-%	-%	*100%*	-%	*100%*	-%	-%	-%	*100%*
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 151 (continuation)

Professionalism and handling of any query / complaint (QOP3A10 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects.)

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices				Month
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change	Jan' 2018
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d	
Unweighted total	1	-	-	-	-	-	-	-	-	-	-	-	-	1
Weighted total	*	-	-	-	-	-	-	-	-	-	-	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Produced by OLR
Issue date: 05/02/19

Professionalism and handling of any query / complaint (QOP3A10 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects.)
Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

	Total base	Quarter Q1 2018
Unweighted total	**1**	1
Weighted total	*	*
Very Dissatisfied	-	-
	-%	-%
Fairly Dissatisfied	-	-
	-%	-%
Neither Satisfied Nor Dissatisfied	*	*
	100%	*100%*
Fairly Satisfied	-	-
	-%	-%
Very Satisfied	-	-
	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-
	-%	-%
Don't Know / (DO NOT READ OUT)	-	-
	-%	-%
NET: Satisfied	-	-
	-%	-%
NET: Dissatisfied	-	-
	-%	-%

The staff being polite and courteous (QOP3A10 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects.)

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	1	-	1	-	-	1	-	-	-	-	1
Weighted total	*	-	*	-	-	*	-	-	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	*	-	-	*	-	-	-	-	*
	100%	-%	*100%*	-%	-%	*100%*	-%	-%	-%	-%	*100%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	*	-	-	*	-	-	-	-	*
	100%	-%	*100%*	-%	-%	*100%*	-%	-%	-%	-%	*100%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

The staff being polite and courteous (QOP3A10 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects.)

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	1	-	-	-	-	-	-	-	1	-	1	-	-	-
Weighted total	*	-	-	-	-	-	-	-	*	-	*	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	-	-	-	*	-	*	-	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	*100%*	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	-	-	-	*	-	*	-	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	*100%*	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The staff being polite and courteous (QOP3A10 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects.)

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	1	-	-	-	-	1	-	-	-	1	-	1	-
Weighted total	*	-	-	-	-	*	-	-	-	*	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	*	-	-	-	*	-	*	-
	100%	-%	-%	-%	-%	*100%*	-%	-%	-%	*100%*	-%	*100%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	*	-	-	-	*	-	*	-
	100%	-%	-%	-%	-%	*100%*	-%	-%	-%	*100%*	-%	*100%*	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The staff being polite and courteous (QOP3A10 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects.)

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	1	1	-	-	-	1
Weighted total	*	*	-	-	-	*
Very Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	-	-	*
	100%	*100%*	-%	-%	-%	*100%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	-	*
	100%	*100%*	-%	-%	-%	*100%*
NET: Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

The staff being polite and courteous (QOP3A10 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects.)

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	1	-	-	-	-	1	-	-	-	-	1	-	-	1
Weighted total	*	-	-	-	-	*	-	-	-	-	*	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	*	-	-	-	-	*	-	-	*
	100%	-%	-%	-%	-%	*100%*	-%	-%	-%	-%	*100%*	-%	-%	*100%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	*	-	-	-	-	*	-	-	*
	100%	-%	-%	-%	-%	*100%*	-%	-%	-%	-%	*100%*	-%	-%	*100%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The staff being polite and courteous (QOP3A10 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects.)

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	1	1	1	1	-	-	1	-	-	-	1	-	-	-
Weighted total	*	*	*	*	-	-	*	-	-	-	*	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	*	*	-	-	*	-	-	-	*	-	-	-
	100%	*100%*	*100%*	*100%*	-%	-%	*100%*	-%	-%	-%	*100%*	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	*	*	-	-	*	-	-	-	*	-	-	-
	100%	*100%*	*100%*	*100%*	-%	-%	*100%*	-%	-%	-%	*100%*	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The staff being polite and courteous (QOP3A10 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects.)

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	1	-	-	-	-	-	-	-	-	-	-	-	1	-
Weighted total	*	-	-	-	-	-	-	-	-	-	-	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The staff being polite and courteous (QOP3A10 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects.)

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	1	-	-	-	-	-	-	-	-	-	1	-	1
Weighted total	*	-	-	-	-	-	-	-	-	-	*	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	-	-	-	-	-	*	-	*
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	*100%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	-	-	-	-	-	*	-	*
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	*100%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The staff being polite and courteous (QOP3A10 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects.)

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	1	-	-	-	-	-	-	-	1	-	-
Weighted total	*	-	-	-	-	-	-	-	*	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	-	-	-	*	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	-	-	-	*	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The staff being polite and courteous (QOP3A10 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects.)

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-
Weighted total	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	100%	-%	*100%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	100%	-%	*100%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The staff being polite and courteous (QOP3A10 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects.)

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	1	-	-	-	-	-	-	-	-	-	-	-
Weighted total	*	-	-	-	-	-	-	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	-	-	-	-	-	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	-	-	-	-	-	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

The staff being polite and courteous (QOP3A10 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects.)

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	1	1	1	1	1	1	-	1	-	-	-	-	-	-
Weighted total	*	*	*	*	*	*	-	*	-	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	*	*	*	*	-	*	-	-	-	-	-	-
	100%	*100%*	*100%*	*100%*	*100%*	*100%*	-%	*100%*	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	*	*	*	*	-	*	-	-	-	-	-	-
	100%	*100%*	*100%*	*100%*	*100%*	*100%*	-%	*100%*	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The staff being polite and courteous (QOP3A10 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects.)

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	1	1	-	1	-	-	1	-	1	-	-	-	1
Weighted total	*	*	-	*	-	-	*	-	*	-	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	*	-	-	*	-	*	-	-	-	*
	100%	*100%*	-%	*100%*	-%	-%	*100%*	-%	*100%*	-%	-%	-%	*100%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	*	-	-	*	-	*	-	-	-	*
	100%	*100%*	-%	*100%*	-%	-%	*100%*	-%	*100%*	-%	-%	-%	*100%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The staff being polite and courteous (QOP3A10 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects.)

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices				Month
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change	Jan' 2018
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d	
Unweighted total	1	-	-	-	-	-	-	-	-	-	-	-	-	1
Weighted total	*	-	-	-	-	-	-	-	-	-	-	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

The staff being polite and courteous (QOP3A10 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects.)

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

	Total base	Quarter
		Q1 2018
Unweighted total	**1**	1
Weighted total	*	*
Very Dissatisfied	-	-
	-%	-%
Fairly Dissatisfied	-	-
	-%	-%
Neither Satisfied Nor Dissatisfied	-	-
	-%	-%
Fairly Satisfied	-	-
	-%	-%
Very Satisfied	*	*
	100%	*100%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-
	-%	-%
Don't Know / (DO NOT READ OUT)	-	-
	-%	-%
NET: Satisfied	*	*
	100%	*100%*
NET: Dissatisfied	-	-
	-%	-%

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 153

Professionalism and handling of any query / complaint (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	16	8	3	3	2	8	-	3	-	2	3
Weighted total	12	11	*	*	*	1	-	4	-	2	*
Very Dissatisfied	*	-	-	*	*	*	-	-	-	-	*
	1%	-%	-%	*23%*	*33%*	*17%*	-%	-%	-%	-%	*23%*
Fairly Dissatisfied	2	2	-	-	-	-	-	-	-	-	-
	14%	*15%*	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	5	5	-	-	*	*	-	3	-	2	-
	44%	*46%*	-%	-%	*67%*	*25%*	-%	*87%*	-%	*89%*	-%
Fairly Satisfied	2	2	*	*	-	*	-	-	-	-	*
	16%	*16%*	*25%*	*50%*	-%	*21%*	-%	-%	-%	-%	*50%*
Very Satisfied	1	1	-	*	-	*	-	-	-	-	*
	9%	*9%*	-%	*27%*	-%	*6%*	-%	-%	-%	-%	*27%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	-	-	-	-	*	-	-	-
	13%	*14%*	-%	-%	-%	-%	-%	*13%*	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	-	*	-	-	*	-	-	-	*	-
	2%	-%	*75%*	-%	-%	*31%*	-%	-%	-%	*11%*	-%
NET: Satisfied	3	3	*	*	-	*	-	-	-	-	*
	25%	*25%*	*25%*	*77%*	-%	*27%*	-%	-%	-%	-%	*77%*
NET: Dissatisfied	2	2	-	*	*	*	-	-	-	-	*
	15%	*15%*	-%	*23%*	*33%*	*17%*	-%	-%	-%	-%	*23%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Professionalism and handling of any query / complaint (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	16	2	-	2	-	2	3	1	1	1	12	1	1	2
Weighted total	12	4	-	2	-	2	2	2	*	*	12	*	*	*
Very Dissatisfied	*	-	-	-	-	*	-	-	-	-	*	-	-	*
	1%	-%	-%	-%	-%	*6%*	-%	-%	-%	-%	*1%*	-%	-%	*31%*
Fairly Dissatisfied	2	-	-	-	-	2	-	-	-	-	2	-	-	-
	14%	-%	-%	-%	-%	*94%*	-%	-%	-%	-%	*15%*	-%	-%	-%
Neither Satisfied Nor Dissatisfied	5	4	-	-	-	-	2	-	*	-	5	-	-	-
	44%	*100%*	-%	-%	-%	-%	*94%*	-%	*100%*	-%	*47%*	-%	-%	-%
Fairly Satisfied	2	-	-	-	-	-	-	2	-	-	2	-	*	*
	16%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	*16%*	-%	*100%*	*69%*
Very Satisfied	1	-	-	1	-	-	*	-	-	-	1	-	-	-
	9%	-%	-%	*50%*	-%	-%	*3%*	-%	-%	-%	*10%*	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	1	-	-	-	-	-	-	1	*	-	-
	13%	-%	-%	*50%*	-%	-%	-%	-%	-%	-%	*9%*	*100%*	-%	-%
Don't Know / (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-	*	*	-	-	-
	2%	-%	-%	-%	-%	-%	*3%*	-%	-%	*100%*	*3%*	-%	-%	-%
NET: Satisfied	3	-	-	1	-	-	*	2	-	-	3	-	*	*
	25%	-%	-%	*50%*	-%	-%	*3%*	*100%*	-%	-%	*25%*	-%	*100%*	*69%*
NET: Dissatisfied	2	-	-	-	-	2	-	-	-	-	2	-	-	*
	15%	-%	-%	-%	-%	*100%*	-%	-%	-%	-%	*16%*	-%	-%	*31%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Professionalism and handling of any query / complaint (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	16	-	7	-	1	5	-	-	3	11	5	14	2
Weighted total	12	-	3	-	*	7	-	-	3	10	3	10	3
Very Dissatisfied	*	-	*	-	*	-	-	-	-	*	*	*	-
	1%	-%	*2%*	-%	*100%*	-%	-%	-%	-%	*1%*	*2%*	*2%*	-%
Fairly Dissatisfied	2	-	2	-	-	-	-	-	-	2	-	-	2
	14%	-%	*63%*	-%	-%	-%	-%	-%	-%	*18%*	-%	-%	*62%*
Neither Satisfied Nor Dissatisfied	5	-	-	-	-	5	-	-	-	4	2	5	-
	44%	-%	-%	-%	-%	*84%*	-%	-%	-%	*37%*	*69%*	*57%*	-%
Fairly Satisfied	2	-	*	-	-	-	-	-	2	2	*	2	-
	16%	-%	*7%*	-%	-%	-%	-%	-%	*62%*	*20%*	*4%*	*21%*	-%
Very Satisfied	1	-	*	-	-	1	-	-	-	1	-	*	1
	9%	-%	*2%*	-%	-%	*16%*	-%	-%	-%	*12%*	-%	*1%*	*38%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	*	-	-	-	-	-	1	1	*	2	-
	13%	-%	*18%*	-%	-%	-%	-%	-%	*36%*	*11%*	*17%*	*16%*	-%
Don't Know / (DO NOT READ OUT)	*	-	*	-	-	-	-	-	*	*	*	*	-
	2%	-%	*9%*	-%	-%	-%	-%	-%	*2%*	*1%*	*8%*	*3%*	-%
NET: Satisfied	3	-	*	-	-	1	-	-	2	3	*	2	1
	25%	-%	*9%*	-%	-%	*16%*	-%	-%	*62%*	*32%*	*4%*	*22%*	*38%*
NET: Dissatisfied	2	-	2	-	*	-	-	-	-	2	*	*	2
	15%	-%	*64%*	-%	*100%*	-%	-%	-%	-%	*19%*	*2%*	*2%*	*62%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	16	16	-	10	1	5
Weighted total	12	12	-	6	2	5
Very Dissatisfied	*	*	-	*	-	*
	1%	*1%*	*-%*	*2%*	*-%*	*1%*
Fairly Dissatisfied	2	2	-	2	-	-
	14%	*14%*	*-%*	*28%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	5	5	-	2	2	2
	44%	*44%*	*-%*	*36%*	*100%*	*36%*
Fairly Satisfied	2	2	-	*	-	2
	16%	*16%*	*-%*	*3%*	*-%*	*39%*
Very Satisfied	1	1	-	-	-	1
	9%	*9%*	*-%*	*-%*	*-%*	*24%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	2	-	-
	13%	*13%*	*-%*	*26%*	*-%*	*-%*
Don't Know / (DO NOT READ OUT)	*	*	-	*	-	-
	2%	*2%*	*-%*	*5%*	*-%*	*-%*
NET: Satisfied	3	3	-	*	-	3
	25%	*25%*	*-%*	*3%*	*-%*	*63%*
NET: Dissatisfied	2	2	-	2	-	*
	15%	*15%*	*-%*	*30%*	*-%*	*1%*

Columns Tested: a,b - a,b,c

Professionalism and handling of any query / complaint (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	**16**	8	6	2	-	-	-	-	-	14	2	1	7	8
Weighted total	**12**	7	4	2	-	-	-	-	-	11	2	2	5	5
Very Dissatisfied	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	1%	*-%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*3%*
Fairly Dissatisfied	**2**	2	-	-	-	-	-	-	-	2	-	2	-	-
	14%	*25%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*16%*	*-%*	*100%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**5**	2	2	2	-	-	-	-	-	4	2	-	2	4
	44%	*28%*	*52%*	*97%*	*-%*	*-%*	*-%*	*-%*	*-%*	*36%*	*97%*	*-%*	*37%*	*66%*
Fairly Satisfied	**2**	2	-	-	-	-	-	-	-	2	-	-	2	-
	16%	*29%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*19%*	*-%*	*-%*	*38%*	*-%*
Very Satisfied	**1**	-	1	*	-	-	-	-	-	1	*	-	-	1
	9%	*-%*	*30%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*10%*	*3%*	*-%*	*-%*	*21%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**2**	1	*	-	-	-	-	-	-	2	-	-	1	*
	13%	*15%*	*14%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*15%*	*-%*	*-%*	*20%*	*9%*
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	2%	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*6%*	*-%*
NET: Satisfied	**3**	2	1	*	-	-	-	-	-	3	*	-	2	1
	25%	*29%*	*30%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*29%*	*3%*	*-%*	*38%*	*21%*
NET: Dissatisfied	**2**	2	*	-	-	-	-	-	-	2	-	2	-	*
	15%	*25%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*18%*	*-%*	*100%*	*-%*	*3%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Professionalism and handling of any query / complaint (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	16	10	9	12	12	5	13	11	-	-	1	-	-	-
Weighted total	12	4	6	7	8	1	10	7	-	-	*	-	-	-
Very Dissatisfied	*	*	*	*	*	*	*	*	-	-	*	-	-	-
	1%	*4%*	*3%*	*2%*	*1%*	*9%*	*2%*	*1%*	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	2	-	2	2	-	-	2	2	-	-	-	-	-	-
	14%	*-%*	*31%*	*26%*	*-%*	*-%*	*18%*	*26%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	5	2	2	2	4	*	4	2	-	-	-	-	-	-
	44%	*55%*	*40%*	*32%*	*46%*	*44%*	*40%*	*33%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Satisfied	2	*	*	*	2	*	2	*	-	-	-	-	-	-
	16%	*5%*	*2%*	*3%*	*24%*	*37%*	*21%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Very Satisfied	1	1	-	1	1	*	1	1	-	-	-	-	-	-
	9%	*28%*	*-%*	*17%*	*13%*	*10%*	*12%*	*17%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	1	1	1	-	*	1	-	-	-	-	-	-
	13%	*-%*	*19%*	*16%*	*13%*	*-%*	*5%*	*16%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know / (DO NOT READ OUT)	*	*	*	*	*	-	*	*	-	-	-	-	-	-
	2%	*7%*	*5%*	*4%*	*4%*	*-%*	*2%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	3	1	*	1	3	*	3	1	-	-	-	-	-	-
	25%	*33%*	*2%*	*20%*	*37%*	*47%*	*33%*	*20%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Dissatisfied	2	*	2	2	*	*	2	2	-	-	*	-	-	-
	15%	*4%*	*34%*	*28%*	*1%*	*9%*	*20%*	*27%*	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Professionalism and handling of any query / complaint (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	16	12	-	-	-	-	-	-	-	3	4	4	1	-
Weighted total	12	8	-	-	-	-	-	-	-	4	2	*	*	-
Very Dissatisfied	*	*	-	-	-	-	-	-	-	-	-	*	*	-
	1%	*1%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	*25%*	*100%*	-%
Fairly Dissatisfied	2	-	-	-	-	-	-	-	-	-	2	-	-	-
	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*80%*	-%	-%	-%
Neither Satisfied Nor Dissatisfied	5	4	-	-	-	-	-	-	-	2	*	-	-	-
	44%	*46%*	-%	-%	-%	-%	-%	-%	-%	*48%*	*11%*	-%	-%	-%
Fairly Satisfied	2	2	-	-	-	-	-	-	-	-	*	-	-	-
	16%	*24%*	-%	-%	-%	-%	-%	-%	-%	-%	*9%*	-%	-%	-%
Very Satisfied	1	1	-	-	-	-	-	-	-	1	-	*	-	-
	9%	*13%*	-%	-%	-%	-%	-%	-%	-%	*26%*	-%	*12%*	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	1	-	-	-	-	-	-	-	1	-	-	-	-
	13%	*13%*	-%	-%	-%	-%	-%	-%	-%	*26%*	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	-	-	*	-	-
	2%	*4%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	*63%*	-%	-%
NET: Satisfied	3	3	-	-	-	-	-	-	-	1	*	*	-	-
	25%	*37%*	-%	-%	-%	-%	-%	-%	-%	*26%*	*9%*	*12%*	-%	-%
NET: Dissatisfied	2	*	-	-	-	-	-	-	-	-	2	*	*	-
	15%	*1%*	-%	-%	-%	-%	-%	-%	-%	-%	*80%*	*25%*	*100%*	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 153 (continuation)

Professionalism and handling of any query / complaint (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	16	7	-	4	1	-	8	2	2	8	8	9	3
Weighted total	12	5	-	4	*	-	7	*	1	4	8	4	3
Very Dissatisfied	*	-	-	-	*	-	-	*	-	*	-	*	-
	1%	-%	-%	-%	*100%*	-%	-%	*31%*	-%	*4%*	-%	*4%*	-%
Fairly Dissatisfied	2	-	-	-	-	-	-	-	-	-	2	-	2
	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*21%*	-%	*61%*
Neither Satisfied Nor Dissatisfied	5	2	-	2	-	-	4	-	-	2	4	2	-
	44%	*43%*	-%	*50%*	-%	-%	*54%*	-%	-%	*40%*	*47%*	*56%*	-%
Fairly Satisfied	2	*	-	2	-	-	2	*	-	2	-	*	-
	16%	*2%*	-%	*50%*	-%	-%	*27%*	*69%*	-%	*49%*	-%	*5%*	-%
Very Satisfied	1	1	-	-	-	-	1	-	-	-	1	1	*
	9%	*25%*	-%	-%	-%	-%	*16%*	-%	-%	-%	*14%*	*27%*	*2%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	1	-	-	-	-	-	-	1	-	2	-	1
	13%	*23%*	-%	-%	-%	-%	-%	-%	*95%*	-%	*19%*	-%	*37%*
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	-	*	-	*	*	-	*	-
	2%	*6%*	-%	-%	-%	-%	*3%*	-%	*5%*	*7%*	-%	*8%*	-%
NET: Satisfied	3	1	-	2	-	-	3	*	-	2	1	1	*
	25%	*27%*	-%	*50%*	-%	-%	*43%*	*69%*	-%	*49%*	*14%*	*32%*	*2%*
NET: Dissatisfied	2	-	-	-	*	-	-	*	-	*	2	*	2
	15%	-%	-%	-%	*100%*	-%	-%	*31%*	-%	*4%*	*21%*	*4%*	*61%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	16	4	6	8	1	3	9	5	8	1	-
Weighted total	12	2	5	4	*	2	6	2	2	*	-
Very Dissatisfied	*	-	*	*	*	-	*	-	*	-	-
	1%	-%	*1%*	*3%*	*100%*	-%	*1%*	-%	*8%*	-%	-%
Fairly Dissatisfied	2	-	-	-	-	-	-	-	-	-	-
	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	5	*	4	2	-	*	4	2	*	*	-
	44%	*11%*	*71%*	*57%*	-%	*11%*	*57%*	*90%*	*12%*	*100%*	-%
Fairly Satisfied	2	2	*	*	-	2	*	*	*	-	-
	16%	*87%*	*2%*	*5%*	-%	*86%*	*3%*	*8%*	*10%*	-%	-%
Very Satisfied	1	-	1	1	-	-	1	*	1	-	-
	9%	-%	*21%*	*28%*	-%	-%	*18%*	*2%*	*54%*	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	-	-	-	1	-	-	-	-
	13%	-%	-%	-%	-%	-%	*17%*	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	*	*	*	-	*	*	-	*	-	-
	2%	*3%*	*5%*	*8%*	-%	*3%*	*4%*	-%	*15%*	-%	-%
NET: Satisfied	3	2	1	1	-	2	1	*	1	-	-
	25%	*87%*	*23%*	*33%*	-%	*86%*	*21%*	*10%*	*65%*	-%	-%
NET: Dissatisfied	2	-	*	*	*	-	*	-	*	-	-
	15%	-%	*1%*	*3%*	*100%*	-%	*1%*	-%	*8%*	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Professionalism and handling of any query / complaint (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	16	4	5	3	-	9	7	1	-	8	7	7	7	6	-
Weighted total	12	3	3	3	-	7	6	*	-	3	3	5	3	1	-
Very Dissatisfied	*	-	*	-	-	-	*	-	-	*	*	*	*	*	-
	1%	-%	*5%*	-%	-%	-%	*1%*	-%	-%	*6%*	*6%*	*1%*	*6%*	*25%*	-%
Fairly Dissatisfied	2	-	2	2	-	-	-	-	-	-	-	-	-	-	-
	14%	-%	*54%*	*61%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	5	2	-	-	-	4	2	-	-	2	2	2	2	-	-
	44%	*65%*	-%	-%	-%	*53%*	*31%*	-%	-%	*77%*	*80%*	*38%*	*80%*	-%	-%
Fairly Satisfied	2	*	-	-	-	2	2	-	-	*	*	2	*	*	-
	16%	*3%*	-%	-%	-%	*28%*	*32%*	-%	-%	*7%*	*4%*	*39%*	*4%*	*31%*	-%
Very Satisfied	1	-	-	-	-	1	1	-	-	-	-	1	-	-	-
	9%	-%	-%	-%	-%	*16%*	*18%*	-%	-%	-%	-%	*21%*	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	1	1	1	-	-	1	-	-	-	-	-	-	-	-
	13%	*32%*	*33%*	*37%*	-%	-%	*18%*	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	-	*	*	-	*	-	*	-	*	*	*	*	*	-
	2%	-%	*7%*	*2%*	-%	*3%*	-%	*100%*	-%	*10%*	*11%*	*1%*	*11%*	*45%*	-%
NET: Satisfied	3	*	-	-	-	3	3	-	-	*	*	3	*	*	-
	25%	*3%*	-%	-%	-%	*44%*	*50%*	-%	-%	*7%*	*4%*	*60%*	*4%*	*31%*	-%
NET: Dissatisfied	2	-	2	2	-	-	*	-	-	*	*	*	*	*	-
	15%	-%	*59%*	*61%*	-%	-%	*1%*	-%	-%	*6%*	*6%*	*1%*	*6%*	*25%*	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	16	6	3	6	1	1	10	4	-	-	1	-
Weighted total	12	6	5	4	*	*	5	1	-	-	2	-
Very Dissatisfied	*	*	-	-	-	-	*	*	-	-	-	-
	1%	1%	-%	-%	-%	-%	3%	23%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	-	-	-	-	-	-	-	-
	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	5	2	2	2	*	*	2	-	-	-	2	-
	44%	32%	36%	51%	100%	100%	35%	-%	-%	-%	100%	-%
Fairly Satisfied	2	2	2	2	-	-	2	*	-	-	-	-
	16%	31%	40%	47%	-%	-%	37%	19%	-%	-%	-%	-%
Very Satisfied	1	1	-	-	-	-	1	-	-	-	-	-
	9%	18%	-%	-%	-%	-%	20%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	1	1	-	-	-	-	-	-	-	-	-
	13%	18%	24%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	-	-	*	-	-	*	*	-	-	-	-
	2%	-%	-%	1%	-%	-%	5%	58%	-%	-%	-%	-%
NET: Satisfied	3	3	2	2	-	-	3	*	-	-	-	-
	25%	49%	40%	47%	-%	-%	57%	19%	-%	-%	-%	-%
NET: Dissatisfied	2	*	-	-	-	-	*	*	-	-	-	-
	15%	1%	-%	-%	-%	-%	3%	23%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Professionalism and handling of any query / complaint (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	**16**	16	15	16	14	16	10	16	8	-	9	-	3	8
Weighted total	**12**	12	11	12	11	12	8	12	7	-	5	-	2	5
Very Dissatisfied	*	*	*	*	*	*	*	*	*	-	*	-	*	*
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*-%*	*3%*	*-%*	*6%*	*1%*
Fairly Dissatisfied	**2**	2	2	2	2	2	-	2	2	-	-	-	-	-
	14%	*14%*	*15%*	*14%*	*16%*	*14%*	*-%*	*14%*	*25%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**5**	5	5	5	5	5	4	5	2	-	2	-	2	2
	44%	*44%*	*48%*	*44%*	*51%*	*44%*	*44%*	*44%*	*27%*	*-%*	*36%*	*-%*	*82%*	*41%*
Fairly Satisfied	**2**	2	2	2	2	2	2	2	2	-	2	-	-	2
	16%	*16%*	*18%*	*16%*	*19%*	*16%*	*24%*	*16%*	*28%*	*-%*	*37%*	*-%*	*-%*	*38%*
Very Satisfied	**1**	1	1	1	1	1	1	1	-	-	1	-	-	1
	9%	*9%*	*10%*	*9%*	*10%*	*9%*	*14%*	*9%*	*-%*	*-%*	*19%*	*-%*	*-%*	*20%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**2**	2	*	2	-	2	1	2	1	-	-	-	-	-
	13%	*13%*	*4%*	*13%*	*-%*	*13%*	*13%*	*13%*	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know / (DO NOT READ OUT)	*	*	*	*	*	*	*	*	*	-	*	-	*	*
	2%	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*-%*	*5%*	*-%*	*12%*	*1%*
NET: Satisfied	**3**	3	3	3	3	3	3	3	2	-	3	-	-	3
	25%	*25%*	*28%*	*25%*	*29%*	*25%*	*38%*	*25%*	*28%*	*-%*	*56%*	*-%*	*-%*	*57%*
NET: Dissatisfied	**2**	2	2	2	2	2	*	2	2	-	*	-	*	*
	15%	*15%*	*17%*	*15%*	*18%*	*15%*	*1%*	*15%*	*26%*	*-%*	*3%*	*-%*	*6%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	16	8	5	16	-	3	11	2	6	1	8	9	7
Weighted total	12	10	2	12	-	3	9	*	6	2	4	6	6
Very Dissatisfied	*	-	*	*	-	-	*	*	-	-	*	*	*
	1%	-%	*5%*	*1%*	-%	-%	*1%*	*31%*	-%	-%	*1%*	*1%*	*2%*
Fairly Dissatisfied	2	-	2	2	-	-	2	-	-	2	-	-	2
	14%	-%	*77%*	*14%*	-%	-%	*19%*	-%	-%	*100%*	-%	-%	*28%*
Neither Satisfied Nor Dissatisfied	5	5	*	5	-	2	4	-	4	-	2	2	4
	44%	*54%*	*11%*	*44%*	-%	*64%*	*39%*	-%	*62%*	-%	*38%*	*31%*	*58%*
Fairly Satisfied	2	2	*	2	-	-	2	*	2	-	*	2	-
	16%	*19%*	*5%*	*16%*	-%	-%	*21%*	*69%*	*29%*	-%	*5%*	*33%*	-%
Very Satisfied	1	1	-	1	-	-	1	-	*	-	1	1	-
	9%	*12%*	-%	*9%*	-%	-%	*12%*	-%	*1%*	-%	*25%*	*18%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	2	-	1	*	-	*	-	1	1	*
	13%	*16%*	-%	*13%*	-%	*36%*	*5%*	-%	*8%*	-%	*25%*	*17%*	*8%*
Don't Know / (DO NOT READ OUT)	*	-	*	*	-	-	*	-	-	-	*	-	*
	2%	-%	*2%*	*2%*	-%	-%	*3%*	-%	-%	-%	*7%*	-%	*5%*
NET: Satisfied	3	3	*	3	-	-	3	*	2	-	1	3	-
	25%	*30%*	*5%*	*25%*	-%	-%	*33%*	*69%*	*30%*	-%	*29%*	*51%*	-%
NET: Dissatisfied	2	-	2	2	-	-	2	*	-	2	*	*	2
	15%	-%	*82%*	*15%*	-%	-%	*20%*	*31%*	-%	*100%*	*1%*	*1%*	*30%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Professionalism and handling of any query / complaint (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	16	6	2	3	2	2	-	2	1	-	4	-	-
Weighted total	12	2	1	1	1	1	-	1	*	-	2	-	-
Very Dissatisfied	*	*	*	-	-	-	-	-	*	-	*	-	-
	1%	*7%*	*10%*	-%	-%	-%	-%	-%	*100%*	-%	*2%*	-%	-%
Fairly Dissatisfied	2	-	-	-	-	-	-	-	-	-	-	-	-
	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	5	-	-	-	-	-	-	-	-	-	-	-	-
	44%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	-	-	-	-	-	-	-	-	-	-	-
	16%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	1	-	1	*	1	-	1	-	-	1	-	-
	9%	*47%*	-%	*95%*	*5%*	*100%*	-%	*100%*	-%	-%	*50%*	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	1	1	-	1	-	-	-	-	-	1	-	-
	13%	*44%*	*90%*	-%	*95%*	-%	-%	-%	-%	-%	*48%*	-%	-%
Don't Know / (DO NOT READ OUT)	*	*	-	*	-	-	-	-	-	-	-	-	-
	2%	*2%*	-%	*5%*	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	1	-	1	*	1	-	1	-	-	1	-	-
	25%	*47%*	-%	*95%*	*5%*	*100%*	-%	*100%*	-%	-%	*50%*	-%	-%
NET: Dissatisfied	2	*	*	-	-	-	-	-	*	-	*	-	-
	15%	*7%*	*10%*	-%	-%	-%	-%	-%	*100%*	-%	*2%*	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Professionalism and handling of any query / complaint (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

	Total base	Month							Quarter			
		Jan' 2018	Feb' 2018	Apr' 2018	Jul' 2018	Sep' 2018	Oct' 2018	Dec' 2018	Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d
Unweighted total	16	2	1	6	3	2	1	1	3	6	5	2
Weighted total	12	*	*	2	2	3	2	2	1	2	5	4
Very Dissatisfied	*	-	-	*	-	-	-	-	-	*	-	-
	1%	-%	-%	*7%*	-%	-%	-%	-%	-%	*7%*	-%	-%
Fairly Dissatisfied	2	-	-	-	-	2	-	-	-	-	2	-
	14%	-%	-%	-%	-%	*51%*	-%	-%	-%	-%	*32%*	-%
Neither Satisfied Nor Dissatisfied	5	-	-	-	2	2	-	2	-	-	4	2
	44%	-%	-%	-%	*95%*	*49%*	-%	*100%*	-%	-%	*66%*	*52%*
Fairly Satisfied	2	*	-	-	*	-	2	-	*	-	*	2
	16%	*29%*	-%	-%	*5%*	-%	*100%*	-%	*12%*	-%	*2%*	*48%*
Very Satisfied	1	-	-	1	-	-	-	-	-	1	-	-
	9%	-%	-%	*47%*	-%	-%	-%	-%	-%	*47%*	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	*	1	-	-	-	-	*	1	-	-
	13%	-%	*100%*	*44%*	-%	-%	-%	-%	*59%*	*44%*	-%	-%
Don't Know / (DO NOT READ OUT)	*	*	-	*	-	-	-	-	*	*	-	-
	2%	*71%*	-%	*2%*	-%	-%	-%	-%	*29%*	*2%*	-%	-%
NET: Satisfied	3	*	-	1	*	-	2	-	*	1	*	2
	25%	*29%*	-%	*47%*	*5%*	-%	*100%*	-%	*12%*	*47%*	*2%*	*48%*
NET: Dissatisfied	2	-	-	*	-	2	-	-	-	*	2	-
	15%	-%	-%	*7%*	-%	*51%*	-%	-%	-%	*7%*	*32%*	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

The staff being polite and courteous (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	16	8	3	3	2	8	-	3	-	2	3
Weighted total	12	11	*	*	*	1	-	4	-	2	*
Very Dissatisfied	*	-	-	*	-	*	-	-	-	-	*
	*%	-%	-%	23%	-%	5%	-%	-%	-%	-%	23%
Fairly Dissatisfied	*	-	-	-	*	*	-	-	-	-	-
	1%	-%	-%	-%	33%	12%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	3	-	-	-	-	-	2	-	-	-
	28%	30%	-%	-%	-%	-%	-%	43%	-%	-%	-%
Fairly Satisfied	4	3	-	*	*	*	-	2	-	-	*
	30%	30%	-%	50%	67%	36%	-%	43%	-%	-%	50%
Very Satisfied	3	3	*	*	-	*	-	-	-	2	*
	26%	26%	25%	27%	-%	16%	-%	-%	-%	89%	27%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	-	-	-	-	*	-	-	-
	13%	14%	-%	-%	-%	-%	-%	13%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	-	*	-	-	*	-	-	-	*	-
	2%	-%	75%	-%	-%	31%	-%	-%	-%	11%	-%
NET: Satisfied	7	6	*	*	*	*	-	2	-	2	*
	56%	56%	25%	77%	67%	52%	-%	43%	-%	89%	77%
NET: Dissatisfied	*	-	-	*	*	*	-	-	-	-	*
	1%	-%	-%	23%	33%	17%	-%	-%	-%	-%	23%

Columns Tested: a,b,c,d,e - a,b,c,d,e

The staff being polite and courteous (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	16	2	-	2	-	2	3	1	1	1	12	1	1	2
Weighted total	12	4	-	2	-	2	2	2	*	*	12	*	*	*
Very Dissatisfied	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	31%
Fairly Dissatisfied	*	-	-	-	-	*	-	-	-	-	*	-	-	-
	1%	-%	-%	-%	-%	6%	-%	-%	-%	-%	1%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	-	-	-	-	-	2	2	-	-	3	-	-	-
	28%	-%	-%	-%	-%	-%	94%	100%	-%	-%	30%	-%	-%	-%
Fairly Satisfied	4	2	-	-	-	2	-	-	*	-	4	-	-	*
	30%	46%	-%	-%	-%	94%	-%	-%	100%	-%	31%	-%	-%	69%
Very Satisfied	3	2	-	1	-	-	*	-	-	-	3	-	*	-
	26%	54%	-%	50%	-%	-%	3%	-%	-%	-%	26%	-%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	1	-	-	-	-	-	-	1	*	-	-
	13%	-%	-%	50%	-%	-%	-%	-%	-%	-%	9%	100%	-%	-%
Don't Know / (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-	*	*	-	-	-
	2%	-%	-%	-%	-%	-%	3%	-%	-%	100%	3%	-%	-%	-%
NET: Satisfied	7	4	-	1	-	2	*	-	*	-	7	-	*	*
	56%	100%	-%	50%	-%	94%	3%	-%	100%	-%	58%	-%	100%	69%
NET: Dissatisfied	*	-	-	-	-	*	-	-	-	-	*	-	-	*
	1%	-%	-%	-%	-%	6%	-%	-%	-%	-%	1%	-%	-%	31%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The staff being polite and courteous (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	16	-	7	-	1	5	-	-	3	11	5	14	2
Weighted total	12	-	3	-	*	7	-	-	3	10	3	10	3
Very Dissatisfied	*	-	*	-	-	-	-	-	-	-	*	*	-
	*%	-%	2%	-%	-%	-%	-%	-%	-%	-%	2%	*%	-%
Fairly Dissatisfied	*	-	-	-	*	-	-	-	-	*	-	*	-
	1%	-%	-%	-%	100%	-%	-%	-%	-%	1%	-%	1%	-%
Neither Satisfied Nor Dissatisfied	3	-	-	-	-	2	-	-	2	3	-	3	-
	28%	-%	-%	-%	-%	25%	-%	-%	62%	36%	-%	36%	-%
Fairly Satisfied	4	-	2	-	-	2	-	-	-	4	*	2	2
	30%	-%	66%	-%	-%	29%	-%	-%	-%	38%	4%	21%	62%
Very Satisfied	3	-	*	-	-	3	-	-	-	1	2	2	1
	26%	-%	6%	-%	-%	46%	-%	-%	-%	13%	69%	22%	38%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	*	-	-	-	-	-	1	1	*	2	-
	13%	-%	18%	-%	-%	-%	-%	-%	36%	11%	17%	16%	-%
Don't Know / (DO NOT READ OUT)	*	-	*	-	-	-	-	-	*	*	*	*	-
	2%	-%	9%	-%	-%	-%	-%	-%	2%	1%	8%	3%	-%
NET: Satisfied	7	-	2	-	-	5	-	-	-	5	2	4	3
	56%	-%	72%	-%	-%	75%	-%	-%	-%	51%	73%	43%	100%
NET: Dissatisfied	*	-	*	-	*	-	-	-	-	*	*	*	-
	1%	-%	2%	-%	100%	-%	-%	-%	-%	1%	2%	2%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The staff being polite and courteous (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	16	16	-	10	1	5
Weighted total	12	12	-	6	2	5
Very Dissatisfied	*	*	-	-	-	*
	*%	*%	-%	-%	-%	1%
Fairly Dissatisfied	*	*	-	*	-	-
	1%	1%	-%	2%	-%	-%
Neither Satisfied Nor Dissatisfied	3	3	-	-	2	2
	28%	28%	-%	-%	100%	39%
Fairly Satisfied	4	4	-	2	-	2
	30%	30%	-%	34%	-%	36%
Very Satisfied	3	3	-	2	-	1
	26%	26%	-%	34%	-%	24%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	2	-	-
	13%	13%	-%	26%	-%	-%
Don't Know / (DO NOT READ OUT)	*	*	-	*	-	-
	2%	2%	-%	5%	-%	-%
NET: Satisfied	7	7	-	4	-	3
	56%	56%	-%	68%	-%	60%
NET: Dissatisfied	*	*	-	*	-	*
	1%	1%	-%	2%	-%	1%

Columns Tested: a,b - a,b,c

The staff being polite and courteous (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	**16**	8	6	2	-	-	-	-	-	14	2	1	7	8
Weighted total	**12**	7	4	2	-	-	-	-	-	11	2	2	5	5
Very Dissatisfied	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	***%**	-%	*1%*	-%	-%	-%	-%	-%	-%	*%*	-%	-%	-%	*1%*
Fairly Dissatisfied	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	***1%**	-%	*3%*	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	-%	*2%*
Neither Satisfied Nor Dissatisfied	**3**	2	2	-	-	-	-	-	-	3	-	-	2	2
	***28%**	*26%*	*46%*	-%	-%	-%	-%	-%	-%	*32%*	-%	-%	*34%*	*31%*
Fairly Satisfied	**4**	2	*	2	-	-	-	-	-	2	2	2	*	2
	***30%**	*26%*	*7%*	*97%*	-%	-%	-%	-%	-%	*19%*	*97%*	*100%*	*2%*	*36%*
Very Satisfied	**3**	2	1	*	-	-	-	-	-	3	*	-	2	1
	***26%**	*29%*	*30%*	*3%*	-%	-%	-%	-%	-%	*29%*	*3%*	-%	*38%*	*21%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**2**	1	*	-	-	-	-	-	-	2	-	-	1	*
	***13%**	*15%*	*14%*	-%	-%	-%	-%	-%	-%	*15%*	-%	-%	*20%*	*9%*
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	***2%**	*4%*	-%	-%	-%	-%	-%	-%	-%	*3%*	-%	-%	*6%*	-%
NET: Satisfied	**7**	4	1	2	-	-	-	-	-	5	2	2	2	3
	***56%**	*55%*	*36%*	*100%*	-%	-%	-%	-%	-%	*49%*	*100%*	*100%*	*40%*	*57%*
NET: Dissatisfied	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	***1%**	-%	*5%*	-%	-%	-%	-%	-%	-%	*2%*	-%	-%	-%	*3%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The staff being polite and courteous (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	16	10	9	12	12	5	13	11	-	-	1	-	-	-
Weighted total	12	4	6	7	8	1	10	7	-	-	*	-	-	-
Very Dissatisfied	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	*%	1%	1%	1%	1%	9%	*%	1%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	*	*	*	-	-	*	-	-	-	*	-	-	-
	1%	3%	2%	2%	-%	-%	1%	-%	-%	-%	100%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	-	-	-	3	-	2	-	-	-	-	-	-	-
	28%	-%	-%	-%	41%	-%	19%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	4	*	2	2	*	*	4	2	-	-	-	-	-	-
	30%	9%	36%	31%	4%	63%	39%	31%	-%	-%	-%	-%	-%	-%
Very Satisfied	3	3	2	3	3	*	3	3	-	-	-	-	-	-
	26%	80%	37%	47%	38%	28%	33%	48%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	1	1	1	-	*	1	-	-	-	-	-	-
	13%	-%	19%	16%	13%	-%	5%	16%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	*	*	*	*	-	*	*	-	-	-	-	-	-
	2%	7%	5%	4%	4%	-%	2%	4%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	4	4	5	4	*	7	5	-	-	-	-	-	-
	56%	88%	73%	78%	42%	91%	72%	79%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	*	*	*	*	*	*	*	*	-	-	*	-	-	-
	1%	4%	3%	2%	1%	9%	2%	1%	-%	-%	100%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The staff being polite and courteous (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	16	12	-	-	-	-	-	-	-	3	4	4	1	-
Weighted total	12	8	-	-	-	-	-	-	-	4	2	*	*	-
Very Dissatisfied	*	*	-	-	-	-	-	-	-	-	-	-	*	-
	*%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%
Fairly Dissatisfied	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	25%	-%	-%
Neither Satisfied Nor Dissatisfied	3	3	-	-	-	-	-	-	-	-	-	-	-	-
	28%	41%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	4	*	-	-	-	-	-	-	-	-	2	-	-	-
	30%	4%	-%	-%	-%	-%	-%	-%	-%	-%	95%	-%	-%	-%
Very Satisfied	3	3	-	-	-	-	-	-	-	3	*	*	-	-
	26%	38%	-%	-%	-%	-%	-%	-%	-%	74%	5%	12%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	1	-	-	-	-	-	-	-	1	-	-	-	-
	13%	13%	-%	-%	-%	-%	-%	-%	-%	26%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	-	-	*	-	-
	2%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	63%	-%	-%
NET: Satisfied	7	4	-	-	-	-	-	-	-	3	2	*	-	-
	56%	42%	-%	-%	-%	-%	-%	-%	-%	74%	100%	12%	-%	-%
NET: Dissatisfied	*	*	-	-	-	-	-	-	-	-	-	*	*	-
	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	25%	100%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The staff being polite and courteous (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	16	7	-	4	1	-	8	2	2	8	8	9	3
Weighted total	12	5	-	4	*	-	7	*	1	4	8	4	3
Very Dissatisfied	*	-	-	-	*	-	-	*	-	*	-	*	-
	*%	-%	-%	-%	100%	-%	-%	31%	-%	1%	-%	1%	-%
Fairly Dissatisfied	*	-	-	-	-	-	-	-	-	*	-	*	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	3%	-%
Neither Satisfied Nor Dissatisfied	3	-	-	3	-	-	3	-	-	3	-	-	-
	28%	-%	-%	91%	-%	-%	49%	-%	-%	84%	-%	-%	-%
Fairly Satisfied	4	*	-	*	-	-	*	*	-	*	4	*	2
	30%	2%	-%	6%	-%	-%	3%	69%	-%	2%	44%	9%	61%
Very Satisfied	3	3	-	*	-	-	3	-	-	*	3	3	*
	26%	68%	-%	3%	-%	-%	45%	-%	-%	2%	37%	80%	2%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	1	-	-	-	-	-	-	1	-	2	-	1
	13%	23%	-%	-%	-%	-%	-%	-%	95%	-%	19%	-%	37%
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	-	*	-	*	*	-	*	-
	2%	6%	-%	-%	-%	-%	3%	-%	5%	7%	-%	8%	-%
NET: Satisfied	7	3	-	*	-	-	3	*	-	*	7	3	2
	56%	70%	-%	9%	-%	-%	48%	69%	-%	5%	81%	88%	63%
NET: Dissatisfied	*	-	-	-	*	-	-	*	-	*	-	*	-
	1%	-%	-%	-%	100%	-%	-%	31%	-%	4%	-%	4%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The staff being polite and courteous (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	16	4	6	8	1	3	9	5	8	1	-
Weighted total	12	2	5	4	*	2	6	2	2	*	-
Very Dissatisfied	*	-	*	-	*	-	*	-	*	-	-
	*%	-%	1%	-%	100%	-%	1%	-%	2%	-%	-%
Fairly Dissatisfied	*	-	-	*	-	-	-	-	*	-	-
	1%	-%	-%	3%	-%	-%	-%	-%	6%	-%	-%
Neither Satisfied Nor Dissatisfied	3	2	2	-	-	2	2	-	-	-	-
	28%	82%	33%	-%	-%	86%	26%	-%	-%	-%	-%
Fairly Satisfied	4	*	*	*	-	*	*	*	*	*	-
	30%	11%	2%	9%	-%	11%	2%	14%	17%	100%	-%
Very Satisfied	3	*	3	3	-	-	3	2	1	-	-
	26%	4%	60%	81%	-%	-%	51%	86%	59%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	-	-	-	1	-	-	-	-
	13%	-%	-%	-%	-%	-%	17%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	*	*	*	-	*	*	-	*	-	-
	2%	3%	5%	8%	-%	3%	4%	-%	15%	-%	-%
NET: Satisfied	7	*	3	3	-	*	3	2	2	*	-
	56%	15%	62%	89%	-%	11%	52%	100%	77%	100%	-%
NET: Dissatisfied	*	-	*	*	*	-	*	-	*	-	-
	1%	-%	1%	3%	100%	-%	1%	-%	8%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The staff being polite and courteous (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	16	4	5	3	-	9	7	1	-	8	7	7	7	6	-
Weighted total	12	3	3	3	-	7	6	*	-	3	3	5	3	1	-
Very Dissatisfied	*	-	*	-	-	-	*	-	-	*	*	*	*	*	-
	*%	-%	1%	-%	-%	-%	1%	-%	-%	2%	2%	1%	2%	7%	-%
Fairly Dissatisfied	*	-	*	-	-	-	-	-	-	*	*	-	*	*	-
	1%	-%	4%	-%	-%	-%	-%	-%	-%	4%	4%	-%	4%	18%	-%
Neither Satisfied Nor Dissatisfied	3	-	-	-	-	3	3	-	-	-	-	3	-	-	-
	28%	-%	-%	-%	-%	48%	58%	-%	-%	-%	-%	70%	-%	-%	-%
Fairly Satisfied	4	*	2	2	-	*	*	-	-	*	*	*	*	*	-
	30%	7%	54%	61%	-%	5%	6%	-%	-%	12%	9%	7%	12%	16%	-%
Very Satisfied	3	2	-	-	-	3	1	-	-	2	2	1	2	*	-
	26%	61%	-%	-%	-%	44%	18%	-%	-%	72%	75%	21%	71%	15%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	1	1	1	-	-	1	-	-	-	-	-	-	-	-
	13%	32%	33%	37%	-%	-%	18%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	-	*	*	-	*	-	*	-	*	*	*	*	*	-
	2%	-%	7%	2%	-%	3%	-%	100%	-%	10%	11%	1%	11%	45%	-%
NET: Satisfied	7	2	2	2	-	4	1	-	-	2	2	1	2	*	-
	56%	68%	54%	61%	-%	49%	24%	-%	-%	84%	83%	28%	83%	31%	-%
NET: Dissatisfied	*	-	*	-	-	-	*	-	-	*	*	*	*	*	-
	1%	-%	5%	-%	-%	-%	1%	-%	-%	6%	6%	1%	6%	25%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The staff being polite and courteous (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	16	6	3	6	1	1	10	4	-	-	1	-
Weighted total	12	6	5	4	*	*	5	1	-	-	2	-
Very Dissatisfied	*	*	-	-	-	-	*	-	-	-	-	-
	*%	1%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	-	-	-	*	*	-	-	-	-
	1%	-%	-%	-%	-%	-%	2%	23%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	3	3	2	-	-	3	-	-	-	2	-
	28%	59%	76%	43%	-%	-%	64%	-%	-%	-%	100%	-%
Fairly Satisfied	4	*	-	*	*	*	*	-	-	-	-	-
	30%	4%	-%	8%	100%	100%	6%	-%	-%	-%	-%	-%
Very Satisfied	3	1	-	2	-	-	1	*	-	-	-	-
	26%	18%	-%	48%	-%	-%	21%	19%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	1	1	-	-	-	-	-	-	-	-	-
	13%	18%	24%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	-	-	*	-	-	*	*	-	-	-	-
	2%	-%	-%	1%	-%	-%	5%	58%	-%	-%	-%	-%
NET: Satisfied	7	1	-	2	*	*	2	*	-	-	-	-
	56%	22%	-%	56%	100%	100%	28%	19%	-%	-%	-%	-%
NET: Dissatisfied	*	*	-	-	-	-	*	*	-	-	-	-
	1%	1%	-%	-%	-%	-%	3%	23%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

The staff being polite and courteous (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	16	16	15	16	14	16	10	16	8	-	9	-	3	8
Weighted total	12	12	11	12	11	12	8	12	7	-	5	-	2	5
Very Dissatisfied	*	*	*	*	*	*	-	*	*	-	*	-	-	*
	*%	*%	*%	*%	*%	*%	-%	*%	1%	-%	1%	-%	-%	1%
Fairly Dissatisfied	*	*	*	*	*	*	*	*	-	-	*	-	*	-
	1%	1%	1%	1%	1%	1%	1%	1%	-%	-%	2%	-%	6%	-%
Neither Satisfied Nor Dissatisfied	3	3	3	3	3	3	3	3	3	-	2	-	2	2
	28%	28%	31%	28%	32%	28%	43%	28%	50%	-%	33%	-%	82%	34%
Fairly Satisfied	4	4	4	4	4	4	2	4	2	-	*	-	-	*
	30%	30%	33%	30%	34%	30%	24%	30%	29%	-%	2%	-%	-%	6%
Very Satisfied	3	3	3	3	3	3	1	3	*	-	3	-	-	3
	26%	26%	28%	26%	29%	26%	15%	26%	1%	-%	57%	-%	-%	58%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	*	2	-	2	1	2	1	-	-	-	-	-
	13%	13%	4%	13%	-%	13%	13%	13%	15%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	*	*	*	*	*	*	*	*	*	-	*	-	*	*
	2%	2%	3%	2%	3%	2%	3%	2%	3%	-%	5%	-%	12%	1%
NET: Satisfied	7	7	7	7	7	7	3	7	2	-	3	-	-	3
	56%	56%	61%	56%	64%	56%	39%	56%	30%	-%	59%	-%	-%	64%
NET: Dissatisfied	*	*	*	*	*	*	*	*	*	-	*	-	*	*
	1%	1%	1%	1%	2%	1%	1%	1%	1%	-%	3%	-%	6%	1%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The staff being polite and courteous (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	16	8	5	16	-	3	11	2	6	1	8	9	7
Weighted total	12	10	2	12	-	3	9	*	6	2	4	6	6
Very Dissatisfied	*	-	-	*	-	-	-	*	-	-	*	*	-
	*%	-%	-%	*%	-%	-%	-%	31%	-%	-%	1%	1%	-%
Fairly Dissatisfied	*	-	*	*	-	-	*	-	-	-	-	-	*
	1%	-%	5%	1%	-%	-%	1%	-%	-%	-%	-%	-%	2%
Neither Satisfied Nor Dissatisfied	3	3	-	3	-	-	3	-	2	-	2	3	-
	28%	36%	-%	28%	-%	-%	37%	-%	29%	-%	38%	56%	-%
Fairly Satisfied	4	2	2	4	-	2	2	*	2	2	*	*	3
	30%	17%	92%	30%	-%	64%	19%	69%	30%	100%	2%	6%	54%
Very Satisfied	3	3	-	3	-	-	3	-	2	-	1	1	2
	26%	32%	-%	26%	-%	-%	34%	-%	32%	-%	27%	20%	31%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	2	-	1	*	-	*	-	1	1	*
	13%	16%	-%	13%	-%	36%	5%	-%	8%	-%	25%	17%	8%
Don't Know / (DO NOT READ OUT)	*	-	*	*	-	-	*	-	-	-	*	-	*
	2%	-%	2%	2%	-%	-%	3%	-%	-%	-%	7%	-%	5%
NET: Satisfied	7	5	2	7	-	2	5	*	4	2	1	2	5
	56%	48%	92%	56%	-%	64%	53%	69%	63%	100%	29%	25%	85%
NET: Dissatisfied	*	-	*	*	-	-	*	*	-	-	*	*	*
	1%	-%	5%	1%	-%	-%	1%	31%	-%	-%	1%	1%	2%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The staff being polite and courteous (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	16	6	2	3	2	2	-	2	1	-	4	-	-
Weighted total	12	2	1	1	1	1	-	1	*	-	2	-	-
Very Dissatisfied	*	*	-	-	-	-	-	-	-	-	*	-	-
	*%	2%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%
Fairly Dissatisfied	*	*	*	-	-	-	-	-	*	-	-	-	-
	1%	5%	10%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	-	-	-	-	-	-	-	-	-	-	-	-
	28%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	4	-	-	-	-	-	-	-	-	-	-	-	-
	30%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	3	1	-	1	*	1	-	1	-	-	1	-	-
	26%	47%	-%	95%	5%	100%	-%	100%	-%	-%	50%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	1	1	-	1	-	-	-	-	-	1	-	-
	13%	44%	90%	-%	95%	-%	-%	-%	-%	-%	48%	-%	-%
Don't Know / (DO NOT READ OUT)	*	*	-	*	-	-	-	-	-	-	-	-	-
	2%	2%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	1	-	1	*	1	-	1	-	-	1	-	-
	56%	47%	-%	95%	5%	100%	-%	100%	-%	-%	50%	-%	-%
NET: Dissatisfied	*	*	*	-	-	-	-	-	*	-	*	-	-
	1%	7%	10%	-%	-%	-%	-%	-%	100%	-%	2%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

The staff being polite and courteous (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

	Total base	Month							Quarter			
		Jan' 2018	Feb' 2018	Apr' 2018	Jul' 2018	Sep' 2018	Oct' 2018	Dec' 2018	Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d
Unweighted total	16	2	1	6	3	2	1	1	3	6	5	2
Weighted total	12	*	*	2	2	3	2	2	1	2	5	4
Very Dissatisfied	*	-	-	*	-	-	-	-	-	*	-	-
	*%	-%	-%	2%	-%	-%	-%	-%	-%	2%	-%	-%
Fairly Dissatisfied	*	-	-	*	-	-	-	-	-	*	-	-
	1%	-%	-%	5%	-%	-%	-%	-%	-%	5%	-%	-%
Neither Satisfied Nor Dissatisfied	3	-	-	-	-	2	2	-	-	-	2	2
	28%	-%	-%	-%	-%	49%	100%	-%	-%	-%	31%	48%
Fairly Satisfied	4	-	-	-	2	2	-	-	-	-	4	-
	30%	-%	-%	-%	100%	51%	-%	-%	-%	-%	69%	-%
Very Satisfied	3	*	-	1	-	-	-	2	*	1	-	2
	26%	29%	-%	47%	-%	-%	-%	100%	12%	47%	-%	52%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	*	1	-	-	-	-	*	1	-	-
	13%	-%	100%	44%	-%	-%	-%	-%	59%	44%	-%	-%
Don't Know / (DO NOT READ OUT)	*	*	-	*	-	-	-	-	*	*	-	-
	2%	71%	-%	2%	-%	-%	-%	-%	29%	2%	-%	-%
NET: Satisfied	7	*	-	1	2	2	-	2	*	1	4	2
	56%	29%	-%	47%	100%	51%	-%	100%	12%	47%	69%	52%
NET: Dissatisfied	*	-	-	*	-	-	-	-	-	*	-	-
	1%	-%	-%	7%	-%	-%	-%	-%	-%	7%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d

Professionalism and handling of any query / complaint (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	**53**	34	10	7	2	19	13	8	8	1	9
Weighted total	**47**	45	1	1	*	3	13	9	7	2	4
Very Dissatisfied	**10**	10	-	-	-	-	3	3	-	2	-
	21%	*23%*	*-%*	*-%*	*-%*	*-%*	*27%*	*33%*	*-%*	*100%*	*-%*
Fairly Dissatisfied	**6**	5	-	1	-	1	*	1	-	-	2
	13%	*12%*	*-%*	*60%*	*-%*	*19%*	*2%*	*12%*	*-%*	*-%*	*43%*
Neither Satisfied Nor Dissatisfied	**10**	10	1	*	-	1	4	-	*	-	2
	22%	*22%*	*42%*	*11%*	*-%*	*26%*	*31%*	*-%*	*5%*	*-%*	*44%*
Fairly Satisfied	**4**	3	1	*	*	1	2	1	*	-	*
	9%	*8%*	*40%*	*5%*	*58%*	*32%*	*18%*	*13%*	*4%*	*-%*	*2%*
Very Satisfied	**14**	14	*	*	*	1	1	4	6	-	*
	31%	*31%*	*18%*	*23%*	*42%*	*23%*	*5%*	*43%*	*91%*	*-%*	*11%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**1**	1	-	-	-	-	1	-	-	-	-
	2%	*2%*	*-%*	*-%*	*-%*	*-%*	*8%*	*-%*	*-%*	*-%*	*-%*
Don't Know / (DO NOT READ OUT)	**1**	1	-	-	-	-	1	-	-	-	-
	2%	*2%*	*-%*	*-%*	*-%*	*-%*	*8%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**19**	17	1	*	*	1	3	5	6	-	1
	40%	*39%*	*58%*	*28%*	*100%*	*55%*	*23%*	*56%*	*95%*	*-%*	*13%*
NET: Dissatisfied	**16**	15	-	1	-	1	4	4	-	2	2
	34%	*35%*	*-%*	*60%*	*-%*	*19%*	*29%*	*44%*	*-%*	*100%*	*43%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Professionalism and handling of any query / complaint (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	53	7	3	5	2	-	9	4	6	2	38	3	6	6
Weighted total	47	9	1	7	1	-	9	6	8	2	43	1	2	2
Very Dissatisfied	10	1	-	4	-	-	4	-	2	-	10	-	-	-
	21%	*12%*	*-%*	*49%*	*-%*	*-%*	*41%*	*-%*	*23%*	*-%*	*23%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	6	1	-	2	*	-	*	-	2	-	5	-	*	1
	13%	*12%*	*-%*	*24%*	*13%*	*-%*	*3%*	*-%*	*23%*	*-%*	*12%*	*-%*	*17%*	*40%*
Neither Satisfied Nor Dissatisfied	10	1	*	-	1	-	2	4	2	-	10	-	1	*
	22%	*15%*	*12%*	*-%*	*87%*	*-%*	*21%*	*55%*	*25%*	*-%*	*22%*	*-%*	*39%*	*6%*
Fairly Satisfied	4	-	*	-	-	-	*	3	*	*	4	*	*	*
	9%	*-%*	*12%*	*-%*	*-%*	*-%*	*2%*	*45%*	*3%*	*6%*	*8%*	*23%*	*27%*	*3%*
Very Satisfied	14	5	-	2	-	-	2	-	2	2	13	*	*	1
	31%	*61%*	*-%*	*27%*	*-%*	*-%*	*21%*	*-%*	*26%*	*94%*	*30%*	*77%*	*17%*	*50%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	1	-	-	-	-	-	-	-	1	-	-	-
	2%	*-%*	*76%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*
Don't Know / (DO NOT READ OUT)	1	-	-	-	-	-	1	-	-	-	1	-	-	-
	2%	*-%*	*-%*	*-%*	*-%*	*-%*	*12%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*
NET: Satisfied	19	5	*	2	-	-	2	3	2	2	16	1	1	1
	40%	*61%*	*12%*	*27%*	*-%*	*-%*	*23%*	*45%*	*29%*	*100%*	*38%*	*100%*	*44%*	*53%*
NET: Dissatisfied	16	2	-	5	*	-	4	-	4	-	15	-	*	1
	34%	*24%*	*-%*	*73%*	*13%*	*-%*	*44%*	*-%*	*47%*	*-%*	*35%*	*-%*	*17%*	*40%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 155 (continuation)

Professionalism and handling of any query / complaint (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b
Unweighted total	53	-	8	-	3	26	1	2	13	41	12	49	4
Weighted total	47	-	3	-	4	26	2	1	11	38	10	43	4
Very Dissatisfied	10	-	2	-	-	5	2	-	2	7	3	10	-
	21%	*-%*	*55%*	*-%*	*-%*	*18%*	*100%*	*-%*	*15%*	*19%*	*29%*	*23%*	*-%*
Fairly Dissatisfied	6	-	*	-	-	4	-	-	2	6	*	6	-
	13%	*-%*	*8%*	*-%*	*-%*	*14%*	*-%*	*-%*	*17%*	*15%*	*2%*	*14%*	*-%*
Neither Satisfied Nor Dissatisfied	10	-	*	-	2	8	-	*	*	8	3	10	-
	22%	*-%*	*5%*	*-%*	*53%*	*32%*	*-%*	*8%*	*1%*	*21%*	*28%*	*24%*	*-%*
Fairly Satisfied	4	-	1	-	-	1	-	1	2	4	*	4	-
	9%	*-%*	*17%*	*-%*	*-%*	*3%*	*-%*	*92%*	*16%*	*11%*	*1%*	*10%*	*-%*
Very Satisfied	14	-	*	-	2	7	-	-	5	11	4	10	4
	31%	*-%*	*16%*	*-%*	*47%*	*29%*	*-%*	*-%*	*42%*	*28%*	*40%*	*24%*	*100%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	-	-	-	-	1	1	-	1	-
	2%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*9%*	*3%*	*-%*	*2%*	*-%*
Don't Know / (DO NOT READ OUT)	1	-	-	-	-	1	-	-	-	1	-	1	-
	2%	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*-%*	*-%*	*3%*	*-%*	*2%*	*-%*
NET: Satisfied	19	-	1	-	2	8	-	1	7	15	4	14	4
	40%	*-%*	*33%*	*-%*	*47%*	*32%*	*-%*	*92%*	*58%*	*39%*	*41%*	*34%*	*100%*
NET: Dissatisfied	16	-	2	-	-	9	2	-	4	13	3	16	-
	34%	*-%*	*62%*	*-%*	*-%*	*33%*	*100%*	*-%*	*32%*	*34%*	*31%*	*37%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	*c
Unweighted total	**53**	51	2	17	9	26
Weighted total	**47**	45	2	16	11	19
Very Dissatisfied	**10**	8	2	4	2	3
	21%	*18%*	*80%*	*23%*	*17%*	*14%*
Fairly Dissatisfied	**6**	6	-	1	2	3
	13%	*13%*	*-%*	*7%*	*19%*	*15%*
Neither Satisfied Nor Dissatisfied	**10**	10	-	7	*	3
	22%	*23%*	*-%*	*48%*	*1%*	*15%*
Fairly Satisfied	**4**	4	*	2	*	2
	9%	*8%*	*20%*	*14%*	*1%*	*10%*
Very Satisfied	**14**	14	-	1	5	8
	31%	*32%*	*-%*	*8%*	*52%*	*40%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**1**	1	-	-	-	1
	2%	*2%*	*-%*	*-%*	*-%*	*6%*
Don't Know / (DO NOT READ OUT)	**1**	1	-	-	1	-
	2%	*2%*	*-%*	*-%*	*10%*	*-%*
NET: Satisfied	**19**	18	*	3	6	10
	40%	*41%*	*20%*	*22%*	*53%*	*50%*
NET: Dissatisfied	**16**	14	2	5	4	6
	34%	*31%*	*80%*	*30%*	*36%*	*29%*

Columns Tested: a,b - a,b,c

Professionalism and handling of any query / complaint (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	c
Unweighted total	**53**	19	22	8	1	1	2	-	-	41	12	6	13	34
Weighted total	**47**	23	19	3	2	*	*	-	-	42	5	6	16	24
Very Dissatisfied	**10**	9	1	-	-	-	-	-	-	10	-	2	7	1
	21%	*39%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*24%*	*-%*	*30%*	*43%*	*4%*
Fairly Dissatisfied	**6**	1	3	*	2	-	*	-	-	4	2	1	-	5
	13%	*5%*	*14%*	*5%*	*100%*	*-%*	*70%*	*-%*	*-%*	*9%*	*42%*	*17%*	*-%*	*20%*
Neither Satisfied Nor Dissatisfied	**10**	8	2	1	-	-	-	-	-	10	1	3	5	3
	22%	*34%*	*11%*	*26%*	*-%*	*-%*	*-%*	*-%*	*-%*	*23%*	*14%*	*44%*	*30%*	*11%*
Fairly Satisfied	**4**	2	1	*	-	-	*	-	-	4	*	-	2	2
	9%	*10%*	*8%*	*11%*	*-%*	*-%*	*30%*	*-%*	*-%*	*9%*	*8%*	*-%*	*14%*	*8%*
Very Satisfied	**14**	3	10	2	-	*	-	-	-	12	2	1	2	12
	31%	*12%*	*51%*	*59%*	*-%*	*100%*	*-%*	*-%*	*-%*	*30%*	*37%*	*9%*	*13%*	*48%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**1**	-	1	-	-	-	-	-	-	1	-	-	-	1
	2%	*-%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*4%*
Don't Know / (DO NOT READ OUT)	**1**	-	1	-	-	-	-	-	-	1	-	-	-	1
	2%	*-%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*4%*
NET: Satisfied	**19**	5	11	2	-	*	*	-	-	16	2	1	4	14
	40%	*22%*	*59%*	*69%*	*-%*	*100%*	*30%*	*-%*	*-%*	*39%*	*44%*	*9%*	*27%*	*56%*
NET: Dissatisfied	**16**	10	4	*	2	-	*	-	-	14	2	3	7	6
	34%	*44%*	*19%*	*5%*	*100%*	*-%*	*70%*	*-%*	*-%*	*33%*	*42%*	*47%*	*43%*	*24%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Professionalism and handling of any query / complaint (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	c	d	*e	f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**53**	33	28	34	37	21	41	28	4	1	-	-	1	-
Weighted total	**47**	29	23	30	30	17	36	29	1	*	-	-	*	-
Very Dissatisfied	**10**	5	3	6	6	2	6	6	-	-	-	-	-	-
	21%	*18%*	*12%*	*21%*	*21%*	*11%*	*18%*	*22%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**6**	2	2	2	3	2	5	2	*	*	-	-	-	-
	13%	*8%*	*10%*	*8%*	*11%*	*12%*	*14%*	*7%*	*38%*	*100%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**10**	6	6	6	4	3	8	6	*	-	-	-	-	-
	22%	*19%*	*25%*	*19%*	*13%*	*20%*	*22%*	*19%*	*16%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Satisfied	**4**	2	2	2	4	1	3	2	*	-	-	-	*	-
	9%	*9%*	*11%*	*8%*	*14%*	*3%*	*9%*	*8%*	*19%*	*-%*	*-%*	*-%*	*100%*	*-%*
Very Satisfied	**14**	12	9	12	10	9	12	12	*	-	-	-	-	-
	31%	*42%*	*42%*	*40%*	*34%*	*54%*	*34%*	*41%*	*28%*	*-%*	*-%*	*-%*	*-%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**1**	1	-	1	1	-	-	1	-	-	-	-	-	-
	2%	*4%*	*-%*	*4%*	*4%*	*-%*	*-%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know / (DO NOT READ OUT)	**1**	-	-	-	1	-	1	-	-	-	-	-	-	-
	2%	*-%*	*-%*	*-%*	*4%*	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**19**	15	12	15	14	10	15	14	*	-	-	-	*	-
	40%	*51%*	*53%*	*49%*	*47%*	*57%*	*43%*	*49%*	*46%*	*-%*	*-%*	*-%*	*100%*	*-%*
NET: Dissatisfied	**16**	8	5	9	10	4	11	8	*	*	-	-	-	-
	34%	*26%*	*23%*	*29%*	*33%*	*23%*	*31%*	*29%*	*38%*	*100%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Professionalism and handling of any query / complaint (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**53**	31	4	1	1	-	-	-	-	5	10	5	14	-
Weighted total	**47**	24	4	*	2	-	-	-	-	5	10	8	6	-
Very Dissatisfied	**10**	6	-	-	-	-	-	-	-	-	3	3	-	-
	21%	*27%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*33%*	*34%*	*-%*	*-%*
Fairly Dissatisfied	**6**	1	*	-	2	-	-	-	-	-	-	-	2	-
	13%	*6%*	*6%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*41%*	*-%*
Neither Satisfied Nor Dissatisfied	**10**	4	-	-	-	-	-	-	-	-	5	-	1	-
	22%	*16%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*47%*	*-%*	*14%*	*-%*
Fairly Satisfied	**4**	4	-	*	-	-	-	-	-	2	*	-	*	-
	9%	*16%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*33%*	*3%*	*-%*	*6%*	*-%*
Very Satisfied	**14**	6	4	-	-	-	-	-	-	3	2	6	2	-
	31%	*26%*	*94%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*48%*	*17%*	*66%*	*38%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**1**	1	-	-	-	-	-	-	-	1	-	-	-	-
	2%	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*19%*	*-%*	*-%*	*-%*	*-%*
Don't Know / (DO NOT READ OUT)	**1**	1	-	-	-	-	-	-	-	-	-	-	-	-
	2%	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**19**	10	4	*	-	-	-	-	-	4	2	6	3	-
	40%	*42%*	*94%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*81%*	*20%*	*66%*	*44%*	*-%*
NET: Dissatisfied	**16**	8	*	-	2	-	-	-	-	-	3	3	2	-
	34%	*33%*	*6%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*33%*	*34%*	*41%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Professionalism and handling of any query / complaint (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	*a	b	*a	*b
Unweighted total	53	4	6	8	18	1	32	3	2	16	37	28	6
Weighted total	47	3	6	10	10	*	29	*	*	15	32	25	5
Very Dissatisfied	10	2	-	4	1	-	6	-	-	4	6	5	2
	21%	*56%*	*-%*	*36%*	*11%*	*-%*	*22%*	*-%*	*-%*	*24%*	*20%*	*18%*	*35%*
Fairly Dissatisfied	6	1	*	-	2	-	3	-	*	*	6	2	-
	13%	*35%*	*2%*	*-%*	*22%*	*-%*	*11%*	*-%*	*45%*	*2%*	*17%*	*9%*	*-%*
Neither Satisfied Nor Dissatisfied	10	*	2	1	1	-	4	*	-	4	6	3	3
	22%	*3%*	*30%*	*9%*	*10%*	*-%*	*13%*	*38%*	*-%*	*28%*	*19%*	*11%*	*60%*
Fairly Satisfied	4	-	*	2	2	-	4	*	-	*	4	2	-
	9%	*-%*	*8%*	*20%*	*15%*	*-%*	*13%*	*62%*	*-%*	*2%*	*12%*	*10%*	*-%*
Very Satisfied	14	*	4	4	2	*	10	-	*	5	9	12	*
	31%	*6%*	*60%*	*36%*	*21%*	*100%*	*34%*	*-%*	*55%*	*36%*	*28%*	*47%*	*5%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	1	-	1	-	-	1	-	1	-
	2%	*-%*	*-%*	*-%*	*11%*	*-%*	*4%*	*-%*	*-%*	*7%*	*-%*	*4%*	*-%*
Don't Know / (DO NOT READ OUT)	1	-	-	-	1	-	1	-	-	-	1	-	-
	2%	*-%*	*-%*	*-%*	*11%*	*-%*	*4%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*
NET: Satisfied	19	*	4	6	4	*	14	*	*	6	13	14	*
	40%	*6%*	*68%*	*55%*	*36%*	*100%*	*47%*	*62%*	*55%*	*38%*	*40%*	*57%*	*5%*
NET: Dissatisfied	16	3	*	4	3	-	10	-	*	4	12	7	2
	34%	*91%*	*2%*	*36%*	*33%*	*-%*	*33%*	*-%*	*45%*	*26%*	*37%*	*28%*	*35%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	b	*a	b	*c	*d
Unweighted total	53	4	24	27	1	4	33	15	30	6	-
Weighted total	47	3	20	25	*	2	28	13	27	3	-
Very Dissatisfied	10	-	5	5	-	-	6	2	5	-	-
	21%	-%	*23%*	*18%*	-%	-%	*23%*	*13%*	*20%*	-%	-%
Fairly Dissatisfied	6	-	2	2	-	-	3	*	2	*	-
	13%	-%	*12%*	*10%*	-%	-%	*12%*	*1%*	*9%*	*4%*	-%
Neither Satisfied Nor Dissatisfied	10	*	1	3	-	*	4	4	5	3	-
	22%	*3%*	*4%*	*11%*	-%	*6%*	*13%*	*28%*	*19%*	*75%*	-%
Fairly Satisfied	4	*	4	2	*	*	4	*	2	*	-
	9%	*8%*	*20%*	*10%*	*100%*	*26%*	*13%*	*3%*	*9%*	*7%*	-%
Very Satisfied	14	2	8	12	-	-	10	6	10	*	-
	31%	*55%*	*41%*	*47%*	-%	-%	*36%*	*46%*	*39%*	*14%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	-	1	-	1	-	1	1	-	-
	2%	*34%*	-%	*4%*	-%	*68%*	-%	*8%*	*4%*	-%	-%
Don't Know / (DO NOT READ OUT)	1	-	-	-	-	-	1	-	-	-	-
	2%	-%	-%	-%	-%	-%	*4%*	-%	-%	-%	-%
NET: Satisfied	19	2	12	14	*	*	14	6	13	1	-
	40%	*63%*	*61%*	*57%*	*100%*	*26%*	*48%*	*49%*	*48%*	*21%*	-%
NET: Dissatisfied	16	-	7	7	-	-	10	2	8	*	-
	34%	-%	*35%*	*28%*	-%	-%	*35%*	*14%*	*29%*	*4%*	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Professionalism and handling of any query / complaint (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	53	13	22	4	-	30	19	8	1	27	23	15	24	15	-
Weighted total	47	11	18	1	-	26	12	5	2	24	18	10	19	15	-
Very Dissatisfied	10	1	2	-	-	6	2	1	2	4	1	1	3	4	-
	21%	*10%*	*10%*	*-%*	*-%*	*24%*	*15%*	*21%*	*100%*	*15%*	*6%*	*10%*	*14%*	*23%*	*-%*
Fairly Dissatisfied	6	*	2	*	-	*	3	-	-	2	2	*	2	2	-
	13%	*1%*	*13%*	*13%*	*-%*	*1%*	*28%*	*-%*	*-%*	*10%*	*13%*	*3%*	*12%*	*15%*	*-%*
Neither Satisfied Nor Dissatisfied	10	4	6	1	-	4	1	1	-	3	3	1	3	2	-
	22%	*35%*	*31%*	*70%*	*-%*	*14%*	*7%*	*14%*	*-%*	*11%*	*15%*	*8%*	*14%*	*14%*	*-%*
Fairly Satisfied	4	*	2	-	-	4	1	*	-	2	2	2	2	*	-
	9%	*3%*	*13%*	*-%*	*-%*	*15%*	*8%*	*3%*	*-%*	*10%*	*14%*	*15%*	*13%*	*1%*	*-%*
Very Satisfied	14	5	6	*	-	10	4	2	-	12	9	6	8	6	-
	31%	*51%*	*34%*	*17%*	*-%*	*38%*	*34%*	*41%*	*-%*	*49%*	*52%*	*54%*	*42%*	*39%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	-	1	1	1	-	1	-	1	1	1	-
	2%	*-%*	*-%*	*-%*	*-%*	*4%*	*9%*	*21%*	*-%*	*4%*	*-%*	*10%*	*6%*	*7%*	*-%*
Don't Know / (DO NOT READ OUT)	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	2%	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	19	6	8	*	-	14	5	2	-	14	12	7	11	6	-
	40%	*54%*	*46%*	*17%*	*-%*	*53%*	*42%*	*44%*	*-%*	*60%*	*66%*	*68%*	*55%*	*40%*	*-%*
NET: Dissatisfied	16	1	4	*	-	7	5	1	2	6	3	1	5	6	-
	34%	*11%*	*23%*	*13%*	*-%*	*25%*	*43%*	*21%*	*100%*	*25%*	*19%*	*13%*	*26%*	*38%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	**53**	13	7	11	5	3	22	16	3	-	3	-
Weighted total	**47**	10	4	6	1	1	15	15	2	-	3	-
Very Dissatisfied	**10**	-	-	1	-	-	2	4	2	-	1	-
	21%	*-%*	*-%*	*18%*	*-%*	*-%*	*11%*	*23%*	*90%*	*-%*	*34%*	*-%*
Fairly Dissatisfied	**6**	2	2	*	-	-	2	2	*	-	-	-
	13%	*20%*	*54%*	*2%*	*-%*	*-%*	*15%*	*15%*	*7%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**10**	-	*	3	1	*	3	2	-	-	-	-
	22%	*-%*	*6%*	*44%*	*61%*	*37%*	*17%*	*13%*	*-%*	*-%*	*-%*	*-%*
Fairly Satisfied	**4**	1	*	1	*	*	3	*	*	-	-	-
	9%	*9%*	*3%*	*15%*	*20%*	*37%*	*17%*	*2%*	*2%*	*-%*	*-%*	*-%*
Very Satisfied	**14**	6	*	*	*	*	5	6	-	-	2	-
	31%	*60%*	*8%*	*2%*	*19%*	*27%*	*32%*	*39%*	*-%*	*-%*	*66%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**1**	1	1	1	-	-	1	1	-	-	-	-
	2%	*11%*	*29%*	*18%*	*-%*	*-%*	*7%*	*7%*	*-%*	*-%*	*-%*	*-%*
Don't Know / (DO NOT READ OUT)	**1**	-	-	-	-	-	-	-	-	-	-	-
	2%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**19**	7	*	1	*	*	7	6	*	-	2	-
	40%	*69%*	*11%*	*17%*	*39%*	*63%*	*50%*	*42%*	*2%*	*-%*	*66%*	*-%*
NET: Dissatisfied	**16**	2	2	1	-	-	4	6	2	-	1	-
	34%	*20%*	*54%*	*21%*	*-%*	*-%*	*26%*	*38%*	*98%*	*-%*	*34%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Professionalism and handling of any query / complaint (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	a	*b	*a	*b
Unweighted total	53	49	45	51	50	52	40	52	21	1	31	-	13	22
Weighted total	47	44	38	46	44	46	38	46	13	*	28	-	14	16
Very Dissatisfied	10	8	9	10	8	10	10	10	3	-	6	-	4	3
	21%	*19%*	*23%*	*22%*	*19%*	*22%*	*27%*	*22%*	*22%*	*-%*	*23%*	*-%*	*25%*	*18%*
Fairly Dissatisfied	6	6	4	6	4	6	5	6	3	-	3	-	2	1
	13%	*13%*	*10%*	*13%*	*10%*	*13%*	*12%*	*13%*	*21%*	*-%*	*10%*	*-%*	*14%*	*4%*
Neither Satisfied Nor Dissatisfied	10	10	9	10	10	10	10	10	1	-	4	-	*	4
	22%	*24%*	*23%*	*23%*	*24%*	*23%*	*27%*	*23%*	*6%*	*-%*	*16%*	*-%*	*3%*	*25%*
Fairly Satisfied	4	3	3	3	4	3	3	4	1	*	1	-	2	2
	9%	*7%*	*8%*	*7%*	*10%*	*7%*	*8%*	*9%*	*5%*	*100%*	*5%*	*-%*	*15%*	*10%*
Very Satisfied	14	14	13	14	14	14	9	13	5	-	12	-	6	6
	31%	*32%*	*33%*	*31%*	*33%*	*31%*	*23%*	*28%*	*37%*	*-%*	*43%*	*-%*	*43%*	*36%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	1	1	1	1	-	1	-	-	1	-	-	1
	2%	*2%*	*3%*	*2%*	*2%*	*2%*	*-%*	*2%*	*-%*	*-%*	*4%*	*-%*	*-%*	*7%*
Don't Know / (DO NOT READ OUT)	1	1	-	1	1	1	1	1	1	-	-	-	-	-
	2%	*2%*	*-%*	*2%*	*2%*	*2%*	*3%*	*2%*	*8%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	19	17	16	17	18	18	12	17	5	*	13	-	8	8
	40%	*39%*	*41%*	*38%*	*42%*	*38%*	*31%*	*37%*	*42%*	*100%*	*48%*	*-%*	*58%*	*46%*
NET: Dissatisfied	16	14	13	16	13	16	15	16	6	-	9	-	6	4
	34%	*32%*	*34%*	*35%*	*29%*	*35%*	*39%*	*35%*	*43%*	*-%*	*33%*	*-%*	*39%*	*22%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	53	29	8	53	-	19	29	5	29	11	12	29	24
Weighted total	47	24	6	47	-	16	29	3	23	12	12	26	21
Very Dissatisfied	10	3	2	10	-	1	9	-	3	5	2	8	2
	21%	*11%*	*29%*	*21%*	*-%*	*7%*	*31%*	*-%*	*12%*	*46%*	*16%*	*31%*	*9%*
Fairly Dissatisfied	6	1	1	6	-	*	5	*	3	3	*	3	3
	13%	*6%*	*10%*	*13%*	*-%*	*3%*	*19%*	*5%*	*12%*	*25%*	*1%*	*11%*	*15%*
Neither Satisfied Nor Dissatisfied	10	5	2	10	-	3	5	2	4	2	5	8	3
	22%	*19%*	*28%*	*22%*	*-%*	*18%*	*19%*	*77%*	*16%*	*18%*	*38%*	*29%*	*14%*
Fairly Satisfied	4	4	*	4	-	2	2	*	4	*	*	3	2
	9%	*15%*	*8%*	*9%*	*-%*	*15%*	*7%*	*2%*	*17%*	*1%*	*%*	*10%*	*8%*
Very Satisfied	14	11	2	14	-	9	5	*	9	*	5	4	10
	31%	*45%*	*26%*	*31%*	*-%*	*58%*	*17%*	*17%*	*38%*	*2%*	*44%*	*16%*	*50%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	1	-	-	1	-	-	1	-	1	-
	2%	*-%*	*-%*	*2%*	*-%*	*-%*	*4%*	*-%*	*-%*	*9%*	*-%*	*4%*	*-%*
Don't Know / (DO NOT READ OUT)	1	1	-	1	-	-	1	-	1	-	-	-	1
	2%	*4%*	*-%*	*2%*	*-%*	*-%*	*4%*	*-%*	*5%*	*-%*	*-%*	*-%*	*5%*
NET: Satisfied	19	15	2	19	-	11	7	1	13	*	5	7	12
	40%	*60%*	*33%*	*40%*	*-%*	*72%*	*24%*	*19%*	*56%*	*3%*	*45%*	*25%*	*57%*
NET: Dissatisfied	16	4	2	16	-	1	14	*	5	8	2	11	5
	34%	*17%*	*39%*	*34%*	*-%*	*9%*	*50%*	*5%*	*24%*	*70%*	*17%*	*42%*	*24%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Professionalism and handling of any query / complaint (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	53	5	1	3	2	2	1	1	1	2	4	1	1
Weighted total	47	2	1	2	2	1	1	*	1	2	1	*	1
Very Dissatisfied	10	-	-	-	-	-	-	-	-	-	-	-	-
	21%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	6	-	-	-	-	-	-	-	-	-	*	-	-
	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*59%*	-%	-%
Neither Satisfied Nor Dissatisfied	10	1	1	-	-	-	-	-	-	1	-	-	-
	22%	*45%*	*100%*	-%	-%	-%	-%	-%	-%	*50%*	-%	-%	-%
Fairly Satisfied	4	*	-	1	1	1	-	*	-	-	*	-	1
	9%	*7%*	-%	*53%*	*50%*	*100%*	-%	*100%*	-%	-%	*41%*	-%	*100%*
Very Satisfied	14	*	-	-	-	-	-	-	-	-	-	*	-
	31%	*2%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	-	1	1	-	1	-	1	-	-	-	-
	2%	*45%*	-%	*47%*	*50%*	-%	*100%*	-%	*100%*	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	1	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	*50%*	-%	-%	-%
NET: Satisfied	19	*	-	1	1	1	-	*	-	-	*	*	1
	40%	*9%*	-%	*53%*	*50%*	*100%*	-%	*100%*	-%	-%	*41%*	*100%*	*100%*
NET: Dissatisfied	16	-	-	-	-	-	-	-	-	-	*	-	-
	34%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*59%*	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Professionalism and handling of any query / complaint (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	53	8	2	3	10	3	2	7	4	6	4	2	2
Weighted total	47	11	2	4	5	2	2	4	3	3	4	4	4
Very Dissatisfied	10	-	2	4	-	-	1	-	-	2	2	-	-
	21%	*-%*	*95%*	*88%*	*-%*	*-%*	*53%*	*-%*	*-%*	*56%*	*46%*	*-%*	*-%*
Fairly Dissatisfied	6	4	-	-	*	1	-	*	*	1	-	-	-
	13%	*32%*	*-%*	*-%*	*6%*	*64%*	*-%*	*3%*	*10%*	*18%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	10	2	*	*	1	-	1	*	*	-	2	2	2
	22%	*16%*	*5%*	*12%*	*25%*	*-%*	*47%*	*2%*	*10%*	*-%*	*46%*	*50%*	*50%*
Fairly Satisfied	4	-	-	-	1	-	-	*	-	1	*	2	-
	9%	*-%*	*-%*	*-%*	*26%*	*-%*	*-%*	*8%*	*-%*	*18%*	*4%*	*50%*	*-%*
Very Satisfied	14	6	-	-	*	1	-	4	2	*	*	-	2
	31%	*51%*	*-%*	*-%*	*1%*	*36%*	*-%*	*87%*	*81%*	*8%*	*4%*	*-%*	*50%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	1	-	-	-	-	-	-	-	-
	2%	*-%*	*-%*	*-%*	*21%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know / (DO NOT READ OUT)	1	-	-	-	1	-	-	-	-	-	-	-	-
	2%	*-%*	*-%*	*-%*	*21%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	19	6	-	-	1	1	-	4	2	1	*	2	2
	40%	*51%*	*-%*	*-%*	*27%*	*36%*	*-%*	*94%*	*81%*	*26%*	*9%*	*50%*	*50%*
NET: Dissatisfied	16	4	2	4	*	1	1	*	*	3	2	-	-
	34%	*32%*	*95%*	*88%*	*6%*	*64%*	*53%*	*3%*	*10%*	*74%*	*46%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Professionalism and handling of any query / complaint (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	53	13	15	17	8
Weighted total	47	17	9	10	11
Very Dissatisfied	10	5	1	2	2
	21%	*31%*	*12%*	*18%*	*16%*
Fairly Dissatisfied	6	4	1	1	-
	13%	*21%*	*16%*	*10%*	*-%*
Neither Satisfied Nor Dissatisfied	10	2	2	*	6
	22%	*14%*	*25%*	*3%*	*49%*
Fairly Satisfied	4	-	1	1	2
	9%	*-%*	*15%*	*9%*	*17%*
Very Satisfied	14	6	1	6	2
	31%	*33%*	*7%*	*59%*	*18%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	1	-	-
	2%	*-%*	*12%*	*-%*	*-%*
Don't Know / (DO NOT READ OUT)	1	-	1	-	-
	2%	*-%*	*12%*	*-%*	*-%*
NET: Satisfied	19	6	2	7	4
	40%	*33%*	*22%*	*69%*	*36%*
NET: Dissatisfied	16	9	2	3	2
	34%	*52%*	*28%*	*28%*	*16%*

Columns Tested: a,b,c,d

The staff being polite and courteous (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	53	34	10	7	2	19	13	8	8	1	9
Weighted total	47	45	1	1	*	3	13	9	7	2	4
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	5	5	-	-	-	-	-	1	-	-	2
	10%	10%	-%	-%	-%	-%	-%	12%	-%	-%	40%
Neither Satisfied Nor Dissatisfied	7	6	-	*	-	*	4	1	-	2	*
	14%	14%	-%	44%	-%	14%	28%	12%	-%	100%	3%
Fairly Satisfied	13	12	1	*	*	1	4	-	2	-	2
	28%	27%	61%	44%	58%	55%	31%	-%	37%	-%	46%
Very Satisfied	19	19	*	*	*	1	3	6	4	-	*
	41%	42%	32%	12%	42%	27%	20%	71%	61%	-%	11%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	-	-	-	1	*	-	-	-
	3%	3%	-%	-%	-%	-%	8%	5%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	2	2	*	-	-	*	2	-	*	-	-
	3%	3%	7%	-%	-%	4%	12%	-%	2%	-%	-%
NET: Satisfied	33	30	1	*	*	2	7	6	6	-	2
	69%	68%	93%	56%	100%	82%	52%	71%	98%	-%	57%
NET: Dissatisfied	5	5	-	-	-	-	-	1	-	-	2
	10%	10%	-%	-%	-%	-%	-%	12%	-%	-%	40%

Columns Tested: a,b,c,d,e - a,b,c,d,e

The staff being polite and courteous (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	53	7	3	5	2	-	9	4	6	2	38	3	6	6
Weighted total	47	9	1	7	1	-	9	6	8	2	43	1	2	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	5	1	-	2	-	-	-	-	2	-	5	-	-	-
	10%	12%	-%	24%	-%	-%	-%	-%	23%	-%	11%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	7	1	-	2	*	-	2	2	-	-	7	-	-	*
	14%	12%	-%	25%	13%	-%	20%	28%	-%	-%	15%	-%	-%	15%
Fairly Satisfied	13	2	*	2	-	-	2	2	4	*	13	*	1	-
	28%	25%	24%	24%	-%	-%	27%	28%	51%	6%	29%	7%	45%	-%
Very Satisfied	19	4	-	2	1	-	4	3	2	2	17	1	*	1
	41%	51%	-%	27%	87%	-%	41%	43%	26%	94%	40%	93%	22%	53%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	1	-	-	-	-	-	-	-	1	-	-	*
	3%	-%	76%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	31%
Don't Know / (DO NOT READ OUT)	2	-	-	-	-	-	1	-	-	-	1	-	1	-
	3%	-%	-%	-%	-%	-%	12%	-%	-%	-%	2%	-%	33%	-%
NET: Satisfied	33	7	*	4	1	-	6	5	6	2	30	1	1	1
	69%	76%	24%	51%	87%	-%	68%	72%	77%	100%	69%	100%	67%	53%
NET: Dissatisfied	5	1	-	2	-	-	-	-	2	-	5	-	-	-
	10%	12%	-%	24%	-%	-%	-%	-%	23%	-%	11%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The staff being polite and courteous (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b
Unweighted total	53	-	8	-	3	26	1	2	13	41	12	49	4
Weighted total	47	-	3	-	4	26	2	1	11	38	10	43	4
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	5	-	-	-	-	3	-	-	2	5	-	5	-
	10%	-%	-%	-%	-%	11%	-%	-%	15%	12%	-%	11%	-%
Neither Satisfied Nor Dissatisfied	7	-	2	-	-	3	2	*	*	4	3	7	-
	14%	-%	55%	-%	-%	11%	100%	8%	2%	10%	30%	16%	-%
Fairly Satisfied	13	-	1	-	2	7	-	-	4	11	3	11	2
	28%	-%	17%	-%	50%	29%	-%	-%	31%	28%	28%	26%	49%
Very Satisfied	19	-	*	-	2	12	-	1	4	16	3	17	2
	41%	-%	13%	-%	47%	45%	-%	92%	39%	42%	35%	40%	51%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	-	-	-	-	-	2	1	*	2	-
	3%	-%	-%	-%	-%	-%	-%	-%	13%	3%	5%	4%	-%
Don't Know / (DO NOT READ OUT)	2	-	*	-	*	1	-	-	-	2	*	2	-
	3%	-%	16%	-%	3%	4%	-%	-%	-%	4%	1%	4%	-%
NET: Satisfied	33	-	1	-	4	19	-	1	8	27	6	28	4
	69%	-%	30%	-%	97%	74%	-%	92%	69%	70%	64%	66%	100%
NET: Dissatisfied	5	-	-	-	-	3	-	-	2	5	-	5	-
	10%	-%	-%	-%	-%	11%	-%	-%	15%	12%	-%	11%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The staff being polite and courteous (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	*c
Unweighted total	53	51	2	17	9	26
Weighted total	47	45	2	16	11	19
Very Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	5	5	-	1	2	-
	10%	10%	-%	7%	16%	-%
Neither Satisfied Nor Dissatisfied	7	7	-	2	2	3
	14%	15%	-%	12%	17%	16%
Fairly Satisfied	13	13	-	6	2	5
	28%	30%	-%	38%	22%	27%
Very Satisfied	19	17	2	7	4	9
	41%	39%	80%	43%	34%	46%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	-	-	2
	3%	3%	-%	-%	-%	8%
Don't Know / (DO NOT READ OUT)	2	1	*	*	1	*
	3%	3%	20%	1%	10%	3%
NET: Satisfied	33	31	2	13	6	14
	69%	69%	80%	81%	56%	73%
NET: Dissatisfied	5	5	-	1	2	-
	10%	10%	-%	7%	16%	-%

Columns Tested: a,b - a,b,c

The staff being polite and courteous (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	c
Unweighted total	53	19	22	8	1	1	2	-	-	41	12	6	13	34
Weighted total	47	23	19	3	2	*	*	-	-	42	5	6	16	24
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	5	3	2	-	-	-	-	-	-	5	-	1	2	2
	10%	13%	9%	-%	-%	-%	-%	-%	-%	11%	-%	17%	11%	7%
Neither Satisfied Nor Dissatisfied	7	5	1	*	-	-	-	-	-	7	*	2	4	1
	14%	23%	6%	8%	-%	-%	-%	-%	-%	16%	4%	29%	21%	6%
Fairly Satisfied	13	7	3	1	2	-	*	-	-	10	3	-	7	6
	28%	32%	16%	33%	100%	-%	70%	-%	-%	25%	57%	-%	44%	25%
Very Satisfied	19	7	11	2	-	*	*	-	-	17	2	3	3	13
	41%	29%	56%	59%	-%	100%	30%	-%	-%	41%	38%	54%	19%	52%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	2	-	-	-	-	-	-	2	-	-	-	2
	3%	-%	8%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	6%
Don't Know / (DO NOT READ OUT)	2	1	1	-	-	-	-	-	-	2	-	-	1	1
	3%	3%	6%	-%	-%	-%	-%	-%	-%	4%	-%	-%	4%	4%
NET: Satisfied	33	14	14	3	2	*	*	-	-	28	5	3	11	19
	69%	61%	71%	92%	100%	100%	100%	-%	-%	66%	96%	54%	64%	76%
NET: Dissatisfied	5	3	2	-	-	-	-	-	-	5	-	1	2	2
	10%	13%	9%	-%	-%	-%	-%	-%	-%	11%	-%	17%	11%	7%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The staff being polite and courteous (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	c	d	*e	f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	53	33	28	34	37	21	41	28	4	1	-	-	1	-
Weighted total	47	29	23	30	30	17	36	29	1	*	-	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	5	-	-	-	3	2	2	-	-	-	-	-	-	-
	10%	-%	-%	-%	10%	10%	5%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	7	4	3	5	3	2	5	5	*	*	-	-	-	-
	14%	14%	14%	17%	11%	11%	14%	16%	16%	100%	-%	-%	-%	-%
Fairly Satisfied	13	11	9	11	9	5	13	10	*	-	-	-	-	-
	28%	37%	39%	36%	31%	29%	36%	35%	57%	-%	-%	-%	-%	-%
Very Satisfied	19	13	11	13	12	8	14	12	*	-	-	-	*	-
	41%	44%	46%	42%	40%	50%	39%	43%	28%	-%	-%	-%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	2	1	-	*	2	-	-	-	-	-	-
	3%	5%	-%	5%	4%	-%	1%	5%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	2	*	*	*	2	-	2	*	-	-	-	-	-	-
	3%	*%	*%	*%	5%	-%	5%	*%	-%	-%	-%	-%	-%	-%
NET: Satisfied	33	23	19	23	21	13	27	23	1	-	-	-	*	-
	69%	81%	86%	78%	70%	79%	76%	78%	84%	-%	-%	-%	100%	-%
NET: Dissatisfied	5	-	-	-	3	2	2	-	-	-	-	-	-	-
	10%	-%	-%	-%	10%	10%	5%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The staff being polite and courteous (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**53**	31	4	1	1	-	-	-	-	5	10	5	14	-
Weighted total	**47**	24	4	*	2	-	-	-	-	5	10	8	6	-
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**5**	3	-	-	-	-	-	-	-	-	-	-	-	-
	10%	*12%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**7**	3	-	-	-	-	-	-	-	-	2	3	*	-
	14%	*14%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*17%*	*34%*	*7%*	*-%*
Fairly Satisfied	**13**	7	*	*	2	-	-	-	-	2	4	2	3	-
	28%	*29%*	*6%*	*100%*	*100%*	*-%*	*-%*	*-%*	*-%*	*33%*	*38%*	*23%*	*52%*	*-%*
Very Satisfied	**19**	8	4	-	-	-	-	-	-	2	5	4	2	-
	41%	*34%*	*94%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*39%*	*45%*	*43%*	*41%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**2**	1	-	-	-	-	-	-	-	2	-	-	-	-
	3%	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*28%*	*-%*	*-%*	*-%*	*-%*
Don't Know / (DO NOT READ OUT)	**2**	2	-	-	-	-	-	-	-	-	*	-	-	-
	3%	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
NET: Satisfied	**33**	15	4	*	2	-	-	-	-	4	8	6	5	-
	69%	*63%*	*100%*	*100%*	*100%*	*-%*	*-%*	*-%*	*-%*	*72%*	*82%*	*66%*	*93%*	*-%*
NET: Dissatisfied	**5**	3	-	-	-	-	-	-	-	-	-	-	-	-
	10%	*12%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The staff being polite and courteous (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	*a	b	*a	*b
Unweighted total	53	4	6	8	18	1	32	3	2	16	37	28	6
Weighted total	47	3	6	10	10	*	29	*	*	15	32	25	5
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	5	1	-	2	-	-	3	-	-	-	5	-	-
	10%	35%	-%	18%	-%	-%	10%	-%	-%	-%	14%	-%	-%
Neither Satisfied Nor Dissatisfied	7	*	*	2	1	-	3	-	*	2	5	3	2
	14%	3%	2%	18%	12%	-%	11%	-%	45%	14%	14%	13%	37%
Fairly Satisfied	13	2	2	2	4	-	9	*	-	6	7	11	-
	28%	56%	32%	20%	35%	-%	31%	45%	-%	41%	22%	43%	-%
Very Satisfied	19	*	3	5	3	*	12	*	*	5	14	10	3
	41%	6%	56%	45%	32%	100%	39%	55%	55%	37%	43%	38%	63%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	-	1	-	1	-	-	1	*	2	-
	3%	-%	-%	-%	11%	-%	4%	-%	-%	7%	1%	6%	-%
Don't Know / (DO NOT READ OUT)	2	-	1	-	1	-	2	-	-	*	2	*	-
	3%	-%	10%	-%	11%	-%	6%	-%	-%	1%	5%	*%	-%
NET: Satisfied	33	2	5	7	7	*	21	*	*	12	21	20	3
	69%	62%	88%	64%	67%	100%	70%	100%	55%	78%	65%	81%	63%
NET: Dissatisfied	5	1	-	2	-	-	3	-	-	-	5	-	-
	10%	35%	-%	18%	-%	-%	10%	-%	-%	-%	14%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The staff being polite and courteous (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	b	*a	b	*c	*d
Unweighted total	53	4	24	27	1	4	33	15	30	6	-
Weighted total	47	3	20	25	*	2	28	13	27	3	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	5	-	-	-	-	-	3	-	-	-	-
	10%	-%	-%	-%	-%	-%	10%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	7	-	3	3	-	-	3	*	4	*	-
	14%	-%	16%	13%	-%	-%	11%	1%	15%	4%	-%
Fairly Satisfied	13	*	9	11	-	*	9	7	10	3	-
	28%	8%	45%	43%	-%	26%	31%	50%	38%	82%	-%
Very Satisfied	19	2	7	9	*	-	12	5	11	-	-
	41%	55%	36%	38%	100%	-%	42%	36%	41%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	1	-	2	-	1	-	2	2	*	-
	3%	34%	-%	6%	-%	68%	-%	12%	6%	14%	-%
Don't Know / (DO NOT READ OUT)	2	*	*	*	-	*	2	*	-	-	-
	3%	3%	2%	*%	-%	6%	5%	1%	-%	-%	-%
NET: Satisfied	33	2	16	20	*	*	21	11	21	3	-
	69%	63%	81%	81%	100%	26%	73%	86%	79%	82%	-%
NET: Dissatisfied	5	-	-	-	-	-	3	-	-	-	-
	10%	-%	-%	-%	-%	-%	10%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The staff being polite and courteous (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	53	13	22	4	-	30	19	8	1	27	23	15	24	15	-
Weighted total	47	11	18	1	-	26	12	5	2	24	18	10	19	15	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	5	-	-	-	-	2	3	-	-	-	-	-	-	-	-
	10%	-%	-%	-%	-%	7%	24%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	7	1	2	*	-	3	*	1	-	2	1	1	1	2	-
	14%	11%	12%	13%	-%	11%	3%	21%	-%	9%	7%	13%	6%	13%	-%
Fairly Satisfied	13	5	9	1	-	7	5	1	2	11	9	3	9	8	-
	28%	44%	49%	70%	-%	27%	44%	17%	100%	44%	50%	31%	45%	52%	-%
Very Satisfied	19	5	7	*	-	12	2	2	-	10	8	5	8	4	-
	41%	43%	40%	17%	-%	44%	17%	41%	-%	40%	42%	44%	40%	24%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	-	-	1	1	1	-	2	-	1	2	2	-
	3%	-%	-%	-%	-%	4%	9%	21%	-%	6%	-%	10%	8%	10%	-%
Don't Know / (DO NOT READ OUT)	2	*	-	-	-	2	*	-	-	*	*	*	*	*	-
	3%	1%	-%	-%	-%	6%	4%	-%	-%	*%	1%	1%	1%	1%	-%
NET: Satisfied	33	9	16	1	-	19	8	3	2	20	17	8	16	11	-
	69%	88%	88%	87%	-%	71%	61%	58%	100%	84%	92%	76%	85%	76%	-%
NET: Dissatisfied	5	-	-	-	-	2	3	-	-	-	-	-	-	-	-
	10%	-%	-%	-%	-%	7%	24%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The staff being polite and courteous (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	**53**	13	7	11	5	3	22	16	3	-	3	-
Weighted total	**47**	10	4	6	1	1	15	15	2	-	3	-
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**5**	-	-	-	-	-	-	-	-	-	-	-
	10%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither Satisfied Nor Dissatisfied	**7**	*	*	1	-	-	*	2	*	-	1	-
	14%	*1%*	*4%*	*21%*	*-%*	*-%*	*1%*	*13%*	*7%*	*-%*	*34%*	*-%*
Fairly Satisfied	**13**	4	2	1	1	*	9	8	2	-	*	-
	28%	*44%*	*63%*	*21%*	*81%*	*73%*	*60%*	*54%*	*93%*	*-%*	*4%*	*-%*
Very Satisfied	**19**	4	*	2	*	*	4	4	-	-	2	-
	41%	*39%*	*5%*	*30%*	*19%*	*27%*	*29%*	*23%*	*-%*	*-%*	*61%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**2**	1	1	1	-	-	2	2	-	-	-	-
	3%	*11%*	*29%*	*18%*	*-%*	*-%*	*10%*	*10%*	*-%*	*-%*	*-%*	*-%*
Don't Know / (DO NOT READ OUT)	**2**	*	-	1	-	-	-	-	-	-	-	-
	3%	*5%*	*-%*	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**33**	8	3	3	1	1	13	12	2	-	2	-
	69%	*83%*	*68%*	*51%*	*100%*	*100%*	*89%*	*77%*	*93%*	*-%*	*66%*	*-%*
NET: Dissatisfied	**5**	-	-	-	-	-	-	-	-	-	-	-
	10%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

The staff being polite and courteous (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	a	*b	*a	*b
Unweighted total	53	49	45	51	50	52	40	52	21	1	31	-	13	22
Weighted total	47	44	38	46	44	46	38	46	13	*	28	-	14	16
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	5	5	3	5	3	5	4	5	2	-	-	-	-	-
	10%	11%	8%	10%	7%	10%	9%	10%	14%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	7	7	4	7	7	7	7	7	1	-	5	-	2	3
	14%	15%	10%	15%	16%	15%	18%	15%	10%	-%	18%	-%	14%	19%
Fairly Satisfied	13	13	13	13	12	13	13	13	3	*	9	-	8	3
	28%	30%	34%	29%	27%	29%	34%	29%	26%	100%	32%	-%	56%	20%
Very Satisfied	19	16	16	18	19	18	13	18	5	-	12	-	4	8
	41%	37%	42%	39%	44%	39%	35%	39%	38%	-%	45%	-%	30%	51%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	2	2	2	2	-	2	*	-	2	-	-	2
	3%	4%	4%	3%	4%	3%	-%	3%	4%	-%	6%	-%	-%	10%
Don't Know / (DO NOT READ OUT)	2	2	1	2	2	2	2	2	1	-	*	-	-	*
	3%	4%	2%	4%	4%	4%	4%	4%	8%	-%	*%	-%	-%	1%
NET: Satisfied	33	29	29	31	31	32	26	31	8	*	21	-	12	12
	69%	67%	77%	68%	70%	68%	69%	68%	64%	100%	76%	-%	86%	71%
NET: Dissatisfied	5	5	3	5	3	5	4	5	2	-	-	-	-	-
	10%	11%	8%	10%	7%	10%	9%	10%	14%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The staff being polite and courteous (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	53	29	8	53	-	19	29	5	29	11	12	29	24
Weighted total	47	24	6	47	-	16	29	3	23	12	12	26	21
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	5	1	2	5	-	-	5	-	2	3	-	4	1
	10%	4%	29%	10%	-%	-%	16%	-%	7%	25%	-%	13%	5%
Neither Satisfied Nor Dissatisfied	7	1	2	7	-	1	5	*	1	4	2	7	*
	14%	4%	30%	14%	-%	8%	19%	5%	5%	30%	17%	25%	1%
Fairly Satisfied	13	7	*	13	-	3	9	2	5	4	4	8	5
	28%	28%	8%	28%	-%	17%	30%	77%	21%	34%	38%	31%	25%
Very Satisfied	19	13	2	19	-	12	7	*	14	*	5	6	13
	41%	55%	33%	41%	-%	76%	25%	2%	58%	3%	44%	25%	61%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	*	-	2	-	-	1	*	*	1	-	1	*
	3%	2%	-%	3%	-%	-%	4%	17%	2%	9%	-%	4%	2%
Don't Know / (DO NOT READ OUT)	2	2	-	2	-	-	2	-	2	-	*	1	1
	3%	6%	-%	3%	-%	-%	6%	-%	7%	-%	1%	2%	5%
NET: Satisfied	33	20	3	33	-	15	16	2	19	4	10	15	18
	69%	83%	41%	69%	-%	92%	55%	78%	79%	36%	82%	55%	87%
NET: Dissatisfied	5	1	2	5	-	-	5	-	2	3	-	4	1
	10%	4%	29%	10%	-%	-%	16%	-%	7%	25%	-%	13%	5%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The staff being polite and courteous (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	53	5	1	3	2	2	1	1	1	2	4	1	1
Weighted total	47	2	1	2	2	1	1	*	1	2	1	*	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	5	-	-	-	-	-	-	-	-	-	-	-	-
	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	7	-	-	-	-	-	-	-	-	-	-	-	-
	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	13	*	-	*	-	*	-	*	-	-	*	-	-
	28%	5%	-%	5%	-%	10%	-%	100%	-%	-%	91%	-%	-%
Very Satisfied	19	1	1	1	1	1	-	-	-	1	*	*	1
	41%	50%	100%	47%	50%	90%	-%	-%	-%	50%	9%	100%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	1	-	1	1	-	1	-	1	-	-	-	-
	3%	45%	-%	47%	50%	-%	100%	-%	100%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	2	-	-	-	-	-	-	-	-	1	-	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	50%	-%	-%	-%
NET: Satisfied	33	1	1	1	1	1	-	*	-	1	1	*	1
	69%	55%	100%	53%	50%	100%	-%	100%	-%	50%	100%	100%	100%
NET: Dissatisfied	5	-	-	-	-	-	-	-	-	-	-	-	-
	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

The staff being polite and courteous (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	53	8	2	3	10	3	2	7	4	6	4	2	2
Weighted total	47	11	2	4	5	2	2	4	3	3	4	4	4
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	5	2	-	2	-	1	-	-	-	-	-	-	-
	10%	16%	-%	46%	-%	64%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	7	-	2	-	-	-	1	*	-	*	4	-	-
	14%	-%	100%	-%	-%	-%	53%	3%	-%	4%	91%	-%	-%
Fairly Satisfied	13	2	-	2	1	-	-	*	1	*	*	4	4
	28%	17%	-%	54%	12%	-%	-%	5%	25%	4%	4%	100%	100%
Very Satisfied	19	7	-	-	2	1	1	3	2	3	*	-	-
	41%	68%	-%	-%	45%	36%	47%	78%	75%	78%	4%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	-	1	-	-	*	-	-	-	-	-
	3%	-%	-%	-%	21%	-%	-%	11%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	2	-	-	-	1	-	-	*	-	*	-	-	-
	3%	-%	-%	-%	21%	-%	-%	2%	-%	14%	-%	-%	-%
NET: Satisfied	33	9	-	2	3	1	1	4	3	3	*	4	4
	69%	84%	-%	54%	57%	36%	47%	83%	100%	82%	9%	100%	100%
NET: Dissatisfied	5	2	-	2	-	1	-	-	-	-	-	-	-
	10%	16%	-%	46%	-%	64%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

The staff being polite and courteous (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	53	13	15	17	8
Weighted total	47	17	9	10	11
Very Dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Fairly Dissatisfied	5	4	1	-	-
	10%	21%	12%	-%	-%
Neither Satisfied Nor Dissatisfied	7	2	1	*	4
	14%	11%	12%	3%	32%
Fairly Satisfied	13	4	1	1	8
	28%	24%	7%	10%	67%
Very Satisfied	19	7	4	8	*
	41%	44%	43%	77%	1%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	1	*	-
	3%	-%	12%	5%	-%
Don't Know / (DO NOT READ OUT)	2	-	1	1	-
	3%	-%	12%	6%	-%
NET: Satisfied	33	11	4	9	8
	69%	68%	51%	87%	68%
NET: Dissatisfied	5	4	1	-	-
	10%	21%	12%	-%	-%

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 157

Professionalism and handling of any query / complaint (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All who have had a problem with Other (2nd) in the last 6 months (QOP3=99)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	2	1	-	1	-	1	-	1	-	-	1
Weighted total	1	*	-	*	-	*	-	*	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	*	-	-	-	-	-	*	-	-	-
	90%	*100%*	-%	-%	-%	-%	-%	*100%*	-%	-%	-%
Very Satisfied	*	-	-	*	-	*	-	-	-	-	*
	10%	-%	-%	*100%*	-%	*100%*	-%	-%	-%	-%	*100%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	-	*	-	*	-	*	-	-	*
	100%	*100%*	-%	*100%*	-%	*100%*	-%	*100%*	-%	-%	*100%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 157 (continuation)

Professionalism and handling of any query / complaint (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All who have had a problem with Other (2nd) in the last 6 months (QOP3=99)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	2	-	-	-	-	-	1	-	-	-	1	-	-	1
Weighted total	1	-	-	-	-	-	*	-	-	-	*	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	90%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*
Very Satisfied	*	-	-	-	-	-	*	-	-	-	*	-	-	-
	10%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	*100%*	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	-	-	-	*	-	-	-	*	-	-	*
	100%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	*100%*	-%	-%	*100%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 157 (continuation)

Professionalism and handling of any query / complaint (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All who have had a problem with Other (2nd) in the last 6 months (QOP3=99)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	2	-	1	-	-	-	-	-	1	1	1	2	-
Weighted total	1	-	*	-	-	-	-	-	*	*	*	1	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	-	-	-	-	-	*	-	*	*	-
	90%	-%	-%	-%	-%	-%	-%	-%	100%	-%	100%	90%	-%
Very Satisfied	*	-	*	-	-	-	-	-	-	*	-	*	-
	10%	-%	100%	-%	-%	-%	-%	-%	-%	100%	-%	10%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	*	-	-	-	-	-	*	*	*	1	-
	100%	-%	100%	-%	-%	-%	-%	-%	100%	100%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

Professionalism and handling of any query / complaint (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All who have had a problem with Other (2nd) in the last 6 months (QOP3=99)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	2	2	-	-	-	2
Weighted total	1	1	-	-	-	1
Very Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	*	-	-	-	*
	90%	*90%*	-%	-%	-%	*90%*
Very Satisfied	*	*	-	-	-	*
	10%	*10%*	-%	-%	-%	*10%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	-	-	-	1
	100%	*100%*	-%	-%	-%	*100%*
NET: Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

Professionalism and handling of any query / complaint (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All who have had a problem with Other (2nd) in the last 6 months (QOP3=99)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	2	-	1	1	-	-	-	-	-	1	1	-	-	2
Weighted total	1	-	*	*	-	-	-	-	-	*	*	-	-	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	90%	-%	*100%*	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	*90%*
Very Satisfied	*	-	-	*	-	-	-	-	-	-	*	-	-	*
	10%	-%	-%	*100%*	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	*10%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	*	*	-	-	-	-	-	*	*	-	-	1
	100%	-%	*100%*	*100%*	-%	-%	-%	-%	-%	*100%*	*100%*	-%	-%	*100%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Professionalism and handling of any query / complaint (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All who have had a problem with Other (2nd) in the last 6 months (QOP3=99)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	2	2	1	2	1	1	2	2	-	-	-	-	-	-
Weighted total	1	1	*	1	*	*	1	1	-	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	*	-	*	-	-	*	*	-	-	-	-	-	-
	90%	*90%*	*-%*	*90%*	*-%*	*-%*	*90%*	*90%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Very Satisfied	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	10%	*10%*	*100%*	*10%*	*100%*	*100%*	*10%*	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	*	1	*	*	1	1	-	-	-	-	-	-
	100%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Professionalism and handling of any query / complaint (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All who have had a problem with Other (2nd) in the last 6 months (QOP3=99)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	2	1	-	-	-	-	-	-	-	1	-	-	1	-
Weighted total	1	*	-	-	-	-	-	-	-	*	-	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	-	-	-	-	-	-	*	-	-	-	-
	90%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%
Very Satisfied	*	*	-	-	-	-	-	-	-	-	-	-	*	-
	10%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	-	-	-	-	-	-	-	*	-	-	*	-
	100%	100%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Professionalism and handling of any query / complaint (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All who have had a problem with Other (2nd) in the last 6 months (QOP3=99)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	2	-	-	1	-	-	1	-	-	1	1	2	-
Weighted total	1	-	-	*	-	-	*	-	-	*	*	1	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	-	-	-	-	-	-	-	*	*	-
	90%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	*90%*	-%
Very Satisfied	*	-	-	*	-	-	*	-	-	*	-	*	-
	10%	-%	-%	*100%*	-%	-%	*100%*	-%	-%	*100%*	-%	*10%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	*	-	-	*	-	-	*	*	1	-
	100%	-%	-%	*100%*	-%	-%	*100%*	-%	-%	*100%*	*100%*	*100%*	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All who have had a problem with Other (2nd) in the last 6 months (QOP3=99)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	2	-	1	2	-	-	1	1	2	1	-
Weighted total	1	-	*	1	-	-	*	*	1	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	*	-	-	-	*	*	*	-
	90%	-%	-%	*90%*	-%	-%	-%	*100%*	*90%*	*100%*	-%
Very Satisfied	*	-	*	*	-	-	*	-	*	-	-
	10%	-%	*100%*	*10%*	-%	-%	*100%*	-%	*10%*	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	*	1	-	-	*	*	1	*	-
	100%	-%	*100%*	*100%*	-%	-%	*100%*	*100%*	*100%*	*100%*	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Professionalism and handling of any query / complaint (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All who have had a problem with Other (2nd) in the last 6 months (QOP3=99)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	2	1	-	-	-	1	-	1	-	2	1	-	2	1	-
Weighted total	1	*	-	-	-	*	-	*	-	1	*	-	1	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	-	-	-	-	-	-	*	-	-	*	*	-
	90%	-%	-%	-%	-%	-%	-%	-%	-%	*90%*	-%	-%	*90%*	*100%*	-%
Very Satisfied	*	*	-	-	-	*	-	*	-	*	*	-	*	-	-
	10%	*100%*	-%	-%	-%	*100%*	-%	*100%*	-%	*10%*	*100%*	-%	*10%*	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	-	-	-	*	-	*	-	1	*	-	1	*	-
	100%	*100%*	-%	-%	-%	*100%*	-%	*100%*	-%	*100%*	*100%*	-%	*100%*	*100%*	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)
Base: All who have had a problem with Other (2nd) in the last 6 months (QOP3=99)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	2	1	-	-	1	-	2	1	-	-	-	-
Weighted total	1	*	-	-	*	-	1	*	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	-	-	-	*	*	-	-	-	-
	90%	-%	-%	-%	-%	-%	*90%*	*100%*	-%	-%	-%	-%
Very Satisfied	*	*	-	-	*	-	*	-	-	-	-	-
	10%	*100%*	-%	-%	*100%*	-%	*10%*	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	-	-	*	-	1	*	-	-	-	-
	100%	*100%*	-%	-%	*100%*	-%	*100%*	*100%*	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Professionalism and handling of any query / complaint (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All who have had a problem with Other (2nd) in the last 6 months (QOP3=99)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	2	2	2	2	2	2	1	2	1	-	2	-	1	1
Weighted total	1	1	1	1	1	1	*	1	*	-	1	-	*	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	*	*	*	*	*	-	*	*	-	*	-	-	*
	90%	90%	90%	90%	90%	90%	-%	90%	100%	-%	90%	-%	-%	100%
Very Satisfied	*	*	*	*	*	*	*	*	-	-	*	-	*	-
	10%	10%	10%	10%	10%	10%	100%	10%	-%	-%	10%	-%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	1	1	1	1	*	1	*	-	1	-	*	*
	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%	-%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)
Base: All who have had a problem with Other (2nd) in the last 6 months (QOP3=99)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	2	2	-	2	-	1	-	1	1	1	-	1	1
Weighted total	1	1	-	1	-	*	-	*	*	*	-	*	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	*	-	*	-	-	-	*	*	-	-	-	*
	90%	*90%*	-%	*90%*	-%	-%	-%	*100%*	*100%*	-%	-%	-%	*100%*
Very Satisfied	*	*	-	*	-	*	-	-	-	*	-	*	-
	10%	*10%*	-%	*10%*	-%	*100%*	-%	-%	-%	*100%*	-%	*100%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	-	1	-	*	-	*	*	*	-	*	*
	100%	*100%*	-%	*100%*	-%	*100%*	-%	*100%*	*100%*	*100%*	-%	*100%*	*100%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 157 (continuation)

Professionalism and handling of any query / complaint (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All who have had a problem with Other (2nd) in the last 6 months (QOP3=99)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	2	1	-	-	-	-	-	-	-	-	-	1	-
Weighted total	1	*	-	-	-	-	-	-	-	-	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	-	-	-	-	-	-	-	-	-	-
	90%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	-	-	-	-	-	-	-	-	*	-
	10%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	-	-	-	-	-	-	-	-	-	*	-
	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Professionalism and handling of any query / complaint (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All who have had a problem with Other (2nd) in the last 6 months (QOP3=99)

	Total base	Month		Quarter	
		Apr' 2018	Jul' 2018	Q2 2018	Q3 2018
Significance Level: 95%		*a	*b	*a	*b
Unweighted total	2	1	1	1	1
Weighted total	1	*	*	*	*
Very Dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	*	-	*
	90%	-%	*100%*	-%	*100%*
Very Satisfied	*	*	-	*	-
	10%	*100%*	-%	*100%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-
	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-
	-%	-%	-%	-%	-%
NET: Satisfied	1	*	*	*	*
	100%	*100%*	*100%*	*100%*	*100%*
NET: Dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b

The staff being polite and courteous (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All who have had a problem with Other (2nd) in the last 6 months (QOP3=99)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	2	1	-	1	-	1	-	1	-	-	1
Weighted total	1	*	-	*	-	*	-	*	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	*	-	-	-	-	-	*	-	-	-
	90%	*100%*	-%	-%	-%	-%	-%	*100%*	-%	-%	-%
Very Satisfied	*	-	-	*	-	*	-	-	-	-	*
	10%	-%	-%	*100%*	-%	*100%*	-%	-%	-%	-%	*100%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	-	*	-	*	-	*	-	-	*
	100%	*100%*	-%	*100%*	-%	*100%*	-%	*100%*	-%	-%	*100%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

The staff being polite and courteous (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All who have had a problem with Other (2nd) in the last 6 months (QOP3=99)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	2	-	-	-	-	-	1	-	-	-	1	-	-	1
Weighted total	1	-	-	-	-	-	*	-	-	-	*	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	90%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*
Very Satisfied	*	-	-	-	-	-	*	-	-	-	*	-	-	-
	10%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	*100%*	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	-	-	-	*	-	-	-	*	-	-	*
	100%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	*100%*	-%	-%	*100%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The staff being polite and courteous (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All who have had a problem with Other (2nd) in the last 6 months (QOP3=99)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	2	-	1	-	-	-	-	-	1	1	1	2	-
Weighted total	1	-	*	-	-	-	-	-	*	*	*	1	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	-	-	-	-	-	*	-	*	*	-
	90%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	*100%*	*90%*	-%
Very Satisfied	*	-	*	-	-	-	-	-	-	*	-	*	-
	10%	-%	*100%*	-%	-%	-%	-%	-%	-%	*100%*	-%	*10%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	*	-	-	-	-	-	*	*	*	1	-
	100%	-%	*100%*	-%	-%	-%	-%	-%	*100%*	*100%*	*100%*	*100%*	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The staff being polite and courteous (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All who have had a problem with Other (2nd) in the last 6 months (QOP3=99)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	2	2	-	-	-	2
Weighted total	1	1	-	-	-	1
Very Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	*	-	-	-	*
	90%	*90%*	-%	-%	-%	*90%*
Very Satisfied	*	*	-	-	-	*
	10%	*10%*	-%	-%	-%	*10%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	-	-	-	1
	100%	*100%*	-%	-%	-%	*100%*
NET: Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

The staff being polite and courteous (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All who have had a problem with Other (2nd) in the last 6 months (QOP3=99)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	2	-	1	1	-	-	-	-	-	1	1	-	-	2
Weighted total	1	-	*	*	-	-	-	-	-	*	*	-	-	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	90%	-%	*100%*	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	*90%*
Very Satisfied	*	-	-	*	-	-	-	-	-	-	*	-	-	*
	10%	-%	-%	*100%*	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	*10%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	*	*	-	-	-	-	-	*	*	-	-	1
	100%	-%	*100%*	*100%*	-%	-%	-%	-%	-%	*100%*	*100%*	-%	-%	*100%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The staff being polite and courteous (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All who have had a problem with Other (2nd) in the last 6 months (QOP3=99)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	2	2	1	2	1	1	2	2	-	-	-	-	-	-
Weighted total	1	1	*	1	*	*	1	1	-	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	*	-	*	-	-	*	*	-	-	-	-	-	-
	90%	*90%*	*-%*	*90%*	*-%*	*-%*	*90%*	*90%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Very Satisfied	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	10%	*10%*	*100%*	*10%*	*100%*	*100%*	*10%*	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	*	1	*	*	1	1	-	-	-	-	-	-
	100%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The staff being polite and courteous (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All who have had a problem with Other (2nd) in the last 6 months (QOP3=99)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	2	1	-	-	-	-	-	-	-	1	-	-	1	-
Weighted total	1	*	-	-	-	-	-	-	-	*	-	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	-	-	-	-	-	-	*	-	-	-	-
	90%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%
Very Satisfied	*	*	-	-	-	-	-	-	-	-	-	-	*	-
	10%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	-	-	-	-	-	-	-	*	-	-	*	-
	100%	100%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The staff being polite and courteous (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All who have had a problem with Other (2nd) in the last 6 months (QOP3=99)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	2	-	-	1	-	-	1	-	-	1	1	2	-
Weighted total	1	-	-	*	-	-	*	-	-	*	*	1	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	-	-	-	-	-	-	-	*	*	-
	90%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	90%	-%
Very Satisfied	*	-	-	*	-	-	*	-	-	*	-	*	-
	10%	-%	-%	100%	-%	-%	100%	-%	-%	100%	-%	10%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	*	-	-	*	-	-	*	*	1	-
	100%	-%	-%	100%	-%	-%	100%	-%	-%	100%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The staff being polite and courteous (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All who have had a problem with Other (2nd) in the last 6 months (QOP3=99)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	2	-	1	2	-	-	1	1	2	1	-
Weighted total	1	-	*	1	-	-	*	*	1	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	*	-	-	-	*	*	*	-
	90%	-%	-%	*90%*	-%	-%	-%	*100%*	*90%*	*100%*	-%
Very Satisfied	*	-	*	*	-	-	*	-	*	-	-
	10%	-%	*100%*	*10%*	-%	-%	*100%*	-%	*10%*	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	*	1	-	-	*	*	1	*	-
	100%	-%	*100%*	*100%*	-%	-%	*100%*	*100%*	*100%*	*100%*	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The staff being polite and courteous (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All who have had a problem with Other (2nd) in the last 6 months (QOP3=99)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	2	1	-	-	-	1	-	1	-	2	1	-	2	1	-
Weighted total	1	*	-	-	-	*	-	*	-	1	*	-	1	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	-	-	-	-	-	-	*	-	-	*	*	-
	90%	-%	-%	-%	-%	-%	-%	-%	-%	*90%*	-%	-%	*90%*	*100%*	-%
Very Satisfied	*	*	-	-	-	*	-	*	-	*	*	-	*	-	-
	10%	*100%*	-%	-%	-%	*100%*	-%	*100%*	-%	*10%*	*100%*	-%	*10%*	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	-	-	-	*	-	*	-	1	*	-	1	*	-
	100%	*100%*	-%	-%	-%	*100%*	-%	*100%*	-%	*100%*	*100%*	-%	*100%*	*100%*	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The staff being polite and courteous (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All who have had a problem with Other (2nd) in the last 6 months (QOP3=99)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	2	1	-	-	1	-	2	1	-	-	-	-
Weighted total	1	*	-	-	*	-	1	*	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	-	-	-	*	*	-	-	-	-
	90%	-%	-%	-%	-%	-%	*90%*	*100%*	-%	-%	-%	-%
Very Satisfied	*	*	-	-	*	-	*	-	-	-	-	-
	10%	*100%*	-%	-%	*100%*	-%	*10%*	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	-	-	*	-	1	*	-	-	-	-
	100%	*100%*	-%	-%	*100%*	-%	*100%*	*100%*	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

The staff being polite and courteous (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All who have had a problem with Other (2nd) in the last 6 months (QOP3=99)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	2	2	2	2	2	2	1	2	1	-	2	-	1	1
Weighted total	1	1	1	1	1	1	*	1	*	-	1	-	*	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	*	*	*	*	*	-	*	*	-	*	-	-	*
	90%	90%	90%	90%	90%	90%	-%	90%	100%	-%	90%	-%	-%	100%
Very Satisfied	*	*	*	*	*	*	*	*	-	-	*	-	*	-
	10%	10%	10%	10%	10%	10%	100%	10%	-%	-%	10%	-%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	1	1	1	1	*	1	*	-	1	-	*	*
	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%	-%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The staff being polite and courteous (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All who have had a problem with Other (2nd) in the last 6 months (QOP3=99)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	2	2	-	2	-	1	-	1	1	1	-	1	1
Weighted total	1	1	-	1	-	*	-	*	*	*	-	*	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	*	-	*	-	-	-	*	*	-	-	-	*
	90%	*90%*	-%	*90%*	-%	-%	-%	*100%*	*100%*	-%	-%	-%	*100%*
Very Satisfied	*	*	-	*	-	*	-	-	-	*	-	*	-
	10%	*10%*	-%	*10%*	-%	*100%*	-%	-%	-%	*100%*	-%	*100%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	-	1	-	*	-	*	*	*	-	*	*
	100%	*100%*	-%	*100%*	-%	*100%*	-%	*100%*	*100%*	*100%*	-%	*100%*	*100%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 158 (continuation)

The staff being polite and courteous (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All who have had a problem with Other (2nd) in the last 6 months (QOP3=99)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	2	1	-	-	-	-	-	-	-	-	-	1	-
Weighted total	1	*	-	-	-	-	-	-	-	-	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	-	-	-	-	-	-	-	-	-	-
	90%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	-	-	-	-	-	-	-	-	*	-
	10%	*100%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	-	-	-	-	-	-	-	-	-	*	-
	100%	*100%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

The staff being polite and courteous (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All who have had a problem with Other (2nd) in the last 6 months (QOP3=99)

	Total base	Month		Quarter	
		Apr' 2018	Jul' 2018	Q2 2018	Q3 2018
Significance Level: 95%		*a	*b	*a	*b
Unweighted total	2	1	1	1	1
Weighted total	1	*	*	*	*
Very Dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	*	-	*
	90%	-%	*100%*	-%	*100%*
Very Satisfied	*	*	-	*	-
	10%	*100%*	-%	*100%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-
	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-
	-%	-%	-%	-%	-%
NET: Satisfied	1	*	*	*	*
	100%	*100%*	*100%*	*100%*	*100%*
NET: Dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b

Professionalism and handling of any query / complaint (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)
Base: All who have had a problem with Other (3rd) in the last 6 months (QOP3=100)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	1	-	-	1	-	1	-	-	-	-	1
Weighted total	*	-	-	*	-	*	-	-	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	*	-	*	-	-	-	-	*
	100%	-%	-%	*100%*	-%	*100%*	-%	-%	-%	-%	*100%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	*	-	*	-	-	-	-	*
	100%	-%	-%	*100%*	-%	*100%*	-%	-%	-%	-%	*100%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Professionalism and handling of any query / complaint (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)
Base: All who have had a problem with Other (3rd) in the last 6 months (QOP3=100)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	1	-	-	-	-	-	1	-	-	-	1	-	-	-
Weighted total	*	-	-	-	-	-	*	-	-	-	*	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	-	*	-	-	-	*	-	-	-
	100%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	*100%*	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	-	*	-	-	-	*	-	-	-
	100%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	*100%*	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Professionalism and handling of any query / complaint (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)
Base: All who have had a problem with Other (3rd) in the last 6 months (QOP3=100)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	1	-	1	-	-	-	-	-	-	1	-	1	-
Weighted total	*	-	*	-	-	-	-	-	-	*	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	*	-	-	-	-	-	-	*	-	*	-
	100%	-%	*100%*	-%	-%	-%	-%	-%	-%	*100%*	-%	*100%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	*	-	-	-	-	-	-	*	-	*	-
	100%	-%	*100%*	-%	-%	-%	-%	-%	-%	*100%*	-%	*100%*	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)
Base: All who have had a problem with Other (3rd) in the last 6 months (QOP3=100)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	1	1	-	-	-	1
Weighted total	*	*	-	-	-	*
Very Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	-	-	*
	100%	*100%*	-%	-%	-%	*100%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	-	*
	100%	*100%*	-%	-%	-%	*100%*
NET: Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

Professionalism and handling of any query / complaint (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All who have had a problem with Other (3rd) in the last 6 months (QOP3=100)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	1	-	-	1	-	-	-	-	-	-	1	-	-	1
Weighted total	*	-	-	*	-	-	-	-	-	-	*	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	*	-	-	-	-	-	-	*	-	-	*
	100%	-%	-%	*100%*	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	*100%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	*	-	-	-	-	-	-	*	-	-	*
	100%	-%	-%	*100%*	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	*100%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Professionalism and handling of any query / complaint (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All who have had a problem with Other (3rd) in the last 6 months (QOP3=100)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	1	1	1	1	1	1	1	1	-	-	-	-	-	-
Weighted total	*	*	*	*	*	*	*	*	-	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	100%	100%	100%	100%	100%	100%	100%	100%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	100%	100%	100%	100%	100%	100%	100%	100%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Professionalism and handling of any query / complaint (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All who have had a problem with Other (3rd) in the last 6 months (QOP3=100)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	1	1	-	-	-	-	-	-	-	-	-	-	1	-
Weighted total	*	*	-	-	-	-	-	-	-	-	-	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	-	-	-	-	-	-	-	-	-	*	-
	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	-	-	-	-	-	-	-	-	*	-
	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Professionalism and handling of any query / complaint (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)
Base: All who have had a problem with Other (3rd) in the last 6 months (QOP3=100)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	1	-	-	1	-	-	1	-	-	1	-	1	-
Weighted total	*	-	-	*	-	-	*	-	-	*	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	*	-	-	*	-	-	*	-	*	-
	100%	-%	-%	*100%*	-%	-%	*100%*	-%	-%	*100%*	-%	*100%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	*	-	-	*	-	-	*	-	*	-
	100%	-%	-%	*100%*	-%	-%	*100%*	-%	-%	*100%*	-%	*100%*	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)
Base: All who have had a problem with Other (3rd) in the last 6 months (QOP3=100)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	1	-	1	1	-	-	1	-	1	-	-
Weighted total	*	-	*	*	-	-	*	-	*	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	*	*	-	-	*	-	*	-	-
	100%	-%	*100%*	*100%*	-%	-%	*100%*	-%	*100%*	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	*	*	-	-	*	-	*	-	-
	100%	-%	*100%*	*100%*	-%	-%	*100%*	-%	*100%*	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Professionalism and handling of any query / complaint (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All who have had a problem with Other (3rd) in the last 6 months (QOP3=100)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	1	1	-	-	-	1	-	1	-	1	1	-	1	-	-
Weighted total	*	*	-	-	-	*	-	*	-	*	*	-	*	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	-	-	*	-	*	-	*	*	-	*	-	-
	100%	*100%*	-%	-%	-%	*100%*	-%	*100%*	-%	*100%*	*100%*	-%	*100%*	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	-	*	-	*	-	*	*	-	*	-	-
	100%	*100%*	-%	-%	-%	*100%*	-%	*100%*	-%	*100%*	*100%*	-%	*100%*	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)
Base: All who have had a problem with Other (3rd) in the last 6 months (QOP3=100)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	1	1	-	-	1	-	1	-	-	-	-	-
Weighted total	*	*	-	-	*	-	*	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	-	*	-	*	-	-	-	-	-
	100%	*100%*	-%	-%	*100%*	-%	*100%*	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	*	-	*	-	-	-	-	-
	100%	*100%*	-%	-%	*100%*	-%	*100%*	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Professionalism and handling of any query / complaint (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All who have had a problem with Other (3rd) in the last 6 months (QOP3=100)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	1	1	1	1	1	1	1	1	-	-	1	-	1	-
Weighted total	*	*	*	*	*	*	*	*	-	-	*	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	*	*	*	*	*	*	-	-	*	-	*	-
	100%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	-%	-%	*100%*	-%	*100%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	*	*	*	*	*	*	-	-	*	-	*	-
	100%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	-%	-%	*100%*	-%	*100%*	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All who have had a problem with Other (3rd) in the last 6 months (QOP3=100)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	1	1	-	1	-	1	-	-	-	1	-	1	-
Weighted total	*	*	-	*	-	*	-	-	-	*	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	*	-	*	-	-	-	*	-	*	-
	100%	*100%*	-%	*100%*	-%	*100%*	-%	-%	-%	*100%*	-%	*100%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	*	-	*	-	-	-	*	-	*	-
	100%	*100%*	-%	*100%*	-%	*100%*	-%	-%	-%	*100%*	-%	*100%*	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Professionalism and handling of any query / complaint (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)
Base: All who have had a problem with Other (3rd) in the last 6 months (QOP3=100)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices				Month
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr' 2018
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d	
Unweighted total	1	1	-	-	-	-	-	-	-	-	-	1	-	1
Weighted total	*	*	-	-	-	-	-	-	-	-	-	*	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	-	-	-	-	-	-	-	-	*	-	*
	100%	*100%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	*100%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	-	-	-	-	-	-	-	*	-	*
	100%	*100%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	*100%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Professionalism and handling of any query / complaint (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)
Base: All who have had a problem with Other (3rd) in the last 6 months (QOP3=100)

	Total base	Quarter Q2 2018
Unweighted total	**1**	1
Weighted total	*	*
Very Dissatisfied	-	-
	-%	-%
Fairly Dissatisfied	-	-
	-%	-%
Neither Satisfied Nor Dissatisfied	-	-
	-%	-%
Fairly Satisfied	-	-
	-%	-%
Very Satisfied	*	*
	100%	*100%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-
	-%	-%
Don't Know / (DO NOT READ OUT)	-	-
	-%	-%
NET: Satisfied	*	*
	100%	*100%*
NET: Dissatisfied	-	-
	-%	-%

The staff being polite and courteous (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All who have had a problem with Other (3rd) in the last 6 months (QOP3=100)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	1	-	-	1	-	1	-	-	-	-	1
Weighted total	*	-	-	*	-	*	-	-	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	*	-	*	-	-	-	-	*
	100%	-%	-%	*100%*	-%	*100%*	-%	-%	-%	-%	*100%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	*	-	*	-	-	-	-	*
	100%	-%	-%	*100%*	-%	*100%*	-%	-%	-%	-%	*100%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

The staff being polite and courteous (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All who have had a problem with Other (3rd) in the last 6 months (QOP3=100)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	1	-	-	-	-	-	1	-	-	-	1	-	-	-
Weighted total	*	-	-	-	-	-	*	-	-	-	*	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	-	*	-	-	-	*	-	-	-
	100%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	*100%*	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	-	*	-	-	-	*	-	-	-
	100%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	*100%*	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The staff being polite and courteous (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All who have had a problem with Other (3rd) in the last 6 months (QOP3=100)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	1	-	1	-	-	-	-	-	-	1	-	1	-
Weighted total	*	-	*	-	-	-	-	-	-	*	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	*	-	-	-	-	-	-	*	-	*	-
	100%	-%	*100%*	-%	-%	-%	-%	-%	-%	*100%*	-%	*100%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	*	-	-	-	-	-	-	*	-	*	-
	100%	-%	*100%*	-%	-%	-%	-%	-%	-%	*100%*	-%	*100%*	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The staff being polite and courteous (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All who have had a problem with Other (3rd) in the last 6 months (QOP3=100)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	1	1	-	-	-	1
Weighted total	*	*	-	-	-	*
Very Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	-	-	*
	100%	*100%*	-%	-%	-%	*100%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	-	*
	100%	*100%*	-%	-%	-%	*100%*
NET: Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

The staff being polite and courteous (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All who have had a problem with Other (3rd) in the last 6 months (QOP3=100)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	1	-	-	1	-	-	-	-	-	-	1	-	-	1
Weighted total	*	-	-	*	-	-	-	-	-	-	*	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	*	-	-	-	-	-	-	*	-	-	*
	100%	-%	-%	*100%*	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	*100%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	*	-	-	-	-	-	-	*	-	-	*
	100%	-%	-%	*100%*	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	*100%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The staff being polite and courteous (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All who have had a problem with Other (3rd) in the last 6 months (QOP3=100)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	1	1	1	1	1	1	1	1	-	-	-	-	-	-
Weighted total	*	*	*	*	*	*	*	*	-	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	100%	100%	100%	100%	100%	100%	100%	100%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	100%	100%	100%	100%	100%	100%	100%	100%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The staff being polite and courteous (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All who have had a problem with Other (3rd) in the last 6 months (QOP3=100)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	1	1	-	-	-	-	-	-	-	-	-	-	1	-
Weighted total	*	*	-	-	-	-	-	-	-	-	-	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	-	-	-	-	-	-	-	-	-	*	-
	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	-	-	-	-	-	-	-	-	*	-
	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The staff being polite and courteous (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All who have had a problem with Other (3rd) in the last 6 months (QOP3=100)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	1	-	-	1	-	-	1	-	-	1	-	1	-
Weighted total	*	-	-	*	-	-	*	-	-	*	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	*	-	-	*	-	-	*	-	*	-
	100%	-%	-%	*100%*	-%	-%	*100%*	-%	-%	*100%*	-%	*100%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	*	-	-	*	-	-	*	-	*	-
	100%	-%	-%	*100%*	-%	-%	*100%*	-%	-%	*100%*	-%	*100%*	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The staff being polite and courteous (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All who have had a problem with Other (3rd) in the last 6 months (QOP3=100)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	1	-	1	1	-	-	1	-	1	-	-
Weighted total	*	-	*	*	-	-	*	-	*	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	*	*	-	-	*	-	*	-	-
	100%	-%	*100%*	*100%*	-%	-%	*100%*	-%	*100%*	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	*	*	-	-	*	-	*	-	-
	100%	-%	*100%*	*100%*	-%	-%	*100%*	-%	*100%*	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The staff being polite and courteous (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All who have had a problem with Other (3rd) in the last 6 months (QOP3=100)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	1	1	-	-	-	1	-	1	-	1	1	-	1	-	-
Weighted total	*	*	-	-	-	*	-	*	-	*	*	-	*	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	-	-	*	-	*	-	*	*	-	*	-	-
	100%	*100%*	-%	-%	-%	*100%*	-%	*100%*	-%	*100%*	*100%*	-%	*100%*	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	-	*	-	*	-	*	*	-	*	-	-
	100%	*100%*	-%	-%	-%	*100%*	-%	*100%*	-%	*100%*	*100%*	-%	*100%*	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The staff being polite and courteous (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All who have had a problem with Other (3rd) in the last 6 months (QOP3=100)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	1	1	-	-	1	-	1	-	-	-	-	-
Weighted total	*	*	-	-	*	-	*	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	-	*	-	*	-	-	-	-	-
	100%	*100%*	-%	-%	*100%*	-%	*100%*	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	*	-	*	-	-	-	-	-
	100%	*100%*	-%	-%	*100%*	-%	*100%*	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

The staff being polite and courteous (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All who have had a problem with Other (3rd) in the last 6 months (QOP3=100)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	1	1	1	1	1	1	1	1	-	-	1	-	1	-
Weighted total	*	*	*	*	*	*	*	*	-	-	*	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	*	*	*	*	*	*	-	-	*	-	*	-
	100%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	-%	-%	*100%*	-%	*100%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	*	*	*	*	*	*	-	-	*	-	*	-
	100%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	-%	-%	*100%*	-%	*100%*	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The staff being polite and courteous (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All who have had a problem with Other (3rd) in the last 6 months (QOP3=100)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	1	1	-	1	-	1	-	-	-	1	-	1	-
Weighted total	*	*	-	*	-	*	-	-	-	*	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	*	-	*	-	-	-	*	-	*	-
	100%	*100%*	-%	*100%*	-%	*100%*	-%	-%	-%	*100%*	-%	*100%*	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	*	-	*	-	-	-	*	-	*	-
	100%	*100%*	-%	*100%*	-%	*100%*	-%	-%	-%	*100%*	-%	*100%*	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The staff being polite and courteous (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All who have had a problem with Other (3rd) in the last 6 months (QOP3=100)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices				Month
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr' 2018
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d	
Unweighted total	1	1	-	-	-	-	-	-	-	-	-	1	-	1
Weighted total	*	*	-	-	-	-	-	-	-	-	-	*	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	-	-	-	-	-	-	-	-	*	-	*
	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	-	-	-	-	-	-	-	*	-	*
	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

The staff being polite and courteous (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All who have had a problem with Other (3rd) in the last 6 months (QOP3=100)

	Total base	Quarter
		Q2 2018
Unweighted total	**1**	1
Weighted total	*	*
Very Dissatisfied	**-**	-
	-%	-%
Fairly Dissatisfied	**-**	-
	-%	-%
Neither Satisfied Nor Dissatisfied	**-**	-
	-%	-%
Fairly Satisfied	**-**	-
	-%	-%
Very Satisfied	*	*
	100%	*100%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**-**	-
	-%	-%
Don't Know / (DO NOT READ OUT)	**-**	-
	-%	-%
NET: Satisfied	*	*
	100%	*100%*
NET: Dissatisfied	**-**	-
	-%	-%

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 161

The quality of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)

Base: All those who use DHL (QV4=2)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	72	49	11	7	5	23	17	15	5	1	6
Weighted total	62	59	1	1	1	3	18	12	7	*	5
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	2	-	-	-	-	2	*	-	-	-
	4%	4%	-%	-%	-%	-%	10%	4%	-%	-%	-%
Neither low nor high	8	7	*	-	*	1	3	1	-	*	2
	13%	12%	29%	-%	38%	25%	15%	11%	-%	100%	31%
Quite high	26	26	*	*	*	1	7	7	5	-	-
	43%	43%	29%	67%	26%	37%	39%	60%	75%	-%	-%
Very high	24	23	1	*	*	1	6	2	2	-	4
	39%	39%	42%	33%	36%	39%	36%	16%	25%	-%	69%
Don't Know (DO NOT READ OUT)	1	1	-	-	-	-	-	1	-	-	-
	2%	2%	-%	-%	-%	-%	-%	9%	-%	-%	-%
NET: High	50	48	1	1	*	2	13	9	7	-	4
	82%	82%	71%	100%	62%	75%	75%	76%	100%	-%	69%
NET: Low	2	2	-	-	-	-	2	*	-	-	-
	4%	4%	-%	-%	-%	-%	10%	4%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 161 (continuation)

The quality of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)

Base: All those who use DHL (QV4=2)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	72	5	1	21	-	3	13	4	5	2	54	4	7	7
Weighted total	62	3	1	23	-	2	15	5	4	4	56	1	2	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	-	-	-	-	-	-	2	-	-	2	-	-	*
	4%	-%	-%	-%	-%	-%	-%	39%	-%	-%	3%	-%	-%	24%
Neither low nor high	8	*	1	3	-	-	4	-	*	-	8	-	-	-
	13%	5%	100%	12%	-%	-%	24%	-%	13%	-%	14%	-%	-%	-%
Quite high	26	2	-	13	-	*	5	1	1	2	25	*	1	1
	43%	55%	-%	58%	-%	5%	36%	26%	30%	51%	44%	9%	39%	28%
Very high	24	1	-	6	-	2	6	2	2	2	20	1	2	1
	39%	41%	-%	25%	-%	95%	40%	35%	57%	49%	36%	91%	61%	48%
Don't Know (DO NOT READ OUT)	1	-	-	1	-	-	-	-	-	-	1	-	-	-
	2%	-%	-%	5%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%
NET: High	50	3	-	19	-	2	11	3	3	4	45	1	2	2
	82%	95%	-%	84%	-%	100%	76%	61%	87%	100%	81%	100%	100%	76%
NET: Low	2	-	-	-	-	-	-	2	-	-	2	-	-	*
	4%	-%	-%	-%	-%	-%	-%	39%	-%	-%	3%	-%	-%	24%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b
Unweighted total	72	-	15	1	2	25	4	5	20	58	14	59	13
Weighted total	62	-	10	*	2	23	1	5	20	55	7	54	8
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	-	-	-	-	*	-	-	2	2	-	2	-
	4%	-%	-%	-%	-%	2%	-%	-%	9%	4%	-%	4%	-%
Neither low nor high	8	-	*	-	-	4	*	-	4	8	*	8	-
	13%	-%	2%	-%	-%	17%	12%	-%	19%	14%	3%	15%	-%
Quite high	26	-	5	*	2	6	1	4	9	22	5	25	2
	43%	-%	48%	100%	100%	25%	88%	78%	44%	40%	69%	47%	19%
Very high	24	-	5	-	-	13	-	1	5	22	2	17	6
	39%	-%	50%	-%	-%	57%	-%	22%	23%	40%	28%	32%	81%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	-	-	1	1	-	1	-
	2%	-%	-%	-%	-%	-%	-%	-%	5%	2%	-%	2%	-%
NET: High	50	-	10	*	2	18	1	5	14	44	6	42	8
	82%	-%	98%	100%	100%	81%	88%	100%	67%	80%	97%	79%	100%
NET: Low	2	-	-	-	-	*	-	-	2	2	-	2	-
	4%	-%	-%	-%	-%	2%	-%	-%	9%	4%	-%	4%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The quality of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	*b	*c
Unweighted total	**72**	69	3	42	8	20
Weighted total	**62**	58	4	37	7	15
Very low	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**2**	2	-	2	-	*
	4%	*4%*	*-%*	*5%*	*-%*	*3%*
Neither low nor high	**8**	8	-	4	1	1
	13%	*14%*	*-%*	*10%*	*15%*	*9%*
Quite high	**26**	23	4	17	3	6
	43%	*39%*	*100%*	*47%*	*49%*	*38%*
Very high	**24**	24	-	13	3	7
	39%	*41%*	*-%*	*35%*	*36%*	*50%*
Don't Know (DO NOT READ OUT)	**1**	1	-	1	-	-
	2%	*2%*	*-%*	*3%*	*-%*	*-%*
NET: High	**50**	46	4	30	6	13
	82%	*80%*	*100%*	*82%*	*85%*	*88%*
NET: Low	**2**	2	-	2	-	*
	4%	*4%*	*-%*	*5%*	*-%*	*3%*

Columns Tested: a,b - a,b,c

The quality of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	*c
Unweighted total	**72**	46	23	3	-	-	-	-	-	69	3	15	31	26
Weighted total	**62**	44	16	1	-	-	-	-	-	60	1	12	32	17
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**2**	2	*	-	-	-	-	-	-	2	-	-	2	*
	4%	*4%*	*3%*	-%	-%	-%	-%	-%	-%	*4%*	-%	-%	*6%*	*3%*
Neither low nor high	**8**	5	3	-	-	-	-	-	-	8	-	2	3	3
	13%	*11%*	*20%*	-%	-%	-%	-%	-%	-%	*13%*	-%	*15%*	*9%*	*19%*
Quite high	**26**	21	5	*	-	-	-	-	-	26	*	4	17	6
	43%	*47%*	*34%*	*8%*	-%	-%	-%	-%	-%	*44%*	*8%*	*35%*	*52%*	*33%*
Very high	**24**	16	7	1	-	-	-	-	-	23	1	5	11	8
	39%	*36%*	*42%*	*92%*	-%	-%	-%	-%	-%	*37%*	*92%*	*41%*	*34%*	*46%*
Don't Know (DO NOT READ OUT)	**1**	1	-	-	-	-	-	-	-	1	-	1	-	-
	2%	*2%*	-%	-%	-%	-%	-%	-%	-%	*2%*	-%	*9%*	-%	-%
NET: High	**50**	37	12	1	-	-	-	-	-	49	1	9	28	13
	82%	*83%*	*77%*	*100%*	-%	-%	-%	-%	-%	*81%*	*100%*	*76%*	*85%*	*78%*
NET: Low	**2**	2	*	-	-	-	-	-	-	2	-	-	2	*
	4%	*4%*	*3%*	-%	-%	-%	-%	-%	-%	*4%*	-%	-%	*6%*	*3%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The quality of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**72**	41	36	46	46	20	40	39	6	-	1	-	-	-
Weighted total	**62**	26	21	32	39	9	35	29	2	-	*	-	-	-
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**2**	2	2	2	2	-	2	2	-	-	-	-	-	-
	4%	*9%*	*11%*	*7%*	*6%*	*-%*	*7%*	*8%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**8**	4	2	4	5	2	3	4	-	-	-	-	-	-
	13%	*17%*	*8%*	*14%*	*12%*	*18%*	*10%*	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite high	**26**	10	11	14	14	6	13	12	2	-	*	-	-	-
	43%	*40%*	*53%*	*45%*	*37%*	*61%*	*36%*	*41%*	*89%*	*-%*	*100%*	*-%*	*-%*	*-%*
Very high	**24**	8	6	10	18	2	17	9	*	-	-	-	-	-
	39%	*30%*	*29%*	*30%*	*45%*	*21%*	*48%*	*32%*	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**1**	1	-	1	-	-	-	1	-	-	-	-	-	-
	2%	*4%*	*-%*	*3%*	*-%*	*-%*	*-%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**50**	18	17	24	32	8	29	21	2	-	*	-	-	-
	82%	*70%*	*81%*	*75%*	*82%*	*82%*	*84%*	*73%*	*100%*	*-%*	*100%*	*-%*	*-%*	*-%*
NET: Low	**2**	2	2	2	2	-	2	2	-	-	-	-	-	-
	4%	*9%*	*11%*	*7%*	*6%*	*-%*	*7%*	*8%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The quality of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**72**	43	-	3	-	-	-	-	-	12	13	8	13	-
Weighted total	**62**	38	-	1	-	-	-	-	-	12	10	6	4	-
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**2**	2	-	-	-	-	-	-	-	2	-	-	-	-
	4%	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*19%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**8**	5	-	-	-	-	-	-	-	3	*	1	*	-
	13%	*13%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*22%*	*2%*	*21%*	*6%*	*-%*
Quite high	**26**	14	-	*	-	-	-	-	-	3	7	2	2	-
	43%	*37%*	*-%*	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*	*26%*	*69%*	*40%*	*52%*	*-%*
Very high	**24**	17	-	1	-	-	-	-	-	3	3	2	2	-
	39%	*44%*	*-%*	*91%*	*-%*	*-%*	*-%*	*-%*	*-%*	*24%*	*29%*	*39%*	*42%*	*-%*
Don't Know (DO NOT READ OUT)	**1**	-	-	-	-	-	-	-	-	1	-	-	-	-
	2%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*9%*	*-%*	*-%*	*-%*	*-%*
NET: High	**50**	31	-	1	-	-	-	-	-	6	10	5	4	-
	82%	*81%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*50%*	*98%*	*79%*	*94%*	*-%*
NET: Low	**2**	2	-	-	-	-	-	-	-	2	-	-	-	-
	4%	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*19%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The quality of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	b	a	*b
Unweighted total	72	14	11	12	9	-	29	3	14	27	45	40	6
Weighted total	62	9	10	13	7	-	24	2	13	20	41	26	6
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	-	*	2	-	-	2	-	-	-	2	2	-
	4%	-%	5%	14%	-%	-%	9%	-%	-%	-%	6%	9%	-%
Neither low nor high	8	2	-	2	1	-	3	-	2	4	4	4	-
	13%	20%	-%	15%	15%	-%	13%	-%	13%	20%	9%	17%	-%
Quite high	26	2	5	5	2	-	6	2	7	9	18	10	4
	43%	22%	51%	40%	28%	-%	23%	94%	55%	44%	42%	37%	81%
Very high	24	5	4	4	4	-	13	*	4	6	18	9	1
	39%	58%	44%	30%	57%	-%	55%	6%	32%	30%	43%	33%	19%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	1	-	1	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	4%	-%
NET: High	50	7	10	9	6	-	19	2	11	15	35	18	6
	82%	80%	95%	70%	85%	-%	78%	100%	87%	75%	85%	70%	100%
NET: Low	2	-	*	2	-	-	2	-	-	-	2	2	-
	4%	-%	5%	14%	-%	-%	9%	-%	-%	-%	6%	9%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The quality of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	b	a	***b**	***a**	b	***a**	b	***c**	***d**
Unweighted total	**72**	9	30	35	6	9	37	23	35	20	-
Weighted total	**62**	5	28	23	5	4	36	15	24	12	-
Very low	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**2**	-	2	2	-	-	2	-	2	-	-
	4%	*-%*	*8%*	*10%*	*-%*	*-%*	*6%*	*-%*	*10%*	*-%*	*-%*
Neither low nor high	**8**	1	4	4	-	1	4	3	4	2	-
	13%	*28%*	*13%*	*20%*	*-%*	*36%*	*10%*	*19%*	*19%*	*17%*	*-%*
Quite high	**26**	3	9	7	3	2	13	8	9	6	-
	43%	*61%*	*32%*	*30%*	*63%*	*50%*	*35%*	*54%*	*36%*	*50%*	*-%*
Very high	**24**	1	13	8	2	1	17	3	8	3	-
	39%	*11%*	*47%*	*35%*	*37%*	*15%*	*48%*	*20%*	*32%*	*24%*	*-%*
Don't Know (DO NOT READ OUT)	**1**	-	-	1	-	-	-	1	1	1	-
	2%	*-%*	*-%*	*5%*	*-%*	*-%*	*-%*	*7%*	*4%*	*9%*	*-%*
NET: High	**50**	3	22	15	5	2	30	11	16	9	-
	82%	*72%*	*79%*	*66%*	*100%*	*64%*	*84%*	*74%*	*67%*	*74%*	*-%*
NET: Low	**2**	-	2	2	-	-	2	-	2	-	-
	4%	*-%*	*8%*	*10%*	*-%*	*-%*	*6%*	*-%*	*10%*	*-%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

The quality of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		***a**	b	***c**	***d**	a	***b**	***c**	***d**	a	b	***c**	a	***b**	***c**
Unweighted total	**72**	20	30	15	-	37	25	27	-	36	33	22	37	18	1
Weighted total	**62**	14	19	9	-	32	18	25	-	21	18	14	25	15	*
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**2**	*	2	-	-	2	-	*	-	2	2	*	2	-	-
	4%	*3%*	*10%*	*-%*	*-%*	*6%*	*-%*	*2%*	*-%*	*11%*	*12%*	*3%*	*9%*	*-%*	*-%*
Neither low nor high	**8**	*	1	-	-	5	3	3	-	4	2	2	4	4	-
	13%	*2%*	*8%*	*-%*	*-%*	*15%*	*18%*	*12%*	*-%*	*21%*	*9%*	*11%*	*18%*	*27%*	*-%*
Quite high	**26**	9	9	5	-	13	7	9	-	6	9	8	9	7	-
	43%	*65%*	*50%*	*53%*	*-%*	*39%*	*40%*	*36%*	*-%*	*28%*	*51%*	*57%*	*38%*	*43%*	*-%*
Very high	**24**	4	6	4	-	13	8	12	-	8	5	4	8	3	*
	39%	*29%*	*32%*	*47%*	*-%*	*40%*	*43%*	*50%*	*-%*	*36%*	*27%*	*29%*	*30%*	*23%*	*100%*
Don't Know (DO NOT READ OUT)	**1**	-	-	-	-	-	-	-	-	1	-	-	1	1	-
	2%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*	*-%*	*4%*	*7%*	*-%*
NET: High	**50**	13	15	9	-	26	15	21	-	14	14	12	17	10	*
	82%	*95%*	*82%*	*100%*	*-%*	*79%*	*82%*	*86%*	*-%*	*64%*	*78%*	*86%*	*69%*	*66%*	*100%*
NET: Low	**2**	*	2	-	-	2	-	*	-	2	2	*	2	-	-
	4%	*3%*	*10%*	*-%*	*-%*	*6%*	*-%*	*2%*	*-%*	*11%*	*12%*	*3%*	*9%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 161 (continuation)

The quality of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)

Base: All those who use DHL (QV4=2)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*a	*b	*c	*d
Unweighted total	72	22	11	22	18	10	32	14	1	3	1	3
Weighted total	62	14	8	18	13	7	23	11	1	2	2	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	*	*	*	*	*	2	-	-	-	-	*
	4%	3%	6%	3%	4%	7%	10%	-%	-%	-%	-%	55%
Neither low nor high	8	2	1	1	*	*	4	4	1	*	-	-
	13%	11%	16%	7%	2%	4%	19%	35%	100%	9%	-%	-%
Quite high	26	5	2	10	7	2	8	3	-	2	2	*
	43%	37%	21%	55%	53%	29%	33%	27%	-%	86%	100%	12%
Very high	24	7	4	6	6	4	7	3	-	*	-	*
	39%	48%	56%	35%	42%	60%	33%	29%	-%	5%	-%	33%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	1	1	-	-	-	-
	2%	-%	-%	-%	-%	-%	5%	9%	-%	-%	-%	-%
NET: High	50	12	6	16	13	6	15	6	-	2	2	*
	82%	86%	78%	90%	95%	89%	66%	56%	-%	91%	100%	45%
NET: Low	2	*	*	*	*	*	2	-	-	-	-	*
	4%	3%	6%	3%	4%	7%	10%	-%	-%	-%	-%	55%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 161 (continuation)

The quality of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)

Base: All those who use DHL (QV4=2)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	*a	b
Unweighted total	72	65	55	65	58	71	48	61	40	-	37	-	11	37
Weighted total	62	57	46	57	46	61	42	52	32	-	25	-	8	27
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	2	2	2	2	2	2	2	*	-	*	-	2	*
	4%	4%	5%	4%	5%	4%	4%	4%	2%	-%	2%	-%	21%	2%
Neither low nor high	8	8	8	8	5	8	4	8	4	-	5	-	1	5
	13%	14%	17%	14%	11%	13%	8%	15%	12%	-%	20%	-%	13%	19%
Quite high	26	25	19	25	23	26	23	20	17	-	8	-	1	14
	43%	44%	42%	44%	51%	44%	54%	40%	54%	-%	33%	-%	14%	50%
Very high	24	20	15	20	15	23	13	20	10	-	11	-	3	8
	39%	36%	33%	36%	31%	38%	31%	39%	30%	-%	46%	-%	39%	29%
Don't Know (DO NOT READ OUT)	1	1	1	1	1	1	1	1	1	-	-	-	1	-
	2%	2%	2%	2%	2%	2%	3%	2%	3%	-%	-%	-%	13%	-%
NET: High	50	45	34	45	38	49	36	40	27	-	19	-	5	22
	82%	80%	75%	80%	82%	81%	85%	78%	83%	-%	78%	-%	54%	80%
NET: Low	2	2	2	2	2	2	2	2	*	-	*	-	2	*
	4%	4%	5%	4%	5%	4%	4%	4%	2%	-%	2%	-%	21%	2%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The quality of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	b	*c	a	*b	c	a	b
Unweighted total	**72**	61	1	10	62	11	49	12	30	6	36	38	34
Weighted total	**62**	52	*	7	54	7	40	15	30	4	28	30	32
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**2**	2	-	2	-	2	*	-	2	*	-	2	*
	4%	*4%*	*-%*	*32%*	*-%*	*27%*	*1%*	*-%*	*6%*	*12%*	*-%*	*6%*	*2%*
Neither low nor high	**8**	1	*	1	6	*	4	4	4	1	3	5	3
	13%	*2%*	*100%*	*20%*	*12%*	*6%*	*10%*	*24%*	*12%*	*32%*	*11%*	*16%*	*10%*
Quite high	**26**	24	-	1	25	2	18	7	10	-	17	13	14
	43%	*46%*	*-%*	*16%*	*47%*	*26%*	*44%*	*47%*	*33%*	*-%*	*61%* a	*43%*	*43%*
Very high	**24**	24	-	1	23	3	17	4	13	2	8	10	13
	39%	*46%*	*-%*	*17%*	*41%*	*41%*	*42%*	*29%*	*45%*	*56%*	*29%*	*35%*	*42%*
Don't Know (DO NOT READ OUT)	**1**	1	-	1	-	-	1	-	1	-	-	-	1
	2%	*2%*	*-%*	*15%*	*-%*	*-%*	*3%*	*-%*	*4%*	*-%*	*-%*	*-%*	*3%*
NET: High	**50**	47	-	2	48	4	35	11	23	2	25	23	27
	82%	*91%*	*-%*	*33%*	*88%*	*67%*	*86%*	*76%*	*78%*	*56%*	*89%*	*78%*	*85%*
NET: Low	**2**	2	-	2	-	2	*	-	2	*	-	2	*
	4%	*4%*	*-%*	*32%*	*-%*	*27%*	*1%*	*-%*	*6%*	*12%*	*-%*	*6%*	*2%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The quality of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)

Base: All those who use DHL (QV4=2)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	72	11	6	8	8	6	2	7	1	3	5	1	4
Weighted total	62	5	2	3	3	1	1	1	1	1	3	*	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	-	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	8	1	-	1	1	-	1	-	1	-	-	-	-
	13%	23%	-%	31%	31%	-%	95%	-%	100%	-%	-%	-%	-%
Quite high	26	2	1	1	*	1	*	1	-	*	2	*	2
	43%	53%	52%	37%	6%	96%	5%	96%	-%	5%	68%	100%	100%
Very high	24	1	1	1	2	*	-	*	-	1	1	-	-
	39%	24%	48%	32%	63%	4%	-%	4%	-%	95%	32%	-%	-%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	50	4	2	2	2	1	*	1	-	1	3	*	2
	82%	77%	100%	69%	69%	100%	5%	100%	-%	100%	100%	100%	100%
NET: Low	2	-	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 161 (continuation)

The quality of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)

Base: All those who use DHL (QV4=2)

		Month											
	Total base	Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	72	4	3	2	16	4	7	6	9	8	8	2	3
Weighted total	62	1	5	2	10	3	4	6	9	10	7	2	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	-	-	-	-	-	-	-	-	*	-	2	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	75%	-%
Neither low nor high	8	-	2	-	1	-	1	2	*	-	2	-	*
	13%	-%	33%	-%	11%	-%	25%	33%	3%	-%	28%	-%	8%
Quite high	26	*	3	*	6	-	*	2	7	3	2	1	2
	43%	28%	67%	22%	57%	-%	7%	29%	72%	35%	31%	25%	92%
Very high	24	1	-	2	3	2	3	2	2	6	3	-	-
	39%	72%	-%	78%	33%	68%	68%	39%	25%	60%	42%	-%	-%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	1	-	-	-	-	-	-	-
	2%	-%	-%	-%	-%	32%	-%	-%	-%	-%	-%	-%	-%
NET: High	50	1	3	2	9	2	3	4	9	9	5	1	2
	82%	100%	67%	100%	89%	68%	75%	67%	97%	95%	72%	25%	92%
NET: Low	2	-	-	-	-	-	-	-	-	*	-	2	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	75%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

The quality of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	72	9	27	23	13
Weighted total	62	8	18	25	11
Very low	-	-	-	-	-
	-%	-%	-%	-%	-%
Quite low	2	-	-	*	2
	4%	-%	-%	2%	16%
Neither low nor high	8	2	2	2	2
	13%	21%	12%	9%	18%
Quite high	26	4	6	12	5
	43%	51%	34%	48%	41%
Very high	24	2	8	10	3
	39%	28%	48%	42%	25%
Don't Know (DO NOT READ OUT)	1	-	1	-	-
	2%	-%	6%	-%	-%
NET: High	50	6	14	22	7
	82%	79%	82%	90%	66%
NET: Low	2	-	-	*	2
	4%	-%	-%	2%	16%

Columns Tested: a,b,c,d

The price of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)

Base: All those who use DHL (QV4=2)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	**72**	49	11	7	5	23	17	15	5	1	6
Weighted total	**62**	59	1	1	1	3	18	12	7	*	5
Very low	**3**	3	-	-	-	-	2	-	-	-	-
	6%	*6%*	*-%*	*-%*	*-%*	*-%*	*10%*	*-%*	*-%*	*-%*	*-%*
Quite low	**5**	5	-	-	*	*	4	*	-	-	1
	9%	*9%*	*-%*	*-%*	*38%*	*9%*	*22%*	*4%*	*-%*	*-%*	*11%*
Neither low nor high	**19**	19	1	*	*	1	5	3	3	*	2
	32%	*32%*	*44%*	*12%*	*9%*	*28%*	*25%*	*26%*	*51%*	*100%*	*31%*
Quite high	**19**	18	1	*	*	1	4	5	2	-	3
	31%	*30%*	*39%*	*55%*	*44%*	*44%*	*21%*	*44%*	*25%*	*-%*	*54%*
Very high	**11**	11	*	*	*	*	4	*	2	-	*
	19%	*19%*	*7%*	*33%*	*9%*	*14%*	*22%*	*3%*	*25%*	*-%*	*3%*
Don't Know (DO NOT READ OUT)	**3**	3	*	-	-	*	-	3	-	-	-
	5%	*5%*	*10%*	*-%*	*-%*	*5%*	*-%*	*23%*	*-%*	*-%*	*-%*
NET: High	**31**	29	1	1	*	2	8	6	3	-	3
	50%	*49%*	*46%*	*88%*	*53%*	*57%*	*43%*	*47%*	*49%*	*-%*	*57%*
NET: Low	**9**	8	-	-	*	*	6	*	-	-	1
	14%	*14%*	*-%*	*-%*	*38%*	*9%*	*32%*	*4%*	*-%*	*-%*	*11%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

The price of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	72	5	1	21	-	3	13	4	5	2	54	4	7	7
Weighted total	62	3	1	23	-	2	15	5	4	4	56	1	2	2
Very low	3	-	-	2	-	-	2	-	-	-	3	-	-	-
	6%	*-%*	*-%*	*7%*	*-%*	*-%*	*12%*	*-%*	*-%*	*-%*	*6%*	*-%*	*-%*	*-%*
Quite low	5	-	1	1	-	-	-	2	*	-	4	-	1	*
	9%	*-%*	*100%*	*5%*	*-%*	*-%*	*-%*	*39%*	*7%*	*-%*	*7%*	*-%*	*25%*	*24%*
Neither low nor high	19	2	-	9	-	1	4	1	*	2	19	*	1	*
	32%	*59%*	*-%*	*40%*	*-%*	*48%*	*24%*	*23%*	*7%*	*49%*	*33%*	*4%*	*25%*	*4%*
Quite high	19	1	-	8	-	-	4	-	1	2	17	1	1	*
	31%	*41%*	*-%*	*36%*	*-%*	*-%*	*27%*	*-%*	*34%*	*51%*	*30%*	*96%*	*38%*	*24%*
Very high	11	-	-	2	-	1	4	2	2	-	10	-	*	1
	19%	*-%*	*-%*	*8%*	*-%*	*53%*	*26%*	*35%*	*52%*	*-%*	*18%*	*-%*	*12%*	*48%*
Don't Know (DO NOT READ OUT)	3	-	-	1	-	-	2	*	-	-	3	-	-	-
	5%	*-%*	*-%*	*5%*	*-%*	*-%*	*11%*	*3%*	*-%*	*-%*	*5%*	*-%*	*-%*	*-%*
NET: High	31	1	-	10	-	1	8	2	3	2	27	1	1	1
	50%	*41%*	*-%*	*44%*	*-%*	*53%*	*53%*	*35%*	*87%*	*51%*	*48%*	*96%*	*50%*	*73%*
NET: Low	9	-	1	3	-	-	2	2	*	-	8	-	1	*
	14%	*-%*	*100%*	*12%*	*-%*	*-%*	*12%*	*39%*	*7%*	*-%*	*14%*	*-%*	*25%*	*24%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b
Unweighted total	72	-	15	1	2	25	4	5	20	58	14	59	13
Weighted total	62	-	10	*	2	23	1	5	20	55	7	54	8
Very low	3	-	-	-	-	2	-	-	2	3	-	3	-
	6%	-%	-%	-%	-%	*8%*	-%	-%	*8%*	*6%*	-%	*6%*	-%
Quite low	5	-	-	-	-	1	-	1	3	5	-	5	-
	9%	-%	-%	-%	-%	*3%*	-%	*21%*	*17%*	*10%*	-%	*10%*	-%
Neither low nor high	19	-	7	-	*	9	1	3	-	17	2	18	1
	32%	-%	*64%*	-%	*3%*	*38%*	*87%*	*57%*	-%	*31%*	*33%*	*34%*	*14%*
Quite high	19	-	1	-	2	7	*	1	9	16	3	18	1
	31%	-%	*6%*	-%	*97%*	*30%*	*3%*	*21%*	*43%*	*29%*	*51%*	*33%*	*15%*
Very high	11	-	3	*	-	5	-	*	4	10	1	6	5
	19%	-%	*30%*	*100%*	-%	*21%*	-%	*1%*	*17%*	*19%*	*16%*	*11%*	*69%*
Don't Know (DO NOT READ OUT)	3	-	-	-	-	-	*	-	3	3	-	3	*
	5%	-%	-%	-%	-%	-%	*10%*	-%	*13%*	*5%*	-%	*5%*	*2%*
NET: High	31	-	4	*	2	11	*	1	12	26	4	24	7
	50%	-%	*36%*	*100%*	*97%*	*51%*	*3%*	*22%*	*61%*	*48%*	*67%*	*45%*	*84%*
NET: Low	9	-	-	-	-	2	-	1	5	9	-	9	-
	14%	-%	-%	-%	-%	*11%*	-%	*21%*	*26%*	*16%*	-%	*16%*	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The price of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	*b	*c
Unweighted total	**72**	69	3	42	8	20
Weighted total	**62**	58	4	37	7	15
Very low	**3**	3	-	3	-	-
	6%	*6%*	*-%*	*9%*	*-%*	*-%*
Quite low	**5**	5	-	4	-	2
	9%	*9%*	*-%*	*10%*	*-%*	*10%*
Neither low nor high	**19**	18	1	11	2	5
	32%	*32%*	*27%*	*30%*	*23%*	*33%*
Quite high	**19**	16	3	11	3	5
	31%	*28%*	*73%*	*29%*	*43%*	*37%*
Very high	**11**	11	-	5	2	3
	19%	*20%*	*-%*	*14%*	*34%*	*20%*
Don't Know (DO NOT READ OUT)	**3**	3	-	3	-	-
	5%	*5%*	*-%*	*8%*	*-%*	*-%*
NET: High	**31**	28	3	16	5	8
	50%	*48%*	*73%*	*43%*	*77%*	*56%*
NET: Low	**9**	9	-	7	-	2
	14%	*15%*	*-%*	*19%*	*-%*	*10%*

Columns Tested: a,b - a,b,c

The price of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	*c
Unweighted total	**72**	46	23	3	-	-	-	-	-	69	3	15	31	26
Weighted total	**62**	44	16	1	-	-	-	-	-	60	1	12	32	17
Very low	**3**	3	-	-	-	-	-	-	-	3	-	-	3	-
	6%	*8%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*-%*	*-%*	*11%*	*-%*
Quite low	**5**	3	2	-	-	-	-	-	-	5	-	1	2	2
	9%	*8%*	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*9%*	*-%*	*9%*	*8%*	*10%*
Neither low nor high	**19**	13	7	*	-	-	-	-	-	19	*	5	7	7
	32%	*29%*	*41%*	*8%*	*-%*	*-%*	*-%*	*-%*	*-%*	*32%*	*8%*	*44%*	*23%*	*39%*
Quite high	**19**	13	6	-	-	-	-	-	-	19	-	2	11	6
	31%	*30%*	*37%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*32%*	*-%*	*14%*	*36%*	*34%*
Very high	**11**	9	2	1	-	-	-	-	-	10	1	1	7	3
	19%	*19%*	*11%*	*92%*	*-%*	*-%*	*-%*	*-%*	*-%*	*17%*	*92%*	*10%*	*23%*	*17%*
Don't Know (DO NOT READ OUT)	**3**	3	-	-	-	-	-	-	-	3	-	3	-	-
	5%	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*	*24%*	*-%*	*-%*
NET: High	**31**	22	8	1	-	-	-	-	-	29	1	3	19	9
	50%	*49%*	*48%*	*92%*	*-%*	*-%*	*-%*	*-%*	*-%*	*49%*	*92%*	*24%*	*59%*	*51%*
NET: Low	**9**	7	2	-	-	-	-	-	-	9	-	1	6	2
	14%	*16%*	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*14%*	*-%*	*9%*	*18%*	*10%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The price of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	72	41	36	46	46	20	40	39	6	-	1	-	-	-
Weighted total	62	26	21	32	39	9	35	29	2	-	*	-	-	-
Very low	3	2	2	2	2	-	-	2	-	-	-	-	-	-
	6%	*7%*	*8%*	*5%*	*4%*	*-%*	*-%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	5	4	4	5	4	*	3	5	-	-	-	-	-	-
	9%	*16%*	*20%*	*17%*	*9%*	*3%*	*9%*	*18%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	19	5	6	8	15	4	12	8	*	-	*	-	-	-
	32%	*18%*	*28%*	*26%*	*39%* a	*42%*	*34%*	*28%*	*2%*	*-%*	*100%*	*-%*	*-%*	*-%*
Quite high	19	12	7	13	10	5	11	11	2	-	-	-	-	-
	31%	*46%* d	*33%*	*41%*	*26%*	*54%*	*31%*	*37%*	*94%*	*-%*	*-%*	*-%*	*-%*	*-%*
Very high	11	2	2	2	9	*	9	2	*	-	-	-	-	-
	19%	*9%*	*11%*	*7%*	*22%* c	*2%*	*26%* **ac**	*7%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	3	1	-	1	-	-	-	1	-	-	-	-	-	-
	5%	*4%*	*-%*	*3%*	*-%*	*-%*	*-%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	31	14	9	15	19	5	20	13	2	-	-	-	-	-
	50%	*55%*	*44%*	*48%*	*48%*	*56%*	*57%*	*44%*	*98%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Low	9	6	6	7	5	*	3	7	-	-	-	-	-	-
	14%	*23%*	*28%* f	*22%*	*13%*	*3%*	*9%*	*24%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The price of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**72**	43	-	3	-	-	-	-	-	12	13	8	13	-
Weighted total	**62**	38	-	1	-	-	-	-	-	12	10	6	4	-
Very low	**3**	2	-	-	-	-	-	-	-	-	-	2	-	-
	6%	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*29%*	*-%*	*-%*
Quite low	**5**	4	-	-	-	-	-	-	-	4	1	-	-	-
	9%	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*37%*	*9%*	*-%*	*-%*	*-%*
Neither low nor high	**19**	14	-	1	-	-	-	-	-	*	6	1	1	-
	32%	*37%*	*-%*	*91%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*62%*	*14%*	*35%*	*-%*
Quite high	**19**	10	-	-	-	-	-	-	-	5	3	3	2	-
	31%	*26%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*39%*	*28%*	*57%*	*58%*	*-%*
Very high	**11**	9	-	*	-	-	-	-	-	2	*	-	*	-
	19%	*23%*	*-%*	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*	*16%*	*1%*	*-%*	*7%*	*-%*
Don't Know (DO NOT READ OUT)	**3**	-	-	-	-	-	-	-	-	1	-	-	-	-
	5%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*9%*	*-%*	*-%*	*-%*	*-%*
NET: High	**31**	19	-	*	-	-	-	-	-	7	3	3	2	-
	50%	*49%*	*-%*	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*	*54%*	*29%*	*57%*	*65%*	*-%*
NET: Low	**9**	5	-	-	-	-	-	-	-	4	1	2	-	-
	14%	*14%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*37%*	*9%*	*29%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The price of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	b	a	*b
Unweighted total	72	14	11	12	9	-	29	3	14	27	45	40	6
Weighted total	62	9	10	13	7	-	24	2	13	20	41	26	6
Very low	3	-	2	-	-	-	-	-	2	2	2	2	-
	6%	-%	*17%*	-%	-%	-%	-%	-%	*13%*	*8%*	*4%*	*7%*	-%
Quite low	5	-	*	2	1	-	4	-	-	3	3	5	-
	9%	-%	*5%*	*16%*	*15%*	-%	*15%*	-%	-%	*14%*	*6%*	*20%*	-%
Neither low nor high	19	6	2	5	3	-	9	2	5	7	12	8	1
	32%	*59%*	*17%*	*40%*	*41%*	-%	*37%*	*94%*	*34%*	*37%*	*29%*	*30%*	*11%*
Quite high	19	3	5	2	*	-	4	-	6	5	14	8	5
	31%	*29%*	*51%*	*15%*	*4%*	-%	*18%*	-%	*43%*	*27%*	*33%*	*31%*	*87%*
Very high	11	1	1	4	3	-	7	*	1	2	10	2	*
	19%	*12%*	*10%*	*29%*	*40%*	-%	*30%*	*6%*	*9%*	*8%*	*24%*	*8%*	*2%*
Don't Know (DO NOT READ OUT)	3	-	-	-	-	-	-	-	-	1	2	1	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	*6%*	*4%*	*4%*	-%
NET: High	31	4	6	6	3	-	12	*	7	7	24	10	5
	50%	*41%*	*62%*	*44%*	*45%*	-%	*48%*	*6%*	*53%*	*35%*	*57%*	*40%*	*89%*
NET: Low	9	-	2	2	1	-	4	-	2	4	4	7	-
	14%	-%	*22%*	*16%*	*15%*	-%	*15%*	-%	*13%*	*22%*	*10%*	*27%*	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The price of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	b	a	***b**	***a**	b	***a**	b	***c**	***d**
Unweighted total	**72**	9	30	35	6	9	37	23	35	20	-
Weighted total	**62**	5	28	23	5	4	36	15	24	12	-
Very low	**3**	-	2	-	2	-	2	2	-	2	-
	6%	*-%*	*6%*	*-%*	*37%*	*-%*	*5%*	*11%*	*-%*	*14%*	*-%*
Quite low	**5**	1	2	4	2	1	2	2	4	1	-
	9%	*28%*	*8%*	*16%*	*36%*	*36%*	*6%*	*13%*	*18%*	*7%*	*-%*
Neither low nor high	**19**	3	10	8	-	2	14	3	5	*	-
	32%	*60%*	*36%*	*34%*	*-%*	*47%*	*38%*	*17%*	*19%*	*4%*	*-%*
Quite high	**19**	1	6	8	1	1	9	6	12	6	-
	31%	*12%*	*23%*	*36%*	*26%*	*17%*	*26%*	*39%*	*49%*	*49%*	*-%*
Very high	**11**	-	8	2	*	-	9	2	2	2	-
	19%	*-%*	*27%*	*9%*	*1%*	*-%*	*24%*	*13%*	*9%*	*17%*	*-%*
Don't Know (DO NOT READ OUT)	**3**	-	-	1	-	-	-	1	1	1	-
	5%	*-%*	*-%*	*5%*	*-%*	*-%*	*-%*	*7%*	*4%*	*9%*	*-%*
NET: High	**31**	1	14	10	1	1	18	8	14	8	-
	50%	*12%*	*50%*	*45%*	*27%*	*17%*	*51%*	*53%*	*59%*	*67%*	*-%*
NET: Low	**9**	1	4	4	3	1	4	4	4	3	-
	14%	*28%*	*14%*	*16%*	*73%*	*36%*	*11%*	*24%*	*18%*	*21%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

The price of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	a	*b	*c	*d	a	b	*c	a	*b	*c
Unweighted total	72	20	30	15	-	37	25	27	-	36	33	22	37	18	1
Weighted total	62	14	19	9	-	32	18	25	-	21	18	14	25	15	*
Very low	3	2	-	2	-	2	-	2	-	2	2	2	2	2	-
	6%	*12%*	*-%*	*19%*	*-%*	*5%*	*-%*	*7%*	*-%*	*8%*	*9%*	*12%*	*7%*	*11%*	*-%*
Quite low	5	2	3	2	-	3	1	2	-	4	4	2	5	1	-
	9%	*17%*	*19%*	*19%*	*-%*	*10%*	*7%*	*6%*	*-%*	*20%*	*23%*	*13%*	*21%*	*7%*	*-%*
Neither low nor high	19	5	6	2	-	10	7	7	-	4	6	6	7	4	-
	32%	*33%*	*32%*	*20%*	*-%*	*31%*	*41%*	*30%*	*-%*	*19%*	*33%*	*41%*	*27%*	*26%*	*-%*
Quite high	19	3	7	2	-	10	5	8	-	8	4	3	8	5	-
	31%	*23%*	*37%*	*18%*	*-%*	*30%*	*25%*	*30%*	*-%*	*38%*	*24%*	*20%*	*32%*	*35%*	*-%*
Very high	11	2	2	2	-	8	5	7	-	2	2	2	2	2	*
	19%	*15%*	*12%*	*24%*	*-%*	*24%*	*27%*	*26%*	*-%*	*10%*	*12%*	*15%*	*8%*	*14%*	*100%*
Don't Know (DO NOT READ OUT)	3	-	-	-	-	-	-	-	-	1	-	-	1	1	-
	5%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*	*-%*	*4%*	*7%*	*-%*
NET: High	31	5	9	4	-	17	9	14	-	10	6	5	10	7	*
	50%	*38%*	*49%*	*42%*	*-%*	*54%*	*52%*	*57%*	*-%*	*48%*	*35%*	*34%*	*40%*	*48%*	*100%*
NET: Low	9	4	3	3	-	5	1	3	-	6	6	3	7	3	-
	14%	*29%*	*19%*	*38%*	*-%*	*15%*	*7%*	*13%*	*-%*	*28%*	*32%*	*25%*	*28%*	*18%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The price of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*a	*b	*c	*d
Unweighted total	**72**	22	11	22	18	10	32	14	1	3	1	3
Weighted total	**62**	14	8	18	13	7	23	11	1	2	2	1
Very low	**3**	-	-	2	2	-	-	-	-	-	-	-
	6%	*-%*	*-%*	*10%*	*13%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**5**	2	2	2	1	1	5	1	-	-	-	*
	9%	*13%*	*20%*	*10%*	*5%*	*11%*	*23%*	*9%*	*-%*	*-%*	*-%*	*55%*
Neither low nor high	**19**	5	4	5	4	4	7	4	-	2	2	*
	32%	*38%*	*46%*	*26%*	*27%*	*55%*	*29%*	*34%*	*-%*	*95%*	*100%*	*12%*
Quite high	**19**	3	1	5	3	*	8	3	1	-	-	*
	31%	*23%*	*10%*	*27%*	*19%*	*7%*	*34%*	*29%*	*100%*	*-%*	*-%*	*33%*
Very high	**11**	4	2	5	5	2	2	2	-	*	-	-
	19%	*25%*	*25%*	*28%*	*35%*	*28%*	*9%*	*18%*	*-%*	*5%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**3**	-	-	-	-	-	1	1	-	-	-	-
	5%	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*9%*	*-%*	*-%*	*-%*	*-%*
NET: High	**31**	7	3	10	7	2	10	5	1	*	-	*
	50%	*49%*	*35%*	*55%*	*55%*	*35%*	*43%*	*47%*	*100%*	*5%*	*-%*	*33%*
NET: Low	**9**	2	2	3	2	1	5	1	-	-	-	*
	14%	*13%*	*20%*	*20%*	*18%*	*11%*	*23%*	*9%*	*-%*	*-%*	*-%*	*55%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

The price of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	*a	b
Unweighted total	**72**	65	55	65	58	71	48	61	40	-	37	-	11	37
Weighted total	**62**	57	46	57	46	61	42	52	32	-	25	-	8	27
Very low	**3**	3	2	3	3	3	3	3	2	-	-	-	-	2
	6%	*6%*	*4%*	*6%*	*7%*	*6%*	*8%*	*7%*	*5%*	*-%*	*-%*	*-%*	*-%*	*6%*
Quite low	**5**	5	4	5	5	5	3	5	2	-	2	-	2	3
	9%	*9%*	*9%*	*9%*	*10%*	*9%*	*6%*	*10%*	*7%*	*-%*	*9%*	*-%*	*21%*	*13%*
Neither low nor high	**19**	19	16	19	16	19	13	17	12	-	9	-	2	11
	32%	*34%*	*34%*	*34%*	*34%*	*32%*	*30%*	*34%*	*38%*	*-%*	*38%*	*-%*	*25%*	*41%*
Quite high	**19**	18	13	18	11	19	14	14	8	-	9	-	1	9
	31%	*31%*	*28%*	*31%*	*24%*	*32%*	*32%*	*27%*	*23%*	*-%*	*38%*	*-%*	*17%*	*33%*
Very high	**11**	8	8	8	9	11	7	9	6	-	4	-	2	2
	19%	*14%*	*18%*	*14%*	*19%*	*17%*	*17%*	*17%*	*17%*	*-%*	*15%*	*-%*	*23%*	*7%*
Don't Know (DO NOT READ OUT)	**3**	3	3	3	3	3	3	3	3	-	*	-	1	*
	5%	*5%*	*6%*	*5%*	*6%*	*5%*	*6%*	*5%*	*8%*	*-%*	*1%*	*-%*	*13%*	*1%*
NET: High	**31**	26	21	26	20	30	21	23	13	-	13	-	3	11
	50%	*45%*	*46%*	*45%*	*42%*	*49%*	*50%*	*44%*	*41%*	*-%*	*53%*	*-%*	*41%*	*39%*
NET: Low	**9**	9	6	9	8	9	6	9	4	-	2	-	2	5
	14%	*15%*	*13%*	*15%*	*17%*	*14%*	*14%*	*17%*	*13%*	*-%*	*9%*	*-%*	*21%*	*19%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The price of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	b	*c	a	*b	c	a	b
Unweighted total	**72**	61	1	10	62	11	49	12	30	6	36	38	34
Weighted total	**62**	52	*	7	54	7	40	15	30	4	28	30	32
Very low	**3**	3	-	-	3	-	3	-	3	-	-	-	3
	6%	*7%*	*-%*	*-%*	*6%*	*-%*	*9%*	*-%*	*12%* c	*-%*	*-%*	*-%*	*11%* a
Quite low	**5**	4	*	4	2	2	2	1	3	2	1	4	1
	9%	*8%*	*100%*	*50%*	*3%*	*31%*	*5%*	*7%*	*11%*	*38%*	*2%*	*14%*	*3%*
Neither low nor high	**19**	13	-	1	18	2	13	4	7	*	12	11	9
	32%	*24%*	*-%*	*19%*	*33%*	*27%*	*33%*	*29%*	*23%*	*6%*	*44%*	*37%*	*27%*
Quite high	**19**	17	-	*	19	1	12	6	6	2	11	10	9
	31%	*34%*	*-%*	*2%*	*35%*	*15%*	*30%*	*41%*	*20%*	*56%*	*39%*	*34%*	*28%*
Very high	**11**	11	-	1	10	2	8	2	8	-	4	3	9
	19%	*22%*	*-%*	*15%*	*19%*	*27%*	*19%*	*12%*	*26%*	*-%*	*13%*	*10%*	*27%*
Don't Know (DO NOT READ OUT)	**3**	3	-	1	2	-	1	2	3	-	*	2	1
	5%	*5%*	*-%*	*15%*	*3%*	*-%*	*3%*	*11%*	*9%*	*-%*	**%*	*6%*	*3%*
NET: High	**31**	29	-	1	29	3	20	8	14	2	15	13	18
	50%	*56%*	*-%*	*17%*	*54%*	*42%*	*50%*	*53%*	*46%*	*56%*	*53%*	*43%*	*55%*
NET: Low	**9**	7	*	4	5	2	6	1	7	2	1	4	5
	14%	*14%*	*100%*	*50%*	*9%*	*31%*	*14%*	*7%*	*22%* c	*38%*	*2%*	*14%*	*14%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The price of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	72	11	6	8	8	6	2	7	1	3	5	1	4
Weighted total	62	5	2	3	3	1	1	1	1	1	3	*	2
Very low	3	-	-	-	-	-	-	-	-	-	-	-	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	5	2	1	1	1	-	1	-	1	-	1	-	-
	9%	*46%*	*45%*	*31%*	*31%*	-%	*95%*	-%	*100%*	-%	*32%*	-%	-%
Neither low nor high	19	1	*	1	*	1	-	1	-	*	1	-	2
	32%	*26%*	*5%*	*34%*	*3%*	*88%*	-%	*89%*	-%	*5%*	*35%*	-%	*95%*
Quite high	19	1	1	*	*	*	*	*	-	1	-	*	*
	31%	*26%*	*47%*	*3%*	*3%*	*8%*	*5%*	*7%*	-%	*91%*	-%	*100%*	*5%*
Very high	11	*	*	1	2	*	-	*	-	*	1	-	-
	19%	*1%*	*2%*	*32%*	*63%*	*4%*	-%	*4%*	-%	*5%*	*32%*	-%	-%
Don't Know (DO NOT READ OUT)	3	-	-	-	-	-	-	-	-	-	-	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	31	1	1	1	2	*	*	*	-	1	1	*	*
	50%	*28%*	*50%*	*35%*	*66%*	*12%*	*5%*	*11%*	-%	*95%*	*32%*	*100%*	*5%*
NET: Low	9	2	1	1	1	-	1	-	1	-	1	-	-
	14%	*46%*	*45%*	*31%*	*31%*	-%	*95%*	-%	*100%*	-%	*32%*	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 162 (continuation)

The price of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)

Base: All those who use DHL (QV4=2)

		Month											
	Total base	Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	72	4	3	2	16	4	7	6	9	8	8	2	3
Weighted total	62	1	5	2	10	3	4	6	9	10	7	2	2
Very low	3	-	3	-	-	-	-	-	-	-	-	-	-
	6%	-%	*67%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	5	-	-	-	2	-	-	*	-	*	1	2	-
	9%	-%	-%	-%	*21%*	-%	-%	*4%*	-%	*5%*	*9%*	*75%*	-%
Neither low nor high	19	-	2	2	3	1	-	-	4	3	4	1	*
	32%	-%	*33%*	*78%*	*34%*	*28%*	-%	-%	*40%*	*35%*	*58%*	*25%*	*8%*
Quite high	19	1	-	*	2	1	3	3	2	4	*	-	2
	31%	*88%*	-%	*22%*	*23%*	*32%*	*71%*	*57%*	*21%*	*42%*	*4%*	-%	*92%*
Very high	11	*	-	-	2	*	1	2	2	2	2	-	-
	19%	*12%*	-%	-%	*22%*	*9%*	*29%*	*39%*	*21%*	*17%*	*28%*	-%	-%
Don't Know (DO NOT READ OUT)	3	-	-	-	-	1	-	-	2	*	-	-	-
	5%	-%	-%	-%	-%	*32%*	-%	-%	*17%*	*1%*	-%	-%	-%
NET: High	31	1	-	*	4	1	4	6	4	6	2	-	2
	50%	*100%*	-%	*22%*	*45%*	*40%*	*100%*	*96%*	*43%*	*59%*	*32%*	-%	*92%*
NET: Low	9	-	3	-	2	-	-	*	-	*	1	2	-
	14%	-%	*67%*	-%	*21%*	-%	-%	*4%*	-%	*5%*	*9%*	*75%*	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

The price of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	72	9	27	23	13
Weighted total	62	8	18	25	11
Very low	3	3	-	-	-
	6%	*42%*	*-%*	*-%*	*-%*
Quite low	5	-	2	1	2
	9%	*-%*	*12%*	*3%*	*22%*
Neither low nor high	19	3	4	7	5
	32%	*42%*	*24%*	*29%*	*42%*
Quite high	19	1	6	9	2
	31%	*15%*	*36%*	*38%*	*20%*
Very high	11	*	4	6	2
	19%	*1%*	*21%*	*24%*	*16%*
Don't Know (DO NOT READ OUT)	3	-	1	2	-
	5%	*-%*	*6%*	*7%*	*-%*
NET: High	31	1	10	15	4
	50%	*16%*	*57%*	*61%*	*36%*
NET: Low	9	3	2	1	2
	14%	*42%*	*12%*	*3%*	*22%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 163 Page 2884

The quality of the postal services provided by UK Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All those who use UK Mail (QV4=4)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	26	21	4	1	-	5	8	9	2	1	3
Weighted total	26	25	1	*	-	1	8	11	2	*	1
Very low	*	-	-	*	-	*	-	-	-	-	*
	1%	-%	-%	100%	-%	14%	-%	-%	-%	-%	24%
Quite low	2	2	*	-	-	*	-	2	*	-	-
	8%	7%	17%	-%	-%	14%	-%	17%	7%	-%	-%
Neither low nor high	1	1	*	-	-	*	*	1	-	-	*
	5%	5%	23%	-%	-%	20%	3%	9%	-%	-%	33%
Quite high	13	12	*	-	-	*	7	3	-	*	*
	49%	49%	60%	-%	-%	51%	84%	27%	-%	100%	43%
Very high	10	10	-	-	-	-	1	5	2	-	-
	37%	38%	-%	-%	-%	-%	13%	45%	93%	-%	-%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	-	*	-	-	-
	1%	1%	-%	-%	-%	-%	-%	3%	-%	-%	-%
NET: High	23	22	*	-	-	*	8	8	2	*	*
	85%	87%	60%	-%	-%	51%	97%	72%	93%	100%	43%
NET: Low	2	2	*	*	-	*	-	2	*	-	*
	8%	7%	17%	100%	-%	29%	-%	17%	7%	-%	24%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

The quality of the postal services provided by UK Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)
Base: All those who use UK Mail (QV4=4)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	26	3	2	1	-	1	2	2	4	5	20	-	6	-
Weighted total	26	4	4	2	-	2	*	3	4	5	24	-	2	-
Very low	*	-	-	-	-	-	*	-	-	-	*	-	-	-
	1%	-%	-%	-%	-%	-%	*50%*	-%	-%	-%	*1%*	-%	-%	-%
Quite low	2	-	-	-	-	-	*	-	2	-	2	-	-	-
	8%	-%	-%	-%	-%	-%	*50%*	-%	*43%*	-%	*8%*	-%	-%	-%
Neither low nor high	1	-	-	-	-	-	-	-	-	1	1	-	*	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	*23%*	*5%*	-%	*14%*	-%
Quite high	13	2	-	2	-	-	-	3	2	3	12	-	*	-
	49%	*51%*	-%	*100%*	-%	-%	-%	*100%*	*57%*	*55%*	*51%*	-%	*23%*	-%
Very high	10	2	4	-	-	2	-	-	-	1	9	-	1	-
	37%	*49%*	*100%*	-%	-%	*100%*	-%	-%	-%	*22%*	*35%*	-%	*50%*	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*14%*	-%
NET: High	23	4	4	2	-	2	-	3	2	4	21	-	2	-
	85%	*100%*	*100%*	*100%*	-%	*100%*	-%	*100%*	*57%*	*77%*	*87%*	-%	*73%*	-%
NET: Low	2	-	-	-	-	-	*	-	2	-	2	-	-	-
	8%	-%	-%	-%	-%	-%	*100%*	-%	*43%*	-%	*9%*	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the postal services provided by UK Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)
Base: All those who use UK Mail (QV4=4)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	26	-	6	1	1	13	-	-	5	17	9	22	4
Weighted total	26	-	6	*	2	14	-	-	4	17	9	24	3
Very low	*	-	*	-	-	-	-	-	-	*	-	-	*
	1%	-%	*2%*	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	*5%*
Quite low	2	-	-	-	-	2	-	-	-	*	2	2	-
	8%	-%	-%	-%	-%	*14%*	-%	-%	-%	*1%*	*20%*	*8%*	-%
Neither low nor high	1	-	1	*	-	*	-	-	-	1	-	1	-
	5%	-%	*17%*	*100%*	-%	*2%*	-%	-%	-%	*8%*	-%	*6%*	-%
Quite high	13	-	4	-	2	4	-	-	3	8	5	11	2
	49%	-%	*72%*	-%	*100%*	*28%*	-%	-%	*70%*	*45%*	*56%*	*45%*	*83%*
Very high	10	-	*	-	-	8	-	-	1	8	2	10	-
	37%	-%	*9%*	-%	-%	*54%*	-%	-%	*30%*	*45%*	*21%*	*41%*	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	-	-	-	-	*	-	*
	1%	-%	-%	-%	-%	*2%*	-%	-%	-%	-%	*3%*	-%	*12%*
NET: High	23	-	5	-	2	12	-	-	4	15	7	20	2
	85%	-%	*81%*	-%	*100%*	*82%*	-%	-%	*100%*	*90%*	*77%*	*86%*	*83%*
NET: Low	2	-	*	-	-	2	-	-	-	*	2	2	*
	8%	-%	*2%*	-%	-%	*14%*	-%	-%	-%	*2%*	*20%*	*8%*	*5%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The quality of the postal services provided by UK Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)
Base: All those who use UK Mail (QV4=4)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	26	26	-	16	2	7
Weighted total	26	26	-	17	1	6
Very low	*	*	-	*	-	-
	1%	1%	-%	1%	-%	-%
Quite low	2	2	-	2	-	-
	8%	8%	-%	11%	-%	-%
Neither low nor high	1	1	-	*	1	*
	5%	5%	-%	1%	76%	5%
Quite high	13	13	-	9	-	4
	49%	49%	-%	50%	-%	72%
Very high	10	10	-	6	-	1
	37%	37%	-%	37%	-%	23%
Don't Know (DO NOT READ OUT)	*	*	-	-	*	-
	1%	1%	-%	-%	24%	-%
NET: High	23	23	-	15	-	6
	85%	85%	-%	87%	-%	95%
NET: Low	2	2	-	2	-	-
	8%	8%	-%	12%	-%	-%

Columns Tested: a,b - a,b,c

The quality of the postal services provided by UK Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)
Base: All those who use UK Mail (QV4=4)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	**26**	11	10	4	-	-	1	-	-	21	5	3	8	15
Weighted total	**26**	12	11	3	-	-	*	-	-	23	3	4	8	14
Very low	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	1%	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*
Quite low	**2**	2	-	*	-	-	-	-	-	2	*	-	2	*
	8%	*15%*	*-%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*4%*	*-%*	*23%*	*1%*
Neither low nor high	**1**	1	*	-	-	-	-	-	-	1	-	-	1	*
	5%	*8%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*-%*	*-%*	*12%*	*3%*
Quite high	**13**	7	4	2	-	-	*	-	-	11	2	2	5	6
	49%	*56%*	*38%*	*53%*	*-%*	*-%*	*100%*	*-%*	*-%*	*48%*	*57%*	*47%*	*61%*	*42%*
Very high	**10**	3	6	1	-	-	-	-	-	9	1	2	*	7
	37%	*21%*	*56%*	*33%*	*-%*	*-%*	*-%*	*-%*	*-%*	*37%*	*31%*	*53%*	*4%*	*50%*
Don't Know (DO NOT READ OUT)	*	-	-	*	-	-	-	-	-	-	*	-	-	*
	1%	*-%*	*-%*	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*9%*	*-%*	*-%*	*2%*
NET: High	**23**	9	10	3	-	-	*	-	-	19	3	4	5	13
	85%	*77%*	*94%*	*86%*	*-%*	*-%*	*100%*	*-%*	*-%*	*85%*	*87%*	*100%*	*65%*	*93%*
NET: Low	**2**	2	*	*	-	-	-	-	-	2	*	-	2	*
	8%	*15%*	*1%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*9%*	*4%*	*-%*	*23%*	*2%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The quality of the postal services provided by UK Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)
Base: All those who use UK Mail (QV4=4)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**26**	12	9	13	19	8	19	11	-	-	1	1	-	-
Weighted total	**26**	11	8	13	20	8	18	12	-	-	*	1	-	-
Very low	*	-	-	-	*	*	*	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*1%*	*2%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**2**	-	-	-	2	-	2	-	-	-	-	-	-	-
	8%	*-%*	*-%*	*-%*	*10%*	*-%*	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**1**	1	1	1	1	1	1	1	-	-	-	-	-	-
	5%	*10%*	*12%*	*9%*	*5%*	*13%*	*8%*	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite high	**13**	5	4	6	10	4	6	6	-	-	*	-	-	-
	49%	*40%*	*55%*	*48%*	*47%*	*44%*	*35%*	*51%*	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*
Very high	**10**	6	3	6	7	3	8	5	-	-	-	1	-	-
	37%	*50%*	*33%*	*44%*	*36%*	*41%*	*45%*	*39%*	*-%*	*-%*	*-%*	*100%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	*	-	-	-	*	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**23**	10	7	12	17	7	14	11	-	-	*	1	-	-
	85%	*90%*	*88%*	*91%*	*84%*	*85%*	*80%*	*90%*	*-%*	*-%*	*100%*	*100%*	*-%*	*-%*
NET: Low	**2**	-	-	-	2	*	2	-	-	-	-	-	-	-
	8%	*-%*	*-%*	*-%*	*10%*	*2%*	*12%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The quality of the postal services provided by UK Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)
Base: All those who use UK Mail (QV4=4)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**26**	17	-	-	1	-	1	-	1	4	3	1	4	1
Weighted total	**26**	18	-	-	2	-	*	-	*	5	3	1	4	*
Very low	*	*	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*1%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**2**	2	-	-	-	-	-	-	-	-	-	-	-	-
	8%	*11%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**1**	1	-	-	-	-	-	-	-	-	-	1	-	*
	5%	*5%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	*100%*
Quite high	**13**	8	-	-	2	-	*	-	*	2	3	-	2	-
	49%	*41%*	-%	-%	*100%*	-%	*100%*	-%	*100%*	*33%*	*100%*	-%	*46%*	-%
Very high	**10**	7	-	-	-	-	-	-	-	3	-	-	2	-
	37%	*40%*	-%	-%	-%	-%	-%	-%	-%	*67%*	-%	-%	*54%*	-%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*2%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	**23**	15	-	-	2	-	*	-	*	5	3	-	4	-
	85%	*82%*	-%	-%	*100%*	-%	*100%*	-%	*100%*	*100%*	*100%*	-%	*100%*	-%
NET: Low	**2**	2	-	-	-	-	-	-	-	-	-	-	-	-
	8%	*12%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The quality of the postal services provided by UK Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)
Base: All those who use UK Mail (QV4=4)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	26	1	6	4	7	1	18	-	1	9	17	11	2
Weighted total	26	*	8	7	6	*	20	-	*	7	20	12	1
Very low	*	-	-	-	*	-	*	-	-	-	*	-	-
	1%	-%	-%	-%	*2%*	-%	*1%*	-%	-%	-%	*1%*	-%	-%
Quite low	2	-	-	2	*	-	2	-	-	-	2	-	-
	8%	-%	-%	*28%*	*2%*	-%	*10%*	-%	-%	-%	*10%*	-%	-%
Neither low nor high	1	-	-	1	-	-	1	-	-	*	1	*	1
	5%	-%	-%	*14%*	-%	-%	*5%*	-%	-%	*3%*	*6%*	*2%*	*66%*
Quite high	13	-	5	2	2	*	9	-	*	5	8	6	-
	49%	-%	*71%*	*28%*	*38%*	*100%*	*47%*	-%	*100%*	*77%*	*39%*	*54%*	-%
Very high	10	*	2	2	3	-	7	-	-	1	8	5	*
	37%	*100%*	*29%*	*30%*	*52%*	-%	*37%*	-%	-%	*20%*	*42%*	*45%*	*34%*
Don't Know (DO NOT READ OUT)	*	-	-	-	*	-	*	-	-	-	*	-	-
	1%	-%	-%	-%	*5%*	-%	*1%*	-%	-%	-%	*2%*	-%	-%
NET: High	23	*	8	4	5	*	17	-	*	7	16	11	*
	85%	*100%*	*100%*	*57%*	*90%*	*100%*	*83%*	-%	*100%*	*97%*	*81%*	*98%*	*34%*
NET: Low	2	-	-	2	*	-	2	-	-	-	2	-	-
	8%	-%	-%	*28%*	*5%*	-%	*11%*	-%	-%	-%	*11%*	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The quality of the postal services provided by UK Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)
Base: All those who use UK Mail (QV4=4)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	26	3	13	10	1	2	17	1	11	-	-
Weighted total	26	3	13	11	1	2	19	2	10	-	-
Very low	*	-	*	-	-	-	*	-	-	-	-
	1%	-%	*1%*	-%	-%	-%	*1%*	-%	-%	-%	-%
Quite low	2	-	2	-	-	-	2	-	-	-	-
	8%	-%	*15%*	-%	-%	-%	*11%*	-%	-%	-%	-%
Neither low nor high	1	-	-	*	-	-	1	-	1	-	-
	5%	-%	-%	*2%*	-%	-%	*5%*	-%	*12%*	-%	-%
Quite high	13	2	6	6	-	2	8	2	3	-	-
	49%	*65%*	*47%*	*59%*	-%	*100%*	*42%*	*100%*	*29%*	-%	-%
Very high	10	1	4	4	1	-	7	-	6	-	-
	37%	*35%*	*34%*	*39%*	*100%*	-%	*40%*	-%	*59%*	-%	-%
Don't Know (DO NOT READ OUT)	*	-	*	-	-	-	*	-	-	-	-
	1%	-%	*2%*	-%	-%	-%	*2%*	-%	-%	-%	-%
NET: High	23	3	11	10	1	2	15	2	8	-	-
	85%	*100%*	*81%*	*98%*	*100%*	*100%*	*82%*	*100%*	*88%*	-%	-%
NET: Low	2	-	2	-	-	-	2	-	-	-	-
	8%	-%	*16%*	-%	-%	-%	*12%*	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The quality of the postal services provided by UK Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All those who use UK Mail (QV4=4)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	26	2	7	-	-	15	10	3	1	10	7	5	6	9	-
Weighted total	26	3	5	-	-	15	7	1	*	10	7	5	6	10	-
Very low	*	-	-	-	-	*	*	-	-	-	-	*	-	-	-
	1%	-%	-%	-%	-%	*1%*	*2%*	-%	-%	-%	-%	*3%*	-%	-%	-%
Quite low	2	-	-	-	-	2	*	*	-	-	-	-	-	-	-
	8%	-%	-%	-%	-%	*13%*	*2%*	*15%*	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	-	1	-	-	-	1	-	-	*	-	-	*	-	-
	5%	-%	*20%*	-%	-%	-%	*13%*	-%	-%	*2%*	-%	-%	*3%*	-%	-%
Quite high	13	3	1	-	-	8	3	*	*	5	4	4	2	5	-
	49%	*100%*	*21%*	-%	-%	*51%*	*35%*	*53%*	*100%*	*46%*	*67%*	*76%*	*44%*	*47%*	-%
Very high	10	-	3	-	-	5	4	*	-	5	2	1	3	5	-
	37%	-%	*58%*	-%	-%	*34%*	*49%*	*32%*	-%	*52%*	*33%*	*21%*	*53%*	*53%*	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	*2%*	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	23	3	4	-	-	13	6	1	*	10	7	5	5	10	-
	85%	*100%*	*80%*	-%	-%	*84%*	*84%*	*85%*	*100%*	*98%*	*100%*	*97%*	*97%*	*100%*	-%
NET: Low	2	-	-	-	-	2	*	*	-	-	-	*	-	-	-
	8%	-%	-%	-%	-%	*14%*	*4%*	*15%*	-%	-%	-%	*3%*	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The quality of the postal services provided by UK Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)
Base: All those who use UK Mail (QV4=4)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	**26**	4	5	7	1	1	7	10	1	-	3	-
Weighted total	**26**	2	4	6	*	*	5	8	2	-	1	-
Very low	*	*	*	*	-	-	*	*	-	-	*	-
	1%	*8%*	*4%*	*2%*	*-%*	*-%*	*3%*	*2%*	*-%*	*-%*	*9%*	*-%*
Quite low	**2**	-	-	2	-	-	*	*	-	-	-	-
	8%	*-%*	*-%*	*30%*	*-%*	*-%*	*3%*	*2%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**1**	-	-	-	-	-	*	-	-	-	-	-
	5%	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite high	**13**	*	2	4	-	-	2	3	2	-	*	-
	49%	*14%*	*58%*	*63%*	*-%*	*-%*	*38%*	*34%*	*100%*	*-%*	*20%*	*-%*
Very high	**10**	1	1	*	*	*	3	5	-	-	1	-
	37%	*78%*	*38%*	*5%*	*100%*	*100%*	*54%*	*63%*	*-%*	*-%*	*71%*	*-%*
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**23**	2	3	4	*	*	5	8	2	-	1	-
	85%	*92%*	*96%*	*68%*	*100%*	*100%*	*91%*	*97%*	*100%*	*-%*	*91%*	*-%*
NET: Low	**2**	*	*	2	-	-	*	*	-	-	*	-
	8%	*8%*	*4%*	*32%*	*-%*	*-%*	*5%*	*3%*	*-%*	*-%*	*9%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

The quality of the postal services provided by UK Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)
Base: All those who use UK Mail (QV4=4)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	**26**	25	21	25	24	24	15	24	3	1	14	-	4	14
Weighted total	**26**	26	19	26	23	24	13	24	1	*	14	-	2	13
Very low	*	*	*	*	*	*	*	*	-	-	*	-	-	*
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*
Quite low	**2**	2	2	2	*	2	*	2	*	*	-	-	-	*
	8%	*8%*	*11%*	*8%*	*1%*	*8%*	*1%*	*8%*	*10%*	*100%*	*-%*	*-%*	*-%*	*1%*
Neither low nor high	**1**	1	1	1	1	1	1	1	1	-	*	-	*	*
	5%	*5%*	*8%*	*5%*	*6%*	*6%*	*10%*	*6%*	*68%*	*-%*	*2%*	*-%*	*8%*	*2%*
Quite high	**13**	13	7	13	13	13	11	11	-	-	9	-	1	8
	49%	*49%*	*39%*	*49%*	*56%*	*53%*	*83%*	*46%*	*-%*	*-%*	*65%*	*-%*	*49%*	*62%*
Very high	**10**	10	8	10	8	8	*	10	*	-	4	-	1	4
	37%	*37%*	*42%*	*37%*	*35%*	*33%*	*2%*	*40%*	*22%*	*-%*	*30%*	*-%*	*43%*	*32%*
Don't Know (DO NOT READ OUT)	*	-	-	-	*	-	*	-	-	-	*	-	-	*
	1%	*-%*	*-%*	*-%*	*1%*	*-%*	*2%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*2%*
NET: High	**23**	23	15	23	21	21	11	21	*	-	13	-	2	12
	85%	*86%*	*81%*	*86%*	*91%*	*85%*	*86%*	*85%*	*22%*	*-%*	*95%*	*-%*	*92%*	*93%*
NET: Low	**2**	2	2	2	*	2	*	2	*	*	*	-	-	*
	8%	*8%*	*11%*	*8%*	*1%*	*9%*	*2%*	*9%*	*10%*	*100%*	*1%*	*-%*	*-%*	*2%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The quality of the postal services provided by UK Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)
Base: All those who use UK Mail (QV4=4)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	26	24	1	6	20	6	16	4	15	2	9	16	10
Weighted total	26	26	*	5	21	4	18	4	11	2	13	16	10
Very low	*	*	-	*	-	-	*	-	*	-	-	-	*
	1%	*1%*	*-%*	*3%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*
Quite low	2	2	*	2	-	*	2	-	2	-	-	2	*
	8%	*7%*	*100%*	*39%*	*-%*	*4%*	*10%*	*-%*	*18%*	*-%*	*-%*	*11%*	*1%*
Neither low nor high	1	1	-	1	*	*	1	*	1	*	-	*	1
	5%	*5%*	*-%*	*24%*	*1%*	*8%*	*5%*	*5%*	*11%*	*10%*	*-%*	*3%*	*9%*
Quite high	13	13	-	2	11	2	9	2	4	2	7	6	7
	49%	*49%*	*-%*	*34%*	*52%*	*53%*	*49%*	*42%*	*34%*	*90%*	*55%*	*38%*	*66%*
Very high	10	10	-	-	10	1	6	2	4	-	6	8	2
	37%	*37%*	*-%*	*-%*	*45%*	*35%*	*33%*	*54%*	*32%*	*-%*	*45%*	*48%*	*19%*
Don't Know (DO NOT READ OUT)	*	*	-	-	*	-	*	-	*	-	-	-	*
	1%	*1%*	*-%*	*-%*	*1%*	*-%*	*2%*	*-%*	*3%*	*-%*	*-%*	*-%*	*3%*
NET: High	23	23	-	2	21	3	15	4	7	2	13	14	9
	85%	*86%*	*-%*	*34%*	*98%*	*89%*	*82%*	*95%*	*67%*	*90%*	*100%*	*86%*	*85%*
NET: Low	2	2	*	2	-	*	2	-	2	-	-	2	*
	8%	*8%*	*100%*	*42%*	*-%*	*4%*	*11%*	*-%*	*19%*	*-%*	*-%*	*11%*	*3%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The quality of the postal services provided by UK Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)
Base: All those who use UK Mail (QV4=4)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	26	2	-	2	2	1	2	1	2	1	3	-	-
Weighted total	26	1	-	1	1	1	1	1	1	*	2	-	-
Very low	*	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	-	-	-	-	-	-	-	-	-	-	-	-
	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	-	-	-	-	-	-	-	-	-	*	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*18%*	-%	-%
Quite high	13	-	-	-	-	-	-	-	-	-	*	-	-
	49%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*18%*	-%	-%
Very high	10	1	-	1	1	1	1	1	1	*	1	-	-
	37%	*100%*	-%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*64%*	-%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	23	1	-	1	1	1	1	1	1	*	1	-	-
	85%	*100%*	-%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*82%*	-%	-%
NET: Low	2	-	-	-	-	-	-	-	-	-	-	-	-
	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 163 (continuation)

The quality of the postal services provided by UK Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All those who use UK Mail (QV4=4)

	Total base	Month									
		Jan' 2018	Feb' 2018	Apr' 2018	May' 2018	Jun' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j
Unweighted total	26	3	2	4	1	3	3	4	4	1	1
Weighted total	26	4	4	2	1	2	1	4	6	2	2
Very low	*	-	-	-	-	-	*	-	-	-	-
	1%	-%	-%	-%	-%	-%	16%	-%	-%	-%	-%
Quite low	2	-	2	-	-	-	-	*	-	-	-
	8%	-%	52%	-%	-%	-%	-%	3%	-%	-%	-%
Neither low nor high	1	-	-	*	-	1	-	-	*	-	-
	5%	-%	-%	15%	-%	61%	-%	-%	3%	-%	-%
Quite high	13	2	2	*	1	-	1	2	4	2	-
	49%	53%	48%	15%	100%	-%	84%	40%	64%	100%	-%
Very high	10	2	-	1	-	*	-	2	2	-	2
	37%	47%	-%	70%	-%	19%	-%	57%	33%	-%	100%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	-	-	-	-	-
	1%	-%	-%	-%	-%	19%	-%	-%	-%	-%	-%
NET: High	23	4	2	2	1	*	1	4	6	2	2
	85%	100%	48%	85%	100%	19%	84%	97%	97%	100%	100%
NET: Low	2	-	2	-	-	-	*	*	-	-	-
	8%	-%	52%	-%	-%	-%	16%	3%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

The quality of the postal services provided by UK Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All those who use UK Mail (QV4=4)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	26	5	8	7	6
Weighted total	26	7	4	5	10
Very low	*	-	-	*	-
	1%	-%	-%	3%	-%
Quite low	2	2	-	*	-
	8%	26%	-%	3%	-%
Neither low nor high	1	-	1	-	*
	5%	-%	28%	-%	2%
Quite high	13	4	1	2	6
	49%	51%	28%	47%	58%
Very high	10	2	2	2	4
	37%	24%	38%	47%	40%
Don't Know (DO NOT READ OUT)	*	-	*	-	-
	1%	-%	7%	-%	-%
NET: High	23	5	3	5	9
	85%	74%	65%	94%	98%
NET: Low	2	2	-	*	-
	8%	26%	-%	6%	-%

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 164 Page 2900

The price of the postal services provided by UK Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All those who use UK Mail (QV4=4)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	**26**	21	4	1	-	5	8	9	2	1	3
Weighted total	**26**	25	1	*	-	1	8	11	2	*	1
Very low	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**7**	7	*	-	-	*	4	2	-	-	*
	28%	*29%*	*23%*	-%	-%	*20%*	*43%*	*17%*	-%	-%	*33%*
Quite high	**12**	11	*	*	-	1	4	5	-	*	*
	44%	*43%*	*60%*	*100%*	-%	*65%*	*48%*	*42%*	-%	*100%*	*67%*
Very high	**7**	7	*	-	-	*	1	4	2	-	-
	27%	*27%*	*17%*	-%	-%	*14%*	*9%*	*38%*	*100%*	-%	-%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	-	*	-	-	-
	1%	*1%*	-%	-%	-%	-%	-%	*3%*	-%	-%	-%
NET: High	**19**	18	1	*	-	1	5	9	2	*	*
	71%	*70%*	*77%*	*100%*	-%	*80%*	*57%*	*80%*	*100%*	*100%*	*67%*
NET: Low	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

The price of the postal services provided by UK Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)
Base: All those who use UK Mail (QV4=4)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	**26**	3	2	1	-	1	2	2	4	5	20	-	6	-
Weighted total	**26**	4	4	2	-	2	*	3	4	5	24	-	2	-
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**7**	-	-	-	-	2	-	-	4	2	7	-	-	-
	28%	-%	-%	-%	-%	*100%*	-%	-%	*88%*	*40%*	*31%*	-%	-%	-%
Quite high	**12**	2	2	2	-	-	*	3	*	1	10	-	1	-
	44%	*51%*	*50%*	*100%*	-%	-%	*50%*	*100%*	*5%*	*19%*	*43%*	-%	*50%*	-%
Very high	**7**	2	2	-	-	-	*	-	*	2	6	-	1	-
	27%	*49%*	*50%*	-%	-%	-%	*50%*	-%	*7%*	*41%*	*26%*	-%	*36%*	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*14%*	-%
NET: High	**19**	4	4	2	-	-	*	3	1	3	17	-	2	-
	71%	*100%*	*100%*	*100%*	-%	-%	*100%*	*100%*	*12%*	*60%*	*69%*	-%	*86%*	-%
NET: Low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by UK Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)
Base: All those who use UK Mail (QV4=4)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	**26**	-	6	1	1	13	-	-	5	17	9	22	4
Weighted total	**26**	-	6	*	2	14	-	-	4	17	9	24	3
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**7**	-	2	*	-	4	-	-	2	4	4	7	-
	28%	-%	*31%*	*100%*	-%	*25%*	-%	-%	*43%*	*23%*	*38%*	*31%*	-%
Quite high	**12**	-	3	-	2	6	-	-	*	9	2	10	2
	44%	-%	*60%*	-%	*100%*	*44%*	-%	-%	*6%*	*54%*	*25%*	*40%*	*77%*
Very high	**7**	-	*	-	-	4	-	-	2	4	3	7	*
	27%	-%	*9%*	-%	-%	*30%*	-%	-%	*51%*	*23%*	*34%*	*28%*	*12%*
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	-	-	-	-	*	-	*
	1%	-%	-%	-%	-%	*2%*	-%	-%	-%	-%	*3%*	-%	*12%*
NET: High	**19**	-	4	-	2	11	-	-	3	13	6	16	2
	71%	-%	*69%*	-%	*100%*	*73%*	-%	-%	*57%*	*77%*	*59%*	*69%*	*88%*
NET: Low	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The price of the postal services provided by UK Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)
Base: All those who use UK Mail (QV4=4)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	**26**	26	-	16	2	7
Weighted total	**26**	26	-	17	1	6
Very low	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither low nor high	**7**	7	-	6	-	2
	28%	*28%*	-%	*33%*	-%	*30%*
Quite high	**12**	12	-	8	1	3
	44%	*44%*	-%	*44%*	*76%*	*52%*
Very high	**7**	7	-	4	-	1
	27%	*27%*	-%	*23%*	-%	*18%*
Don't Know (DO NOT READ OUT)	*	*	-	-	*	-
	1%	*1%*	-%	-%	*24%*	-%
NET: High	**19**	19	-	12	1	4
	71%	*71%*	-%	*67%*	*76%*	*70%*
NET: Low	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 164 (continuation)

The price of the postal services provided by UK Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All those who use UK Mail (QV4=4)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	**26**	11	10	4	-	-	1	-	-	21	5	3	8	15
Weighted total	**26**	12	11	3	-	-	*	-	-	23	3	4	8	14
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**7**	7	*	-	-	-	-	-	-	7	-	4	4	*
	28%	*60%*	*2%*	-%	-%	-%	-%	-%	-%	*33%*	-%	*88%*	*45%*	*1%*
Quite high	**12**	3	7	2	-	-	*	-	-	10	2	-	3	9
	44%	*23%*	*63%*	*53%*	-%	-%	*100%*	-%	-%	*42%*	*57%*	-%	*36%*	*61%*
Very high	**7**	2	4	1	-	-	-	-	-	6	1	*	2	5
	27%	*17%*	*35%*	*38%*	-%	-%	-%	-%	-%	*25%*	*35%*	*12%*	*19%*	*35%*
Don't Know (DO NOT READ OUT)	*	-	-	*	-	-	-	-	-	-	*	-	-	*
	1%	-%	-%	*9%*	-%	-%	-%	-%	-%	-%	*9%*	-%	-%	*2%*
NET: High	**19**	5	11	3	-	-	*	-	-	15	3	*	4	14
	71%	*40%*	*98%*	*91%*	-%	-%	*100%*	-%	-%	*67%*	*91%*	*12%*	*55%*	*97%*
NET: Low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 05/02/19

The price of the postal services provided by UK Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)
Base: All those who use UK Mail (QV4=4)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**26**	12	9	13	19	8	19	11	-	-	1	1	-	-
Weighted total	**26**	11	8	13	20	8	18	12	-	-	*	1	-	-
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**7**	2	2	2	4	*	2	2	-	-	-	-	-	-
	28%	*17%*	*22%*	*15%*	*17%*	*2%*	*12%*	*16%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite high	**12**	6	4	7	11	5	9	7	-	-	*	-	-	-
	44%	*50%*	*45%*	*57%*	*55%*	*56%*	*54%*	*61%*	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*
Very high	**7**	4	3	4	5	3	6	3	-	-	-	1	-	-
	27%	*33%*	*33%*	*29%*	*26%*	*41%*	*35%*	*23%*	*-%*	*-%*	*-%*	*100%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	*	-	-	-	*	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**19**	9	6	11	17	8	16	10	-	-	*	1	-	-
	71%	*83%*	*78%*	*85%*	*81%*	*98%*	*88%*	*84%*	*-%*	*-%*	*100%*	*100%*	*-%*	*-%*
NET: Low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The price of the postal services provided by UK Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)
Base: All those who use UK Mail (QV4=4)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	26	17	-	-	1	-	1	-	1	4	3	1	4	1
Weighted total	26	18	-	-	2	-	*	-	*	5	3	1	4	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	7	4	-	-	-	-	-	-	-	2	-	-	-	*
	28%	*19%*	-%	-%	-%	-%	-%	-%	-%	*33%*	-%	-%	-%	*100%*
Quite high	12	9	-	-	2	-	*	-	*	-	3	1	4	-
	44%	*50%*	-%	-%	*100%*	-%	*100%*	-%	*100%*	-%	*100%*	*100%*	*93%*	-%
Very high	7	5	-	-	-	-	-	-	-	3	-	-	*	-
	27%	*29%*	-%	-%	-%	-%	-%	-%	-%	*67%*	-%	-%	*7%*	-%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*2%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	19	15	-	-	2	-	*	-	*	3	3	1	4	-
	71%	*79%*	-%	-%	*100%*	-%	*100%*	-%	*100%*	*67%*	*100%*	*100%*	*100%*	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The price of the postal services provided by UK Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)
Base: All those who use UK Mail (QV4=4)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	26	1	6	4	7	1	18	-	1	9	17	11	2
Weighted total	26	*	8	7	6	*	20	-	*	7	20	12	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	7	-	2	2	-	-	4	-	-	*	7	2	-
	28%	-%	*23%*	*28%*	-%	-%	*18%*	-%	-%	*3%*	*37%*	*17%*	-%
Quite high	12	*	4	3	4	*	11	-	*	4	8	6	1
	44%	*100%*	*49%*	*42%*	*74%*	*100%*	*54%*	-%	*100%*	*59%*	*39%*	*56%*	*66%*
Very high	7	-	2	2	1	-	5	-	-	3	4	3	*
	27%	-%	*29%*	*30%*	*21%*	-%	*26%*	-%	-%	*38%*	*23%*	*28%*	*34%*
Don't Know (DO NOT READ OUT)	*	-	-	-	*	-	*	-	-	-	*	-	-
	1%	-%	-%	-%	*5%*	-%	*1%*	-%	-%	-%	*2%*	-%	-%
NET: High	19	*	6	5	5	*	16	-	*	7	12	10	1
	71%	*100%*	*77%*	*72%*	*95%*	*100%*	*81%*	-%	*100%*	*97%*	*61%*	*83%*	*100%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The price of the postal services provided by UK Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)
Base: All those who use UK Mail (QV4=4)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	26	3	13	10	1	2	17	1	11	-	-
Weighted total	26	3	13	11	1	2	19	2	10	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	7	-	4	2	-	-	4	2	*	-	-
	28%	-%	28%	18%	-%	-%	19%	100%	2%	-%	-%
Quite high	12	2	7	6	-	2	9	-	6	-	-
	44%	65%	52%	61%	-%	100%	50%	-%	59%	-%	-%
Very high	7	1	2	2	1	-	5	-	4	-	-
	27%	35%	18%	21%	100%	-%	29%	-%	39%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	*	-	-	-	*	-	-	-	-
	1%	-%	2%	-%	-%	-%	2%	-%	-%	-%	-%
NET: High	19	3	9	9	1	2	15	-	9	-	-
	71%	100%	70%	82%	100%	100%	79%	-%	98%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The price of the postal services provided by UK Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All those who use UK Mail (QV4=4)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	26	2	7	-	-	15	10	3	1	10	7	5	6	9	-
Weighted total	26	3	5	-	-	15	7	1	*	10	7	5	6	10	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	7	2	-	-	-	4	-	-	-	2	2	-	2	2	-
	28%	*50%*	-%	-%	-%	*23%*	-%	-%	-%	*19%*	*26%*	-%	*34%*	*18%*	-%
Quite high	12	2	2	-	-	7	6	1	*	5	3	4	1	5	-
	44%	*50%*	*42%*	-%	-%	*42%*	*80%*	*85%*	*100%*	*48%*	*41%*	*79%*	*13%*	*49%*	-%
Very high	7	-	3	-	-	5	1	*	-	3	2	1	3	3	-
	27%	-%	*58%*	-%	-%	*33%*	*20%*	*15%*	-%	*33%*	*33%*	*21%*	*53%*	*33%*	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	*2%*	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	19	2	5	-	-	12	7	1	*	8	5	5	4	8	-
	71%	*50%*	*100%*	-%	-%	*75%*	*100%*	*100%*	*100%*	*81%*	*74%*	*100%*	*66%*	*82%*	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The price of the postal services provided by UK Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)
Base: All those who use UK Mail (QV4=4)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	**26**	4	5	7	1	1	7	10	1	-	3	-
Weighted total	**26**	2	4	6	*	*	5	8	2	-	1	-
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**7**	-	-	4	-	-	*	-	-	-	-	-
	28%	-%	-%	*58%*	-%	-%	*4%*	-%	-%	-%	-%	-%
Quite high	**12**	1	2	3	*	*	2	5	2	-	*	-
	44%	*39%*	*70%*	*42%*	*100%*	*100%*	*40%*	*59%*	*100%*	-%	*9%*	-%
Very high	**7**	1	1	-	-	-	3	3	-	-	1	-
	27%	*61%*	*30%*	-%	-%	-%	*56%*	*41%*	-%	-%	*91%*	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	**19**	2	4	3	*	*	5	8	2	-	1	-
	71%	*100%*	*100%*	*42%*	*100%*	*100%*	*96%*	*100%*	*100%*	-%	*100%*	-%
NET: Low	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 164 (continuation)

The price of the postal services provided by UK Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All those who use UK Mail (QV4=4)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	26	25	21	25	24	24	15	24	3	1	14	-	4	14
Weighted total	26	26	19	26	23	24	13	24	1	*	14	-	2	13
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	7	7	2	7	4	6	4	6	-	-	2	-	*	2
	28%	29%	11%	29%	17%	24%	29%	24%	-%	-%	12%	-%	8%	13%
Quite high	12	12	10	12	12	12	7	12	1	-	9	-	-	9
	44%	44%	52%	44%	51%	48%	58%	48%	90%	-%	63%	-%	-%	67%
Very high	7	7	7	7	7	7	1	7	*	*	3	-	2	2
	27%	27%	37%	27%	31%	29%	11%	29%	10%	100%	23%	-%	92%	18%
Don't Know (DO NOT READ OUT)	*	-	-	-	*	-	*	-	-	-	*	-	-	*
	1%	-%	-%	-%	1%	-%	2%	-%	-%	-%	2%	-%	-%	2%
NET: High	19	19	17	19	19	19	9	19	1	*	12	-	2	11
	71%	71%	89%	71%	82%	76%	69%	76%	100%	100%	85%	-%	92%	84%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The price of the postal services provided by UK Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)
Base: All those who use UK Mail (QV4=4)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	**26**	24	1	6	20	6	16	4	15	2	9	16	10
Weighted total	**26**	26	*	5	21	4	18	4	11	2	13	16	10
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**7**	7	-	2	6	-	4	4	4	2	2	6	2
	28%	*28%*	*-%*	*37%*	*26%*	*-%*	*21%*	*88%*	*33%*	*100%*	*15%*	*34%*	*19%*
Quite high	**12**	12	-	3	8	3	9	-	4	-	7	7	5
	44%	*44%*	*-%*	*61%*	*40%*	*69%*	*49%*	*-%*	*38%*	*-%*	*55%*	*41%*	*48%*
Very high	**7**	7	*	*	7	1	5	*	3	-	4	4	3
	27%	*27%*	*100%*	*3%*	*32%*	*31%*	*29%*	*12%*	*26%*	*-%*	*31%*	*25%*	*29%*
Don't Know (DO NOT READ OUT)	*	*	-	-	*	-	*	-	*	-	-	-	*
	1%	*1%*	*-%*	*-%*	*1%*	*-%*	*2%*	*-%*	*3%*	*-%*	*-%*	*-%*	*3%*
NET: High	**19**	18	*	3	15	4	14	*	7	-	11	11	8
	71%	*71%*	*100%*	*63%*	*72%*	*100%*	*78%*	*12%*	*65%*	*-%*	*85%*	*66%*	*78%*
NET: Low	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The price of the postal services provided by UK Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All those who use UK Mail (QV4=4)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	26	2	-	2	2	1	2	1	2	1	3	-	-
Weighted total	26	1	-	1	1	1	1	1	1	*	2	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	7	-	-	-	-	-	-	-	-	-	-	-	-
	28%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	12	-	-	-	-	-	-	-	-	-	*	-	-
	44%	-%	-%	-%	-%	-%	-%	-%	-%	-%	18%	-%	-%
Very high	7	1	-	1	1	1	1	1	1	*	1	-	-
	27%	100%	-%	100%	100%	100%	100%	100%	100%	100%	82%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	19	1	-	1	1	1	1	1	1	*	2	-	-
	71%	100%	-%	100%	100%	100%	100%	100%	100%	100%	100%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 164 (continuation)

The price of the postal services provided by UK Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All those who use UK Mail (QV4=4)

	Total base	Month									
		Jan' 2018	Feb' 2018	Apr' 2018	May' 2018	Jun' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j
Unweighted total	26	3	2	4	1	3	3	4	4	1	1
Weighted total	26	4	4	2	1	2	1	4	6	2	2
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	7	3	2	-	-	-	-	-	2	-	-
	28%	*93%*	*52%*	-%	-%	-%	-%	-%	*36%*	-%	-%
Quite high	12	*	2	*	-	1	1	2	4	2	-
	44%	*7%*	*48%*	*15%*	-%	*81%*	*100%*	*40%*	*64%*	*100%*	-%
Very high	7	-	-	2	1	-	-	3	-	-	2
	27%	-%	-%	*85%*	*100%*	-%	-%	*60%*	-%	-%	*100%*
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	-	-	-	-	-
	1%	-%	-%	-%	-%	*19%*	-%	-%	-%	-%	-%
NET: High	19	*	2	2	1	1	1	4	4	2	2
	71%	*7%*	*48%*	*100%*	*100%*	*81%*	*100%*	*100%*	*64%*	*100%*	*100%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j

The price of the postal services provided by UK Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)
Base: All those who use UK Mail (QV4=4)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		***a**	***b**	***c**	***d**
Unweighted total	**26**	5	8	7	6
Weighted total	**26**	7	4	5	10
Very low	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Quite low	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**7**	5	-	-	2
	28%	*73%*	*-%*	*-%*	*22%*
Quite high	**12**	2	2	3	6
	44%	*27%*	*35%*	*50%*	*58%*
Very high	**7**	-	3	3	2
	27%	*-%*	*59%*	*50%*	*20%*
Don't Know (DO NOT READ OUT)	*****	-	*	-	-
	1%	*-%*	*7%*	*-%*	*-%*
NET: High	**19**	2	4	5	8
	71%	*27%*	*93%*	*100%*	*78%*
NET: Low	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 165 Page 2916

The quality of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)

Base: All those who use UPS (QV4=5)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	61	42	11	5	3	19	11	17	6	1	4
Weighted total	51	48	2	1	*	2	13	14	5	*	2
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	2	*	-	-	*	-	-	2	-	-
	3%	3%	4%	-%	-%	2%	-%	-%	32%	-%	-%
Neither low nor high	4	4	-	-	-	-	3	1	-	-	-
	7%	8%	-%	-%	-%	-%	20%	7%	-%	-%	-%
Quite high	11	9	1	*	*	1	2	4	*	*	2
	21%	19%	51%	81%	28%	54%	17%	28%	3%	100%	91%
Very high	34	33	1	*	*	1	8	9	3	-	*
	68%	69%	45%	19%	45%	39%	63%	63%	65%	-%	9%
Don't Know (DO NOT READ OUT)	*	*	-	-	*	*	-	*	-	-	-
	1%	1%	-%	-%	28%	4%	-%	2%	-%	-%	-%
NET: High	45	43	1	1	*	2	11	12	3	*	2
	89%	88%	96%	100%	72%	93%	80%	91%	68%	100%	100%
NET: Low	2	2	*	-	-	*	-	-	2	-	-
	3%	3%	4%	-%	-%	2%	-%	-%	32%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

The quality of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)

Base: All those who use UPS (QV4=5)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	61	7	3	8	-	7	10	4	3	2	44	6	9	2
Weighted total	51	8	6	9	-	6	8	4	3	2	46	2	3	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	-	-	-	-	-	2	-	-	-	2	-	-	-
	3%	-%	-%	-%	-%	-%	22%	-%	-%	-%	4%	-%	-%	-%
Neither low nor high	4	-	-	2	-	1	-	1	-	-	4	-	-	-
	7%	-%	-%	18%	-%	15%	-%	27%	-%	-%	8%	-%	-%	-%
Quite high	11	-	2	*	-	*	5	*	1	*	9	1	1	*
	21%	-%	33%	2%	-%	5%	63%	3%	34%	12%	19%	37%	37%	100%
Very high	34	8	4	7	-	5	1	3	2	2	32	1	2	-
	68%	100%	67%	80%	-%	80%	14%	69%	66%	88%	69%	63%	54%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-	-	*	-	*	-
	1%	-%	-%	-%	-%	-%	1%	-%	-%	-%	*%	-%	9%	-%
NET: High	45	8	6	7	-	5	6	3	3	2	40	2	3	*
	89%	100%	100%	82%	-%	85%	76%	73%	100%	100%	88%	100%	91%	100%
NET: Low	2	-	-	-	-	-	2	-	-	-	2	-	-	-
	3%	-%	-%	-%	-%	-%	22%	-%	-%	-%	4%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 165 (continuation)

The quality of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)

Base: All those who use UPS (QV4=5)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b
Unweighted total	61	-	19	2	1	25	-	-	14	40	21	54	7
Weighted total	51	-	9	1	1	26	-	-	15	40	10	44	6
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	-	-	-	-	-	-	-	2	*	2	2	-
	3%	-%	-%	-%	-%	-%	-%	-%	12%	*%	16%	4%	-%
Neither low nor high	4	-	-	-	-	2	-	-	2	4	-	4	-
	7%	-%	-%	-%	-%	8%	-%	-%	11%	9%	-%	8%	-%
Quite high	11	-	4	-	-	5	-	-	2	9	2	10	*
	21%	-%	42%	-%	-%	21%	-%	-%	11%	22%	15%	24%	2%
Very high	34	-	5	1	1	18	-	-	10	28	7	28	6
	68%	-%	58%	100%	100%	70%	-%	-%	66%	69%	65%	64%	93%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	-	-	*	-	*	*	*
	1%	-%	-%	-%	-%	1%	-%	-%	1%	-%	4%	*%	5%
NET: High	45	-	9	1	1	24	-	-	11	37	8	39	6
	89%	-%	100%	100%	100%	91%	-%	-%	77%	91%	80%	88%	95%
NET: Low	2	-	-	-	-	-	-	-	2	*	2	2	-
	3%	-%	-%	-%	-%	-%	-%	-%	12%	*%	16%	4%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The quality of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	*c
Unweighted total	**61**	60	1	23	11	26
Weighted total	**51**	50	*	19	13	19
Very low	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**2**	2	-	*	2	-
	3%	*3%*	*-%*	**%*	*13%*	*-%*
Neither low nor high	**4**	4	-	2	-	2
	7%	*7%*	*-%*	*9%*	*-%*	*11%*
Quite high	**11**	11	-	3	2	5
	21%	*21%*	*-%*	*17%*	*14%*	*28%*
Very high	**34**	34	*	14	9	11
	68%	*68%*	*100%*	*74%*	*71%*	*60%*
Don't Know (DO NOT READ OUT)	*	*	-	-	*	*
	1%	*1%*	*-%*	*-%*	*2%*	*1%*
NET: High	**45**	44	*	17	11	17
	89%	*89%*	*100%*	*91%*	*85%*	*89%*
NET: Low	**2**	2	-	*	2	-
	3%	*3%*	*-%*	**%*	*13%*	*-%*

Columns Tested: a,b - a,b,c

The quality of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	c
Unweighted total	**61**	28	27	6	-	-	-	-	-	55	6	7	21	33
Weighted total	**51**	26	22	3	-	-	-	-	-	47	3	7	19	25
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**2**	2	-	-	-	-	-	-	-	2	-	-	2	-
	3%	*7%*	-%	-%	-%	-%	-%	-%	-%	*4%*	-%	-%	*9%*	-%
Neither low nor high	**4**	3	1	-	-	-	-	-	-	4	-	2	1	1
	7%	*10%*	*5%*	-%	-%	-%	-%	-%	-%	*8%*	-%	*23%*	*5%*	*4%*
Quite high	**11**	1	8	1	-	-	-	-	-	9	1	*	1	9
	21%	*4%*	*37%*	*42%*	-%	-%	-%	-%	-%	*19%*	*42%*	*6%*	*4%*	*38%*
Very high	**34**	20	12	2	-	-	-	-	-	33	2	5	15	14
	68%	*79%*	*57%*	*49%*	-%	-%	-%	-%	-%	*69%*	*49%*	*71%*	*82%*	*56%*
Don't Know (DO NOT READ OUT)	*	-	*	*	-	-	-	-	-	*	*	-	-	*
	1%	-%	*%	*9%*	-%	-%	-%	-%	-%	*%	*9%*	-%	-%	*2%*
NET: High	**45**	22	20	3	-	-	-	-	-	42	3	5	16	23
	89%	*83%*	*95%*	*91%*	-%	-%	-%	-%	-%	*89%*	*91%*	*77%*	*86%*	*94%*
NET: Low	**2**	2	-	-	-	-	-	-	-	2	-	-	2	-
	3%	*7%*	-%	-%	-%	-%	-%	-%	-%	*4%*	-%	-%	*9%*	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The quality of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**61**	36	31	37	47	18	41	29	3	-	5	-	-	-
Weighted total	**51**	25	19	26	40	12	35	21	2	-	4	-	-	-
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**2**	2	2 d	2	*	2	-	2	-	-	-	-	-	-
	3%	*7%*	*9%*	*6%*	**%*	*13%*	*-%*	*8%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**4**	-	-	-	2	-	2	-	-	-	-	-	-	-
	7%	*-%*	*-%*	*-%*	*5%*	*-%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite high	**11**	3	3	3	9	4	7	1	*	-	2	-	-	-
	21%	*13%*	*17%*	*12%*	*23%*	*29%*	*21%*	*5%*	*2%*	*-%*	*53%*	*-%*	*-%*	*-%*
Very high	**34**	20	14	21	29	7	25	18	2	-	2	-	-	-
	68%	*80%*	*73%*	*81%*	*71%*	*57%*	*73%*	*87%*	*98%*	*-%*	*44%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	*	*	*	*	*	*	*	-	-	-	*	-	-	-
	1%	**%*	*1%*	**%*	*1%*	*1%*	**%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*
NET: High	**45**	23	17	25	38	11	33	19	2	-	4	-	-	-
	89%	*93%*	*90%*	*93%*	*94%*	*86%*	*94%*	*92%*	*100%*	*-%*	*97%*	*-%*	*-%*	*-%*
NET: Low	**2**	2	2 d	2	*	2	-	2	-	-	-	-	-	-
	3%	*7%*	*9%*	*6%*	**%*	*13%*	*-%*	*8%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The quality of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**61**	43	2	2	-	-	-	-	-	8	4	15	10	-
Weighted total	**51**	37	3	*	-	-	-	-	-	11	3	9	3	-
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**2**	*	-	-	-	-	-	-	-	2	-	*	-	-
	3%	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*15%*	*-%*	*1%*	*-%*	*-%*
Neither low nor high	**4**	2	-	-	-	-	-	-	-	-	-	-	-	-
	7%	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite high	**11**	8	1	*	-	-	-	-	-	-	*	2	1	-
	21%	*22%*	*38%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*27%*	*24%*	*-%*
Very high	**34**	27	2	-	-	-	-	-	-	9	3	7	2	-
	68%	*72%*	*62%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*85%*	*96%*	*73%*	*73%*	*-%*
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	-	-	-	*	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*
NET: High	**45**	35	3	*	-	-	-	-	-	9	3	9	3	-
	89%	*94%*	*100%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*85%*	*100%*	*99%*	*96%*	*-%*
NET: Low	**2**	*	-	-	-	-	-	-	-	2	-	*	-	-
	3%	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*15%*	*-%*	*1%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The quality of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	a	***b**	***c**	***a**	b	a	***b**
Unweighted total	**61**	7	10	19	9	2	36	2	9	27	34	36	1
Weighted total	**51**	2	11	20	5	2	32	*	8	27	24	25	2
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**2**	*	-	-	-	-	-	-	*	2	-	2	-
	3%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*6%*	*-%*	*7%*	*-%*
Neither low nor high	**4**	-	-	1	1	-	2	-	-	1	3	-	-
	7%	*-%*	*-%*	*5%*	*23%*	*-%*	*6%*	*-%*	*-%*	*4%*	*11%*	*-%*	*-%*
Quite high	**11**	1	*	8	1	*	7	*	2	8	3	3	-
	21%	*28%*	*1%*	*38%*	*18%*	*5%*	*22%*	*100%*	*24%*	*30%*	*11%*	*13%*	*-%*
Very high	**34**	2	11	12	2	2	23	-	6	16	19	20	2
	68%	*70%*	*99%*	*58%*	*53%*	*95%*	*71%*	*-%*	*75%*	*59%*	*78%*	*80%*	*100%*
Don't Know (DO NOT READ OUT)	*	-	-	-	*	-	*	-	-	*	*	*	-
	1%	*-%*	*-%*	*-%*	*6%*	*-%*	*1%*	*-%*	*-%*	**%*	*1%*	**%*	*-%*
NET: High	**45**	2	11	20	3	2	30	*	8	24	21	23	2
	89%	*97%*	*100%*	*95%*	*71%*	*100%*	*93%*	*100%*	*99%*	*89%*	*88%*	*93%*	*100%*
NET: Low	**2**	*	-	-	-	-	-	-	*	2	-	2	-
	3%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*6%*	*-%*	*7%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The quality of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	b	a	***b**	***a**	b	***a**	b	***c**	***d**
Unweighted total	**61**	12	32	34	2	9	38	19	30	12	-
Weighted total	**51**	10	28	24	*	6	34	12	22	7	-
Very low	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**2**	*	-	2	-	*	-	-	2	-	-
	3%	*1%*	-%	*7%*	-%	*1%*	-%	-%	*8%*	-%	-%
Neither low nor high	**4**	1	1	-	-	1	1	-	-	-	-
	7%	*11%*	*3%*	-%	-%	*17%*	*3%*	-%	-%	-%	-%
Quite high	**11**	2	7	3	*	1	8	1	3	2	-
	21%	*23%*	*24%*	*13%*	*30%*	*20%*	*24%*	*5%*	*14%*	*34%*	-%
Very high	**34**	7	20	19	*	4	25	12	17	5	-
	68%	*66%*	*71%*	*80%*	*70%*	*63%*	*73%*	*95%*	*77%*	*66%*	-%
Don't Know (DO NOT READ OUT)	*	-	*	*	-	-	*	-	*	-	-
	1%	-%	*1%*	*%	-%	-%	*1%*	-%	*%	-%	-%
NET: High	**45**	9	27	23	*	5	33	12	20	7	-
	89%	*89%*	*96%*	*93%*	*100%*	*82%*	*96%*	*100%*	*92%*	*100%*	-%
NET: Low	**2**	*	-	2	-	*	-	-	2	-	-
	3%	*1%*	-%	*7%*	-%	*1%*	-%	-%	*8%*	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 165 (continuation)

The quality of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)

Base: All those who use UPS (QV4=5)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	a	*b	*c	*d	a	b	c	a	*b	*c
Unweighted total	61	16	27	11	-	40	27	22	-	34	31	31	34	19	1
Weighted total	51	12	17	7	-	36	23	16	-	22	19	26	22	15	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	-	2	*	-	-	-	*	-	2	2	*	2	*	-
	3%	-%	10%	1%	-%	-%	-%	*%	-%	8%	9%	*%	8%	*%	-%
Neither low nor high	4	-	-	-	-	2	2	2	-	-	-	2	-	-	-
	7%	-%	-%	-%	-%	5%	9%	13%	-%	-%	-%	8%	-%	-%	-%
Quite high	11	1	3	2	-	9	6	5	-	3	3	7	3	3	*
	21%	4%	18%	35%	-%	25%	27%	29%	-%	15%	17%	27%	15%	17%	100%
Very high	34	11	12	4	-	25	15	9	-	17	14	17	17	12	-
	68%	96%	71%	65%	-%	68%	65%	58%	-%	77%	73%	66%	77%	83%	-%
Don't Know (DO NOT READ OUT)	*	-	*	-	-	*	-	-	-	*	*	-	*	-	-
	1%	-%	1%	-%	-%	1%	-%	-%	-%	*%	1%	-%	*%	-%	-%
NET: High	45	12	15	7	-	34	21	14	-	20	17	24	20	15	*
	89%	100%	90%	99%	-%	94%	91%	87%	-%	92%	90%	92%	92%	100%	100%
NET: Low	2	-	2	*	-	-	-	*	-	2	2	*	2	*	-
	3%	-%	10%	1%	-%	-%	-%	*%	-%	8%	9%	*%	8%	*%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The quality of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*a	*b	*c	*d
Unweighted total	**61**	25	13	23	13	10	34	20	-	1	2	3
Weighted total	**51**	21	14	20	9	8	24	17	-	*	2	1
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**2**	-	-	*	-	-	2	*	-	-	-	-
	3%	-%	-%	*%	-%	-%	*7%*	*%	-%	-%	-%	-%
Neither low nor high	**4**	2	1	1	-	1	1	1	-	-	-	-
	7%	*10%*	*7%*	*5%*	-%	*13%*	*5%*	*6%*	-%	-%	-%	-%
Quite high	**11**	6	5	2	3	3	7	3	-	*	2	1
	21%	*30%*	*35%*	*8%*	*27%*	*41%*	*29%*	*20%*	-%	*100%*	*100%*	*80%*
Very high	**34**	13	8	18	7	4	14	12	-	-	-	*
	68%	*60%*	*59%*	*88%*	*73%*	*46%*	*59%*	*74%*	-%	-%	-%	*20%*
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
NET: High	**45**	19	13	19	9	7	21	16	-	*	2	1
	89%	*90%*	*93%*	*95%*	*100%*	*87%*	*88%*	*94%*	-%	*100%*	*100%*	*100%*
NET: Low	**2**	-	-	*	-	-	2	*	-	-	-	-
	3%	-%	-%	*%	-%	-%	*7%*	*%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 165 (continuation)

The quality of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)

Base: All those who use UPS (QV4=5)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	a	*b	*a	b
Unweighted total	**61**	56	52	57	56	60	45	58	26	-	41	4	18	34
Weighted total	**51**	47	41	48	46	50	37	49	21	-	30	4	19	22
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**2**	2	*	2	2	2	-	2	-	-	2	-	-	2
	3%	*4%*	**%*	*4%*	*4%*	*3%*	*-%*	*3%*	*-%*	*-%*	*6%*	*-%*	*-%*	*8%*
Neither low nor high	**4**	4	2	4	2	4	3	4	-	-	2	-	-	4
	7%	*8%*	*5%*	*8%*	*4%*	*7%*	*7%*	*7%*	*-%*	*-%*	*7%*	*-%*	*-%*	*17%*
Quite high	**11**	9	9	9	10	11	6	10	9	-	7	*	5	4
	21%	*20%*	*22%*	*20%*	*21%*	*21%*	*17%*	*21%*	*43%*	*-%*	*24%*	*12%*	*28%*	*20%*
Very high	**34**	32	30	33	32	34	28	33	12	-	19	4	13	12
	68%	*68%*	*73%*	*69%*	*70%*	*68%*	*75%*	*68%*	*56%*	*-%*	*63%*	*88%*	*72%*	*54%*
Don't Know (DO NOT READ OUT)	*	*	*	*	*	*	*	*	*	-	*	-	-	*
	1%	**%*	**%*	**%*	*1%*	**%*	*1%*	**%*	*1%*	*-%*	*1%*	*-%*	*-%*	*2%*
NET: High	**45**	42	39	43	41	45	34	44	21	-	26	4	19	16
	89%	*88%*	*95%*	*89%*	*91%*	*89%*	*92%*	*89%*	*99%*	*-%*	*86%*	*100%*	*100%*	*74%*
NET: Low	**2**	2	*	2	2	2	-	2	-	-	2	-	-	2
	3%	*4%*	**%*	*4%*	*4%*	*3%*	*-%*	*3%*	*-%*	*-%*	*6%*	*-%*	*-%*	*8%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The quality of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	b	*c	a	*b	*c	a	*b
Unweighted total	61	51	2	18	43	14	38	9	30	7	24	36	25
Weighted total	51	41	2	14	37	11	30	10	24	6	21	32	19
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	-	2	2	-	2	*	-	-	-	2	2	*
	3%	-%	100%	12%	-%	15%	*%	-%	-%	-%	8%	5%	*%
Neither low nor high	4	2	-	3	1	-	4	-	3	1	-	3	1
	7%	5%	-%	18%	3%	-%	12%	-%	11%	16%	-%	8%	6%
Quite high	11	8	-	3	8	2	5	3	4	2	4	6	5
	21%	20%	-%	21%	21%	22%	18%	29%	16%	41%	20%	18%	26%
Very high	34	31	-	7	27	7	21	7	17	3	15	22	12
	68%	74%	-%	49%	75%	63%	69%	69%	70%	43%	72%	69%	66%
Don't Know (DO NOT READ OUT)	*	*	-	-	*	-	*	*	*	-	-	*	*
	1%	1%	-%	-%	1%	-%	1%	1%	2%	-%	-%	*%	2%
NET: High	45	39	-	10	35	9	26	10	21	5	19	28	17
	89%	94%	-%	70%	96%	85%	87%	99%	87%	84%	92%	86%	92%
NET: Low	2	-	2	2	-	2	*	-	-	-	2	2	*
	3%	-%	100%	12%	-%	15%	*%	-%	-%	-%	8%	5%	*%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The quality of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	61	5	-	9	4	7	1	4	1	1	7	-	2
Weighted total	51	2	-	6	2	5	1	2	1	1	4	-	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	*	-	*	-	-	-	-	-	-	-	-	-
	3%	3%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	4	-	-	2	-	2	-	-	-	-	1	-	1
	7%	-%	-%	32%	-%	39%	-%	-%	-%	-%	21%	-%	50%
Quite high	11	*	-	1	*	1	-	*	-	1	*	-	-
	21%	5%	-%	19%	5%	23%	-%	5%	-%	100%	9%	-%	-%
Very high	34	2	-	3	2	2	1	2	1	-	3	-	1
	68%	93%	-%	49%	95%	39%	100%	95%	100%	-%	70%	-%	50%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	45	2	-	4	2	3	1	2	1	1	3	-	1
	89%	97%	-%	67%	100%	61%	100%	100%	100%	100%	79%	-%	50%
NET: Low	2	*	-	*	-	-	-	-	-	-	-	-	-
	3%	3%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 165 (continuation)

The quality of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)

Base: All those who use UPS (QV4=5)

		Month										
	Total base	Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Unweighted total	61	7	3	2	11	4	6	7	6	5	6	4
Weighted total	51	4	3	2	8	3	3	6	8	6	4	4
Very low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	-	-	-	*	-	-	2	-	-	-	-
	3%	-%	-%	-%	1%	-%	-%	27%	-%	-%	-%	-%
Neither low nor high	4	-	-	-	2	-	-	-	2	-	-	-
	7%	-%	-%	-%	26%	-%	-%	-%	21%	-%	-%	-%
Quite high	11	1	2	*	1	*	1	*	2	2	*	*
	21%	14%	82%	22%	19%	11%	41%	2%	26%	30%	4%	3%
Very high	34	4	*	2	4	2	2	4	4	4	4	4
	68%	86%	18%	78%	54%	89%	50%	71%	53%	70%	96%	95%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-	-	-	*
	1%	-%	-%	-%	-%	-%	9%	-%	-%	-%	-%	3%
NET: High	45	4	3	2	6	3	3	4	6	6	4	4
	89%	100%	100%	100%	73%	100%	91%	73%	79%	100%	100%	97%
NET: Low	2	-	-	-	*	-	-	2	-	-	-	-
	3%	-%	-%	-%	1%	-%	-%	27%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Produced by OLR
Issue date: 05/02/19

The quality of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	**61**	12	21	18	10
Weighted total	**51**	9	14	20	8
Very low	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Quite low	**2**	-	*	2	-
	3%	*-%*	**%*	*8%*	*-%*
Neither low nor high	**4**	-	2	2	-
	7%	*-%*	*15%*	*8%*	*-%*
Quite high	**11**	3	3	4	*
	21%	*36%*	*23%*	*20%*	*3%*
Very high	**34**	6	8	12	8
	68%	*64%*	*60%*	*64%*	*95%*
Don't Know (DO NOT READ OUT)	*	-	*	-	*
	1%	*-%*	*2%*	*-%*	*1%*
NET: High	**45**	9	11	16	8
	89%	*100%*	*83%*	*83%*	*99%*
NET: Low	**2**	-	*	2	-
	3%	*-%*	**%*	*8%*	*-%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

The price of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)

Base: All those who use UPS (QV4=5)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	61	42	11	5	3	19	11	17	6	1	4
Weighted total	51	48	2	1	*	2	13	14	5	*	2
Very low	2	2	-	-	-	-	2	-	-	-	-
	3%	3%	-%	-%	-%	-%	12%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	13	13	*	*	-	*	5	3	2	-	-
	26%	27%	3%	38%	-%	10%	37%	21%	32%	-%	-%
Quite high	17	15	1	*	*	2	*	6	3	*	2
	33%	31%	67%	62%	72%	67%	2%	46%	62%	100%	91%
Very high	18	17	*	-	-	*	6	4	*	-	*
	35%	36%	30%	-%	-%	19%	48%	30%	6%	-%	9%
Don't Know (DO NOT READ OUT)	1	1	-	-	*	*	-	*	-	-	-
	3%	3%	-%	-%	28%	4%	-%	2%	-%	-%	-%
NET: High	34	32	1	*	*	2	7	10	3	*	2
	68%	67%	97%	62%	72%	86%	51%	76%	68%	100%	100%
NET: Low	2	2	-	-	-	-	2	-	-	-	-
	3%	3%	-%	-%	-%	-%	12%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

The price of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	61	7	3	8	-	7	10	4	3	2	44	6	9	2
Weighted total	51	8	6	9	-	6	8	4	3	2	46	2	3	*
Very low	2	-	-	2	-	-	-	-	-	-	2	-	-	-
	3%	-%	-%	*18%*	-%	-%	-%	-%	-%	-%	*4%*	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	13	-	4	2	-	1	3	1	2	-	13	*	*	*
	26%	-%	*67%*	*18%*	-%	*15%*	*43%*	*31%*	*60%*	-%	*28%*	*3%*	*9%*	*41%*
Quite high	17	5	-	*	-	1	3	3	1	*	14	1	2	*
	33%	*63%*	-%	*2%*	-%	*20%*	*42%*	*69%*	*40%*	*12%*	*30%*	*63%*	*52%*	*59%*
Very high	18	3	2	5	-	4	1	-	-	2	16	1	1	-
	35%	*37%*	*33%*	*50%*	-%	*65%*	*14%*	-%	-%	*88%*	*36%*	*34%*	*30%*	-%
Don't Know (DO NOT READ OUT)	1	-	-	1	-	-	*	-	-	-	1	-	*	-
	3%	-%	-%	*12%*	-%	-%	*1%*	-%	-%	-%	*3%*	-%	*9%*	-%
NET: High	34	8	2	5	-	5	4	3	1	2	30	2	3	*
	68%	*100%*	*33%*	*52%*	-%	*85%*	*56%*	*69%*	*40%*	*100%*	*66%*	*97%*	*82%*	*59%*
NET: Low	2	-	-	2	-	-	-	-	-	-	2	-	-	-
	3%	-%	-%	*18%*	-%	-%	-%	-%	-%	-%	*4%*	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b
Unweighted total	61	-	19	2	1	25	-	-	14	40	21	54	7
Weighted total	51	-	9	1	1	26	-	-	15	40	10	44	6
Very low	2	-	-	-	-	-	-	-	2	2	-	2	-
	3%	-%	-%	-%	-%	-%	-%	-%	*11%*	*4%*	-%	*4%*	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	13	-	2	-	-	9	-	-	2	9	4	13	*
	26%	-%	*24%*	-%	-%	*37%*	-%	-%	*11%*	*23%*	*38%*	*29%*	*2%*
Quite high	17	-	3	-	1	9	-	-	3	11	5	14	2
	33%	-%	*40%*	-%	*100%*	*35%*	-%	-%	*21%*	*28%*	*53%*	*33%*	*34%*
Very high	18	-	3	1	-	6	-	-	8	17	1	15	3
	35%	-%	*36%*	*100%*	-%	*23%*	-%	-%	*56%*	*42%*	*5%*	*34%*	*43%*
Don't Know (DO NOT READ OUT)	1	-	-	-	-	1	-	-	*	1	*	*	1
	3%	-%	-%	-%	-%	*5%*	-%	-%	*1%*	*3%*	*4%*	*%*	*21%*
NET: High	34	-	7	1	1	15	-	-	11	28	6	29	5
	68%	-%	*76%*	*100%*	*100%*	*58%*	-%	-%	*77%*	*70%*	*58%*	*67%*	*77%*
NET: Low	2	-	-	-	-	-	-	-	2	2	-	2	-
	3%	-%	-%	-%	-%	-%	-%	-%	*11%*	*4%*	-%	*4%*	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The price of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	*c
Unweighted total	61	60	1	23	11	26
Weighted total	51	50	*	19	13	19
Very low	2	2	-	2	-	-
	3%	3%	-%	9%	-%	-%
Quite low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither low nor high	13	13	-	4	5	4
	26%	26%	-%	21%	40%	22%
Quite high	17	17	-	4	4	9
	33%	33%	-%	21%	30%	46%
Very high	18	17	*	9	3	5
	35%	34%	100%	50%	27%	26%
Don't Know (DO NOT READ OUT)	1	1	-	-	*	1
	3%	3%	-%	-%	2%	6%
NET: High	34	34	*	13	7	14
	68%	68%	100%	70%	57%	72%
NET: Low	2	2	-	2	-	-
	3%	3%	-%	9%	-%	-%

Columns Tested: a,b - a,b,c

The price of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	c
Unweighted total	**61**	28	27	6	-	-	-	-	-	55	6	7	21	33
Weighted total	**51**	26	22	3	-	-	-	-	-	47	3	7	19	25
Very low	**2**	2	-	-	-	-	-	-	-	2	-	2	-	-
	3%	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*23%*	*-%*	*-%*
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**13**	7	6	*	-	-	-	-	-	13	*	2	5	6
	26%	*26%*	*29%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*28%*	*4%*	*28%*	*25%*	*26%*
Quite high	**17**	4	9	3	-	-	-	-	-	14	3	*	4	12
	33%	*17%*	*44%*	*87%*	*-%*	*-%*	*-%*	*-%*	*-%*	*29%*	*87%*	*6%*	*21%*	*50%*
Very high	**18**	13	5	-	-	-	-	-	-	18	-	3	10	5
	35%	*51%*	*21%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*37%*	*-%*	*43%*	*54%*	*18%*
Don't Know (DO NOT READ OUT)	**1**	-	1	*	-	-	-	-	-	1	*	-	-	1
	3%	*-%*	*5%*	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*9%*	*-%*	*-%*	*6%*
NET: High	**34**	17	14	3	-	-	-	-	-	32	3	3	14	17
	68%	*68%*	*65%*	*87%*	*-%*	*-%*	*-%*	*-%*	*-%*	*67%*	*87%*	*49%*	*75%*	*68%*
NET: Low	**2**	2	-	-	-	-	-	-	-	2	-	2	-	-
	3%	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*23%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The price of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**61**	36	31	37	47	18	41	29	3	-	5	-	-	-
Weighted total	**51**	25	19	26	40	12	35	21	2	-	4	-	-	-
Very low	**2**	-	-	-	-	-	-	-	-	-	-	-	-	-
	3%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**13**	7	6	7	11	5	10	5	*	-	2	-	-	-
	26%	*29%*	*30%*	*28%*	*28%*	*43%*	*28%*	*25%*	*2%*	*-%*	*53%*	*-%*	*-%*	*-%*
Quite high	**17**	9	9	11	16	7	13	9	2	-	-	-	-	-
	33%	*37%*	*47%*	*41%*	*38%*	*53%*	*38%*	*43%*	*98%*	*-%*	*-%*	*-%*	*-%*	*-%*
Very high	**18**	7	4	7	12	*	11	5	-	-	2	-	-	-
	35%	*29%*	*22%*	*27%*	*30%*	*2%*	*30%*	*26%*	*-%*	*-%*	*44%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**1**	1	*	1	1	*	1	1	-	-	*	-	-	-
	3%	*5%*	*1%*	*4%*	*3%*	*1%*	*3%*	*5%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*
NET: High	**34**	16	13	18	28	7	24	14	2	-	2	-	-	-
	68%	*66%*	*69%*	*68%*	*69%*	*56%*	*68%*	*70%*	*98%*	*-%*	*44%*	*-%*	*-%*	*-%*
NET: Low	**2**	-	-	-	-	-	-	-	-	-	-	-	-	-
	3%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The price of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**61**	43	2	2	-	-	-	-	-	8	4	15	10	-
Weighted total	**51**	37	3	*	-	-	-	-	-	11	3	9	3	-
Very low	**2**	-	-	-	-	-	-	-	-	-	-	-	-	-
	3%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**13**	11	-	-	-	-	-	-	-	4	-	4	*	-
	26%	*30%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*32%*	*-%*	*39%*	*7%*	*-%*
Quite high	**17**	13	3	*	-	-	-	-	-	2	3	3	2	-
	33%	*34%*	*100%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*18%*	*100%*	*34%*	*82%*	*-%*
Very high	**18**	12	-	-	-	-	-	-	-	4	-	2	*	-
	35%	*33%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*41%*	*-%*	*27%*	*7%*	*-%*
Don't Know (DO NOT READ OUT)	**1**	1	-	-	-	-	-	-	-	1	-	-	*	-
	3%	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*10%*	*-%*	*-%*	*4%*	*-%*
NET: High	**34**	25	3	*	-	-	-	-	-	6	3	6	2	-
	68%	*66%*	*100%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*59%*	*100%*	*61%*	*89%*	*-%*
NET: Low	**2**	-	-	-	-	-	-	-	-	-	-	-	-	-
	3%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The price of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	*a	b	a	*b
Unweighted total	61	7	10	19	9	2	36	2	9	27	34	36	1
Weighted total	51	2	11	20	5	2	32	*	8	27	24	25	2
Very low	2	-	-	-	-	-	-	-	-	-	2	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	7%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	13	*	2	8	1	-	9	*	2	8	5	6	2
	26%	3%	17%	39%	26%	-%	29%	41%	24%	31%	20%	23%	100%
Quite high	17	1	6	6	3	*	12	*	3	10	7	11	-
	33%	35%	52%	28%	68%	5%	38%	59%	39%	36%	30%	44%	-%
Very high	18	*	3	7	-	2	9	-	3	9	9	7	-
	35%	13%	30%	33%	-%	95%	29%	-%	37%	33%	37%	29%	-%
Don't Know (DO NOT READ OUT)	1	1	-	-	*	-	1	-	-	*	1	1	-
	3%	49%	-%	-%	6%	-%	4%	-%	-%	*%	6%	5%	-%
NET: High	34	1	9	12	3	2	21	*	6	18	16	18	-
	68%	48%	83%	61%	68%	100%	67%	59%	76%	69%	67%	72%	-%
NET: Low	2	-	-	-	-	-	-	-	-	-	2	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	7%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The price of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	b	a	***b**	***a**	b	***a**	b	***c**	***d**
Unweighted total	**61**	12	32	34	2	9	38	19	30	12	-
Weighted total	**51**	10	28	24	*	6	34	12	22	7	-
Very low	**2**	-	-	-	-	-	-	-	-	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**13**	3	7	6	-	3	8	4	6	4	-
	26%	*31%*	*23%*	*23%*	-%	*49%*	*24%*	*31%*	*26%*	*57%*	-%
Quite high	**17**	5	9	11	*	3	12	5	8	2	-
	33%	*52%*	*34%*	*44%*	*30%*	*51%*	*36%*	*42%*	*35%*	*23%*	-%
Very high	**18**	2	11	7	*	-	12	3	7	1	-
	35%	*17%*	*38%*	*28%*	*70%*	-%	*36%*	*28%*	*33%*	*19%*	-%
Don't Know (DO NOT READ OUT)	**1**	-	1	1	-	-	1	-	1	-	-
	3%	-%	*5%*	*5%*	-%	-%	*4%*	-%	*5%*	-%	-%
NET: High	**34**	7	20	17	*	3	25	8	15	3	-
	68%	*69%*	*72%*	*72%*	*100%*	*51%*	*72%*	*69%*	*69%*	*43%*	-%
NET: Low	**2**	-	-	-	-	-	-	-	-	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The price of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	a	*b	*c	*d	a	b	c	a	*b	*c
Unweighted total	**61**	16	27	11	-	40	27	22	-	34	31	31	34	19	1
Weighted total	**51**	12	17	7	-	36	23	16	-	22	19	26	22	15	*
Very low	**2**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**13**	2	6	4	-	11	8	6	-	6	6	10	6	4	-
	26%	*18%*	*34%*	*60%*	-%	*31%*	*33%*	*38%*	-%	*26%*	*30%*	*37%*	*26%*	*25%*	-%
Quite high	**17**	7	7	2	-	14	9	6	-	9	9	12	9	8	*
	33%	*62%*	*41%*	*36%*	-%	*39%*	*41%*	*36%*	-%	*41%*	*47%*	*46%*	*41%*	*51%*	*100%*
Very high	**18**	2	4	*	-	10	5	4	-	7	4	3	7	4	-
	35%	*20%*	*25%*	*4%*	-%	*26%*	*21%*	*26%*	-%	*32%*	*22%*	*13%*	*33%*	*24%*	-%
Don't Know (DO NOT READ OUT)	**1**	-	*	-	-	1	1	-	-	*	*	1	*	-	-
	3%	-%	*1%*	-%	-%	*4%*	*5%*	-%	-%	*%*	*1%*	*4%*	*%*	-%	-%
NET: High	**34**	10	11	3	-	24	14	10	-	16	13	15	16	11	*
	68%	*82%*	*66%*	*40%*	-%	*65%*	*62%*	*62%*	-%	*74%*	*69%*	*59%*	*73%*	*75%*	*100%*
NET: Low	**2**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The price of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*a	*b	*c	*d
Unweighted total	**61**	25	13	23	13	10	34	20	-	1	2	3
Weighted total	**51**	21	14	20	9	8	24	17	-	*	2	1
Very low	**2**	-	-	-	-	-	-	-	-	-	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**13**	8	6	7	2	5	8	5	-	-	2	-
	26%	*36%*	*47%*	*32%*	*23%*	*63%*	*36%*	*28%*	-%	-%	*77%*	-%
Quite high	**17**	10	5	6	5	3	7	9	-	*	*	1
	33%	*50%*	*38%*	*27%*	*59%*	*37%*	*32%*	*51%*	-%	*100%*	*23%*	*100%*
Very high	**18**	2	2	8	2	-	6	4	-	-	-	-
	35%	*9%*	*15%*	*40%*	*18%*	-%	*28%*	*21%*	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	**1**	1	-	-	-	-	1	-	-	-	-	-
	3%	*5%*	-%	-%	-%	-%	*5%*	-%	-%	-%	-%	-%
NET: High	**34**	12	7	14	7	3	14	12	-	*	*	1
	68%	*59%*	*53%*	*68%*	*77%*	*37%*	*59%*	*72%*	-%	*100%*	*23%*	*100%*
NET: Low	**2**	-	-	-	-	-	-	-	-	-	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

The price of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	a	*b	*a	b
Unweighted total	61	56	52	57	56	60	45	58	26	-	41	4	18	34
Weighted total	51	47	41	48	46	50	37	49	21	-	30	4	19	22
Very low	2	2	-	2	-	2	2	2	-	-	-	-	-	2
	3%	*3%*	*-%*	*3%*	*-%*	*3%*	*4%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	13	13	10	13	12	13	6	13	6	-	8	2	8	4
	26%	*28%*	*24%*	*27%*	*25%*	*26%*	*17%*	*27%*	*29%*	*-%*	*25%*	*49%*	*41%*	*18%*
Quite high	17	15	15	16	16	17	14	17	9	-	14	2	8	8
	33%	*31%*	*37%*	*33%*	*35%*	*33%*	*38%*	*34%*	*43%*	*-%*	*45%*	*39%*	*41%*	*35%*
Very high	18	16	15	16	17	18	14	17	6	-	7	*	3	7
	35%	*35%*	*36%*	*34%*	*37%*	*35%*	*37%*	*34%*	*28%*	*-%*	*24%*	*12%*	*18%*	*33%*
Don't Know (DO NOT READ OUT)	1	1	1	1	1	1	1	1	*	-	1	-	-	1
	3%	*2%*	*3%*	*2%*	*3%*	*2%*	*4%*	*2%*	*1%*	*-%*	*5%*	*-%*	*-%*	*7%*
NET: High	34	31	30	32	33	34	28	33	15	-	21	2	11	15
	68%	*66%*	*73%*	*67%*	*71%*	*68%*	*74%*	*68%*	*71%*	*-%*	*70%*	*51%*	*59%*	*68%*
NET: Low	2	2	-	2	-	2	2	2	-	-	-	-	-	2
	3%	*3%*	*-%*	*3%*	*-%*	*3%*	*4%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The price of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	b	*c	a	*b	*c	a	*b
Unweighted total	61	51	2	18	43	14	38	9	30	7	24	36	25
Weighted total	51	41	2	14	37	11	30	10	24	6	21	32	19
Very low	2	-	-	2	-	-	2	-	2	-	-	2	-
	3%	-%	-%	*12%*	-%	-%	*5%*	-%	*7%*	-%	-%	*5%*	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	13	11	2	4	9	4	8	2	8	1	3	10	3
	26%	*28%*	*97%*	*31%*	*24%*	*34%*	*25%*	*20%*	*36%*	*21%*	*17%*	*32%*	*16%*
Quite high	17	13	*	6	11	5	8	4	8	3	6	9	8
	33%	*31%*	*3%*	*39%*	*30%*	*44%*	*27%*	*39%*	*35%*	*47%*	*27%*	*28%*	*41%*
Very high	18	16	-	2	16	2	12	4	5	2	11	10	8
	35%	*38%*	-%	*11%*	*44%*	*22%*	*38%*	*40%*	*21%*	*32%*	*52%*	*31%*	*42%*
Don't Know (DO NOT READ OUT)	1	1	-	1	*	-	1	*	*	-	1	1	*
	3%	*3%*	-%	*8%*	*1%*	-%	*4%*	*1%*	*2%*	-%	*5%*	*4%*	*2%*
NET: High	34	28	*	7	27	7	20	8	13	5	16	19	15
	68%	*69%*	*3%*	*50%*	*75%*	*66%*	*65%*	*79%*	*56%*	*79%*	*78%*	*59%*	*83%*
NET: Low	2	-	-	2	-	-	2	-	2	-	-	2	-
	3%	-%	-%	*12%*	-%	-%	*5%*	-%	*7%*	-%	-%	*5%*	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The price of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)

Base: All those who use UPS (QV4=5)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	61	5	-	9	4	7	1	4	1	1	7	-	2
Weighted total	51	2	-	6	2	5	1	2	1	1	4	-	2
Very low	2	-	-	-	-	-	-	-	-	-	-	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	13	*	-	2	*	2	-	*	-	-	1	-	1
	26%	*2%*	-%	*33%*	*2%*	*40%*	-%	*2%*	-%	-%	*22%*	-%	*50%*
Quite high	17	1	-	2	1	2	1	1	1	1	1	-	-
	33%	*48%*	-%	*34%*	*47%*	*40%*	*100%*	*47%*	*100%*	*100%*	*29%*	-%	-%
Very high	18	-	-	1	1	-	-	-	-	-	1	-	1
	35%	-%	-%	*17%*	*51%*	-%	-%	-%	-%	-%	*24%*	-%	*50%*
Don't Know (DO NOT READ OUT)	1	1	-	1	-	1	-	1	-	-	1	-	-
	3%	*49%*	-%	*17%*	-%	*21%*	-%	*51%*	-%	-%	*24%*	-%	-%
NET: High	34	1	-	3	2	2	1	1	1	1	2	-	1
	68%	*48%*	-%	*51%*	*98%*	*40%*	*100%*	*47%*	*100%*	*100%*	*53%*	-%	*50%*
NET: Low	2	-	-	-	-	-	-	-	-	-	-	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 166 (continuation)

The price of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)

Base: All those who use UPS (QV4=5)

		Month										
	Total base	Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Unweighted total	61	7	3	2	11	4	6	7	6	5	6	4
Weighted total	51	4	3	2	8	3	3	6	8	6	4	4
Very low	2	-	-	-	-	-	-	-	2	-	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	*21%*	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	13	*	-	-	2	*	-	3	4	2	*	2
	26%	*3%*	-%	-%	*27%*	*11%*	-%	*54%*	*49%*	*28%*	*2%*	*47%*
Quite high	17	2	2	*	2	1	3	1	2	*	*	2
	33%	*53%*	*82%*	*22%*	*31%*	*39%*	*82%*	*14%*	*29%*	*2%*	*7%*	*50%*
Very high	18	2	*	2	2	1	*	2	-	4	4	-
	35%	*44%*	*18%*	*78%*	*28%*	*50%*	*9%*	*33%*	-%	*70%*	*92%*	-%
Don't Know (DO NOT READ OUT)	1	-	-	-	1	-	*	-	-	-	-	*
	3%	-%	-%	-%	*14%*	-%	*9%*	-%	-%	-%	-%	*3%*
NET: High	34	4	3	2	5	2	3	3	2	4	4	2
	68%	*97%*	*100%*	*100%*	*59%*	*89%*	*91%*	*46%*	*29%*	*72%*	*98%*	*50%*
NET: Low	2	-	-	-	-	-	-	-	2	-	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	*21%*	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Produced by OLR
Issue date: 05/02/19

The price of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		***a**	***b**	***c**	***d**
Unweighted total	**61**	12	21	18	10
Weighted total	**51**	9	14	20	8
Very low	**2**	-	-	2	-
	3%	*-%*	*-%*	*8%*	*-%*
Quite low	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**13**	*	2	9	2
	26%	*1%*	*17%*	*44%*	*24%*
Quite high	**17**	5	6	3	2
	33%	*54%*	*45%*	*16%*	*28%*
Very high	**18**	4	4	6	4
	35%	*44%*	*28%*	*31%*	*46%*
Don't Know (DO NOT READ OUT)	**1**	-	1	-	*
	3%	*-%*	*10%*	*-%*	*1%*
NET: High	**34**	9	10	9	6
	68%	*99%*	*73%*	*47%*	*74%*
NET: Low	**2**	-	-	2	-
	3%	*-%*	*-%*	*8%*	*-%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 167 Page 2948

The quality of the postal services provided by Yodel in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)

Base: All those who use Yodel (QV4=6)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	4	4	-	-	-	-	1	1	-	-	-
Weighted total	4	4	-	-	-	-	*	2	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	-	-	-	-	-	2	-	-	-
	43%	*43%*	-%	-%	-%	-%	-%	*100%*	-%	-%	-%
Quite high	2	2	-	-	-	-	*	-	-	-	-
	50%	*50%*	-%	-%	-%	-%	*100%*	-%	-%	-%	-%
Very high	*	*	-	-	-	-	-	-	-	-	-
	7%	*7%*	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	2	-	-	-	-	*	-	-	-	-
	57%	*57%*	-%	-%	-%	-%	*100%*	-%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

The quality of the postal services provided by Yodel in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All those who use Yodel (QV4=6)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	4	-	-	-	-	1	-	-	1	-	2	-	1	1
Weighted total	4	-	-	-	-	2	-	-	2	-	4	-	*	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	-	-	-	-	-	2	-	2	-	-	-
	43%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	*50%*	-%	-%	-%
Quite high	2	-	-	-	-	2	-	-	-	-	2	-	*	-
	50%	-%	-%	-%	-%	*100%*	-%	-%	-%	-%	*50%*	-%	*100%*	-%
Very high	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	-	-	-	-	2	-	-	-	-	2	-	*	*
	57%	-%	-%	-%	-%	*100%*	-%	-%	-%	-%	*50%*	-%	*100%*	*100%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the postal services provided by Yodel in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All those who use Yodel (QV4=6)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	4	-	-	-	-	2	-	-	2	3	1	4	-
Weighted total	4	-	-	-	-	2	-	-	2	2	2	4	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	-	-	2	-	-	-	-	2	2	-
	43%	-%	-%	-%	-%	*86%*	-%	-%	-%	-%	*100%*	*43%*	-%
Quite high	2	-	-	-	-	*	-	-	2	2	-	2	-
	50%	-%	-%	-%	-%	*14%*	-%	-%	*86%*	*88%*	-%	*50%*	-%
Very high	*	-	-	-	-	-	-	-	*	*	-	*	-
	7%	-%	-%	-%	-%	-%	-%	-%	*14%*	*12%*	-%	*7%*	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	-	-	-	-	*	-	-	2	2	-	2	-
	57%	-%	-%	-%	-%	*14%*	-%	-%	*100%*	*100%*	-%	*57%*	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The quality of the postal services provided by Yodel in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All those who use Yodel (QV4=6)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	4	4	-	2	-	2
Weighted total	4	4	-	2	-	2
Very low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	-	2	-	-
	43%	*43%*	-%	*86%*	-%	-%
Quite high	2	2	-	-	-	2
	50%	*50%*	-%	-%	-%	*100%*
Very high	*	*	-	*	-	-
	7%	*7%*	-%	*14%*	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: High	2	2	-	*	-	2
	57%	*57%*	-%	*14%*	-%	*100%*
NET: Low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

The quality of the postal services provided by Yodel in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All those who use Yodel (QV4=6)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	4	2	1	1	-	-	-	-	-	3	1	1	1	2
Weighted total	4	2	*	2	-	-	-	-	-	2	2	*	2	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	-	-	-	-	-	-	-	2	-	-	2	-
	43%	86%	-%	-%	-%	-%	-%	-%	-%	76%	-%	-%	100%	-%
Quite high	2	-	*	2	-	-	-	-	-	*	2	-	-	2
	50%	-%	100%	100%	-%	-%	-%	-%	-%	12%	100%	-%	-%	100%
Very high	*	*	-	-	-	-	-	-	-	*	-	*	-	-
	7%	14%	-%	-%	-%	-%	-%	-%	-%	12%	-%	100%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	*	*	2	-	-	-	-	-	1	2	*	-	2
	57%	14%	100%	100%	-%	-%	-%	-%	-%	24%	100%	100%	-%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The quality of the postal services provided by Yodel in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All those who use Yodel (QV4=6)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	4	1	2	2	3	1	3	2	-	-	-	-	-	-
Weighted total	4	*	2	2	4	*	2	2	-	-	-	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	-	2	-	2	-	-	-	-	-	-	-
	43%	-%	-%	-%	*47%*	-%	*76%*	-%	-%	-%	-%	-%	-%	-%
Quite high	2	*	2	2	2	*	*	2	-	-	-	-	-	-
	50%	*100%*	*100%*	*100%*	*53%*	*100%*	*12%*	*100%*	-%	-%	-%	-%	-%	-%
Very high	*	-	-	-	-	-	*	-	-	-	-	-	-	-
	7%	-%	-%	-%	-%	-%	*12%*	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	*	2	2	2	*	1	2	-	-	-	-	-	-
	57%	*100%*	*100%*	*100%*	*53%*	*100%*	*24%*	*100%*	-%	-%	-%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The quality of the postal services provided by Yodel in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All those who use Yodel (QV4=6)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	4	2	-	1	-	-	-	-	-	-	-	1	1	-
Weighted total	4	2	-	2	-	-	-	-	-	-	-	2	*	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	-	-	-	-	-	-	-	-	-	-	-	-
	43%	*86%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	2	*	-	2	-	-	-	-	-	-	-	2	*	-
	50%	*14%*	-%	*100%*	-%	-%	-%	-%	-%	-%	-%	*100%*	*100%*	-%
Very high	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	*	-	2	-	-	-	-	-	-	-	2	*	-
	57%	*14%*	-%	*100%*	-%	-%	-%	-%	-%	-%	-%	*100%*	*100%*	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The quality of the postal services provided by Yodel in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All those who use Yodel (QV4=6)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	4	-	-	1	2	-	3	-	-	2	2	2	-
Weighted total	4	-	-	2	2	-	4	-	-	2	2	2	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	2	-	-	2	-	-	-	2	-	-
	43%	-%	-%	*100%*	-%	-%	*47%*	-%	-%	-%	*86%*	-%	-%
Quite high	2	-	-	-	2	-	2	-	-	2	-	2	-
	50%	-%	-%	-%	*100%*	-%	*53%*	-%	-%	*100%*	-%	*100%*	-%
Very high	*	-	-	-	-	-	-	-	-	-	*	-	-
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*14%*	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	-	-	-	2	-	2	-	-	2	*	2	-
	57%	-%	-%	-%	*100%*	-%	*53%*	-%	-%	*100%*	*14%*	*100%*	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The quality of the postal services provided by Yodel in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All those who use Yodel (QV4=6)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	4	2	1	2	-	2	1	-	1	-	-
Weighted total	4	2	2	2	-	2	2	-	*	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	2	-	-	-	2	-	-	-	-
	43%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%
Quite high	2	2	-	2	-	2	-	-	*	-	-
	50%	100%	-%	100%	-%	100%	-%	-%	100%	-%	-%
Very high	*	-	-	-	-	-	-	-	-	-	-
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	2	-	2	-	2	-	-	*	-	-
	57%	100%	-%	100%	-%	100%	-%	-%	100%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The quality of the postal services provided by Yodel in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All those who use Yodel (QV4=6)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	4	2	1	-	-	3	1	1	-	1	2	2	-	-	-
Weighted total	4	2	*	-	-	4	*	*	-	*	2	2	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	-	-	2	-	-	-	-	-	-	-	-	-
	43%	-%	-%	-%	-%	47%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	2	2	*	-	-	2	*	*	-	*	2	2	-	-	-
	50%	100%	100%	-%	-%	53%	100%	100%	-%	100%	100%	100%	-%	-%	-%
Very high	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	2	*	-	-	2	*	*	-	*	2	2	-	-	-
	57%	100%	100%	-%	-%	53%	100%	100%	-%	100%	100%	100%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The quality of the postal services provided by Yodel in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All those who use Yodel (QV4=6)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	4	-	1	3	1	-	1	-	-	-	-	1
Weighted total	4	-	*	4	*	-	*	-	-	-	-	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	2	-	-	-	-	-	-	-	-
	43%	-%	-%	*47%*	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	2	-	*	2	*	-	*	-	-	-	-	2
	50%	-%	*100%*	*53%*	*100%*	-%	*100%*	-%	-%	-%	-%	*100%*
Very high	*	-	-	-	-	-	-	-	-	-	-	-
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	-	*	2	*	-	*	-	-	-	-	2
	57%	-%	*100%*	*53%*	*100%*	-%	*100%*	-%	-%	-%	-%	*100%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

The quality of the postal services provided by Yodel in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All those who use Yodel (QV4=6)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	4	3	3	3	2	4	2	3	1	-	2	-	2	-
Weighted total	4	4	4	4	2	4	2	4	2	-	2	-	2	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	2	2	-	2	-	2	-	-	-	-	-	-
	43%	47%	47%	47%	-%	43%	-%	47%	-%	-%	-%	-%	-%	-%
Quite high	2	2	2	2	2	2	2	2	2	-	2	-	2	-
	50%	53%	53%	53%	100%	50%	100%	53%	100%	-%	100%	-%	100%	-%
Very high	*	-	-	-	-	*	-	-	-	-	-	-	-	-
	7%	-%	-%	-%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	2	2	2	2	2	2	2	2	-	2	-	2	-
	57%	53%	53%	53%	100%	57%	100%	53%	100%	-%	100%	-%	100%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The quality of the postal services provided by Yodel in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All those who use Yodel (QV4=6)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	4	3	-	1	3	2	2	-	3	-	1	1	3
Weighted total	4	4	-	2	2	2	2	-	4	-	*	2	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	-	2	-	-	2	-	2	-	-	2	-
	43%	47%	-%	100%	-%	-%	86%	-%	47%	-%	-%	100%	-%
Quite high	2	2	-	-	2	2	-	-	2	-	-	-	2
	50%	46%	-%	-%	88%	100%	-%	-%	53%	-%	-%	-%	88%
Very high	*	*	-	-	*	-	*	-	-	-	*	-	*
	7%	7%	-%	-%	12%	-%	14%	-%	-%	-%	100%	-%	12%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	2	-	-	2	2	*	-	2	-	*	-	2
	57%	53%	-%	-%	100%	100%	14%	-%	53%	-%	100%	-%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The quality of the postal services provided by Yodel in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All those who use Yodel (QV4=6)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	4	-	-	-	-	-	-	-	-	-	-	-	-
Weighted total	4	-	-	-	-	-	-	-	-	-	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	-	-	-	-	-	-	-	-	-	-
	43%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	2	-	-	-	-	-	-	-	-	-	-	-	-
	50%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	*	-	-	-	-	-	-	-	-	-	-	-	-
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	-	-	-	-	-	-	-	-	-	-	-	-
	57%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

The quality of the postal services provided by Yodel in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All those who use Yodel (QV4=6)

	Total base	Month				Quarter		
		Feb' 2018	May' 2018	Jun' 2018	Oct' 2018	Q1 2018	Q2 2018	Q4 2018
Significance Level: 95%		***a**	***b**	***c**	***d**	***a**	***b**	***c**
Unweighted total	**4**	1	1	1	1	1	2	1
Weighted total	**4**	2	*	*	2	2	1	2
Very low	**-**	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**2**	2	-	-	-	2	-	-
	43%	*100%*	-%	-%	-%	*100%*	-%	-%
Quite high	**2**	-	-	*	2	-	*	2
	50%	-%	-%	*100%*	*100%*	-%	*50%*	*100%*
Very high	*	-	*	-	-	-	*	-
	7%	-%	*100%*	-%	-%	-%	*50%*	-%
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	**2**	-	*	*	2	-	1	2
	57%	-%	*100%*	*100%*	*100%*	-%	*100%*	*100%*
NET: Low	**-**	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c

The price of the postal services provided by Yodel in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All those who use Yodel (QV4=6)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	4	4	-	-	-	-	1	1	-	-	-
Weighted total	4	4	-	-	-	-	*	2	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	-	-	-	-	*	2	-	-	-
	50%	*50%*	-%	-%	-%	-%	*100%*	*100%*	-%	-%	-%
Quite high	2	2	-	-	-	-	-	-	-	-	-
	43%	*43%*	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	*	*	-	-	-	-	-	-	-	-	-
	7%	*7%*	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	2	-	-	-	-	-	-	-	-	-
	50%	*50%*	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

The price of the postal services provided by Yodel in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All those who use Yodel (QV4=6)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	4	-	-	-	-	1	-	-	1	-	2	-	1	1
Weighted total	4	-	-	-	-	2	-	-	2	-	4	-	*	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	-	-	-	-	-	2	-	2	-	*	-
	50%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	*50%*	-%	*100%*	-%
Quite high	2	-	-	-	-	2	-	-	-	-	2	-	-	-
	43%	-%	-%	-%	-%	*100%*	-%	-%	-%	-%	*50%*	-%	-%	-%
Very high	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	-	-	-	-	2	-	-	-	-	2	-	-	*
	50%	-%	-%	-%	-%	*100%*	-%	-%	-%	-%	*50%*	-%	-%	*100%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by Yodel in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All those who use Yodel (QV4=6)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	4	-	-	-	-	2	-	-	2	3	1	4	-
Weighted total	4	-	-	-	-	2	-	-	2	2	2	4	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	-	-	2	-	-	-	*	2	2	-
	50%	-%	-%	-%	-%	*100%*	-%	-%	-%	*12%*	*100%*	*50%*	-%
Quite high	2	-	-	-	-	-	-	-	2	2	-	2	-
	43%	-%	-%	-%	-%	-%	-%	-%	*86%*	*76%*	-%	*43%*	-%
Very high	*	-	-	-	-	-	-	-	*	*	-	*	-
	7%	-%	-%	-%	-%	-%	-%	-%	*14%*	*12%*	-%	*7%*	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	-	-	-	-	-	-	-	2	2	-	2	-
	50%	-%	-%	-%	-%	-%	-%	-%	*100%*	*88%*	-%	*50%*	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The price of the postal services provided by Yodel in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All those who use Yodel (QV4=6)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	4	4	-	2	-	2
Weighted total	4	4	-	2	-	2
Very low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	-	2	-	*
	50%	50%	-%	86%	-%	14%
Quite high	2	2	-	-	-	2
	43%	43%	-%	-%	-%	86%
Very high	*	*	-	*	-	-
	7%	7%	-%	14%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: High	2	2	-	*	-	2
	50%	50%	-%	14%	-%	86%
NET: Low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

The price of the postal services provided by Yodel in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All those who use Yodel (QV4=6)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	4	2	1	1	-	-	-	-	-	3	1	1	1	2
Weighted total	4	2	*	2	-	-	-	-	-	2	2	*	2	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	*	-	-	-	-	-	-	2	-	-	2	*
	50%	86%	100%	-%	-%	-%	-%	-%	-%	88%	-%	-%	100%	14%
Quite high	2	-	-	2	-	-	-	-	-	-	2	-	-	2
	43%	-%	-%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	86%
Very high	*	*	-	-	-	-	-	-	-	*	-	*	-	-
	7%	14%	-%	-%	-%	-%	-%	-%	-%	12%	-%	100%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	*	-	2	-	-	-	-	-	*	2	*	-	2
	50%	14%	-%	100%	-%	-%	-%	-%	-%	12%	100%	100%	-%	86%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The price of the postal services provided by Yodel in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All those who use Yodel (QV4=6)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	4	1	2	2	3	1	3	2	-	-	-	-	-	-
Weighted total	4	*	2	2	4	*	2	2	-	-	-	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	*	*	*	2	*	2	*	-	-	-	-	-	-
	50%	*100%*	*14%*	*14%*	*54%*	*100%*	*88%*	*14%*	-%	-%	-%	-%	-%	-%
Quite high	2	-	2	2	2	-	-	2	-	-	-	-	-	-
	43%	-%	*86%*	*86%*	*46%*	-%	-%	*86%*	-%	-%	-%	-%	-%	-%
Very high	*	-	-	-	-	-	*	-	-	-	-	-	-	-
	7%	-%	-%	-%	-%	-%	*12%*	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	-	2	2	2	-	*	2	-	-	-	-	-	-
	50%	-%	*86%*	*86%*	*46%*	-%	*12%*	*86%*	-%	-%	-%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The price of the postal services provided by Yodel in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All those who use Yodel (QV4=6)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	4	2	-	1	-	-	-	-	-	-	-	1	1	-
Weighted total	4	2	-	2	-	-	-	-	-	-	-	2	*	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	-	-	-	-	-	-	-	-	-	-	*	-
	50%	*100%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%
Quite high	2	-	-	2	-	-	-	-	-	-	-	2	-	-
	43%	-%	-%	*100%*	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%
Very high	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	-	-	2	-	-	-	-	-	-	-	2	-	-
	50%	-%	-%	*100%*	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The price of the postal services provided by Yodel in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All those who use Yodel (QV4=6)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	4	-	-	1	2	-	3	-	-	2	2	2	-
Weighted total	4	-	-	2	2	-	4	-	-	2	2	2	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	2	*	-	2	-	-	*	2	*	-
	50%	-%	-%	*100%*	*14%*	-%	*54%*	-%	-%	*14%*	*86%*	*14%*	-%
Quite high	2	-	-	-	2	-	2	-	-	2	-	2	-
	43%	-%	-%	-%	*86%*	-%	*46%*	-%	-%	*86%*	-%	*86%*	-%
Very high	*	-	-	-	-	-	-	-	-	-	*	-	-
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*14%*	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	-	-	-	2	-	2	-	-	2	*	2	-
	50%	-%	-%	-%	*86%*	-%	*46%*	-%	-%	*86%*	*14%*	*86%*	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The price of the postal services provided by Yodel in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All those who use Yodel (QV4=6)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	4	2	1	2	-	2	1	-	1	-	-
Weighted total	4	2	2	2	-	2	2	-	*	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	*	2	*	-	*	2	-	*	-	-
	50%	14%	100%	14%	-%	14%	100%	-%	100%	-%	-%
Quite high	2	2	-	2	-	2	-	-	-	-	-
	43%	86%	-%	86%	-%	86%	-%	-%	-%	-%	-%
Very high	*	-	-	-	-	-	-	-	-	-	-
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	2	-	2	-	2	-	-	-	-	-
	50%	86%	-%	86%	-%	86%	-%	-%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The price of the postal services provided by Yodel in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All those who use Yodel (QV4=6)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	4	2	1	-	-	3	1	1	-	1	2	2	-	-	-
Weighted total	4	2	*	-	-	4	*	*	-	*	2	2	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	*	*	-	-	2	*	*	-	*	*	*	-	-	-
	50%	*14%*	*100%*	-%	-%	*54%*	*100%*	*100%*	-%	*100%*	*14%*	*14%*	-%	-%	-%
Quite high	2	2	-	-	-	2	-	-	-	-	2	2	-	-	-
	43%	*86%*	-%	-%	-%	*46%*	-%	-%	-%	-%	*86%*	*86%*	-%	-%	-%
Very high	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	2	-	-	-	2	-	-	-	-	2	2	-	-	-
	50%	*86%*	-%	-%	-%	*46%*	-%	-%	-%	-%	*86%*	*86%*	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The price of the postal services provided by Yodel in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All those who use Yodel (QV4=6)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	4	-	1	3	1	-	1	-	-	-	-	1
Weighted total	4	-	*	4	*	-	*	-	-	-	-	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	*	2	*	-	*	-	-	-	-	-
	50%	-%	*100%*	*54%*	*100%*	-%	*100%*	-%	-%	-%	-%	-%
Quite high	2	-	-	2	-	-	-	-	-	-	-	2
	43%	-%	-%	*46%*	-%	-%	-%	-%	-%	-%	-%	*100%*
Very high	*	-	-	-	-	-	-	-	-	-	-	-
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	-	-	2	-	-	-	-	-	-	-	2
	50%	-%	-%	*46%*	-%	-%	-%	-%	-%	-%	-%	*100%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

The price of the postal services provided by Yodel in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All those who use Yodel (QV4=6)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	4	3	3	3	2	4	2	3	1	-	2	-	2	-
Weighted total	4	4	4	4	2	4	2	4	2	-	2	-	2	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	2	2	*	2	*	2	-	-	*	-	*	-
	50%	54%	54%	54%	14%	50%	14%	54%	-%	-%	14%	-%	14%	-%
Quite high	2	2	2	2	2	2	2	2	2	-	2	-	2	-
	43%	46%	46%	46%	86%	43%	86%	46%	100%	-%	86%	-%	86%	-%
Very high	*	-	-	-	-	*	-	-	-	-	-	-	-	-
	7%	-%	-%	-%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	2	2	2	2	2	2	2	2	-	2	-	2	-
	50%	46%	46%	46%	86%	50%	86%	46%	100%	-%	86%	-%	86%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The price of the postal services provided by Yodel in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All those who use Yodel (QV4=6)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	4	3	-	1	3	2	2	-	3	-	1	1	3
Weighted total	4	4	-	2	2	2	2	-	4	-	*	2	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	-	2	*	*	2	-	2	-	-	2	*
	50%	47%	-%	100%	12%	14%	86%	-%	54%	-%	-%	100%	12%
Quite high	2	2	-	-	2	2	-	-	2	-	-	-	2
	43%	46%	-%	-%	76%	86%	-%	-%	46%	-%	-%	-%	76%
Very high	*	*	-	-	*	-	*	-	-	-	*	-	*
	7%	7%	-%	-%	12%	-%	14%	-%	-%	-%	100%	-%	12%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	2	-	-	2	2	*	-	2	-	*	-	2
	50%	53%	-%	-%	88%	86%	14%	-%	46%	-%	100%	-%	88%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The price of the postal services provided by Yodel in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)

Base: All those who use Yodel (QV4=6)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	4	-	-	-	-	-	-	-	-	-	-	-	-
Weighted total	4	-	-	-	-	-	-	-	-	-	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	-	-	-	-	-	-	-	-	-	-
	50%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	2	-	-	-	-	-	-	-	-	-	-	-	-
	43%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	*	-	-	-	-	-	-	-	-	-	-	-	-
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	-	-	-	-	-	-	-	-	-	-	-	-
	50%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

The price of the postal services provided by Yodel in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)
Base: All those who use Yodel (QV4=6)

		Month				Quarter		
	Total base	Feb' 2018	May' 2018	Jun' 2018	Oct' 2018	Q1 2018	Q2 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c
Unweighted total	4	1	1	1	1	1	2	1
Weighted total	4	2	*	*	2	2	1	2
Very low	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	-	*	-	2	*	-
	50%	*100%*	-%	*100%*	-%	*100%*	*50%*	-%
Quite high	2	-	-	-	2	-	-	2
	43%	-%	-%	-%	*100%*	-%	-%	*100%*
Very high	*	-	*	-	-	-	*	-
	7%	-%	*100%*	-%	-%	-%	*50%*	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	-	*	-	2	-	*	2
	50%	-%	*100%*	-%	*100%*	-%	*50%*	*100%*
NET: Low	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 169 Page 2978

The quality of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)

Base: All those who use Parcelforce (QV4=7)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	81	59	16	5	1	22	19	26	5	4	6
Weighted total	72	70	2	*	*	2	22	27	4	1	2
Very low	1	1	*	-	-	*	-	1	-	-	-
	2%	*2%*	*3%*	*-%*	*-%*	*2%*	*-%*	*4%*	*-%*	*-%*	*-%*
Quite low	3	3	-	-	-	-	-	2	-	-	-
	4%	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*-%*	*-%*	*-%*
Neither low nor high	5	5	*	-	*	*	2	-	-	-	2
	7%	*7%*	*6%*	*-%*	*100%*	*7%*	*7%*	*-%*	*-%*	*-%*	*83%*
Quite high	29	28	1	*	-	1	9	10	2	*	*
	40%	*41%*	*35%*	*32%*	*-%*	*33%*	*41%*	*38%*	*52%*	*46%*	*5%*
Very high	32	31	1	*	-	1	11	12	2	*	*
	44%	*44%*	*57%*	*68%*	*-%*	*57%*	*51%*	*45%*	*48%*	*54%*	*12%*
Don't Know (DO NOT READ OUT)	2	2	-	-	-	-	-	2	-	-	-
	3%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*-%*	*-%*	*-%*
NET: High	61	59	2	*	-	2	20	22	4	1	*
	85%	*85%*	*91%*	*100%*	*-%*	*90%*	*93%*	*83%*	*100%*	*100%*	*17%*
NET: Low	4	4	*	-	-	*	-	3	-	-	-
	5%	*5%*	*3%*	*-%*	*-%*	*2%*	*-%*	*10%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

The quality of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	81	6	2	7	-	5	11	4	9	3	47	9	12	13
Weighted total	72	10	2	10	-	8	14	6	10	1	63	2	3	5
Very low	1	-	-	-	-	-	-	1	-	-	1	*	-	-
	2%	-%	-%	-%	-%	-%	-%	*17%*	-%	-%	*2%*	*2%*	-%	-%
Quite low	3	-	-	2	-	-	1	-	-	-	3	-	-	-
	4%	-%	-%	*17%*	-%	-%	*7%*	-%	-%	-%	*4%*	-%	-%	-%
Neither low nor high	5	2	-	-	-	-	2	2	-	-	5	-	-	*
	7%	*16%*	-%	-%	-%	-%	*14%*	*26%*	-%	-%	*8%*	-%	-%	*1%*
Quite high	29	5	-	6	-	3	5	-	4	*	24	1	2	2
	40%	*48%*	-%	*65%*	-%	*44%*	*36%*	-%	*37%*	*17%*	*38%*	*49%*	*83%*	*38%*
Very high	32	2	2	2	-	4	6	4	7	1	28	1	*	3
	44%	*18%*	*100%*	*17%*	-%	*56%*	*43%*	*57%*	*63%*	*83%*	*44%*	*49%*	*17%*	*61%*
Don't Know (DO NOT READ OUT)	2	2	-	-	-	-	-	-	-	-	2	-	-	-
	3%	*18%*	-%	-%	-%	-%	-%	-%	-%	-%	*3%*	-%	-%	-%
NET: High	61	7	2	8	-	8	11	4	10	1	52	2	3	5
	85%	*66%*	*100%*	*83%*	-%	*100%*	*79%*	*57%*	*100%*	*100%*	*83%*	*98%*	*100%*	*99%*
NET: Low	4	-	-	2	-	-	1	1	-	-	4	*	-	-
	5%	-%	-%	*17%*	-%	-%	*7%*	*17%*	-%	-%	*6%*	*2%*	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	*h	a	b	a	*b
Unweighted total	81	1	14	2	8	30	2	2	22	50	31	77	4
Weighted total	72	1	9	2	10	30	*	3	17	55	16	70	2
Very low	1	-	*	-	-	-	-	1	-	1	*	1	-
	2%	-%	*1%*	-%	-%	-%	-%	*36%*	-%	*2%*	*%	*2%*	-%
Quite low	3	-	-	-	-	-	-	-	3	2	1	3	-
	4%	-%	-%	-%	-%	-%	-%	-%	*16%*	*3%*	*6%*	*4%*	-%
Neither low nor high	5	-	*	-	2	2	-	-	2	5	*	5	-
	7%	-%	*2%*	-%	*19%*	*5%*	-%	-%	*9%*	*9%*	*1%*	*8%*	-%
Quite high	29	-	6	2	7	8	*	-	5	22	7	29	*
	40%	-%	*73%*	*100%*	*69%*	*28%*	*100%*	-%	*31%*	*40%*	*42%*	*42%*	*4%*
Very high	32	1	2	-	1	18	-	2	8	24	8	30	2
	44%	*100%*	*24%*	-%	*12%*	*60%*	-%	*64%*	*44%*	*43%*	*50%*	*43%*	*96%*
Don't Know (DO NOT READ OUT)	2	-	-	-	-	2	-	-	-	2	-	2	-
	3%	-%	-%	-%	-%	*6%*	-%	-%	-%	*3%*	-%	*3%*	-%
NET: High	61	1	8	2	8	26	*	2	13	46	15	59	2
	85%	*100%*	*98%*	*100%*	*81%*	*88%*	*100%*	*64%*	*75%*	*82%*	*92%*	*84%*	*100%*
NET: Low	4	-	*	-	-	-	-	1	3	3	1	4	-
	5%	-%	*1%*	-%	-%	-%	-%	*36%*	*16%*	*5%*	*7%*	*6%*	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The quality of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	*b	c
Unweighted total	**81**	78	3	33	8	40
Weighted total	**72**	66	5	29	9	34
Very low	**1**	1	-	*	-	1
	2%	*2%*	*-%*	**%*	*-%*	*3%*
Quite low	**3**	3	-	-	1	2
	4%	*4%*	*-%*	*-%*	*11%*	*5%*
Neither low nor high	**5**	5	-	4	-	2
	7%	*8%*	*-%*	*12%*	*-%*	*5%*
Quite high	**29**	24	5	12	2	15
	40%	*35%*	*100%*	*40%*	*26%*	*44%*
Very high	**32**	32	-	12	6	14
	44%	*48%*	*-%*	*41%*	*63%*	*42%*
Don't Know (DO NOT READ OUT)	**2**	2	-	2	-	-
	3%	*3%*	*-%*	*7%*	*-%*	*-%*
NET: High	**61**	55	5	23	8	29
	85%	*83%*	*100%*	*81%*	*89%*	*87%*
NET: Low	**4**	4	-	*	1	3
	5%	*6%*	*-%*	**%*	*11%*	*8%*

Columns Tested: a,b - a,b,c

The quality of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	c
Unweighted total	**81**	42	30	7	2	-	-	-	-	72	9	13	29	39
Weighted total	**72**	39	26	4	2	-	-	-	-	65	6	14	25	33
Very low	**1**	-	1	-	-	-	-	-	-	1	-	-	-	1
	2%	-%	*4%*	-%	-%	-%	-%	-%	-%	*2%*	-%	-%	-%	*3%*
Quite low	**3**	-	3	-	-	-	-	-	-	3	-	-	-	3
	4%	-%	*11%* a	-%	-%	-%	-%	-%	-%	*4%*	-%	-%	-%	*9%*
Neither low nor high	**5**	4	*	2	-	-	-	-	-	4	2	-	4	2
	7%	*9%*	*%*	*41%*	-%	-%	-%	-%	-%	*6%*	*26%*	-%	*14%*	*5%*
Quite high	**29**	21	4	1	2	-	-	-	-	26	3	6	15	8
	40%	*54%* b	*17%*	*22%*	*100%*	-%	-%	-%	-%	*39%* b	*51%*	*43%*	*61%*	*23%*
Very high	**32**	14	16	2	-	-	-	-	-	30	2	8	6	17
	44%	*37%*	*61%* a	*38%*	-%	-%	-%	-%	-%	*46%*	*24%*	*57%*	*25%*	*54%*
Don't Know (DO NOT READ OUT)	**2**	-	2	-	-	-	-	-	-	2	-	-	-	2
	3%	-%	*7%*	-%	-%	-%	-%	-%	-%	*3%*	-%	-%	-%	*6%*
NET: High	**61**	36	20	2	2	-	-	-	-	56	5	14	22	25
	85%	*91%*	*78%*	*59%*	*100%*	-%	-%	-%	-%	*86%*	*74%*	*100%*	*86%*	*77%*
NET: Low	**4**	-	4	-	-	-	-	-	-	4	-	-	-	4
	5%	-%	*15%* a	-%	-%	-%	-%	-%	-%	*6%*	-%	-%	-%	*12%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The quality of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**81**	51	45	57	58	23	60	53	4	-	-	-	-	-
Weighted total	**72**	37	34	44	46	17	56	42	2	-	-	-	-	-
Very low	**1**	*	*	*	1	*	*	-	*	-	-	-	-	-
	2%	**%*	**%*	**%*	*2%*	**%*	**%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**3**	3	3	3	3	3	3	3	-	-	-	-	-	-
	4%	*7%*	*8%*	*6%*	*6%*	*16%*	*5%*	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**5**	5	5	5	2	2	5	4	2	-	-	-	-	-
	7%	*14%*	*15%* d	*12%*	*4%*	*10%*	*9%*	*9%*	*79%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite high	**29**	10	9	13	17	3	21	13	*	-	-	-	-	-
	40%	*28%*	*27%*	*30%*	*37%*	*15%*	*37%*	*31%*	*14%*	*-%*	*-%*	*-%*	*-%*	*-%*
Very high	**32**	17	15	21	22	8	25	21	*	-	-	-	-	-
	44%	*46%*	*44%*	*47%*	*46%*	*47%*	*45%*	*50%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**2**	2	2	2	2	2	2	2	-	-	-	-	-	-
	3%	*5%*	*6%*	*4%*	*4%*	*11%*	*3%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**61**	27	24	34	39	10	46	33	*	-	-	-	-	-
	85%	*74%*	*71%*	*77%*	*84%*	*62%*	*82%*	*80%*	*19%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Low	**4**	3	3	3	4	3	3	3	*	-	-	-	-	-
	5%	*8%*	*8%*	*6%*	*8%*	*17%*	*5%*	*7%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The quality of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**81**	52	3	2	1	-	-	-	-	14	14	20	8	1
Weighted total	**72**	39	3	3	2	-	-	-	-	14	10	15	4	*
Very low	**1**	1	-	-	-	-	-	-	-	-	-	*	-	-
	2%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*
Quite low	**3**	3	-	-	-	-	-	-	-	-	2	1	-	-
	4%	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*17%*	*7%*	*-%*	*-%*
Neither low nor high	**5**	*	-	-	2	-	-	-	-	-	2	2	2	-
	7%	**%*	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*20%*	*11%*	*37%*	*-%*
Quite high	**29**	17	*	-	-	-	-	-	-	6	2	4	1	-
	40%	*44%*	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*44%*	*24%*	*25%*	*18%*	*-%*
Very high	**32**	16	3	3	-	-	-	-	-	6	4	8	2	*
	44%	*41%*	*85%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*43%*	*39%*	*57%*	*46%*	*100%*
Don't Know (DO NOT READ OUT)	**2**	2	-	-	-	-	-	-	-	2	-	-	-	-
	3%	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*13%*	*-%*	*-%*	*-%*	*-%*
NET: High	**61**	33	3	3	-	-	-	-	-	13	6	12	3	*
	85%	*85%*	*100%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*87%*	*63%*	*81%*	*63%*	*100%*
NET: Low	**4**	4	-	-	-	-	-	-	-	-	2	1	-	-
	5%	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*17%*	*7%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The quality of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	a	b	a	*b
Unweighted total	81	9	16	14	17	2	43	3	12	39	42	48	9
Weighted total	72	7	11	14	13	*	40	2	4	36	36	38	6
Very low	1	-	-	*	1	-	1	-	-	-	1	*	-
	2%	-%	-%	*%	*8%*	-%	*3%*	-%	-%	-%	*3%*	*%	-%
Quite low	3	2	-	1	-	-	3	-	-	3	-	3	-
	4%	*23%*	-%	*7%*	-%	-%	*7%*	-%	-%	*8%*	-%	*7%*	-%
Neither low nor high	5	-	*	-	2	*	2	-	*	4	2	5	*
	7%	-%	*%	-%	*13%*	*27%*	*4%*	-%	*1%*	*10%*	*5%*	*14%*	*2%*
Quite high	29	4	4	4	4	-	14	2	1	15	14	9	4
	40%	*58%*	*40%*	*32%*	*31%*	-%	*36%*	*97%*	*26%*	*41%*	*39%*	*24%*	*64%*
Very high	32	1	5	9	6	*	18	*	3	15	17	19	2
	44%	*20%*	*43%*	*61%*	*48%*	*73%*	*45%*	*3%*	*73%*	*41%*	*47%*	*50%*	*34%*
Don't Know (DO NOT READ OUT)	2	-	2	-	-	-	2	-	-	-	2	2	-
	3%	-%	*17%*	-%	-%	-%	*5%*	-%	-%	-%	*5%*	*5%*	-%
NET: High	61	6	9	13	10	*	33	2	4	30	31	28	6
	85%	*77%*	*83%*	*92%*	*79%*	*73%*	*81%*	*100%*	*99%*	*83%*	*87%*	*74%*	*98%*
NET: Low	4	2	-	1	1	-	4	-	-	3	1	3	-
	5%	*23%*	-%	*8%*	*8%*	-%	*10%*	-%	-%	*8%*	*3%*	*7%*	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The quality of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	a	*b	*a	b	a	b	*c	*d
Unweighted total	81	16	29	48	2	16	42	35	39	13	-
Weighted total	72	16	19	38	2	14	32	23	29	10	-
Very low	1	-	1	*	-	-	1	*	-	*	-
	2%	-%	*6%*	*%	-%	-%	*3%*	*%	-%	*%	-%
Quite low	3	1	2	3	-	1	2	1	3	2	-
	4%	*7%*	*9%*	*7%*	-%	*8%*	*5%*	*5%*	*9%*	*17%*	-%
Neither low nor high	5	-	2	5	-	-	2	2	5	2	-
	7%	-%	*9%*	*14%*	-%	-%	*6%*	*8%*	*18%*	*19%*	-%
Quite high	29	6	4	9	2	5	12	10	8	4	-
	40%	*40%*	*22%*	*24%*	*97%*	*37%*	*38%*	*44%*	*27%*	*37%*	-%
Very high	32	9	9	19	*	8	14	10	12	3	-
	44%	*54%*	*45%*	*50%*	*3%*	*56%*	*42%*	*44%*	*40%*	*26%*	-%
Don't Know (DO NOT READ OUT)	2	-	2	2	-	-	2	-	2	-	-
	3%	-%	*10%*	*5%*	-%	-%	*6%*	-%	*6%*	-%	-%
NET: High	61	15	13	28	2	13	26	20	20	6	-
	85%	*93%*	*67%*	*74%*	*100%*	*92%*	*80%*	*87%* b	*67%*	*64%*	-%
NET: Low	4	1	3	3	-	1	3	1	3	2	-
	5%	*7%*	*15%*	*7%*	-%	*8%*	*9%*	*5%*	*9%*	*18%*	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The quality of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		***a**	b	***c**	***d**	a	***b**	***c**	***d**	a	b	c	a	***b**	***c**
Unweighted total	**81**	26	34	9	-	49	27	12	2	44	36	33	36	28	1
Weighted total	**72**	17	28	6	-	41	17	7	1	31	28	23	26	21	*
Very low	**1**	-	*	-	-	1	-	-	-	*	*	1	*	-	-
	2%	*-%*	**%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	**%*	**%*	*5%*	**%*	*-%*	*-%*
Quite low	**3**	1	3	2	-	3	1	-	-	3	3	1	3	1	-
	4%	*6%*	*10%*	*30%*	*-%*	*7%*	*6%*	*-%*	*-%*	*9%*	*10%*	*5%*	*11%*	*5%*	*-%*
Neither low nor high	**5**	2	5	*	-	2	*	*	-	5	5	*	3	5	-
	7%	*11%*	*19%*	*2%*	*-%*	*4%*	**%*	*1%*	*-%*	*16%* c	*18%* c	**%*	*13%*	*25%*	*-%*
Quite high	**29**	7	6	3	-	17	6	5	*	6	5	9	7	3	-
	40%	*41%*	*21%*	*53%*	*-%*	*42%*	*35%*	*63%*	*83%*	*21%*	*18%*	*37%*	*27%*	*15%*	*-%*
Very high	**32**	7	12	1	-	16	10	3	*	15	14	12	11	10	*
	44%	*41%*	*43%*	*15%*	*-%*	*40%*	*58%*	*35%*	*17%*	*48%*	*48%*	*53%*	*42%*	*46%*	*100%*
Don't Know (DO NOT READ OUT)	**2**	-	2	-	-	2	-	-	-	2	2	-	2	2	-
	3%	*-%*	*7%*	*-%*	*-%*	*5%*	*-%*	*-%*	*-%*	*6%*	*7%*	*-%*	*7%*	*9%*	*-%*
NET: High	**61**	14	18	4	-	34	16	7	1	21	18	21	18	13	*
	85%	*82%*	*65%*	*69%*	*-%*	*82%*	*94%*	*99%*	*100%*	*69%*	*65%*	*90%* **ab**	*69%*	*61%*	*100%*
NET: Low	**4**	1	3	2	-	4	1	-	-	3	3	2	3	1	-
	5%	*6%*	*10%*	*30%*	*-%*	*9%*	*6%*	*-%*	*-%*	*9%*	*10%*	*10%*	*11%*	*5%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The quality of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	c	*d	*e	a	*b	*a	*b	*c	*d
Unweighted total	**81**	27	17	40	10	9	35	26	2	2	5	1
Weighted total	**72**	21	13	32	4	4	27	22	3	2	7	2
Very low	**1**	-	-	*	*	*	*	-	-	-	-	-
	2%	*-%*	*-%*	**%*	*1%*	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**3**	3	3	3	2	2	3	1	1	-	-	-
	4%	*13%*	*21%*	*9%*	*40%*	*48%*	*10%*	*5%*	*36%*	*-%*	*-%*	*-%*
Neither low nor high	**5**	-	*	*	*	*	3	5	-	-	2	-
	7%	*-%*	**%*	**%*	*2%*	*3%*	*13%*	*23%*	*-%*	*-%*	*23%*	*-%*
Quite high	**29**	7	5	15	2	1	6	4	2	2	1	2
	40%	*35%*	*38%*	*48%*	*41%*	*37%*	*23%*	*16%*	*64%*	*86%*	*15%*	*100%*
Very high	**32**	11	5	14	1	*	13	10	-	*	4	-
	44%	*52%*	*40%*	*43%*	*16%*	*11%*	*47%*	*47%*	*-%*	*14%*	*62%*	*-%*
Don't Know (DO NOT READ OUT)	**2**	-	-	-	-	-	2	2	-	-	-	-
	3%	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*9%*	*-%*	*-%*	*-%*	*-%*
NET: High	**61**	18	10	29	2	2	19	14	2	2	6	2
	85%	*87%*	*78%*	*91%*	*57%*	*48%*	*70%*	*63%*	*64%*	*100%*	*77%*	*100%*
NET: Low	**4**	3	3	3	2	2	3	1	1	-	-	-
	5%	*13%*	*21%*	*9%*	*41%*	*49%*	*10%*	*5%*	*36%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

The quality of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	***c**	***d**	a	***b**	***a**	b
Unweighted total	**81**	71	63	72	75	77	64	71	29	-	53	3	23	40
Weighted total	**72**	59	51	61	65	67	56	59	22	-	41	4	25	29
Very low	**1**	*	*	*	1	*	-	1	-	-	1	-	-	1
	2%	**%*	**%*	**%*	*2%*	**%*	*-%*	*2%*	*-%*	*-%*	*3%*	*-%*	*-%*	*4%*
Quite low	**3**	3	3	3	3	3	3	3	3	-	-	1	3	-
	4%	*5%*	*5%*	*5%*	*4%*	*4%*	*5%*	*5%*	*13%*	*-%*	*-%*	*28%*	*11%*	*-%*
Neither low nor high	**5**	5	5	5	5	5	4	4	*	-	3	2	2	4
	7%	*9%*	*10%*	*8%*	*8%*	*8%*	*6%*	*6%*	*1%*	*-%*	*8%*	*44%*	*7%*	*12%*
Quite high	**29**	19	17	21	23	26	21	21	10	-	12	1	11	7
	40%	*33%*	*34%*	*35%*	*36%*	*38%*	*37%*	*36%*	*49%*	*-%*	*29%*	*28%*	*46%*	*25%*
Very high	**32**	30	24	30	30	32	29	28	8	-	23	-	9	15
	44%	*50%*	*47%*	*49%*	*47%*	*47%*	*52%*	*48%*	*38%*	*-%*	*56%*	*-%*	*37%*	*53%*
Don't Know (DO NOT READ OUT)	**2**	2	2	2	2	2	-	2	-	-	2	-	-	2
	3%	*3%*	*4%*	*3%*	*3%*	*3%*	*-%*	*3%*	*-%*	*-%*	*5%*	*-%*	*-%*	*7%*
NET: High	**61**	49	41	51	54	57	50	49	19	-	35	1	21	22
	85%	*83%*	*81%*	*84%*	*83%*	*85%*	*89%*	*84%*	*86%*	*-%*	*84%*	*28%*	*82%*	*77%*
NET: Low	**4**	3	3	3	4	3	3	4	3	-	1	1	3	1
	5%	*5%*	*6%*	*5%*	*6%*	*4%*	*5%*	*7%*	*13%*	*-%*	*3%*	*28%*	*11%*	*4%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The quality of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	b	*c	a	*b	c	a	b
Unweighted total	**81**	72	2	19	62	15	57	9	37	8	36	45	36
Weighted total	**72**	65	1	20	52	14	50	7	32	7	33	37	35
Very low	**1**	1	-	1	*	-	1	-	1	-	-	*	1
	2%	*2%*	*-%*	*5%*	**%*	*-%*	*2%*	*-%*	*3%*	*-%*	*-%*	**%*	*3%*
Quite low	**3**	3	-	-	3	-	3	-	1	-	2	3	-
	4%	*4%*	*-%*	*-%*	*5%*	*-%*	*6%*	*-%*	*3%*	*-%*	*5%*	*7%*	*-%*
Neither low nor high	**5**	3	*	4	2	2	4	*	*	-	5	5	*
	7%	*5%*	*18%*	*18%*	*3%*	*12%*	*7%*	*1%*	**%*	*-%*	*16%* a	*14%* b	**%*
Quite high	**29**	24	-	8	21	10	16	3	14	2	13	16	13
	40%	*37%*	*-%*	*42%*	*40%*	*73%*	*32%*	*37%*	*43%*	*28%*	*40%*	*44%*	*36%*
Very high	**32**	31	*	7	25	2	25	5	16	5	11	13	19
	44%	*48%*	*82%*	*35%*	*48%*	*16%*	*50%*	*61%*	*50%*	*72%*	*34%*	*34%*	*55%*
Don't Know (DO NOT READ OUT)	**2**	2	-	-	2	-	2	-	-	-	2	-	2
	3%	*3%*	*-%*	*-%*	*4%*	*-%*	*4%*	*-%*	*-%*	*-%*	*6%*	*-%*	*5%*
NET: High	**61**	55	*	15	45	13	41	7	30	7	24	29	32
	85%	*86%*	*82%*	*77%*	*88%*	*88%*	*82%*	*99%*	*93%* c	*100%*	*74%*	*78%*	*91%*
NET: Low	**4**	4	-	1	3	-	4	-	2	-	2	3	1
	5%	*6%*	*-%*	*5%*	*5%*	*-%*	*8%*	*-%*	*7%*	*-%*	*5%*	*8%*	*3%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 169 (continuation)

The quality of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)

Base: All those who use Parcelforce (QV4=7)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	81	17	1	13	14	7	6	9	4	6	7	2	5
Weighted total	72	5	*	6	6	4	2	4	1	1	3	1	3
Very low	1	*	-	1	1	1	-	*	-	-	*	-	1
	2%	*1%*	*-%*	*19%*	*18%*	*31%*	*-%*	*1%*	*-%*	*-%*	*2%*	*-%*	*42%*
Quite low	3	-	-	-	-	-	-	-	-	-	-	-	-
	4%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	5	*	-	*	*	-	*	-	*	-	*	-	-
	7%	*1%*	*-%*	*1%*	*1%*	*-%*	*2%*	*-%*	*4%*	*-%*	*2%*	*-%*	*-%*
Quite high	29	*	-	*	*	*	*	*	-	*	-	*	*
	40%	*8%*	*-%*	*2%*	*6%*	*1%*	*2%*	*2%*	*-%*	*21%*	*-%*	*4%*	*4%*
Very high	32	5	*	5	5	2	2	4	1	1	3	1	1
	44%	*90%*	*100%*	*79%*	*76%*	*68%*	*96%*	*96%*	*96%*	*79%*	*96%*	*96%*	*54%*
Don't Know (DO NOT READ OUT)	2	-	-	-	-	-	-	-	-	-	-	-	-
	3%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	61	5	*	5	5	3	2	4	1	1	3	1	1
	85%	*98%*	*100%*	*80%*	*81%*	*69%*	*98%*	*99%*	*96%*	*100%*	*96%*	*100%*	*58%*
NET: Low	4	*	-	1	1	1	-	*	-	-	*	-	1
	5%	*1%*	*-%*	*19%*	*18%*	*31%*	*-%*	*1%*	*-%*	*-%*	*2%*	*-%*	*42%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

The quality of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	81	8	3	2	20	5	4	7	7	9	6	6	4
Weighted total	72	8	4	2	8	4	3	5	7	13	4	10	4
Very low	1	-	-	-	1	-	-	-	-	-	-	-	-
	2%	-%	-%	-%	*14%*	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	3	2	-	-	-	-	1	-	-	-	-	-	-
	4%	*21%*	-%	-%	-%	-%	*39%*	-%	-%	-%	-%	-%	-%
Neither low nor high	5	-	-	-	*	-	-	-	-	3	*	2	-
	7%	-%	-%	-%	*1%*	-%	-%	-%	-%	*25%*	*2%*	*18%*	-%
Quite high	29	1	4	*	*	2	1	5	3	-	4	8	-
	40%	*15%*	*100%*	*22%*	*6%*	*45%*	*50%*	*98%*	*52%*	-%	*89%*	*76%*	-%
Very high	32	5	-	2	6	2	*	*	3	8	*	1	4
	44%	*64%*	-%	*78%*	*79%*	*55%*	*11%*	*2%*	*48%*	*61%*	*8%*	*6%*	*100%*
Don't Know (DO NOT READ OUT)	2	-	-	-	-	-	-	-	-	2	-	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	*14%*	-%	-%	-%
NET: High	61	6	4	2	7	4	2	5	7	8	4	8	4
	85%	*79%*	*100%*	*100%*	*85%*	*100%*	*61%*	*100%*	*100%*	*61%*	*98%*	*82%*	*100%*
NET: Low	4	2	-	-	1	-	1	-	-	-	-	-	-
	5%	*21%*	-%	-%	*14%*	-%	*39%*	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

The quality of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		***a**	***b**	***c**	***d**
Unweighted total	**81**	13	29	23	16
Weighted total	**72**	14	14	25	19
Very low	**1**	-	1	-	-
	2%	*-%*	*8%*	*-%*	*-%*
Quite low	**3**	2	1	-	-
	4%	*12%*	*8%*	*-%*	*-%*
Neither low nor high	**5**	-	*	3	2
	7%	*-%*	**%*	*13%*	*10%*
Quite high	**29**	6	3	8	11
	40%	*40%*	*25%*	*34%*	*61%*
Very high	**32**	7	8	11	5
	44%	*49%*	*60%*	*45%*	*29%*
Don't Know (DO NOT READ OUT)	**2**	-	-	2	-
	3%	*-%*	*-%*	*8%*	*-%*
NET: High	**61**	13	12	20	17
	85%	*88%*	*84%*	*79%*	*90%*
NET: Low	**4**	2	2	-	-
	5%	*12%*	*15%*	*-%*	*-%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

The price of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)

Base: All those who use Parcelforce (QV4=7)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	**81**	59	16	5	1	22	19	26	5	4	6
Weighted total	**72**	70	2	*	*	2	22	27	4	1	2
Very low	**3**	3	*	-	-	*	-	*	-	-	-
	5%	*5%*	*3%*	*-%*	*-%*	*2%*	*-%*	**%*	*-%*	*-%*	*-%*
Quite low	**2**	2	*	-	-	*	*	2	-	-	*
	3%	*3%*	*9%*	*-%*	*-%*	*8%*	*2%*	*7%*	*-%*	*-%*	*5%*
Neither low nor high	**21**	20	*	*	*	1	8	8	*	*	*
	29%	*29%*	*24%*	*32%*	*100%*	*27%*	*37%*	*29%*	*1%*	*33%*	*7%*
Quite high	**35**	34	1	*	-	1	11	13	4	*	2
	48%	*48%*	*46%*	*16%*	*-%*	*41%*	*49%*	*47%*	*96%*	*27%*	*89%*
Very high	**9**	9	*	*	-	*	3	2	*	*	-
	12%	*12%*	*8%*	*52%*	*-%*	*14%*	*12%*	*9%*	*3%*	*40%*	*-%*
Don't Know (DO NOT READ OUT)	**2**	2	*	-	-	*	-	2	-	-	-
	3%	*3%*	*10%*	*-%*	*-%*	*8%*	*-%*	*8%*	*-%*	*-%*	*-%*
NET: High	**43**	42	1	*	-	1	13	15	4	*	2
	60%	*61%*	*54%*	*68%*	*-%*	*55%*	*61%*	*56%*	*99%*	*67%*	*89%*
NET: Low	**6**	5	*	-	-	*	*	2	-	-	*
	8%	*8%*	*12%*	*-%*	*-%*	*10%*	*2%*	*7%*	*-%*	*-%*	*5%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

The price of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	81	6	2	7	-	5	11	4	9	3	47	9	12	13
Weighted total	72	10	2	10	-	8	14	6	10	1	63	2	3	5
Very low	3	2	-	-	-	-	1	-	-	-	3	*	-	*
	5%	*16%*	*-%*	*-%*	*-%*	*-%*	*7%*	*-%*	*-%*	*-%*	*4%*	*2%*	*-%*	*10%*
Quite low	2	-	-	-	-	-	2	-	-	-	2	-	1	-
	3%	*-%*	*-%*	*-%*	*-%*	*-%*	*13%*	*-%*	*-%*	*-%*	*3%*	*-%*	*23%*	*-%*
Neither low nor high	21	-	-	3	-	3	5	3	4	1	19	*	*	2
	29%	*-%*	*-%*	*30%*	*-%*	*33%*	*36%*	*43%*	*37%*	*82%*	*30%*	*4%*	*19%*	*34%*
Quite high	35	7	1	5	-	5	5	2	5	*	30	2	1	1
	48%	*66%*	*50%*	*52%*	*-%*	*67%*	*36%*	*29%*	*48%*	*18%*	*49%*	*77%*	*42%*	*30%*
Very high	9	-	1	2	-	-	1	2	1	-	7	*	*	1
	12%	*-%*	*50%*	*17%*	*-%*	*-%*	*7%*	*27%*	*13%*	*-%*	*11%*	*17%*	*17%*	*26%*
Don't Know (DO NOT READ OUT)	2	2	-	-	-	-	-	-	*	-	2	-	-	-
	3%	*18%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*3%*	*-%*	*-%*	*-%*
NET: High	43	7	2	7	-	5	6	4	6	*	37	2	2	3
	60%	*66%*	*100%*	*70%*	*-%*	*67%*	*43%*	*57%*	*61%*	*18%*	*60%*	*94%*	*59%*	*56%*
NET: Low	6	2	-	-	-	-	3	-	-	-	5	*	1	*
	8%	*16%*	*-%*	*-%*	*-%*	*-%*	*20%*	*-%*	*-%*	*-%*	*7%*	*2%*	*23%*	*10%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	*h	a	b	a	*b
Unweighted total	**81**	1	14	2	8	30	2	2	22	50	31	77	4
Weighted total	**72**	1	9	2	10	30	*	3	17	55	16	70	2
Very low	**3**	-	*	-	-	2	-	-	1	2	1	3	-
	5%	*-%*	*1%*	*-%*	*-%*	*7%*	*-%*	*-%*	*6%*	*4%*	*7%*	*5%*	*-%*
Quite low	**2**	-	*	-	-	2	-	-	*	2	*	2	-
	3%	*-%*	*1%*	*-%*	*-%*	*6%*	*-%*	*-%*	*2%*	*4%*	*1%*	*3%*	*-%*
Neither low nor high	**21**	-	*	2	3	5	*	1	9	17	4	21	*
	29%	*-%*	*5%*	*95%*	*30%*	*18%*	*31%*	*36%*	*52%*	*30%*	*24%*	*30%*	*2%*
Quite high	**35**	-	8	*	6	13	-	2	6	27	8	33	2
	48%	*-%*	*91%*	*5%*	*59%*	*45%*	*-%*	*64%*	*32%*	*48%*	*49%*	*47%*	*85%*
Very high	**9**	1	*	-	1	5	*	-	1	6	3	9	*
	12%	*100%*	*2%*	*-%*	*11%*	*18%*	*69%*	*-%*	*7%*	*10%*	*20%*	*12%*	*13%*
Don't Know (DO NOT READ OUT)	**2**	-	-	-	-	2	-	-	*	2	-	2	-
	3%	*-%*	*-%*	*-%*	*-%*	*6%*	*-%*	*-%*	*1%*	*4%*	*-%*	*3%*	*-%*
NET: High	**43**	1	8	*	7	19	*	2	7	32	11	41	2
	60%	*100%*	*93%*	*5%*	*70%*	*62%*	*69%*	*64%*	*39%*	*58%*	*68%*	*59%*	*98%*
NET: Low	**6**	-	*	-	-	4	-	-	1	4	1	6	-
	8%	*-%*	*2%*	*-%*	*-%*	*14%*	*-%*	*-%*	*8%*	*8%*	*8%*	*8%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The price of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	*b	c
Unweighted total	**81**	78	3	33	8	40
Weighted total	**72**	66	5	29	9	34
Very low	**3**	3	-	*	1	2
	5%	*5%*	*-%*	**%*	*11%*	*6%*
Quite low	**2**	2	-	*	-	2
	3%	*4%*	*-%*	**%*	*-%*	*7%*
Neither low nor high	**21**	21	-	9	-	12
	29%	*31%*	*-%*	*32%*	*-%*	*34%*
Quite high	**35**	29	5	11	8	16
	48%	*44%*	*100%*	*37%*	*85%*	*47%*
Very high	**9**	9	-	7	*	2
	12%	*13%*	*-%*	*24%* c	*4%*	*5%*
Don't Know (DO NOT READ OUT)	**2**	2	-	2	-	*
	3%	*3%*	*-%*	*7%*	*-%*	*1%*
NET: High	**43**	38	5	18	8	18
	60%	*57%*	*100%*	*61%*	*89%*	*52%*
NET: Low	**6**	6	-	*	1	4
	8%	*8%*	*-%*	**%*	*11%*	*13%* a

Columns Tested: a,b - a,b,c

The price of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	c
Unweighted total	**81**	42	30	7	2	-	-	-	-	72	9	13	29	39
Weighted total	**72**	39	26	4	2	-	-	-	-	65	6	14	25	33
Very low	**3**	-	2	2	-	-	-	-	-	2	2	-	-	3
	5%	*-%*	*6%*	*41%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*26%*	*-%*	*-%*	*10%*
Quite low	**2**	*	2	*	-	-	-	-	-	2	*	*	*	2
	3%	*1%*	*6%*	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*5%*	*2%*	*1%*	*6%*
Neither low nor high	**21**	13	6	1	-	-	-	-	-	19	1	5	8	8
	29%	*33%*	*25%*	*35%*	*-%*	*-%*	*-%*	*-%*	*-%*	*30%*	*22%*	*34%*	*32%*	*24%*
Quite high	**35**	18	14	-	2	-	-	-	-	32	2	3	15	16
	48%	*47%*	*53%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*49%*	*37%*	*22%*	*61%*	*50%*
Very high	**9**	8	1	1	-	-	-	-	-	8	1	6	2	1
	12%	*19%* b	*3%*	*17%*	*-%*	*-%*	*-%*	*-%*	*-%*	*13%*	*11%*	*42%*	*6%*	*4%*
Don't Know (DO NOT READ OUT)	**2**	*	2	-	-	-	-	-	-	2	-	-	*	2
	3%	**%*	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*1%*	*6%*
NET: High	**43**	26	15	1	2	-	-	-	-	40	3	9	17	18
	60%	*66%*	*56%*	*17%*	*100%*	*-%*	*-%*	*-%*	*-%*	*62%*	*48%*	*64%*	*67%*	*54%*
NET: Low	**6**	*	3	2	-	-	-	-	-	4	2	*	*	5
	8%	*1%*	*12%* a	*48%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*30%*	*2%*	*1%*	*16%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The price of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**81**	51	45	57	58	23	60	53	4	-	-	-	-	-
Weighted total	**72**	37	34	44	46	17	56	42	2	-	-	-	-	-
Very low	**3**	3	3	3	3	1	3	1	2	-	-	-	-	-
	5%	*7%*	*8%*	*6%*	*6%*	*7%*	*6%*	*3%*	*81%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**2**	*	*	*	*	*	2	*	*	-	-	-	-	-
	3%	*1%*	*1%*	*1%*	*1%*	*2%*	*4%*	**%*	*14%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**21**	9	9	11	10	2	13	11	-	-	-	-	-	-
	29%	*25%*	*26%*	*26%*	*21%*	*13%*	*24%*	*27%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite high	**35**	19	18	23	28	10	30	23	-	-	-	-	-	-
	48%	*50%*	*52%*	*53%*	*61%*	*60%*	*54%*	*56%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Very high	**9**	4	2	4	3	1	4	4	*	-	-	-	-	-
	12%	*11%*	*7%*	*9%*	*7%*	*7%*	*8%*	*9%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**2**	2	2	2	2	2	2	2	-	-	-	-	-	-
	3%	*6%*	*6%*	*5%*	*4%*	*11%*	*4%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**43**	23	20	27	32	11	35	27	*	-	-	-	-	-
	60%	*61%*	*58%*	*62%*	*68%*	*67%*	*62%*	*65%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Low	**6**	3	3	3	3	2	5	1	2	-	-	-	-	-
	8%	*8%*	*9%*	*7%*	*7%*	*9%*	*10%*	*3%*	*95%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The price of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**81**	52	3	2	1	-	-	-	-	14	14	20	8	1
Weighted total	**72**	39	3	3	2	-	-	-	-	14	10	15	4	*
Very low	**3**	1	-	-	2	-	-	-	-	-	-	1	2	-
	5%	*3%*	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*37%*	*-%*
Quite low	**2**	*	-	-	-	-	-	-	-	*	*	-	*	-
	3%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*7%*	*-%*
Neither low nor high	**21**	8	1	1	-	-	-	-	-	4	2	3	2	-
	29%	*20%*	*28%*	*34%*	*-%*	*-%*	*-%*	*-%*	*-%*	*30%*	*20%*	*17%*	*54%*	*-%*
Quite high	**35**	24	2	2	-	-	-	-	-	6	8	9	*	-
	48%	*62%*	*72%*	*66%*	*-%*	*-%*	*-%*	*-%*	*-%*	*44%*	*76%*	*64%*	*1%*	*-%*
Very high	**9**	3	-	-	-	-	-	-	-	2	*	2	*	*
	12%	*8%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*12%*	*1%*	*12%*	*2%*	*100%*
Don't Know (DO NOT READ OUT)	**2**	2	-	-	-	-	-	-	-	2	*	-	-	-
	3%	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*13%*	*2%*	*-%*	*-%*	*-%*
NET: High	**43**	27	2	2	-	-	-	-	-	8	8	11	*	*
	60%	*71%*	*72%*	*66%*	*-%*	*-%*	*-%*	*-%*	*-%*	*56%*	*78%*	*75%*	*3%*	*100%*
NET: Low	**6**	2	-	-	2	-	-	-	-	*	*	1	2	-
	8%	*4%*	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*7%*	*43%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The price of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	a	b	a	*b
Unweighted total	81	9	16	14	17	2	43	3	12	39	42	48	9
Weighted total	72	7	11	14	13	*	40	2	4	36	36	38	6
Very low	3	-	-	1	2	-	3	-	-	1	2	3	-
	5%	*-%*	*-%*	*8%*	*13%*	*-%*	*7%*	*-%*	*-%*	*3%*	*6%*	*7%*	*-%*
Quite low	2	*	-	-	*	*	*	-	*	2	*	*	*
	3%	*1%*	*-%*	*-%*	*2%*	*27%*	*1%*	*-%*	*1%*	*6%*	**%*	*1%*	*2%*
Neither low nor high	21	*	4	1	5	-	8	*	2	13	8	8	4
	29%	*3%*	*32%*	*4%*	*40%*	*-%*	*20%*	*3%*	*37%*	*35%*	*22%*	*20%*	*58%*
Quite high	35	6	5	12	6	-	26	2	1	16	19	21	2
	48%	*77%*	*45%*	*84%*	*43%*	*-%*	*63%*	*97%*	*25%*	*44%*	*52%*	*56%*	*36%*
Very high	9	1	1	1	*	*	2	-	1	4	5	4	*
	12%	*19%*	*5%*	*4%*	*3%*	*73%*	*5%*	*-%*	*32%*	*12%*	*13%*	*10%*	*1%*
Don't Know (DO NOT READ OUT)	2	-	2	-	-	-	2	-	*	-	2	2	*
	3%	*-%*	*18%*	*-%*	*-%*	*-%*	*5%*	*-%*	*4%*	*-%*	*6%*	*5%*	*3%*
NET: High	43	7	6	13	6	*	27	2	3	20	23	25	2
	60%	*96%*	*50%*	*88%*	*46%*	*73%*	*68%*	*97%*	*58%*	*55%*	*66%*	*67%*	*37%*
NET: Low	6	*	-	1	2	*	3	-	*	3	2	3	*
	8%	*1%*	*-%*	*8%*	*15%*	*27%*	*8%*	*-%*	*1%*	*9%*	*7%*	*8%*	*2%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The price of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	***b**	a	***b**	***a**	b	a	b	***c**	***d**
Unweighted total	**81**	16	29	48	2	16	42	35	39	13	-
Weighted total	**72**	16	19	38	2	14	32	23	29	10	-
Very low	**3**	1	2	3	-	1	2	1	3	*	-
	5%	*7%*	*9%*	*7%*	*-%*	*8%*	*5%*	*5%*	*9%*	**%*	*-%*
Quite low	**2**	*	*	*	-	*	*	*	*	*	-
	3%	*2%*	**%*	*1%*	*-%*	*2%*	**%*	*1%*	*1%*	*3%*	*-%*
Neither low nor high	**21**	5	5	8	2	5	5	7	7	4	-
	29%	*31%*	*24%*	*20%*	*100%*	*35%*	*14%*	*30%*	*24%*	*39%*	*-%*
Quite high	**35**	9	8	21	-	7	21	14	14	4	-
	48%	*59%*	*44%*	*56%*	*-%*	*51%*	*65%*	*59%*	*48%*	*37%*	*-%*
Very high	**9**	*	2	4	-	1	3	1	3	2	-
	12%	*2%*	*13%*	*11%*	*-%*	*4%*	*8%*	*5%*	*10%*	*20%*	*-%*
Don't Know (DO NOT READ OUT)	**2**	-	2	2	-	-	2	*	2	-	-
	3%	*-%*	*10%*	*5%*	*-%*	*-%*	*6%*	*1%*	*6%*	*-%*	*-%*
NET: High	**43**	10	11	25	-	8	24	15	17	6	-
	60%	*61%*	*57%*	*67%*	*-%*	*56%*	*74%*	*63%*	*59%*	*58%*	*-%*
NET: Low	**6**	1	2	3	-	1	2	1	3	*	-
	8%	*9%*	*9%*	*8%*	*-%*	*10%*	*6%*	*6%*	*10%*	*3%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 170 (continuation)

The price of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)

Base: All those who use Parcelforce (QV4=7)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	a	*b	*c	*d	a	b	c	a	*b	*c
Unweighted total	**81**	26	34	9	-	49	27	12	2	44	36	33	36	28	1
Weighted total	**72**	17	28	6	-	41	17	7	1	31	28	23	26	21	*
Very low	**3**	1	3	-	-	3	1	-	-	3	3	1	1	3	-
	5%	*6%*	*10%*	*-%*	*-%*	*7%*	*6%*	*-%*	*-%*	*9%*	*10%*	*5%*	*4%*	*13%*	*-%*
Quite low	**2**	*	*	*	-	*	*	*	-	*	*	*	*	*	-
	3%	*2%*	*2%*	*7%*	*-%*	*1%*	*2%*	*6%*	*-%*	*1%*	*1%*	*2%*	*1%*	*2%*	*-%*
Neither low nor high	**21**	5	7	3	-	7	6	1	*	6	5	9	7	5	-
	29%	*27%*	*25%*	*57%*	*-%*	*16%*	*32%*	*14%*	*83%*	*18%*	*19%*	*41%* **ab**	*25%*	*23%*	*-%*
Quite high	**35**	10	14	2	-	27	10	5	*	17	16	10	13	10	-
	48%	*61%*	*50%*	*31%*	*-%*	*64%*	*55%*	*72%*	*17%*	*53%*	*56%*	*45%*	*51%*	*49%*	*-%*
Very high	**9**	*	2	*	-	3	1	1	-	4	2	2	3	1	*
	12%	*3%*	*7%*	*5%*	*-%*	*6%*	*5%*	*8%*	*-%*	*13%*	*8%*	*8%*	*11%*	*4%*	*100%*
Don't Know (DO NOT READ OUT)	**2**	*	2	-	-	2	-	-	-	2	2	-	2	2	-
	3%	*1%*	*7%*	*-%*	*-%*	*5%*	*-%*	*-%*	*-%*	*6%*	*7%*	*-%*	*7%*	*9%*	*-%*
NET: High	**43**	11	16	2	-	29	10	6	*	21	18	12	16	11	*
	60%	*64%*	*57%*	*36%*	*-%*	*71%*	*60%*	*80%*	*17%*	*66%*	*64%*	*53%*	*62%*	*53%*	*100%*
NET: Low	**6**	1	3	*	-	3	1	*	-	3	3	1	1	3	-
	8%	*9%*	*11%*	*7%*	*-%*	*8%*	*8%*	*6%*	*-%*	*10%*	*11%*	*6%*	*5%*	*15%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The price of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	c	*d	*e	a	*b	*a	*b	*c	*d
Unweighted total	**81**	27	17	40	10	9	35	26	2	2	5	1
Weighted total	**72**	21	13	32	4	4	27	22	3	2	7	2
Very low	**3**	1	1	1	*	*	1	3	1	-	2	-
	5%	*5%*	*8%*	*3%*	*1%*	*1%*	*4%*	*12%*	*36%*	*-%*	*23%*	*-%*
Quite low	**2**	*	*	*	*	*	*	*	-	-	-	-
	3%	*1%*	*3%*	*1%*	*9%*	*11%*	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**21**	5	5	5	1	1	8	6	-	2	1	2
	29%	*24%*	*38%*	*17%*	*23%*	*15%*	*31%*	*27%*	*-%*	*86%*	*13%*	*100%*
Quite high	**35**	13	7	23	2	2	12	10	2	-	5	-
	48%	*61%*	*51%*	*71%*	*53%*	*64%*	*45%*	*46%*	*64%*	*-%*	*64%*	*-%*
Very high	**9**	2	*	2	1	*	3	1	-	*	-	-
	12%	*9%*	*1%*	*7%*	*14%*	*8%*	*12%*	*4%*	*-%*	*14%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**2**	-	-	-	-	-	2	2	-	-	-	-
	3%	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*9%*	*-%*	*-%*	*-%*	*-%*
NET: High	**43**	15	7	25	3	3	15	11	2	*	5	-
	60%	*70%*	*51%*	*78%*	*67%*	*72%*	*57%*	*50%*	*64%*	*14%*	*64%*	*-%*
NET: Low	**6**	1	1	2	*	*	1	3	1	-	2	-
	8%	*6%*	*11%*	*5%*	*10%*	*13%*	*5%*	*14%*	*36%*	*-%*	*23%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

The price of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	a	*b	*a	b
Unweighted total	**81**	71	63	72	75	77	64	71	29	-	53	3	23	40
Weighted total	**72**	59	51	61	65	67	56	59	22	-	41	4	25	29
Very low	**3**	3	3	3	3	3	2	2	2	-	*	3	3	*
	5%	*5%*	*6%*	*5%*	*5%*	*5%*	*3%*	*3%*	*7%*	*-%*	**%*	*72%*	*11%*	**%*
Quite low	**2**	2	2	2	2	2	2	2	2	-	2	-	*	2
	3%	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*9%*	*-%*	*6%*	*-%*	*1%*	*7%*
Neither low nor high	**21**	16	12	16	19	18	16	18	8	-	12	1	9	8
	29%	*27%*	*24%*	*26%*	*29%*	*27%*	*28%*	*31%*	*37%*	*-%*	*30%*	*28%*	*37%*	*27%*
Quite high	**35**	27	23	29	30	33	29	27	6	-	19	-	12	12
	48%	*46%*	*44%*	*47%*	*47%*	*49%*	*51%*	*46%*	*28%*	*-%*	*47%*	*-%*	*50%*	*40%*
Very high	**9**	9	9	9	8	9	8	8	4	-	6	-	*	5
	12%	*15%*	*17%*	*14%*	*12%*	*13%*	*15%*	*14%*	*19%*	*-%*	*14%*	*-%*	*1%*	*18%*
Don't Know (DO NOT READ OUT)	**2**	2	2	2	2	2	*	2	-	-	2	-	-	2
	3%	*3%*	*4%*	*3%*	*3%*	*3%*	**%*	*4%*	*-%*	*-%*	*5%*	*-%*	*-%*	*7%*
NET: High	**43**	35	31	37	38	41	37	35	10	-	25	-	13	17
	60%	*60%*	*61%*	*61%*	*59%*	*62%*	*65%*	*59%*	*47%*	*-%*	*60%*	*-%*	*51%*	*59%*
NET: Low	**6**	6	6	6	6	6	4	4	4	-	2	3	3	2
	8%	*9%*	*11%*	*9%*	*9%*	*8%*	*7%*	*7%*	*17%*	*-%*	*6%*	*72%*	*12%*	*7%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The price of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	b	*c	a	*b	c	a	b
Unweighted total	**81**	72	2	19	62	15	57	9	37	8	36	45	36
Weighted total	**72**	65	1	20	52	14	50	7	32	7	33	37	35
Very low	**3**	3	*	2	1	2	2	-	2	-	2	3	-
	5%	*4%*	*82%*	*11%*	*2%*	*12%*	*3%*	*-%*	*5%*	*-%*	*5%*	*9%*	*-%*
Quite low	**2**	2	*	*	2	-	2	*	2	*	*	2	*
	3%	*4%*	*18%*	*2%*	*4%*	*-%*	*4%*	*2%*	*6%*	*5%*	*%*	*6%*	*%*
Neither low nor high	**21**	16	-	7	14	6	14	1	10	1	10	11	9
	29%	*25%*	*-%*	*34%*	*27%*	*40%*	*27%*	*20%*	*30%*	*16%*	*30%*	*30%*	*27%*
Quite high	**35**	33	-	11	24	6	24	4	16	5	13	13	22
	48%	*51%*	*-%*	*53%*	*46%*	*45%*	*48%*	*55%*	*51%*	*72%*	*41%*	*34%*	*63%* a
Very high	**9**	9	-	-	9	*	7	2	2	*	6	7	1
	12%	*14%*	*-%*	*-%*	*17%*	*3%*	*14%*	*23%*	*8%*	*7%*	*18%*	*20%* b	*4%*
Don't Know (DO NOT READ OUT)	**2**	2	-	-	2	-	2	-	*	-	2	-	2
	3%	*3%*	*-%*	*-%*	*4%*	*-%*	*4%*	*-%*	*1%*	*-%*	*6%*	*-%*	*6%*
NET: High	**43**	42	-	11	33	7	31	6	19	5	19	20	23
	60%	*64%*	*-%*	*53%*	*63%*	*48%*	*61%*	*78%*	*58%*	*79%*	*59%*	*55%*	*67%*
NET: Low	**6**	5	1	3	3	2	4	*	4	*	2	6	*
	8%	*8%*	*100%*	*13%*	*6%*	*12%*	*8%*	*2%*	*11%*	*5%*	*5%*	*15%* b	*%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 170 (continuation)

The price of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)

Base: All those who use Parcelforce (QV4=7)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	81	17	1	13	14	7	6	9	4	6	7	2	5
Weighted total	72	5	*	6	6	4	2	4	1	1	3	1	3
Very low	3	*	-	*	*	*	-	*	-	-	*	-	-
	5%	*1%*	*-%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*-%*	*2%*	*-%*	*-%*
Quite low	2	*	-	*	*	-	*	-	*	*	-	-	-
	3%	*1%*	*-%*	*1%*	*1%*	*-%*	*3%*	*-%*	*5%*	*4%*	*-%*	*-%*	*-%*
Neither low nor high	21	1	-	2	2	1	1	*	1	1	*	-	1
	29%	*20%*	*-%*	*36%*	*33%*	*31%*	*45%*	*1%*	*91%*	*66%*	*4%*	*-%*	*44%*
Quite high	35	3	*	2	3	1	1	2	*	*	-	1	1
	48%	*50%*	*100%*	*39%*	*41%*	*31%*	*53%*	*61%*	*4%*	*27%*	*-%*	*100%*	*44%*
Very high	9	1	-	1	1	1	-	1	-	*	2	-	*
	12%	*28%*	*-%*	*23%*	*24%*	*38%*	*-%*	*37%*	*-%*	*3%*	*95%*	*-%*	*12%*
Don't Know (DO NOT READ OUT)	2	-	-	-	-	-	-	-	-	-	-	-	-
	3%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	43	4	*	4	4	2	1	4	*	*	2	1	1
	60%	*78%*	*100%*	*62%*	*65%*	*68%*	*53%*	*98%*	*4%*	*30%*	*95%*	*100%*	*56%*
NET: Low	6	*	-	*	*	*	*	*	*	*	*	-	-
	8%	*2%*	*-%*	*2%*	*2%*	*1%*	*3%*	*1%*	*5%*	*4%*	*2%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 170 (continuation)

The price of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)

Base: All those who use Parcelforce (QV4=7)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	81	8	3	2	20	5	4	7	7	9	6	6	4
Weighted total	72	8	4	2	8	4	3	5	7	13	4	10	4
Very low	3	-	-	-	*	-	1	-	-	2	-	-	-
	5%	-%	-%	-%	*1%*	-%	*39%*	-%	-%	*16%*	-%	-%	-%
Quite low	2	-	-	-	*	1	-	-	-	2	*	-	-
	3%	-%	-%	-%	*1%*	*16%*	-%	-%	-%	*12%*	*2%*	-%	-%
Neither low nor high	21	2	2	*	2	2	-	*	2	2	2	6	*
	29%	*30%*	*44%*	*22%*	*28%*	*55%*	-%	*9%*	*33%*	*12%*	*44%*	*57%*	*2%*
Quite high	35	4	2	-	3	-	1	5	4	5	2	4	4
	48%	*49%*	*56%*	-%	*34%*	-%	*50%*	*89%*	*66%*	*41%*	*49%*	*36%*	*98%*
Very high	9	2	-	2	3	1	*	*	*	*	-	1	-
	12%	*21%*	-%	*78%*	*37%*	*29%*	*11%*	*2%*	*2%*	*4%*	-%	*6%*	-%
Don't Know (DO NOT READ OUT)	2	-	-	-	-	-	-	-	-	2	*	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	*14%*	*4%*	-%	-%
NET: High	43	6	2	2	5	1	2	5	4	6	2	4	4
	60%	*70%*	*56%*	*78%*	*71%*	*29%*	*61%*	*91%*	*67%*	*45%*	*49%*	*43%*	*98%*
NET: Low	6	-	-	-	*	1	1	-	-	4	*	-	-
	8%	-%	-%	-%	*1%*	*16%*	*39%*	-%	-%	*29%*	*2%*	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

The price of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	**81**	13	29	23	16
Weighted total	**72**	14	14	25	19
Very low	**3**	-	1	2	-
	5%	*-%*	*8%*	*9%*	*-%*
Quite low	**2**	-	1	2	*
	3%	*-%*	*5%*	*7%*	*1%*
Neither low nor high	**21**	5	4	4	8
	29%	*33%*	*29%*	*17%*	*41%*
Quite high	**35**	6	4	14	10
	48%	*44%*	*28%*	*57%*	*54%*
Very high	**9**	3	4	1	1
	12%	*24%*	*30%*	*3%*	*3%*
Don't Know (DO NOT READ OUT)	**2**	-	-	2	*
	3%	*-%*	*-%*	*8%*	*1%*
NET: High	**43**	10	8	15	11
	60%	*67%*	*58%*	*60%*	*57%*
NET: Low	**6**	-	2	4	*
	8%	*-%*	*12%*	*15%*	*1%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 171 Page 3010

The quality of the postal services provided by Hermes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All those who use Hermes (QV4=8)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	**50**	48	2	-	-	2	17	16	2	1	2
Weighted total	**67**	67	*	-	-	*	23	21	3	*	3
Very low	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**2**	2	-	-	-	-	1	-	-	-	-
	4%	*4%*	-%	-%	-%	-%	*3%*	-%	-%	-%	-%
Neither low nor high	**17**	17	*	-	-	*	1	8	1	*	1
	25%	*25%*	*77%*	-%	-%	*77%*	*5%*	*40%*	*36%*	*100%*	*34%*
Quite high	**22**	22	-	-	-	-	9	8	2	-	-
	33%	*34%*	-%	-%	-%	-%	*39%*	*39%*	*64%*	-%	-%
Very high	**25**	25	*	-	-	*	13	4	-	-	2
	38%	*38%*	*23%*	-%	-%	*23%*	*54%*	*21%*	-%	-%	*66%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	**48**	48	*	-	-	*	22	12	2	-	2
	71%	*72%*	*23%*	-%	-%	*23%*	*93%*	*60%*	*64%*	-%	*66%*
NET: Low	**2**	2	-	-	-	-	1	-	-	-	-
	4%	*4%*	-%	-%	-%	-%	*3%*	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

The quality of the postal services provided by Hermes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)
Base: All those who use Hermes (QV4=8)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	**50**	6	4	3	-	4	9	4	7	4	41	4	4	1
Weighted total	**67**	8	8	5	-	7	15	6	10	6	65	1	1	*
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**2**	-	-	-	-	-	-	-	2	-	2	-	*	*
	4%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*19%*	*-%*	*3%*	*-%*	*21%*	*100%*
Neither low nor high	**17**	4	-	-	-	4	3	-	5	1	16	-	*	-
	25%	*46%*	*-%*	*-%*	*-%*	*49%*	*19%*	*-%*	*51%*	*17%*	*25%*	*-%*	*36%*	*-%*
Quite high	**22**	2	4	3	-	2	5	4	-	3	22	*	1	-
	33%	*22%*	*50%*	*60%*	*-%*	*25%*	*34%*	*55%*	*-%*	*50%*	*33%*	*31%*	*43%*	*-%*
Very high	**25**	3	4	2	-	2	7	3	3	2	25	1	-	-
	38%	*32%*	*50%*	*40%*	*-%*	*25%*	*46%*	*45%*	*30%*	*33%*	*38%*	*69%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**48**	5	8	5	-	4	12	6	3	5	46	1	1	-
	71%	*54%*	*100%*	*100%*	*-%*	*51%*	*81%*	*100%*	*30%*	*83%*	*72%*	*100%*	*43%*	*-%*
NET: Low	**2**	-	-	-	-	-	-	-	2	-	2	-	*	*
	4%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*19%*	*-%*	*3%*	*-%*	*21%*	*100%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the postal services provided by Hermes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)
Base: All those who use Hermes (QV4=8)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b
Unweighted total	50	-	3	-	-	27	1	1	18	35	15	46	4
Weighted total	67	-	4	-	-	38	2	*	22	52	15	62	5
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	-	-	-	-	2	-	-	*	2	*	2	-
	4%	-%	-%	-%	-%	6%	-%	-%	1%	4%	2%	4%	-%
Neither low nor high	17	-	-	-	-	9	-	-	8	10	6	17	-
	25%	-%	-%	-%	-%	22%	-%	-%	37%	20%	43%	27%	-%
Quite high	22	-	4	-	-	7	-	-	11	21	2	22	*
	33%	-%	100%	-%	-%	19%	-%	-%	48%	39%	13%	36%	6%
Very high	25	-	-	-	-	20	2	*	3	19	6	21	5
	38%	-%	-%	-%	-%	53%	100%	100%	13%	37%	42%	33%	94%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	48	-	4	-	-	28	2	*	14	40	8	43	5
	71%	-%	100%	-%	-%	72%	100%	100%	61%	76%	55%	69%	100%
NET: Low	2	-	-	-	-	2	-	-	*	2	*	2	-
	4%	-%	-%	-%	-%	6%	-%	-%	1%	4%	2%	4%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The quality of the postal services provided by Hermes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)
Base: All those who use Hermes (QV4=8)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	*c
Unweighted total	**50**	48	2	22	5	23
Weighted total	**67**	63	4	32	4	31
Very low	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Quite low	**2**	2	-	-	-	2
	4%	*4%*	-%	-%	-%	*8%*
Neither low nor high	**17**	17	-	6	1	9
	25%	*26%*	-%	*20%*	*24%*	*30%*
Quite high	**22**	22	-	14	1	7
	33%	*35%*	-%	*44%*	*28%*	*23%*
Very high	**25**	22	4	11	2	12
	38%	*34%*	*100%*	*35%*	*48%*	*39%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: High	**48**	44	4	25	3	19
	71%	*70%*	*100%*	*80%*	*76%*	*62%*
NET: Low	**2**	2	-	-	-	2
	4%	*4%*	-%	-%	-%	*8%*

Columns Tested: a,b - a,b,c

The quality of the postal services provided by Hermes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)
Base: All those who use Hermes (QV4=8)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	*c
Unweighted total	**50**	36	8	4	1	-	1	-	-	44	6	9	27	14
Weighted total	**67**	51	9	5	2	-	*	-	-	60	8	12	39	16
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**2**	*	*	-	2	-	-	-	-	1	2	-	*	2
	4%	*1%*	*3%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*1%*	*25%*	*-%*	*1%*	*13%*
Neither low nor high	**17**	10	3	4	-	-	*	-	-	13	4	2	8	6
	25%	*20%*	*30%*	*65%*	*-%*	*-%*	*100%*	*-%*	*-%*	*22%*	*50%*	*17%*	*22%*	*40%*
Quite high	**22**	18	4	*	-	-	-	-	-	22	*	5	13	4
	33%	*36%*	*44%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*37%*	*4%*	*43%*	*34%*	*25%*
Very high	**25**	22	2	2	-	-	-	-	-	24	2	5	17	4
	38%	*43%*	*22%*	*30%*	*-%*	*-%*	*-%*	*-%*	*-%*	*40%*	*22%*	*41%*	*44%*	*22%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**48**	40	6	2	-	-	-	-	-	46	2	10	30	8
	71%	*79%*	*66%*	*35%*	*-%*	*-%*	*-%*	*-%*	*-%*	*77%*	*26%*	*83%*	*78%*	*47%*
NET: Low	**2**	*	*	-	2	-	-	-	-	1	2	-	*	2
	4%	*1%*	*3%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*1%*	*25%*	*-%*	*1%*	*13%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The quality of the postal services provided by Hermes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)
Base: All those who use Hermes (QV4=8)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	d	*e	f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**50**	22	23	26	37	13	34	20	2	-	3	1	-	-
Weighted total	**67**	26	29	33	49	18	50	25	3	-	4	*	-	-
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**2**	2	2	2	2	-	2	2	-	-	-	-	-	-
	4%	*8%*	*7%*	*7%*	*4%*	*-%*	*4%*	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**17**	8	11	13	13	5	14	10	2	-	*	-	-	-
	25%	*30%*	*39%*	*38%*	*27%*	*28%*	*28%*	*42%*	*53%*	*-%*	*6%*	*-%*	*-%*	*-%*
Quite high	**22**	12	12	13	16	9	17	9	-	-	4	*	-	-
	33%	*45%*	*42%*	*41%*	*33%*	*50%*	*35%*	*38%*	*-%*	*-%*	*94%*	*100%*	*-%*	*-%*
Very high	**25**	5	4	5	18	4	17	3	2	-	-	-	-	-
	38%	*17%*	*12%*	*14%*	*36%*	*21%*	*33%*	*12%*	*47%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**48**	16	16	18	34	13	34	12	2	-	4	*	-	-
	71%	*62%*	*54%*	*55%*	*69%*	*72%*	*68%*	*49%*	*47%*	*-%*	*94%*	*100%*	*-%*	*-%*
NET: Low	**2**	2	2	2	2	-	2	2	-	-	-	-	-	-
	4%	*8%*	*7%*	*7%*	*4%*	*-%*	*4%*	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The quality of the postal services provided by Hermes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)
Base: All those who use Hermes (QV4=8)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**50**	33	-	1	2	-	1	-	1	10	3	5	8	-
Weighted total	**67**	43	-	2	3	-	*	-	*	13	3	7	10	-
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**2**	-	-	-	2	-	-	-	-	*	-	-	2	-
	4%	*-%*	*-%*	*-%*	*53%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*18%*	*-%*
Neither low nor high	**17**	11	-	2	-	-	*	-	*	5	1	5	2	-
	25%	*26%*	*-%*	*100%*	*-%*	*-%*	*100%*	*-%*	*100%*	*36%*	*35%*	*73%*	*19%*	*-%*
Quite high	**22**	16	-	-	-	-	-	-	-	5	2	2	5	-
	33%	*37%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*39%*	*62%*	*27%*	*47%*	*-%*
Very high	**25**	16	-	-	2	-	-	-	-	3	*	-	2	-
	38%	*37%*	*-%*	*-%*	*47%*	*-%*	*-%*	*-%*	*-%*	*22%*	*3%*	*-%*	*16%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**48**	32	-	-	2	-	-	-	-	8	2	2	6	-
	71%	*74%*	*-%*	*-%*	*47%*	*-%*	*-%*	*-%*	*-%*	*62%*	*65%*	*27%*	*63%*	*-%*
NET: Low	**2**	-	-	-	2	-	-	-	-	*	-	-	2	-
	4%	*-%*	*-%*	*-%*	*53%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*18%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The quality of the postal services provided by Hermes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)
Base: All those who use Hermes (QV4=8)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	*a	*b	*a	*b
Unweighted total	50	10	7	11	7	2	31	2	4	21	29	23	3
Weighted total	67	12	10	15	9	2	43	1	5	24	43	29	4
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	-	-	-	2	-	2	-	-	1	2	2	-
	4%	-%	-%	-%	21%	-%	4%	-%	-%	2%	4%	7%	-%
Neither low nor high	17	3	1	4	5	*	12	-	1	6	11	11	2
	25%	22%	10%	26%	57%	11%	28%	-%	20%	24%	26%	37%	44%
Quite high	22	4	4	8	*	-	16	-	*	11	11	11	2
	33%	32%	34%	55%	3%	-%	37%	-%	6%	45%	27%	39%	56%
Very high	25	6	6	3	2	2	13	1	3	7	18	5	-
	38%	45%	56%	19%	18%	89%	30%	100%	74%	28%	43%	16%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	48	10	9	11	2	2	29	1	4	18	30	16	2
	71%	78%	90%	74%	22%	89%	67%	100%	80%	73%	70%	55%	56%
NET: Low	2	-	-	-	2	-	2	-	-	1	2	2	-
	4%	-%	-%	-%	21%	-%	4%	-%	-%	2%	4%	7%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The quality of the postal services provided by Hermes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)
Base: All those who use Hermes (QV4=8)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	50	8	21	24	2	8	29	8	19	4	-
Weighted total	67	9	28	30	3	9	40	7	23	5	-
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	-	2	2	-	-	2	*	2	-	-
	4%	-%	7%	7%	-%	-%	5%	4%	10%	-%	-%
Neither low nor high	17	6	7	10	3	5	8	5	4	-	-
	25%	69%	25%	33%	100%	56%	21%	66%	18%	-%	-%
Quite high	22	3	10	13	-	3	13	1	12	5	-
	33%	31%	35%	45%	-%	31%	33%	14%	52%	99%	-%
Very high	25	*	9	5	-	1	17	1	5	*	-
	38%	1%	33%	15%	-%	13%	41%	15%	20%	1%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	48	3	19	18	-	4	30	2	16	5	-
	71%	31%	68%	60%	-%	44%	75%	30%	73%	100%	-%
NET: Low	2	-	2	2	-	-	2	*	2	-	-
	4%	-%	7%	7%	-%	-%	5%	4%	10%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The quality of the postal services provided by Hermes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All those who use Hermes (QV4=8)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	50	8	18	2	-	25	20	2	-	21	20	18	15	17	-
Weighted total	67	12	22	2	-	31	27	3	-	25	26	18	18	20	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	-	2	-	-	-	2	-	-	2	2	-	2	2	-
	4%	-%	10%	-%	-%	-%	7%	-%	-%	9%	7%	-%	10%	11%	-%
Neither low nor high	17	8	4	-	-	11	3	1	-	6	9	9	6	3	-
	25%	71%	18%	-%	-%	36%	12%	36%	-%	25%	33%	51%	33%	16%	-%
Quite high	22	2	12	2	-	6	12	2	-	12	12	7	9	10	-
	33%	14%	56%	96%	-%	19%	46%	64%	-%	48%	47%	37%	51%	50%	-%
Very high	25	2	4	*	-	14	9	-	-	5	4	2	1	5	-
	38%	15%	16%	4%	-%	45%	35%	-%	-%	19%	13%	12%	6%	23%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	48	3	16	2	-	20	22	2	-	16	16	9	10	14	-
	71%	29%	72%	100%	-%	64%	81%	64%	-%	66%	60%	49%	57%	73%	-%
NET: Low	2	-	2	-	-	-	2	-	-	2	2	-	2	2	-
	4%	-%	10%	-%	-%	-%	7%	-%	-%	9%	7%	-%	10%	11%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The quality of the postal services provided by Hermes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)
Base: All those who use Hermes (QV4=8)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	**50**	12	13	17	-	1	14	18	3	1	5	1
Weighted total	**67**	15	16	19	-	2	17	21	5	2	6	2
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**2**	2	2	-	-	-	2	2	-	-	-	-
	4%	*12%*	*11%*	-%	-%	-%	*11%*	*10%*	-%	-%	-%	-%
Neither low nor high	**17**	4	1	10	-	-	4	3	3	-	2	2
	25%	*25%*	*6%*	*52%*	-%	-%	*22%*	*15%*	*60%*	-%	*26%*	*100%*
Quite high	**22**	7	7	3	-	2	9	12	-	2	3	-
	33%	*44%*	*42%*	*15%*	-%	*100%*	*54%*	*54%*	-%	*100%*	*47%*	-%
Very high	**25**	3	7	6	-	-	2	5	2	-	2	-
	38%	*19%*	*40%*	*32%*	-%	-%	*13%*	*21%*	*40%*	-%	*27%*	-%
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	**48**	10	14	9	-	2	12	16	2	2	4	-
	71%	*63%*	*82%*	*48%*	-%	*100%*	*67%*	*75%*	*40%*	*100%*	*74%*	-%
NET: Low	**2**	2	2	-	-	-	2	2	-	-	-	-
	4%	*12%*	*11%*	-%	-%	-%	*11%*	*10%*	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 171 (continuation)

The quality of the postal services provided by Hermes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All those who use Hermes (QV4=8)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	*a	*b	*a	*b
Unweighted total	**50**	44	35	45	43	48	35	45	16	-	25	4	16	17
Weighted total	**67**	60	48	62	57	65	43	60	22	-	30	4	21	17
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**2**	2	2	2	2	2	2	2	2	-	2	-	2	*
	4%	*4%*	*4%*	*3%*	*4%*	*4%*	*6%*	*4%*	*10%*	*-%*	*7%*	*-%*	*10%*	*2%*
Neither low nor high	**17**	17	13	17	15	17	13	17	7	-	9	3	4	7
	25%	*28%*	*28%*	*27%*	*26%*	*26%*	*30%*	*28%*	*33%*	*-%*	*29%*	*61%*	*19%*	*42%*
Quite high	**22**	19	17	19	19	22	14	20	8	-	12	-	11	4
	33%	*31%*	*35%*	*30%*	*33%*	*34%*	*32%*	*34%*	*36%*	*-%*	*38%*	*-%*	*54%*	*22%*
Very high	**25**	22	16	24	21	24	14	21	5	-	8	2	4	6
	38%	*37%*	*33%*	*39%*	*36%*	*36%*	*32%*	*35%*	*21%*	*-%*	*26%*	*39%*	*18%*	*34%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**48**	41	33	43	39	46	28	41	13	-	20	2	15	10
	71%	*68%*	*68%*	*69%*	*69%*	*70%*	*64%*	*68%*	*57%*	*-%*	*64%*	*39%*	*71%*	*56%*
NET: Low	**2**	2	2	2	2	2	2	2	2	-	2	-	2	*
	4%	*4%*	*4%*	*3%*	*4%*	*4%*	*6%*	*4%*	*10%*	*-%*	*7%*	*-%*	*10%*	*2%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The quality of the postal services provided by Hermes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)
Base: All those who use Hermes (QV4=8)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	***b**	***a**	b	***a**	b	***c**	***a**	***b**	***c**	***a**	***b**
Unweighted total	**50**	42	1	12	38	12	33	5	28	5	17	24	26
Weighted total	**67**	56	*	17	50	14	47	6	39	8	20	35	32
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**2**	*	-	2	*	*	2	-	*	2	*	*	2
	4%	*1%*	*-%*	*13%*	*1%*	*2%*	*5%*	*-%*	*1%*	*24%*	*1%*	*1%*	*7%*
Neither low nor high	**17**	12	-	6	10	4	13	-	12	-	5	10	6
	25%	*22%*	*-%*	*37%*	*21%*	*26%*	*28%*	*-%*	*31%*	*-%*	*24%*	*30%*	*20%*
Quite high	**22**	22	*	5	17	3	18	2	15	-	8	14	9
	33%	*40%*	*100%*	*29%*	*35%*	*19%*	*38%*	*28%*	*37%*	*-%*	*39%*	*38%*	*28%*
Very high	**25**	22	-	4	22	7	14	4	12	6	7	11	14
	38%	*38%*	*-%*	*21%*	*44%*	*53%*	*29%*	*72%*	*31%*	*76%*	*36%*	*31%*	*45%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**48**	44	*	9	39	10	32	6	27	6	15	25	23
	71%	*78%*	*100%*	*50%*	*79%*	*72%*	*68%*	*100%*	*69%*	*76%*	*75%*	*70%*	*73%*
NET: Low	**2**	*	-	2	*	*	2	-	*	2	*	*	2
	4%	*1%*	*-%*	*13%*	*1%*	*2%*	*5%*	*-%*	*1%*	*24%*	*1%*	*1%*	*7%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The quality of the postal services provided by Hermes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)
Base: All those who use Hermes (QV4=8)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	50	4	-	4	3	2	-	3	1	1	4	1	1
Weighted total	67	4	-	4	3	2	-	3	1	1	3	1	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	-	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	17	2	-	1	1	1	-	2	-	-	1	1	-
	25%	50%	-%	26%	35%	53%	-%	68%	-%	-%	29%	100%	-%
Quite high	22	1	-	1	1	1	-	1	1	-	1	-	-
	33%	23%	-%	23%	30%	47%	-%	32%	100%	-%	29%	-%	-%
Very high	25	1	-	2	1	-	-	-	-	1	1	-	1
	38%	27%	-%	52%	35%	-%	-%	-%	-%	100%	42%	-%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	48	2	-	3	2	1	-	1	1	1	2	-	1
	71%	50%	-%	74%	65%	47%	-%	32%	100%	100%	71%	-%	100%
NET: Low	2	-	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 171 (continuation)

The quality of the postal services provided by Hermes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All those who use Hermes (QV4=8)

		Month											
	Total base	Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	50	3	3	1	7	4	6	3	3	6	5	8	1
Weighted total	67	5	5	*	6	2	4	5	4	10	8	15	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	2	-	-	-	*	*	-	-	-	-	-	-
	4%	34%	-%	-%	-%	15%	7%	-%	-%	-%	-%	-%	-%
Neither low nor high	17	-	5	*	2	-	3	-	*	-	4	2	-
	25%	-%	100%	100%	31%	-%	78%	-%	6%	-%	50%	12%	-%
Quite high	22	4	-	-	1	1	1	2	4	5	-	5	-
	33%	66%	-%	-%	15%	70%	14%	32%	94%	50%	-%	38%	-%
Very high	25	-	-	-	3	*	-	4	-	5	4	7	2
	38%	-%	-%	-%	54%	15%	-%	68%	-%	50%	50%	50%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	48	4	-	-	4	2	1	5	4	10	4	13	2
	71%	66%	-%	-%	69%	85%	14%	100%	94%	100%	50%	88%	100%
NET: Low	2	2	-	-	-	*	*	-	-	-	-	-	-
	4%	34%	-%	-%	-%	15%	7%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

The quality of the postal services provided by Hermes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)
Base: All those who use Hermes (QV4=8)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	**50**	7	17	12	14
Weighted total	**67**	11	12	20	24
Very low	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Quite low	**2**	2	1	-	-
	4%	*17%*	*5%*	*-%*	*-%*
Neither low nor high	**17**	6	5	*	6
	25%	*52%*	*42%*	*1%*	*23%*
Quite high	**22**	4	3	11	5
	33%	*32%*	*23%*	*54%*	*23%*
Very high	**25**	-	4	9	13
	38%	*-%*	*30%*	*45%*	*54%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
NET: High	**48**	4	7	19	18
	71%	*32%*	*54%*	*99%*	*77%*
NET: Low	**2**	2	1	-	-
	4%	*17%*	*5%*	*-%*	*-%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 172 Page 3026

The price of the postal services provided by Hermes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All those who use Hermes (QV4=8)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	**50**	48	2	-	-	2	17	16	2	1	2
Weighted total	**67**	67	*	-	-	*	23	21	3	*	3
Very low	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**4**	4	-	-	-	-	2	2	-	-	-
	5%	*5%*	-%	-%	-%	-%	*8%*	*9%*	-%	-%	-%
Neither low nor high	**8**	8	-	-	-	-	2	2	1	-	-
	13%	*13%*	-%	-%	-%	-%	*8%*	*9%*	*36%*	-%	-%
Quite high	**29**	29	*	-	-	*	10	10	-	*	1
	43%	*43%*	*77%*	-%	-%	*77%*	*41%*	*46%*	-%	*100%*	*34%*
Very high	**26**	26	*	-	-	*	10	7	2	-	2
	39%	*39%*	*23%*	-%	-%	*23%*	*43%*	*35%*	*64%*	-%	*66%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	**55**	55	*	-	-	*	20	17	2	*	3
	82%	*82%*	*100%*	-%	-%	*100%*	*84%*	*82%*	*64%*	*100%*	*100%*
NET: Low	**4**	4	-	-	-	-	2	2	-	-	-
	5%	*5%*	-%	-%	-%	-%	*8%*	*9%*	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

The price of the postal services provided by Hermes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)
Base: All those who use Hermes (QV4=8)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	50	6	4	3	-	4	9	4	7	4	41	4	4	1
Weighted total	67	8	8	5	-	7	15	6	10	6	65	1	1	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	4	-	-	-	-	-	-	2	2	-	4	-	-	-
	5%	-%	-%	-%	-%	-%	-%	28%	19%	-%	6%	-%	-%	-%
Neither low nor high	8	1	-	-	-	4	-	-	2	2	8	-	-	-
	13%	13%	-%	-%	-%	49%	-%	-%	20%	33%	13%	-%	-%	-%
Quite high	29	3	4	3	-	2	8	4	2	3	27	*	1	*
	43%	33%	50%	60%	-%	25%	54%	55%	21%	50%	43%	31%	79%	100%
Very high	26	5	4	2	-	2	7	1	4	1	25	1	*	-
	39%	54%	50%	40%	-%	25%	46%	17%	41%	17%	39%	69%	21%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	55	7	8	5	-	4	15	5	6	4	52	1	1	*
	82%	87%	100%	100%	-%	51%	100%	72%	62%	67%	81%	100%	100%	100%
NET: Low	4	-	-	-	-	-	-	2	2	-	4	-	-	-
	5%	-%	-%	-%	-%	-%	-%	28%	19%	-%	6%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by Hermes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)
Base: All those who use Hermes (QV4=8)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b
Unweighted total	**50**	-	3	-	-	27	1	1	18	35	15	46	4
Weighted total	**67**	-	4	-	-	38	2	*	22	52	15	62	5
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**4**	-	-	-	-	4	-	-	-	2	2	4	-
	5%	-%	-%	-%	-%	*10%*	-%	-%	-%	*3%*	*13%*	*6%*	-%
Neither low nor high	**8**	-	-	-	-	6	-	-	3	7	1	8	-
	13%	-%	-%	-%	-%	*14%*	-%	-%	*13%*	*14%*	*7%*	*13%*	-%
Quite high	**29**	-	2	-	-	14	-	*	13	23	7	27	2
	43%	-%	*37%*	-%	-%	*37%*	-%	*100%*	*58%*	*43%*	*44%*	*43%*	*44%*
Very high	**26**	-	3	-	-	15	2	-	6	21	5	23	3
	39%	-%	*63%*	-%	-%	*39%*	*100%*	-%	*29%*	*39%*	*36%*	*37%*	*56%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	**55**	-	4	-	-	29	2	*	19	43	12	50	5
	82%	-%	*100%*	-%	-%	*76%*	*100%*	*100%*	*87%*	*83%*	*80%*	*81%*	*100%*
NET: Low	**4**	-	-	-	-	4	-	-	-	2	2	4	-
	5%	-%	-%	-%	-%	*10%*	-%	-%	-%	*3%*	*13%*	*6%*	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The price of the postal services provided by Hermes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)
Base: All those who use Hermes (QV4=8)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	*c
Unweighted total	**50**	48	2	22	5	23
Weighted total	**67**	63	4	32	4	31
Very low	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**4**	2	2	2	-	2
	5%	*3%*	*49%*	*6%*	*-%*	*6%*
Neither low nor high	**8**	8	-	7	-	1
	13%	*13%*	*-%*	*23%*	*-%*	*3%*
Quite high	**29**	29	-	13	3	13
	43%	*46%*	*-%*	*42%*	*72%*	*41%*
Very high	**26**	24	2	9	1	15
	39%	*38%*	*51%*	*30%*	*28%*	*50%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**55**	53	2	23	4	28
	82%	*84%*	*51%*	*71%*	*100%*	*91%*
NET: Low	**4**	2	2	2	-	2
	5%	*3%*	*49%*	*6%*	*-%*	*6%*

Columns Tested: a,b - a,b,c

The price of the postal services provided by Hermes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)
Base: All those who use Hermes (QV4=8)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	*c
Unweighted total	**50**	36	8	4	1	-	1	-	-	44	6	9	27	14
Weighted total	**67**	51	9	5	2	-	*	-	-	60	8	12	39	16
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**4**	4	-	-	-	-	-	-	-	4	-	-	4	-
	5%	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*-%*	*-%*	*9%*	*-%*
Neither low nor high	**8**	8	-	-	-	-	-	-	-	8	-	4	5	-
	13%	*16%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*14%*	*-%*	*32%*	*12%*	*-%*
Quite high	**29**	19	5	4	2	-	*	-	-	23	6	4	15	10
	43%	*37%*	*52%*	*70%*	*100%*	*-%*	*100%*	*-%*	*-%*	*39%*	*78%*	*30%*	*39%*	*64%*
Very high	**26**	20	4	2	-	-	-	-	-	24	2	5	16	6
	39%	*40%*	*48%*	*30%*	*-%*	*-%*	*-%*	*-%*	*-%*	*41%*	*22%*	*38%*	*40%*	*36%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**55**	39	9	5	2	-	*	-	-	47	8	8	31	16
	82%	*76%*	*100%*	*100%*	*100%*	*-%*	*100%*	*-%*	*-%*	*80%*	*100%*	*68%*	*79%*	*100%*
NET: Low	**4**	4	-	-	-	-	-	-	-	4	-	-	4	-
	5%	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*-%*	*-%*	*9%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The price of the postal services provided by Hermes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)
Base: All those who use Hermes (QV4=8)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	d	*e	f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**50**	22	23	26	37	13	34	20	2	-	3	1	-	-
Weighted total	**67**	26	29	33	49	18	50	25	3	-	4	*	-	-
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**4**	-	-	-	2	-	4	-	-	-	-	-	-	-
	5%	*-%*	*-%*	*-%*	*4%*	*-%*	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**8**	3	2	3	1	1	7	3	-	-	-	-	-	-
	13%	*11%*	*6%*	*9%*	*2%*	*6%*	*13%*	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite high	**29**	11	16	17	27	5	19	15	-	-	2	-	-	-
	43%	*41%*	*54%*	*52%*	*56%*	*28%*	*38%*	*60%*	*-%*	*-%*	*53%*	*-%*	*-%*	*-%*
Very high	**26**	13	12	13	19	12	21	7	3	-	2	*	-	-
	39%	*48%*	*40%*	*39%*	*38%*	*66%*	*42%*	*29%*	*100%*	*-%*	*47%*	*100%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**55**	24	28	30	46	17	40	22	3	-	4	*	-	-
	82%	*89%*	*94%*	*91%*	*94%*	*94%*	*80%*	*89%*	*100%*	*-%*	*100%*	*100%*	*-%*	*-%*
NET: Low	**4**	-	-	-	2	-	4	-	-	-	-	-	-	-
	5%	*-%*	*-%*	*-%*	*4%*	*-%*	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The price of the postal services provided by Hermes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)
Base: All those who use Hermes (QV4=8)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**50**	33	-	1	2	-	1	-	1	10	3	5	8	-
Weighted total	**67**	43	-	2	3	-	*	-	*	13	3	7	10	-
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**4**	2	-	-	-	-	-	-	-	-	-	-	-	-
	5%	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**8**	1	-	-	-	-	-	-	-	3	-	-	-	-
	13%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*22%*	*-%*	*-%*	*-%*	*-%*
Quite high	**29**	24	-	2	2	-	*	-	*	5	3	4	6	-
	43%	*54%*	*-%*	*100%*	*53%*	*-%*	*100%*	*-%*	*100%*	*39%*	*97%*	*57%*	*54%*	*-%*
Very high	**26**	17	-	-	2	-	-	-	-	5	*	3	5	-
	39%	*39%*	*-%*	*-%*	*47%*	*-%*	*-%*	*-%*	*-%*	*39%*	*3%*	*43%*	*46%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**55**	40	-	2	3	-	*	-	*	10	3	7	10	-
	82%	*93%*	*-%*	*100%*	*100%*	*-%*	*100%*	*-%*	*100%*	*78%*	*100%*	*100%*	*100%*	*-%*
NET: Low	**4**	2	-	-	-	-	-	-	-	-	-	-	-	-
	5%	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The price of the postal services provided by Hermes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)
Base: All those who use Hermes (QV4=8)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	*a	*b	*a	*b
Unweighted total	50	10	7	11	7	2	31	2	4	21	29	23	3
Weighted total	67	12	10	15	9	2	43	1	5	24	43	29	4
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	4	-	-	2	-	-	2	-	-	2	2	-	-
	5%	-%	-%	12%	-%	-%	4%	-%	-%	7%	4%	-%	-%
Neither low nor high	8	-	1	-	-	-	1	-	-	-	8	1	2
	13%	-%	10%	-%	-%	-%	2%	-%	-%	-%	20%	4%	44%
Quite high	29	7	3	8	7	2	25	-	3	12	17	17	-
	43%	53%	33%	53%	82%	100%	57%	-%	61%	49%	40%	59%	-%
Very high	26	6	6	5	2	-	15	1	2	11	15	11	2
	39%	47%	56%	35%	18%	-%	36%	100%	39%	44%	36%	37%	56%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	55	12	9	13	9	2	40	1	5	23	32	28	2
	82%	100%	90%	88%	100%	100%	93%	100%	100%	93%	76%	96%	56%
NET: Low	4	-	-	2	-	-	2	-	-	2	2	-	-
	5%	-%	-%	12%	-%	-%	4%	-%	-%	7%	4%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The price of the postal services provided by Hermes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)
Base: All those who use Hermes (QV4=8)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	50	8	21	24	2	8	29	8	19	4	-
Weighted total	67	9	28	30	3	9	40	7	23	5	-
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	4	-	2	-	-	-	2	-	-	-	-
	5%	-%	7%	-%	-%	-%	5%	-%	-%	-%	-%
Neither low nor high	8	-	1	1	2	-	1	3	-	-	-
	13%	-%	4%	4%	65%	-%	3%	38%	-%	-%	-%
Quite high	29	7	12	16	1	7	21	2	11	3	-
	43%	76%	43%	54%	35%	76%	52%	29%	48%	60%	-%
Very high	26	2	13	13	-	2	16	2	12	2	-
	39%	24%	47%	43%	-%	24%	41%	34%	52%	40%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	55	9	25	29	1	9	37	5	23	5	-
	82%	100%	90%	96%	35%	100%	93%	62%	100%	100%	-%
NET: Low	4	-	2	-	-	-	2	-	-	-	-
	5%	-%	7%	-%	-%	-%	5%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The price of the postal services provided by Hermes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All those who use Hermes (QV4=8)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	50	8	18	2	-	25	20	2	-	21	20	18	15	17	-
Weighted total	67	12	22	2	-	31	27	3	-	25	26	18	18	20	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	4	-	-	-	-	2	-	-	-	-	-	-	-	-	-
	5%	-%	-%	-%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	8	2	-	-	-	1	-	-	-	1	-	1	1	-	-
	13%	15%	-%	-%	-%	3%	-%	-%	-%	4%	-%	6%	6%	-%	-%
Quite high	29	7	11	-	-	19	14	1	-	11	16	11	11	8	-
	43%	61%	52%	-%	-%	59%	53%	36%	-%	44%	61%	60%	63%	41%	-%
Very high	26	3	11	2	-	10	13	2	-	13	10	6	6	12	-
	39%	24%	48%	100%	-%	32%	47%	64%	-%	52%	39%	35%	32%	59%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	55	10	22	2	-	29	27	3	-	24	26	17	17	20	-
	82%	85%	100%	100%	-%	91%	100%	100%	-%	96%	100%	94%	94%	100%	-%
NET: Low	4	-	-	-	-	2	-	-	-	-	-	-	-	-	-
	5%	-%	-%	-%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The price of the postal services provided by Hermes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All those who use Hermes (QV4=8)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	**50**	12	13	17	-	1	14	18	3	1	5	1
Weighted total	**67**	15	16	19	-	2	17	21	5	2	6	2
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**4**	-	-	2	-	-	-	-	-	-	-	-
	5%	-%	-%	*10%*	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**8**	-	-	1	-	-	-	-	-	-	-	-
	13%	-%	-%	*6%*	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	**29**	10	9	10	-	-	10	10	3	2	2	2
	43%	*62%*	*52%*	*51%*	-%	-%	*60%*	*45%*	*60%*	*100%*	*26%*	*100%*
Very high	**26**	6	8	6	-	2	7	12	2	-	4	-
	39%	*38%*	*48%*	*33%*	-%	*100%*	*40%*	*55%*	*40%*	-%	*74%*	-%
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	**55**	15	16	16	-	2	17	21	5	2	6	2
	82%	*100%*	*100%*	*85%*	-%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*
NET: Low	**4**	-	-	2	-	-	-	-	-	-	-	-
	5%	-%	-%	*10%*	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

The price of the postal services provided by Hermes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)
Base: All those who use Hermes (QV4=8)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	*a	*b	*a	*b
Unweighted total	**50**	44	35	45	43	48	35	45	16	-	25	4	16	17
Weighted total	**67**	60	48	62	57	65	43	60	22	-	30	4	21	17
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**4**	4	2	4	2	4	2	4	-	-	2	-	2	-
	5%	*6%*	*4%*	*6%*	*3%*	*6%*	*4%*	*6%*	*-%*	*-%*	*6%*	*-%*	*9%*	*-%*
Neither low nor high	**8**	7	5	7	7	8	7	7	2	-	-	1	1	-
	13%	*11%*	*10%*	*11%*	*12%*	*13%*	*15%*	*11%*	*9%*	*-%*	*-%*	*25%*	*5%*	*-%*
Quite high	**29**	27	19	27	26	27	24	27	12	-	14	2	12	7
	43%	*45%*	*40%*	*43%*	*45%*	*42%*	*55%*	*45%*	*54%*	*-%*	*46%*	*36%*	*54%*	*40%*
Very high	**26**	23	22	25	23	26	11	23	8	-	14	2	7	10
	39%	*38%*	*46%*	*40%*	*40%*	*40%*	*26%*	*38%*	*37%*	*-%*	*48%*	*39%*	*33%*	*60%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**55**	50	42	52	48	53	35	50	20	-	29	3	18	17
	82%	*83%*	*87%*	*83%*	*85%*	*81%*	*81%*	*83%*	*91%*	*-%*	*94%*	*75%*	*86%*	*100%*
NET: Low	**4**	4	2	4	2	4	2	4	-	-	2	-	2	-
	5%	*6%*	*4%*	*6%*	*3%*	*6%*	*4%*	*6%*	*-%*	*-%*	*6%*	*-%*	*9%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The price of the postal services provided by Hermes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)
Base: All those who use Hermes (QV4=8)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	b	*c	*a	*b	*c	*a	*b
Unweighted total	**50**	42	1	12	38	12	33	5	28	5	17	24	26
Weighted total	**67**	56	*	17	50	14	47	6	39	8	20	35	32
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**4**	4	-	2	2	2	2	-	4	-	-	4	-
	5%	*7%*	*-%*	*11%*	*4%*	*13%*	*4%*	*-%*	*9%*	*-%*	*-%*	*10%*	*-%*
Neither low nor high	**8**	6	-	2	7	-	8	-	7	-	2	6	3
	13%	*11%*	*-%*	*10%*	*13%*	*-%*	*18%*	*-%*	*17%*	*-%*	*9%*	*16%*	*9%*
Quite high	**29**	24	*	10	19	9	18	2	17	4	8	11	18
	43%	*43%*	*100%*	*58%*	*38%*	*65%*	*38%*	*33%*	*45%*	*52%*	*38%*	*31%*	*57%*
Very high	**26**	22	-	4	22	3	19	4	11	4	11	15	11
	39%	*39%*	*-%*	*21%*	*45%*	*22%*	*40%*	*67%*	*29%*	*48%*	*53%*	*43%*	*34%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	**55**	46	*	14	42	12	37	6	29	8	19	26	29
	82%	*82%*	*100%*	*79%*	*83%*	*87%*	*78%*	*100%*	*74%*	*100%*	*91%*	*74%*	*91%*
NET: Low	**4**	4	-	2	2	2	2	-	4	-	-	4	-
	5%	*7%*	*-%*	*11%*	*4%*	*13%*	*4%*	*-%*	*9%*	*-%*	*-%*	*10%*	*-%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The price of the postal services provided by Hermes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)
Base: All those who use Hermes (QV4=8)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	50	4	-	4	3	2	-	3	1	1	4	1	1
Weighted total	67	4	-	4	3	2	-	3	1	1	3	1	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	4	-	-	-	-	-	-	-	-	-	-	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	8	-	-	-	-	-	-	-	-	-	-	-	-
	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	29	1	-	-	-	-	-	1	-	-	1	-	-
	43%	23%	-%	-%	-%	-%	-%	32%	-%	-%	38%	-%	-%
Very high	26	3	-	4	3	2	-	2	1	1	2	1	1
	39%	77%	-%	100%	100%	100%	-%	68%	100%	100%	62%	100%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	55	4	-	4	3	2	-	3	1	1	3	1	1
	82%	100%	-%	100%	100%	100%	-%	100%	100%	100%	100%	100%	100%
NET: Low	4	-	-	-	-	-	-	-	-	-	-	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 172 (continuation)

The price of the postal services provided by Hermes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All those who use Hermes (QV4=8)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	50	3	3	1	7	4	6	3	3	6	5	8	1
Weighted total	67	5	5	*	6	2	4	5	4	10	8	15	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	4	-	2	-	-	-	-	-	-	-	-	2	-
	5%	-%	35%	-%	-%	-%	-%	-%	-%	-%	-%	12%	-%
Neither low nor high	8	-	2	-	-	-	1	-	-	-	2	4	-
	13%	-%	33%	-%	-%	-%	26%	-%	-%	-%	26%	25%	-%
Quite high	29	5	2	*	1	2	2	2	2	5	4	4	-
	43%	100%	32%	100%	19%	85%	59%	32%	53%	50%	49%	25%	-%
Very high	26	-	-	-	5	*	1	4	2	5	2	5	2
	39%	-%	-%	-%	81%	15%	14%	68%	47%	50%	25%	37%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	55	5	2	*	6	2	3	5	4	10	6	9	2
	82%	100%	32%	100%	100%	100%	74%	100%	100%	100%	74%	62%	100%
NET: Low	4	-	2	-	-	-	-	-	-	-	-	2	-
	5%	-%	35%	-%	-%	-%	-%	-%	-%	-%	-%	12%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

The price of the postal services provided by Hermes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)
Base: All those who use Hermes (QV4=8)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		***a**	***b**	***c**	***d**
Unweighted total	**50**	7	17	12	14
Weighted total	**67**	11	12	20	24
Very low	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Quite low	**4**	2	-	-	2
	5%	*17%*	*-%*	*-%*	*8%*
Neither low nor high	**8**	2	1	-	6
	13%	*15%*	*9%*	*-%*	*23%*
Quite high	**29**	8	5	9	7
	43%	*68%*	*43%*	*46%*	*30%*
Very high	**26**	-	6	11	9
	39%	*-%*	*49%*	*54%*	*39%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
NET: High	**55**	8	11	20	17
	82%	*68%*	*91%*	*100%*	*69%*
NET: Low	**4**	2	-	-	2
	5%	*17%*	*-%*	*-%*	*8%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 173

The quality of the postal services provided by FedEx in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)

Base: All those who use FedEx (QV4=9)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	34	19	10	3	2	15	6	3	2	3	4
Weighted total	29	27	1	*	*	2	10	3	3	2	*
Very low	1	1	-	-	-	-	-	-	-	-	-
	4%	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	2	2	-	-	-	-	2	-	-	-	-
	6%	*7%*	*-%*	*-%*	*-%*	*-%*	*18%*	*-%*	*-%*	*-%*	*-%*
Quite high	9	8	1	*	*	1	4	-	3	2	*
	31%	*29%*	*43%*	*68%*	*100%*	*55%*	*36%*	*-%*	*100%*	*100%*	*69%*
Very high	17	16	1	*	-	1	5	3	-	-	*
	59%	*60%*	*57%*	*32%*	*-%*	*45%*	*46%*	*100%*	*-%*	*-%*	*31%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	26	24	1	*	*	2	8	3	3	2	*
	90%	*89%*	*100%*	*100%*	*100%*	*100%*	*82%*	*100%*	*100%*	*100%*	*100%*
NET: Low	1	1	-	-	-	-	-	-	-	-	-
	4%	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

The quality of the postal services provided by FedEx in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All those who use FedEx (QV4=9)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	34	4	1	10	-	1	5	4	5	-	30	3	-	1
Weighted total	29	3	2	11	-	*	5	2	4	-	28	1	-	*
Very low	1	-	-	1	-	-	-	-	-	-	1	-	-	-
	4%	-%	-%	*10%*	-%	-%	-%	-%	-%	-%	*4%*	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	2	-	-	-	-	-	-	2	-	-	-
	6%	-%	-%	*16%*	-%	-%	-%	-%	-%	-%	*7%*	-%	-%	-%
Quite high	9	*	2	3	-	-	2	1	1	-	9	*	-	-
	31%	*3%*	*100%*	*31%*	-%	-%	*41%*	*48%*	*13%*	-%	*32%*	*5%*	-%	-%
Very high	17	3	-	5	-	*	3	1	4	-	16	1	-	*
	59%	*97%*	-%	*43%*	-%	*100%*	*59%*	*52%*	*87%*	-%	*57%*	*95%*	-%	*100%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	26	3	2	8	-	*	5	2	4	-	25	1	-	*
	90%	*100%*	*100%*	*74%*	-%	*100%*	*100%*	*100%*	*100%*	-%	*90%*	*100%*	-%	*100%*
NET: Low	1	-	-	1	-	-	-	-	-	-	1	-	-	-
	4%	-%	-%	*10%*	-%	-%	-%	-%	-%	-%	*4%*	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

The quality of the postal services provided by FedEx in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)

Base: All those who use FedEx (QV4=9)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	34	-	13	1	-	10	2	-	8	26	8	25	9
Weighted total	29	-	9	1	-	8	2	-	9	26	3	23	6
Very low	1	-	-	1	-	-	-	-	-	1	-	1	-
	4%	-%	-%	*100%*	-%	-%	-%	-%	-%	*4%*	-%	*5%*	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	-	-	-	-	-	2	2	-	2	-
	6%	-%	-%	-%	-%	-%	-%	-%	*19%*	*7%*	-%	*8%*	-%
Quite high	9	-	3	-	-	3	2	-	2	8	1	9	*
	31%	-%	*28%*	-%	-%	*37%*	*92%*	-%	*21%*	*30%*	*44%*	*38%*	*2%*
Very high	17	-	6	-	-	5	*	-	6	15	2	12	5
	59%	-%	*72%*	-%	-%	*63%*	*8%*	-%	*60%*	*59%*	*56%*	*50%*	*98%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	26	-	9	-	-	8	2	-	8	23	3	20	6
	90%	-%	*100%*	-%	-%	*100%*	*100%*	-%	*81%*	*89%*	*100%*	*88%*	*100%*
NET: Low	1	-	-	1	-	-	-	-	-	1	-	1	-
	4%	-%	-%	*100%*	-%	-%	-%	-%	-%	*4%*	-%	*5%*	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The quality of the postal services provided by FedEx in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All those who use FedEx (QV4=9)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	*c
Unweighted total	**34**	34	-	12	5	17
Weighted total	**29**	29	-	12	4	13
Very low	**1**	1	-	-	-	1
	4%	*4%*	*-%*	*-%*	*-%*	*8%*
Quite low	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither low nor high	**2**	2	-	-	-	2
	6%	*6%*	*-%*	*-%*	*-%*	*14%*
Quite high	**9**	9	-	2	3	4
	31%	*31%*	*-%*	*16%*	*94%*	*28%*
Very high	**17**	17	-	10	*	7
	59%	*59%*	*-%*	*84%*	*6%*	*50%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: High	**26**	26	-	12	4	10
	90%	*90%*	*-%*	*100%*	*100%*	*78%*
NET: Low	**1**	1	-	-	-	1
	4%	*4%*	*-%*	*-%*	*-%*	*8%*

Columns Tested: a,b - a,b,c

The quality of the postal services provided by FedEx in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All those who use FedEx (QV4=9)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	34	16	11	5	2	-	-	-	-	27	7	5	11	18
Weighted total	29	14	11	2	2	-	-	-	-	25	4	4	10	15
Very low	1	-	1	-	-	-	-	-	-	1	-	-	-	1
	4%	-%	*10%*	-%	-%	-%	-%	-%	-%	*4%*	-%	-%	-%	*7%*
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	-	-	-	-	-	-	-	2	-	-	2	-
	6%	*13%*	-%	-%	-%	-%	-%	-%	-%	*7%*	-%	-%	*18%*	-%
Quite high	9	2	7	*	*	-	-	-	-	9	*	*	2	7
	31%	*14%*	*64%*	*8%*	*3%*	-%	-%	-%	-%	*35%*	*5%*	*3%*	*19%*	*48%*
Very high	17	10	3	2	2	-	-	-	-	13	4	4	6	7
	59%	*73%*	*26%*	*92%*	*97%*	-%	-%	-%	-%	*53%*	*95%*	*97%*	*63%*	*45%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	26	12	10	2	2	-	-	-	-	22	4	4	8	14
	90%	*87%*	*90%*	*100%*	*100%*	-%	-%	-%	-%	*88%*	*100%*	*100%*	*82%*	*93%*
NET: Low	1	-	1	-	-	-	-	-	-	1	-	-	-	1
	4%	-%	*10%*	-%	-%	-%	-%	-%	-%	*4%*	-%	-%	-%	*7%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The quality of the postal services provided by FedEx in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All those who use FedEx (QV4=9)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**34**	20	16	22	24	12	22	19	2	-	1	-	-	-
Weighted total	**29**	17	11	19	20	11	21	17	*	-	2	-	-	-
Very low	**1**	1	1	1	1	-	-	1	-	-	-	-	-	-
	4%	*6%*	*10%*	*6%*	*5%*	*-%*	*-%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**2**	-	-	-	2	-	2	-	-	-	-	-	-	-
	6%	*-%*	*-%*	*-%*	*9%*	*-%*	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite high	**9**	7	5	9	9	5	7	7	*	-	2	-	-	-
	31%	*41%*	*51%*	*47%*	*45%*	*48%*	*34%*	*40%*	*100%*	*-%*	*100%*	*-%*	*-%*	*-%*
Very high	**17**	9	4	9	8	6	12	9	-	-	-	-	-	-
	59%	*52%*	*39%*	*48%*	*41%*	*52%*	*58%*	*54%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**26**	16	10	18	17	11	19	15	*	-	2	-	-	-
	90%	*94%*	*90%*	*94%*	*86%*	*100%*	*91%*	*94%*	*100%*	*-%*	*100%*	*-%*	*-%*	*-%*
NET: Low	**1**	1	1	1	1	-	-	1	-	-	-	-	-	-
	4%	*6%*	*10%*	*6%*	*5%*	*-%*	*-%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The quality of the postal services provided by FedEx in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All those who use FedEx (QV4=9)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**34**	21	1	1	1	-	-	-	-	3	6	6	7	-
Weighted total	**29**	18	*	*	2	-	-	-	-	5	6	5	4	-
Very low	**1**	1	-	-	-	-	-	-	-	-	-	1	-	-
	4%	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*21%*	*-%*	*-%*
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**2**	2	-	-	-	-	-	-	-	-	-	-	-	-
	6%	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite high	**9**	9	*	-	-	-	-	-	-	2	2	4	2	-
	31%	*49%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*36%*	*34%*	*72%*	*45%*	*-%*
Very high	**17**	6	-	*	2	-	-	-	-	3	4	*	2	-
	59%	*35%*	*-%*	*100%*	*100%*	*-%*	*-%*	*-%*	*-%*	*64%*	*66%*	*7%*	*55%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**26**	15	*	*	2	-	-	-	-	5	6	4	4	-
	90%	*84%*	*100%*	*100%*	*100%*	*-%*	*-%*	*-%*	*-%*	*100%*	*100%*	*79%*	*100%*	*-%*
NET: Low	**1**	1	-	-	-	-	-	-	-	-	-	1	-	-
	4%	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*21%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The quality of the postal services provided by FedEx in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All those who use FedEx (QV4=9)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	34	7	4	4	7	2	18	2	4	11	23	20	2
Weighted total	29	5	2	6	6	*	18	*	2	12	17	19	*
Very low	1	-	-	1	-	-	-	-	1	1	-	1	-
	4%	-%	-%	*17%*	-%	-%	-%	-%	*65%*	*9%*	-%	*6%*	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	2	-	-	-	2	-	-	-	2	-	-
	6%	-%	*85%*	-%	-%	-%	*10%*	-%	-%	-%	*11%*	-%	-%
Quite high	9	2	*	5	1	*	9	*	*	3	6	9	*
	31%	*39%*	*11%*	*83%*	*21%*	*100%*	*48%*	*31%*	*11%*	*24%*	*37%*	*47%*	*30%*
Very high	17	3	*	-	5	-	8	*	*	8	9	9	*
	59%	*61%*	*5%*	-%	*79%*	-%	*42%*	*69%*	*24%*	*67%*	*53%*	*47%*	*70%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	26	5	*	5	6	*	16	*	1	11	15	17	*
	90%	*100%*	*15%*	*83%*	*100%*	*100%*	*90%*	*100%*	*35%*	*91%*	*89%*	*94%*	*100%*
NET: Low	1	-	-	1	-	-	-	-	1	1	-	1	-
	4%	-%	-%	*17%*	-%	-%	-%	-%	*65%*	*9%*	-%	*6%*	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The quality of the postal services provided by FedEx in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All those who use FedEx (QV4=9)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	34	2	20	19	2	2	22	8	18	7	-
Weighted total	29	1	19	18	*	1	19	5	17	8	-
Very low	1	-	1	1	-	-	1	1	1	-	-
	4%	-%	*6%*	*6%*	-%	-%	*6%*	*21%*	*6%*	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	2	-	-	-	2	-	-	-	-
	6%	-%	*10%*	-%	-%	-%	*10%*	-%	-%	-%	-%
Quite high	9	1	8	9	*	1	8	2	7	4	-
	31%	*100%*	*41%*	*47%*	*55%*	*100%*	*41%*	*37%*	*42%*	*52%*	-%
Very high	17	-	8	9	*	-	8	2	9	4	-
	59%	-%	*44%*	*48%*	*45%*	-%	*44%*	*42%*	*52%*	*48%*	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	26	1	16	17	*	1	16	4	16	8	-
	90%	*100%*	*85%*	*94%*	*100%*	*100%*	*85%*	*79%*	*94%*	*100%*	-%
NET: Low	1	-	1	1	-	-	1	1	1	-	-
	4%	-%	*6%*	*6%*	-%	-%	*6%*	*21%*	*6%*	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The quality of the postal services provided by FedEx in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All those who use FedEx (QV4=9)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	34	6	15	7	-	18	15	14	-	18	14	13	17	12	1
Weighted total	29	3	10	7	-	15	12	11	-	16	10	11	16	12	*
Very low	1	1	1	1	-	1	-	1	-	1	1	1	-	-	-
	4%	*32%*	*10%*	*16%*	*-%*	*7%*	*-%*	*10%*	*-%*	*7%*	*10%*	*9%*	*-%*	*-%*	*-%*
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	2	-	-	-	-	2	-	-	-	-	-	2	-	-	-
	6%	*-%*	*-%*	*-%*	*-%*	*12%*	*-%*	*-%*	*-%*	*-%*	*-%*	*16%*	*-%*	*-%*	*-%*
Quite high	9	2	5	4	-	6	7	6	-	7	5	5	9	7	-
	31%	*57%*	*51%*	*57%*	*-%*	*40%*	*58%*	*57%*	*-%*	*45%*	*51%*	*47%*	*53%*	*55%*	*-%*
Very high	17	*	4	2	-	6	5	3	-	8	4	3	8	6	*
	59%	*10%*	*39%*	*27%*	*-%*	*41%*	*42%*	*33%*	*-%*	*49%*	*38%*	*27%*	*47%*	*45%*	*100%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	26	2	9	6	-	12	12	9	-	15	9	8	16	12	*
	90%	*68%*	*90%*	*84%*	*-%*	*81%*	*100%*	*90%*	*-%*	*93%*	*90%*	*74%*	*100%*	*100%*	*100%*
NET: Low	1	1	1	1	-	1	-	1	-	1	1	1	-	-	-
	4%	*32%*	*10%*	*16%*	*-%*	*7%*	*-%*	*10%*	*-%*	*7%*	*10%*	*9%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The quality of the postal services provided by FedEx in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All those who use FedEx (QV4=9)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	**34**	11	11	10	6	4	17	11	-	3	-	-
Weighted total	**29**	9	11	8	7	4	17	11	-	4	-	-
Very low	**1**	1	-	1	-	-	1	-	-	-	-	-
	4%	*11%*	-%	*14%*	-%	-%	*6%*	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**2**	-	-	2	-	-	-	-	-	2	-	-
	6%	-%	-%	*23%*	-%	-%	-%	-%	-%	*51%*	-%	-%
Quite high	**9**	4	5	2	2	2	7	7	-	2	-	-
	31%	*39%*	*49%*	*27%*	*28%*	*57%*	*41%*	*64%*	-%	*46%*	-%	-%
Very high	**17**	5	5	3	5	2	9	4	-	*	-	-
	59%	*49%*	*51%*	*37%*	*72%*	*43%*	*52%*	*36%*	-%	*3%*	-%	-%
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	**26**	8	11	5	7	4	16	11	-	2	-	-
	90%	*89%*	*100%*	*63%*	*100%*	*100%*	*94%*	*100%*	-%	*49%*	-%	-%
NET: Low	**1**	1	-	1	-	-	1	-	-	-	-	-
	4%	*11%*	-%	*14%*	-%	-%	*6%*	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

The quality of the postal services provided by FedEx in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All those who use FedEx (QV4=9)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	*b	c	*d	e	*a	b	*c	*d	*a	*b	*a	*b
Unweighted total	**34**	30	26	30	26	33	22	32	15	-	26	-	6	22
Weighted total	**29**	24	21	24	21	27	21	25	14	-	22	-	7	18
Very low	**1**	1	1	1	1	1	1	1	1	-	1	-	-	1
	4%	*4%*	*5%*	*4%*	*5%*	*4%*	*5%*	*4%*	*8%*	-%	*5%*	-%	-%	*6%*
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**2**	-	-	-	-	-	-	-	-	-	-	-	2	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*24%*	-%
Quite high	**9**	9	9	9	7	9	7	9	6	-	9	-	2	7
	31%	*37%*	*41%*	*37%*	*35%*	*33%*	*32%*	*36%*	*42%*	-%	*40%*	-%	*27%*	*38%*
Very high	**17**	14	11	14	12	17	13	15	7	-	12	-	4	10
	59%	*58%*	*54%*	*58%*	*60%*	*63%*	*63%*	*60%*	*50%*	-%	*55%*	-%	*49%*	*56%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	**26**	23	20	23	20	26	20	24	13	-	21	-	6	17
	90%	*96%*	*95%*	*96%*	*95%*	*96%*	*95%*	*96%*	*92%*	-%	*95%*	-%	*76%*	*94%*
NET: Low	**1**	1	1	1	1	1	1	1	1	-	1	-	-	1
	4%	*4%*	*5%*	*4%*	*5%*	*4%*	*5%*	*4%*	*8%*	-%	*5%*	-%	-%	*6%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The quality of the postal services provided by FedEx in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All those who use FedEx (QV4=9)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	34	28	-	8	26	10	20	4	16	3	14	16	18
Weighted total	29	22	-	8	21	7	19	2	14	2	13	15	14
Very low	1	1	-	-	1	-	-	1	-	-	1	1	-
	4%	*5%*	-%	-%	*5%*	-%	-%	*43%*	-%	-%	*8%*	*7%*	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	2	-	2	-	-	2	-	-	2	-
	6%	-%	-%	*23%*	-%	*25%*	-%	-%	*13%*	-%	-%	*12%*	-%
Quite high	9	5	-	2	7	5	4	-	4	*	5	2	7
	31%	*25%*	-%	*26%*	*33%*	*64%*	*23%*	-%	*28%*	*18%*	*38%*	*12%*	*52%*
Very high	17	15	-	4	13	1	15	1	8	2	7	10	7
	59%	*70%*	-%	*51%*	*62%*	*11%*	*77%*	*57%*	*59%*	*82%*	*54%*	*69%*	*48%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	26	20	-	6	20	6	19	1	12	2	12	12	14
	90%	*95%*	-%	*77%*	*95%*	*75%*	*100%*	*57%*	*87%*	*100%*	*92%*	*81%*	*100%*
NET: Low	1	1	-	-	1	-	-	1	-	-	1	1	-
	4%	*5%*	-%	-%	*5%*	-%	-%	*43%*	-%	-%	*8%*	*7%*	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The quality of the postal services provided by FedEx in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All those who use FedEx (QV4=9)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	34	3	-	5	4	1	2	1	2	2	2	-	2
Weighted total	29	1	-	2	1	1	*	1	*	*	2	-	1
Very low	1	-	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	-	-	-	-	-	-	-	-	-	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	9	*	-	*	*	-	*	-	*	*	-	-	*
	31%	*9%*	-%	*11%*	*20%*	-%	*100%*	-%	*100%*	*100%*	-%	-%	*13%*
Very high	17	1	-	2	1	1	-	1	-	-	2	-	1
	59%	*91%*	-%	*89%*	*80%*	*100%*	-%	*100%*	-%	-%	*100%*	-%	*87%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	26	1	-	2	1	1	*	1	*	*	2	-	1
	90%	*100%*	-%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	-%	*100%*
NET: Low	1	-	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 173 (continuation)

The quality of the postal services provided by FedEx in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)

Base: All those who use FedEx (QV4=9)

	Total base	Month								
		Jan' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	***f**	***g**	***h**	***i**
Unweighted total	**34**	6	7	2	1	3	5	3	3	4
Weighted total	**29**	4	5	2	*	2	6	4	2	4
Very low	**1**	-	-	1	-	-	-	-	-	-
	4%	-%	-%	*50%*	-%	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**2**	-	-	-	-	-	-	-	2	-
	6%	-%	-%	-%	-%	-%	-%	-%	*87%*	-%
Quite high	**9**	*	*	1	-	2	5	-	*	-
	31%	*12%*	*6%*	*50%*	-%	*77%*	*98%*	-%	*8%*	-%
Very high	**17**	4	4	-	*	1	*	4	*	4
	59%	*88%*	*94%*	-%	*100%*	*23%*	*2%*	*100%*	*5%*	*100%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	**26**	4	5	1	*	2	6	4	*	4
	90%	*100%*	*100%*	*50%*	*100%*	*100%*	*100%*	*100%*	*13%*	*100%*
NET: Low	**1**	-	-	1	-	-	-	-	-	-
	4%	-%	-%	*50%*	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i

The quality of the postal services provided by FedEx in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All those who use FedEx (QV4=9)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	34	6	10	11	7
Weighted total	29	4	7	11	7
Very low	1	-	1	-	-
	4%	-%	*15%*	-%	-%
Quite low	-	-	-	-	-
	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	-	2
	6%	-%	-%	-%	*28%*
Quite high	9	*	1	7	*
	31%	*12%*	*19%*	*62%*	*3%*
Very high	17	4	5	4	5
	59%	*88%*	*66%*	*38%*	*70%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-
	-%	-%	-%	-%	-%
NET: High	26	4	6	11	5
	90%	*100%*	*85%*	*100%*	*72%*
NET: Low	1	-	1	-	-
	4%	-%	*15%*	-%	-%

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 174 Page 3058

The price of the postal services provided by FedEx in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)

Base: All those who use FedEx (QV4=9)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	34	19	10	3	2	15	6	3	2	3	4
Weighted total	29	27	1	*	*	2	10	3	3	2	*
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	8	7	*	*	*	1	5	*	2	*	*
	27%	27%	25%	29%	43%	28%	54%	11%	61%	12%	39%
Quite high	10	9	*	*	*	1	2	2	1	*	*
	33%	33%	22%	39%	57%	29%	18%	89%	39%	8%	48%
Very high	8	8	1	*	-	1	3	-	-	2	*
	29%	28%	44%	32%	-%	36%	27%	-%	-%	80%	14%
Don't Know (DO NOT READ OUT)	3	3	*	-	-	*	-	-	-	-	-
	11%	11%	9%	-%	-%	7%	-%	-%	-%	-%	-%
NET: High	18	16	1	*	*	1	5	2	1	2	*
	62%	62%	66%	71%	57%	65%	46%	89%	39%	88%	61%
NET: Low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

The price of the postal services provided by FedEx in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All those who use FedEx (QV4=9)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	34	4	1	10	-	1	5	4	5	-	30	3	-	1
Weighted total	29	3	2	11	-	*	5	2	4	-	28	1	-	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	8	*	2	5	-	-	*	-	*	-	8	*	-	-
	27%	3%	100%	47%	-%	-%	3%	-%	5%	-%	27%	31%	-%	-%
Quite high	10	2	-	4	-	-	*	1	2	-	9	1	-	*
	33%	57%	-%	32%	-%	-%	3%	48%	50%	-%	32%	65%	-%	100%
Very high	8	1	-	1	-	*	4	1	-	-	8	*	-	-
	29%	40%	-%	12%	-%	100%	94%	46%	-%	-%	30%	5%	-%	-%
Don't Know (DO NOT READ OUT)	3	-	-	1	-	-	-	*	2	-	3	-	-	-
	11%	-%	-%	10%	-%	-%	-%	6%	45%	-%	11%	-%	-%	-%
NET: High	18	3	-	5	-	*	4	2	2	-	17	1	-	*
	62%	97%	-%	43%	-%	100%	97%	94%	50%	-%	61%	69%	-%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by FedEx in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All those who use FedEx (QV4=9)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	**34**	-	13	1	-	10	2	-	8	26	8	25	9
Weighted total	**29**	-	9	1	-	8	2	-	9	26	3	23	6
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**8**	-	3	-	-	2	-	-	4	7	1	8	*
	27%	-%	*28%*	-%	-%	*23%*	-%	-%	*38%*	*29%*	*16%*	*33%*	*2%*
Quite high	**10**	-	2	-	-	4	-	-	4	8	1	10	-
	33%	-%	*25%*	-%	-%	*47%*	-%	-%	*40%*	*33%*	*37%*	*41%*	-%
Very high	**8**	-	4	-	-	2	2	-	*	7	2	3	5
	29%	-%	*47%*	-%	-%	*30%*	*92%*	-%	*1%*	*26%*	*47%*	*13%*	*95%*
Don't Know (DO NOT READ OUT)	**3**	-	-	1	-	-	*	-	2	3	-	3	*
	11%	-%	-%	*100%*	-%	-%	*8%*	-%	*21%*	*12%*	-%	*13%*	*3%*
NET: High	**18**	-	6	-	-	6	2	-	4	15	3	13	5
	62%	-%	*72%*	-%	-%	*77%*	*92%*	-%	*41%*	*59%*	*84%*	*54%*	*95%*
NET: Low	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The price of the postal services provided by FedEx in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All those who use FedEx (QV4=9)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	*c
Unweighted total	**34**	34	-	12	5	17
Weighted total	**29**	29	-	12	4	13
Very low	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither low nor high	**8**	8	-	2	2	4
	27%	*27%*	-%	*18%*	*44%*	*31%*
Quite high	**10**	10	-	4	*	6
	33%	*33%*	-%	*31%*	*3%*	*43%*
Very high	**8**	8	-	4	2	2
	29%	*29%*	-%	*34%*	*52%*	*18%*
Don't Know (DO NOT READ OUT)	**3**	3	-	2	-	1
	11%	*11%*	-%	*17%*	-%	*8%*
NET: High	**18**	18	-	8	2	8
	62%	*62%*	-%	*65%*	*56%*	*61%*
NET: Low	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

The price of the postal services provided by FedEx in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All those who use FedEx (QV4=9)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	**34**	16	11	5	2	-	-	-	-	27	7	5	11	18
Weighted total	**29**	14	11	2	2	-	-	-	-	25	4	4	10	15
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**8**	4	4	-	-	-	-	-	-	8	-	-	4	4
	27%	*28%*	*37%*	-%	-%	-%	-%	-%	-%	*32%*	-%	-%	*40%*	*27%*
Quite high	**10**	4	3	1	2	-	-	-	-	7	3	2	2	6
	33%	*27%*	*28%*	*43%*	*100%*	-%	-%	-%	-%	*27%*	*71%*	*45%*	*19%*	*39%*
Very high	**8**	4	3	1	-	-	-	-	-	7	1	*	4	4
	29%	*31%*	*26%*	*57%*	-%	-%	-%	-%	-%	*29%*	*29%*	*6%*	*41%*	*27%*
Don't Know (DO NOT READ OUT)	**3**	2	1	-	-	-	-	-	-	3	-	2	-	1
	11%	*15%*	*10%*	-%	-%	-%	-%	-%	-%	*13%*	-%	*49%*	-%	*7%*
NET: High	**18**	8	6	2	2	-	-	-	-	14	4	2	6	10
	62%	*57%*	*53%*	*100%*	*100%*	-%	-%	-%	-%	*56%*	*100%*	*51%*	*60%*	*66%*
NET: Low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The price of the postal services provided by FedEx in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All those who use FedEx (QV4=9)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**34**	20	16	22	24	12	22	19	2	-	1	-	-	-
Weighted total	**29**	17	11	19	20	11	21	17	*	-	2	-	-	-
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**8**	4	4	6	8	4	6	4	-	-	2	-	-	-
	27%	*23%*	*38%*	*30%*	*39%*	*36%*	*28%*	*23%*	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*
Quite high	**10**	9	5	9	7	7	8	9	*	-	-	-	-	-
	33%	*52%*	*48%*	*47%*	*35%*	*63%*	*36%*	*52%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*
Very high	**8**	3	*	3	4	*	8	3	-	-	-	-	-	-
	29%	*19%*	*5%*	*17%*	*20%*	*1%*	*36%*	*19%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**3**	1	1	1	1	-	-	1	-	-	-	-	-	-
	11%	*6%*	*10%*	*6%*	*5%*	*-%*	*-%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**18**	12	6	12	11	7	15	12	*	-	-	-	-	-
	62%	*70%*	*52%*	*64%*	*55%*	*64%*	*72%*	*71%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The price of the postal services provided by FedEx in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All those who use FedEx (QV4=9)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	34	21	1	1	1	-	-	-	-	3	6	6	7	-
Weighted total	29	18	*	*	2	-	-	-	-	5	6	5	4	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	8	8	-	-	-	-	-	-	-	2	2	2	*	-
	27%	44%	-%	-%	-%	-%	-%	-%	-%	36%	32%	39%	7%	-%
Quite high	10	5	*	*	2	-	-	-	-	2	4	-	3	-
	33%	28%	100%	100%	100%	-%	-%	-%	-%	40%	67%	-%	92%	-%
Very high	8	4	-	-	-	-	-	-	-	1	*	2	*	-
	29%	22%	-%	-%	-%	-%	-%	-%	-%	24%	2%	39%	1%	-%
Don't Know (DO NOT READ OUT)	3	1	-	-	-	-	-	-	-	-	-	1	-	-
	11%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	21%	-%	-%
NET: High	18	9	*	*	2	-	-	-	-	3	4	2	3	-
	62%	50%	100%	100%	100%	-%	-%	-%	-%	64%	68%	39%	93%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The price of the postal services provided by FedEx in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All those who use FedEx (QV4=9)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	34	7	4	4	7	2	18	2	4	11	23	20	2
Weighted total	29	5	2	6	6	*	18	*	2	12	17	19	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	8	2	2	4	-	*	8	-	*	2	6	6	-
	27%	42%	95%	57%	-%	70%	42%	-%	18%	15%	36%	30%	-%
Quite high	10	2	-	-	5	*	7	*	*	5	4	9	-
	33%	36%	-%	-%	82%	30%	37%	69%	11%	43%	26%	47%	-%
Very high	8	1	*	2	1	-	4	*	*	2	6	3	*
	29%	22%	5%	26%	18%	-%	21%	31%	7%	16%	38%	16%	100%
Don't Know (DO NOT READ OUT)	3	-	-	1	-	-	-	-	1	3	-	1	-
	11%	-%	-%	17%	-%	-%	-%	-%	65%	26%	-%	6%	-%
NET: High	18	3	*	2	6	*	11	*	*	7	11	12	*
	62%	58%	5%	26%	100%	30%	58%	100%	17%	59%	64%	64%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The price of the postal services provided by FedEx in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All those who use FedEx (QV4=9)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	34	2	20	19	2	2	22	8	18	7	-
Weighted total	29	1	19	18	*	1	19	5	17	8	-
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	8	*	8	6	-	*	8	2	4	4	-
	27%	8%	41%	31%	-%	8%	41%	36%	23%	52%	-%
Quite high	10	1	6	9	*	1	6	2	9	4	-
	33%	92%	32%	47%	55%	92%	32%	38%	53%	48%	-%
Very high	8	-	4	3	*	-	4	*	3	-	-
	29%	-%	21%	17%	45%	-%	21%	5%	18%	-%	-%
Don't Know (DO NOT READ OUT)	3	-	1	1	-	-	1	1	1	-	-
	11%	-%	6%	6%	-%	-%	6%	21%	6%	-%	-%
NET: High	18	1	10	12	*	1	10	2	12	4	-
	62%	92%	53%	64%	100%	92%	53%	43%	70%	48%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The price of the postal services provided by FedEx in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All those who use FedEx (QV4=9)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	34	6	15	7	-	18	15	14	-	18	14	13	17	12	1
Weighted total	29	3	10	7	-	15	12	11	-	16	10	11	16	12	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	8	2	4	4	-	8	4	6	-	4	4	6	6	4	-
	27%	57%	37%	55%	-%	51%	32%	57%	-%	25%	38%	52%	34%	31%	-%
Quite high	10	*	5	2	-	4	5	2	-	9	5	3	9	7	*
	33%	3%	48%	30%	-%	26%	44%	22%	-%	56%	48%	29%	53%	56%	100%
Very high	8	*	*	-	-	2	3	1	-	2	*	1	2	2	-
	29%	7%	5%	-%	-%	16%	24%	11%	-%	13%	3%	9%	12%	13%	-%
Don't Know (DO NOT READ OUT)	3	1	1	1	-	1	-	1	-	1	1	1	-	-	-
	11%	32%	10%	16%	-%	7%	-%	10%	-%	7%	10%	9%	-%	-%	-%
NET: High	18	*	6	2	-	6	8	3	-	11	5	4	11	9	*
	62%	10%	53%	30%	-%	42%	68%	33%	-%	68%	52%	39%	66%	69%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The price of the postal services provided by FedEx in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All those who use FedEx (QV4=9)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	**34**	11	11	10	6	4	17	11	-	3	-	-
Weighted total	**29**	9	11	8	7	4	17	11	-	4	-	-
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**8**	2	2	4	2	2	6	4	-	3	-	-
	27%	*24%*	*21%*	*47%*	*25%*	*48%*	*33%*	*37%*	*-%*	*97%*	*-%*	*-%*
Quite high	**10**	5	7	2	4	2	9	5	-	*	-	-
	33%	*53%*	*63%*	*26%*	*59%*	*52%*	*52%*	*48%*	*-%*	*3%*	*-%*	*-%*
Very high	**8**	1	2	1	1	-	1	2	-	-	-	-
	29%	*12%*	*16%*	*14%*	*16%*	*-%*	*8%*	*15%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**3**	1	-	1	-	-	1	-	-	-	-	-
	11%	*11%*	*-%*	*14%*	*-%*	*-%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**18**	6	8	3	5	2	10	7	-	*	-	-
	62%	*65%*	*79%*	*39%*	*75%*	*52%*	*61%*	*63%*	*-%*	*3%*	*-%*	*-%*
NET: Low	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

The price of the postal services provided by FedEx in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All those who use FedEx (QV4=9)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	*b	c	*d	e	*a	b	*c	*d	*a	*b	*a	*b
Unweighted total	**34**	30	26	30	26	33	22	32	15	-	26	-	6	22
Weighted total	**29**	24	21	24	21	27	21	25	14	-	22	-	7	18
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**8**	6	6	6	6	6	4	6	6	-	6	-	4	4
	27%	*25%*	*28%*	*25%*	*28%*	*22%*	*18%*	*24%*	*40%*	-%	*27%*	-%	*51%*	*22%*
Quite high	**10**	10	9	10	9	10	9	10	6	-	8	-	4	6
	33%	*40%*	*42%*	*40%*	*42%*	*35%*	*42%*	*38%*	*42%*	-%	*36%*	-%	*49%*	*33%*
Very high	**8**	5	5	5	5	8	5	7	1	-	5	-	-	5
	29%	*22%*	*25%*	*22%*	*24%*	*31%*	*26%*	*26%*	*10%*	-%	*23%*	-%	-%	*28%*
Don't Know (DO NOT READ OUT)	**3**	3	1	3	1	3	3	3	1	-	3	-	-	3
	11%	*13%*	*6%*	*13%*	*6%*	*12%*	*15%*	*12%*	*8%*	-%	*14%*	-%	-%	*18%*
NET: High	**18**	15	14	15	14	18	14	16	7	-	13	-	4	11
	62%	*62%*	*67%*	*62%*	*66%*	*66%*	*68%*	*64%*	*52%*	-%	*59%*	-%	*49%*	*60%*
NET: Low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The price of the postal services provided by FedEx in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All those who use FedEx (QV4=9)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	34	28	-	8	26	10	20	4	16	3	14	16	18
Weighted total	29	22	-	8	21	7	19	2	14	2	13	15	14
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	8	3	-	2	6	4	4	-	6	*	2	3	4
	27%	12%	-%	25%	28%	49%	22%	-%	41%	11%	14%	23%	32%
Quite high	10	8	-	2	8	2	8	-	3	2	5	6	4
	33%	35%	-%	26%	36%	27%	40%	-%	19%	89%	39%	38%	28%
Very high	8	8	-	4	4	2	5	1	5	-	3	3	6
	29%	39%	-%	49%	21%	24%	27%	57%	40%	-%	22%	18%	40%
Don't Know (DO NOT READ OUT)	3	3	-	-	3	-	2	1	-	-	3	3	-
	11%	15%	-%	-%	15%	-%	11%	43%	-%	-%	25%	21%	-%
NET: High	18	16	-	6	12	4	13	1	8	2	8	8	9
	62%	74%	-%	75%	57%	51%	67%	57%	59%	89%	61%	56%	68%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The price of the postal services provided by FedEx in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All those who use FedEx (QV4=9)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	34	3	-	5	4	1	2	1	2	2	2	-	2
Weighted total	29	1	-	2	1	1	*	1	*	*	2	-	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	8	-	-	-	-	-	-	-	-	-	-	-	-
	27%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	10	*	-	*	*	-	*	-	*	*	-	-	*
	33%	5%	-%	9%	16%	-%	55%	-%	55%	55%	-%	-%	13%
Very high	8	1	-	2	1	1	*	1	*	*	2	-	1
	29%	95%	-%	91%	84%	100%	45%	100%	45%	45%	100%	-%	87%
Don't Know (DO NOT READ OUT)	3	-	-	-	-	-	-	-	-	-	-	-	-
	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	18	1	-	2	1	1	*	1	*	*	2	-	1
	62%	100%	-%	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 174 (continuation)

The price of the postal services provided by FedEx in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)

Base: All those who use FedEx (QV4=9)

		Month								
	Total base	Jan' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted total	34	6	7	2	1	3	5	3	3	4
Weighted total	29	4	5	2	*	2	6	4	2	4
Very low	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	8	*	-	-	*	2	4	-	2	-
	27%	9%	-%	-%	100%	77%	68%	-%	87%	-%
Quite high	10	4	*	1	-	-	*	2	*	2
	33%	91%	5%	50%	-%	-%	2%	51%	8%	54%
Very high	8	-	4	-	-	1	2	2	*	*
	29%	-%	95%	-%	-%	23%	30%	45%	5%	2%
Don't Know (DO NOT READ OUT)	3	-	-	1	-	-	-	*	-	2
	11%	-%	-%	50%	-%	-%	-%	4%	-%	43%
NET: High	18	4	5	1	-	1	2	4	*	3
	62%	91%	100%	50%	-%	23%	32%	96%	13%	57%
NET: Low	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i

The price of the postal services provided by FedEx in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)
Base: All those who use FedEx (QV4=9)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		***a**	***b**	***c**	***d**
Unweighted total	**34**	6	10	11	7
Weighted total	**29**	4	7	11	7
Very low	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Quite low	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**8**	*	*	5	2
	27%	*9%*	*4%*	*48%*	*28%*
Quite high	**10**	4	1	2	3
	33%	*91%*	*18%*	*18%*	*40%*
Very high	**8**	-	4	4	*
	29%	*-%*	*62%*	*33%*	*3%*
Don't Know (DO NOT READ OUT)	**3**	-	1	*	2
	11%	*-%*	*15%*	*1%*	*30%*
NET: High	**18**	4	6	6	3
	62%	*91%*	*80%*	*51%*	*43%*
NET: Low	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d

The quality of the postal services provided by Secured Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)
Base: All those who use Secured Mail (QV4=10)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	2	-	2	-	-	2	-	-	-	1	1
Weighted total	*	-	*	-	-	*	-	-	-	*	*
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	*	-	*	-	-	*	-	-	-	-	*
	51%	-%	*51%*	-%	-%	*51%*	-%	-%	-%	-%	*100%*
Don't Know (DO NOT READ OUT)	*	-	*	-	-	*	-	-	-	*	-
	49%	-%	*49%*	-%	-%	*49%*	-%	-%	-%	*100%*	-%
NET: High	*	-	*	-	-	*	-	-	-	-	*
	51%	-%	*51%*	-%	-%	*51%*	-%	-%	-%	-%	*100%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

The quality of the postal services provided by Secured Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)
Base: All those who use Secured Mail (QV4=10)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	2	-	-	-	-	-	-	-	2	-	2	-	-	-
Weighted total	*	-	-	-	-	-	-	-	*	-	*	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	*	-	-	-	-	-	-	-	*	-	*	-	-	-
	51%	-%	-%	-%	-%	-%	-%	-%	*51%*	-%	*51%*	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	*	-	*	-	-	-
	49%	-%	-%	-%	-%	-%	-%	-%	*49%*	-%	*49%*	-%	-%	-%
NET: High	*	-	-	-	-	-	-	-	*	-	*	-	-	-
	51%	-%	-%	-%	-%	-%	-%	-%	*51%*	-%	*51%*	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the postal services provided by Secured Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)
Base: All those who use Secured Mail (QV4=10)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	2	-	-	-	-	2	-	-	-	1	1	2	-
Weighted total	*	-	-	-	-	*	-	-	-	*	*	*	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	*	-	-	-	-	*	-	-	-	*	-	*	-
	51%	-%	-%	-%	-%	*51%*	-%	-%	-%	*100%*	-%	*51%*	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	-	-	-	-	*	*	-
	49%	-%	-%	-%	-%	*49%*	-%	-%	-%	-%	*100%*	*49%*	-%
NET: High	*	-	-	-	-	*	-	-	-	*	-	*	-
	51%	-%	-%	-%	-%	*51%*	-%	-%	-%	*100%*	-%	*51%*	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The quality of the postal services provided by Secured Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)
Base: All those who use Secured Mail (QV4=10)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	2	2	-	-	-	2
Weighted total	*	*	-	-	-	*
Very low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Very high	*	*	-	-	-	*
	51%	51%	-%	-%	-%	51%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	*
	49%	49%	-%	-%	-%	49%
NET: High	*	*	-	-	-	*
	51%	51%	-%	-%	-%	51%
NET: Low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

The quality of the postal services provided by Secured Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)
Base: All those who use Secured Mail (QV4=10)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	2	-	-	-	-	1	1	-	-	-	2	-	-	2
Weighted total	*	-	-	-	-	*	*	-	-	-	*	-	-	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	*	-	-	-	-	*	-	-	-	-	*	-	-	*
	51%	-%	-%	-%	-%	*100%*	-%	-%	-%	-%	*51%*	-%	-%	*51%*
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-	-	*	-	-	*
	49%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	*49%*	-%	-%	*49%*
NET: High	*	-	-	-	-	*	-	-	-	-	*	-	-	*
	51%	-%	-%	-%	-%	*100%*	-%	-%	-%	-%	*51%*	-%	-%	*51%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The quality of the postal services provided by Secured Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)
Base: All those who use Secured Mail (QV4=10)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	2	2	2	2	1	-	2	-	-	-	2	-	-	-
Weighted total	*	*	*	*	*	-	*	-	-	-	*	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	*	*	*	*	-	-	*	-	-	-	*	-	-	-
	51%	*51%*	*51%*	*51%*	-%	-%	*51%*	-%	-%	-%	*51%*	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	*	*	*	*	-	*	-	-	-	*	-	-	-
	49%	*49%*	*49%*	*49%*	*100%*	-%	*49%*	-%	-%	-%	*49%*	-%	-%	-%
NET: High	*	*	*	*	-	-	*	-	-	-	*	-	-	-
	51%	*51%*	*51%*	*51%*	-%	-%	*51%*	-%	-%	-%	*51%*	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The quality of the postal services provided by Secured Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)
Base: All those who use Secured Mail (QV4=10)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	2	-	-	-	-	-	1	-	1	-	-	-	2	-
Weighted total	*	-	-	-	-	-	*	-	*	-	-	-	*	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	51%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	51%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	-	*	-	-	-	*	-
	49%	-%	-%	-%	-%	-%	100%	-%	100%	-%	-%	-%	49%	-%
NET: High	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	51%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	51%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The quality of the postal services provided by Secured Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)
Base: All those who use Secured Mail (QV4=10)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	2	-	-	-	-	1	1	-	-	1	1	1	1
Weighted total	*	-	-	-	-	*	*	-	-	*	*	*	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	*	-	-	-	-	-	-	-	-	-	*	-	*
	51%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	*100%*
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	*	-	-	*	-	*	-
	49%	-%	-%	-%	-%	*100%*	*100%*	-%	-%	*100%*	-%	*100%*	-%
NET: High	*	-	-	-	-	-	-	-	-	-	*	-	*
	51%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	*100%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The quality of the postal services provided by Secured Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)
Base: All those who use Secured Mail (QV4=10)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	2	1	-	1	-	1	-	-	2	-	-
Weighted total	*	*	-	*	-	*	-	-	*	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	*	-	-	-	-	-	-	-	*	-	-
	51%	-%	-%	-%	-%	-%	-%	-%	*51%*	-%	-%
Don't Know (DO NOT READ OUT)	*	*	-	*	-	*	-	-	*	-	-
	49%	*100%*	-%	*100%*	-%	*100%*	-%	-%	*49%*	-%	-%
NET: High	*	-	-	-	-	-	-	-	*	-	-
	51%	-%	-%	-%	-%	-%	-%	-%	*51%*	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The quality of the postal services provided by Secured Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)

Base: All those who use Secured Mail (QV4=10)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	2	-	2	-	-	1	1	-	-	1	1	1	-	1	-
Weighted total	*	-	*	-	-	*	*	-	-	*	*	*	-	*	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	51%	-%	*51%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	*	-	-	*	*	-	-	*	*	*	-	*	-
	49%	-%	*49%*	-%	-%	*100%*	*100%*	-%	-%	*100%*	*100%*	*100%*	-%	*100%*	-%
NET: High	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	51%	-%	*51%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The quality of the postal services provided by Secured Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)
Base: All those who use Secured Mail (QV4=10)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	2	-	-	1	-	-	-	1	-	-	-	-
Weighted total	*	-	-	*	-	-	-	*	-	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	*	-	-	-	-	-	-	-	-	-	-	-
	51%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	-	*	-	-	-	*	-	-	-	-
	49%	-%	-%	*100%*	-%	-%	-%	*100%*	-%	-%	-%	-%
NET: High	*	-	-	-	-	-	-	-	-	-	-	-
	51%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

The quality of the postal services provided by Secured Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)
Base: All those who use Secured Mail (QV4=10)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	2	2	2	2	2	2	1	2	-	-	1	-	-	1
Weighted total	*	*	*	*	*	*	*	*	-	-	*	-	-	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	*	*	*	*	*	*	-	*	-	-	-	-	-	-
	51%	51%	51%	51%	51%	51%	-%	51%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	*	*	*	*	*	*	*	-	-	*	-	-	*
	49%	49%	49%	49%	49%	49%	100%	49%	-%	-%	100%	-%	-%	100%
NET: High	*	*	*	*	*	*	-	*	-	-	-	-	-	-
	51%	51%	51%	51%	51%	51%	-%	51%	-%	-%	-%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The quality of the postal services provided by Secured Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)
Base: All those who use Secured Mail (QV4=10)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	2	2	-	1	1	1	1	-	1	-	1	-	2
Weighted total	*	*	-	*	*	*	*	-	*	-	*	-	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	*	*	-	*	-	-	*	-	*	-	-	-	*
	51%	*51%*	-%	*100%*	-%	-%	*100%*	-%	*100%*	-%	-%	-%	*51%*
Don't Know (DO NOT READ OUT)	*	*	-	-	*	*	-	-	-	-	*	-	*
	49%	*49%*	-%	-%	*100%*	*100%*	-%	-%	-%	-%	*100%*	-%	*49%*
NET: High	*	*	-	*	-	-	*	-	*	-	-	-	*
	51%	*51%*	-%	*100%*	-%	-%	*100%*	-%	*100%*	-%	-%	-%	*51%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The quality of the postal services provided by Secured Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)
Base: All those who use Secured Mail (QV4=10)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	2	-	-	-	-	-	-	-	-	-	-	-	-
Weighted total	*	-	-	-	-	-	-	-	-	-	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	*	-	-	-	-	-	-	-	-	-	-	-	-
	51%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	-	-
	49%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*	-	-	-	-	-	-	-	-	-	-	-	-
	51%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

The quality of the postal services provided by Secured Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)
Base: All those who use Secured Mail (QV4=10)

	Total base	Month		Quarter	
		Jan' 2018	Aug' 2018	Q1 2018	Q3 2018
Significance Level: 95%		***a**	***b**	***a**	***b**
Unweighted total	**2**	1	1	1	1
Weighted total	*	*	*	*	*
Very low	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Neither low nor high	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Quite high	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Very high	*	*	-	*	-
	51%	*100%*	-%	*100%*	-%
Don't Know (DO NOT READ OUT)	*	-	*	-	*
	49%	-%	*100%*	-%	*100%*
NET: High	*	*	-	*	-
	51%	*100%*	-%	*100%*	-%
NET: Low	**-**	-	-	-	-
	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b

The price of the postal services provided by Secured Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)
Base: All those who use Secured Mail (QV4=10)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	2	-	2	-	-	2	-	-	-	1	1
Weighted total	*	-	*	-	-	*	-	-	-	*	*
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	*	-	*	-	-	*	-	-	-	-	*
	51%	-%	*51%*	-%	-%	*51%*	-%	-%	-%	-%	*100%*
Don't Know (DO NOT READ OUT)	*	-	*	-	-	*	-	-	-	*	-
	49%	-%	*49%*	-%	-%	*49%*	-%	-%	-%	*100%*	-%
NET: High	*	-	*	-	-	*	-	-	-	-	*
	51%	-%	*51%*	-%	-%	*51%*	-%	-%	-%	-%	*100%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

The price of the postal services provided by Secured Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)
Base: All those who use Secured Mail (QV4=10)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	2	-	-	-	-	-	-	-	2	-	2	-	-	-
Weighted total	*	-	-	-	-	-	-	-	*	-	*	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	*	-	-	-	-	-	-	-	*	-	*	-	-	-
	51%	-%	-%	-%	-%	-%	-%	-%	*51%*	-%	*51%*	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	*	-	*	-	-	-
	49%	-%	-%	-%	-%	-%	-%	-%	*49%*	-%	*49%*	-%	-%	-%
NET: High	*	-	-	-	-	-	-	-	*	-	*	-	-	-
	51%	-%	-%	-%	-%	-%	-%	-%	*51%*	-%	*51%*	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by Secured Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)
Base: All those who use Secured Mail (QV4=10)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	2	-	-	-	-	2	-	-	-	1	1	2	-
Weighted total	*	-	-	-	-	*	-	-	-	*	*	*	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	*	-	-	-	-	*	-	-	-	*	-	*	-
	51%	-%	-%	-%	-%	*51%*	-%	-%	-%	*100%*	-%	*51%*	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	-	-	-	-	*	*	-
	49%	-%	-%	-%	-%	*49%*	-%	-%	-%	-%	*100%*	*49%*	-%
NET: High	*	-	-	-	-	*	-	-	-	*	-	*	-
	51%	-%	-%	-%	-%	*51%*	-%	-%	-%	*100%*	-%	*51%*	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The price of the postal services provided by Secured Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)
Base: All those who use Secured Mail (QV4=10)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	2	2	-	-	-	2
Weighted total	*	*	-	-	-	*
Very low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Very high	*	*	-	-	-	*
	51%	51%	-%	-%	-%	51%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	*
	49%	49%	-%	-%	-%	49%
NET: High	*	*	-	-	-	*
	51%	51%	-%	-%	-%	51%
NET: Low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

The price of the postal services provided by Secured Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)
Base: All those who use Secured Mail (QV4=10)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	2	-	-	-	-	1	1	-	-	-	2	-	-	2
Weighted total	*	-	-	-	-	*	*	-	-	-	*	-	-	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	*	-	-	-	-	*	-	-	-	-	*	-	-	*
	51%	-%	-%	-%	-%	*100%*	-%	-%	-%	-%	*51%*	-%	-%	*51%*
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-	-	*	-	-	*
	49%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	*49%*	-%	-%	*49%*
NET: High	*	-	-	-	-	*	-	-	-	-	*	-	-	*
	51%	-%	-%	-%	-%	*100%*	-%	-%	-%	-%	*51%*	-%	-%	*51%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The price of the postal services provided by Secured Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)
Base: All those who use Secured Mail (QV4=10)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	2	2	2	2	1	-	2	-	-	-	2	-	-	-
Weighted total	*	*	*	*	*	-	*	-	-	-	*	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	*	*	*	*	-	-	*	-	-	-	*	-	-	-
	51%	*51%*	*51%*	*51%*	-%	-%	*51%*	-%	-%	-%	*51%*	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	*	*	*	*	-	*	-	-	-	*	-	-	-
	49%	*49%*	*49%*	*49%*	*100%*	-%	*49%*	-%	-%	-%	*49%*	-%	-%	-%
NET: High	*	*	*	*	-	-	*	-	-	-	*	-	-	-
	51%	*51%*	*51%*	*51%*	-%	-%	*51%*	-%	-%	-%	*51%*	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The price of the postal services provided by Secured Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)
Base: All those who use Secured Mail (QV4=10)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	2	-	-	-	-	-	1	-	1	-	-	-	2	-
Weighted total	*	-	-	-	-	-	*	-	*	-	-	-	*	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	51%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	51%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	-	*	-	-	-	*	-
	49%	-%	-%	-%	-%	-%	100%	-%	100%	-%	-%	-%	49%	-%
NET: High	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	51%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	51%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The price of the postal services provided by Secured Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)
Base: All those who use Secured Mail (QV4=10)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	2	-	-	-	-	1	1	-	-	1	1	1	1
Weighted total	*	-	-	-	-	*	*	-	-	*	*	*	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	*	-	-	-	-	-	-	-	-	-	*	-	*
	51%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	*100%*
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	*	-	-	*	-	*	-
	49%	-%	-%	-%	-%	*100%*	*100%*	-%	-%	*100%*	-%	*100%*	-%
NET: High	*	-	-	-	-	-	-	-	-	-	*	-	*
	51%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	*100%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The price of the postal services provided by Secured Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)
Base: All those who use Secured Mail (QV4=10)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	2	1	-	1	-	1	-	-	2	-	-
Weighted total	*	*	-	*	-	*	-	-	*	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	*	-	-	-	-	-	-	-	*	-	-
	51%	-%	-%	-%	-%	-%	-%	-%	*51%*	-%	-%
Don't Know (DO NOT READ OUT)	*	*	-	*	-	*	-	-	*	-	-
	49%	*100%*	-%	*100%*	-%	*100%*	-%	-%	*49%*	-%	-%
NET: High	*	-	-	-	-	-	-	-	*	-	-
	51%	-%	-%	-%	-%	-%	-%	-%	*51%*	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The price of the postal services provided by Secured Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)
Base: All those who use Secured Mail (QV4=10)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	2	-	2	-	-	1	1	-	-	1	1	1	-	1	-
Weighted total	*	-	*	-	-	*	*	-	-	*	*	*	-	*	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	51%	-%	*51%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	*	-	-	*	*	-	-	*	*	*	-	*	-
	49%	-%	*49%*	-%	-%	*100%*	*100%*	-%	-%	*100%*	*100%*	*100%*	-%	*100%*	-%
NET: High	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	51%	-%	*51%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The price of the postal services provided by Secured Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)
Base: All those who use Secured Mail (QV4=10)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	2	-	-	1	-	-	-	1	-	-	-	-
Weighted total	*	-	-	*	-	-	-	*	-	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	*	-	-	-	-	-	-	-	-	-	-	-
	51%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	-	*	-	-	-	*	-	-	-	-
	49%	-%	-%	*100%*	-%	-%	-%	*100%*	-%	-%	-%	-%
NET: High	*	-	-	-	-	-	-	-	-	-	-	-
	51%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

The price of the postal services provided by Secured Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)
Base: All those who use Secured Mail (QV4=10)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	2	2	2	2	2	2	1	2	-	-	1	-	-	1
Weighted total	*	*	*	*	*	*	*	*	-	-	*	-	-	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	*	*	*	*	*	*	-	*	-	-	-	-	-	-
	51%	51%	51%	51%	51%	51%	-%	51%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	*	*	*	*	*	*	*	-	-	*	-	-	*
	49%	49%	49%	49%	49%	49%	100%	49%	-%	-%	100%	-%	-%	100%
NET: High	*	*	*	*	*	*	-	*	-	-	-	-	-	-
	51%	51%	51%	51%	51%	51%	-%	51%	-%	-%	-%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The price of the postal services provided by Secured Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)
Base: All those who use Secured Mail (QV4=10)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	2	2	-	1	1	1	1	-	1	-	1	-	2
Weighted total	*	*	-	*	*	*	*	-	*	-	*	-	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	*	*	-	*	-	-	*	-	*	-	-	-	*
	51%	*51%*	-%	*100%*	-%	-%	*100%*	-%	*100%*	-%	-%	-%	*51%*
Don't Know (DO NOT READ OUT)	*	*	-	-	*	*	-	-	-	-	*	-	*
	49%	*49%*	-%	-%	*100%*	*100%*	-%	-%	-%	-%	*100%*	-%	*49%*
NET: High	*	*	-	*	-	-	*	-	*	-	-	-	*
	51%	*51%*	-%	*100%*	-%	-%	*100%*	-%	*100%*	-%	-%	-%	*51%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The price of the postal services provided by Secured Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)
Base: All those who use Secured Mail (QV4=10)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	2	-	-	-	-	-	-	-	-	-	-	-	-
Weighted total	*	-	-	-	-	-	-	-	-	-	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	*	-	-	-	-	-	-	-	-	-	-	-	-
	51%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	-	-
	49%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*	-	-	-	-	-	-	-	-	-	-	-	-
	51%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

The price of the postal services provided by Secured Mail in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)
Base: All those who use Secured Mail (QV4=10)

	Total base	Month		Quarter	
		Jan' 2018	Aug' 2018	Q1 2018	Q3 2018
Significance Level: 95%		***a**	***b**	***a**	***b**
Unweighted total	**2**	1	1	1	1
Weighted total	*	*	*	*	*
Very low	-	-	-	-	-
	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-
	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-
	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-
	-%	-%	-%	-%	-%
Very high	*	*	-	*	-
	51%	*100%*	-%	*100%*	-%
Don't Know (DO NOT READ OUT)	*	-	*	-	*
	49%	-%	*100%*	-%	*100%*
NET: High	*	*	-	*	-
	51%	*100%*	-%	*100%*	-%
NET: Low	-	-	-	-	-
	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b

The quality of the postal services provided by DX in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All those who use DX (QV4=11)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	12	8	3	1	-	4	-	4	2	-	-
Weighted total	9	8	*	*	-	*	-	5	1	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	1	-	-	-	-	-	1	-	-	-
	13%	*13%*	-%	-%	-%	-%	-%	*22%*	-%	-%	-%
Quite high	4	4	*	-	-	*	-	4	*	-	-
	46%	*47%*	*41%*	-%	-%	*35%*	-%	*78%*	*17%*	-%	-%
Very high	4	3	*	*	-	*	-	-	*	-	-
	41%	*40%*	*59%*	*100%*	-%	*65%*	-%	-%	*83%*	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	7	7	*	*	-	*	-	4	1	-	-
	87%	*87%*	*100%*	*100%*	-%	*100%*	-%	*78%*	*100%*	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

The quality of the postal services provided by DX in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All those who use DX (QV4=11)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	12	-	-	-	-	-	4	-	-	-	4	5	1	2
Weighted total	9	-	-	-	-	-	6	-	-	-	6	1	*	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	-	-	-	-	-	1	-	-	-	1	-	-	-
	13%	-%	-%	-%	-%	-%	*17%*	-%	-%	-%	*17%*	-%	-%	-%
Quite high	4	-	-	-	-	-	3	-	-	-	3	*	-	*
	46%	-%	-%	-%	-%	-%	*55%*	-%	-%	-%	*55%*	*13%*	-%	*44%*
Very high	4	-	-	-	-	-	2	-	-	-	2	1	*	1
	41%	-%	-%	-%	-%	-%	*28%*	-%	-%	-%	*28%*	*87%*	*100%*	*56%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	7	-	-	-	-	-	5	-	-	-	5	1	*	1
	87%	-%	-%	-%	-%	-%	*83%*	-%	-%	-%	*83%*	*100%*	*100%*	*100%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the postal services provided by DX in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All those who use DX (QV4=11)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	12	-	-	-	-	1	-	2	9	10	2	11	1
Weighted total	9	-	-	-	-	*	-	1	7	8	1	7	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	-	-	-	-	-	-	-	1	1	-	1	-
	13%	-%	-%	-%	-%	-%	-%	-%	*15%*	*13%*	-%	*16%*	-%
Quite high	4	-	-	-	-	-	-	*	3	4	-	2	2
	46%	-%	-%	-%	-%	-%	-%	*50%*	*49%*	*49%*	-%	*33%*	*100%*
Very high	4	-	-	-	-	*	-	*	3	3	1	4	-
	41%	-%	-%	-%	-%	*100%*	-%	*50%*	*36%*	*37%*	*100%*	*51%*	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	7	-	-	-	-	*	-	1	6	7	1	6	2
	87%	-%	-%	-%	-%	*100%*	-%	*100%*	*85%*	*87%*	*100%*	*84%*	*100%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The quality of the postal services provided by DX in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All those who use DX (QV4=11)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	12	12	-	1	5	6
Weighted total	9	9	-	*	3	5
Very low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither low nor high	1	1	-	-	-	1
	13%	*13%*	-%	-%	-%	*21%*
Quite high	4	4	-	-	2	2
	46%	*46%*	-%	-%	*76%*	*33%*
Very high	4	4	-	*	1	2
	41%	*41%*	-%	*100%*	*24%*	*46%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: High	7	7	-	*	3	4
	87%	*87%*	-%	*100%*	*100%*	*79%*
NET: Low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

The quality of the postal services provided by DX in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All those who use DX (QV4=11)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	**12**	3	8	1	-	-	-	-	-	11	1	-	3	9
Weighted total	**9**	2	5	1	-	-	-	-	-	7	1	-	2	6
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**1**	-	-	1	-	-	-	-	-	-	1	-	-	1
	13%	-%	-%	*100%*	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	*17%*
Quite high	**4**	2	2	-	-	-	-	-	-	4	-	-	2	2
	46%	*70%*	*45%*	-%	-%	-%	-%	-%	-%	*53%*	-%	-%	*70%*	*37%*
Very high	**4**	1	3	-	-	-	-	-	-	4	-	-	1	3
	41%	*30%*	*55%*	-%	-%	-%	-%	-%	-%	*47%*	-%	-%	*30%*	*45%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	**7**	2	5	-	-	-	-	-	-	7	-	-	2	5
	87%	*100%*	*100%*	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	*100%*	*83%*
NET: Low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The quality of the postal services provided by DX in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All those who use DX (QV4=11)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	12	10	10	10	8	6	10	8	-	-	1	1	-	-
Weighted total	9	7	7	7	6	2	7	7	-	-	*	*	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	-	-	-	1	1	-	-	-	-	-	-	-	-
	13%	-%	-%	-%	17%	44%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	4	4	4	4	2	*	4	4	-	-	-	-	-	-
	46%	57%	57%	57%	35%	4%	53%	58%	-%	-%	-%	-%	-%	-%
Very high	4	3	3	3	3	1	3	3	-	-	*	*	-	-
	41%	43%	43%	43%	48%	52%	47%	42%	-%	-%	100%	100%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	7	7	7	7	5	1	7	7	-	-	*	*	-	-
	87%	100%	100%	100%	83%	56%	100%	100%	-%	-%	100%	100%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The quality of the postal services provided by DX in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All those who use DX (QV4=11)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**12**	7	1	-	-	-	-	-	-	-	-	2	7	1
Weighted total	**9**	5	1	-	-	-	-	-	-	-	-	2	5	*
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**1**	-	1	-	-	-	-	-	-	-	-	-	-	-
	13%	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite high	**4**	2	-	-	-	-	-	-	-	-	-	-	4	-
	46%	*43%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*85%*	*-%*
Very high	**4**	3	-	-	-	-	-	-	-	-	-	2	1	*
	41%	*57%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*	*15%*	*100%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	**7**	5	-	-	-	-	-	-	-	-	-	2	5	*
	87%	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*	*100%*	*100%*
NET: Low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The quality of the postal services provided by DX in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All those who use DX (QV4=11)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	12	1	2	4	1	-	4	-	4	7	5	7	3
Weighted total	9	2	1	3	*	-	3	-	3	7	1	7	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	-	-	1	-	-	1	-	-	1	-	-	-
	13%	-%	-%	*32%*	-%	-%	*32%*	-%	-%	*15%*	-%	-%	-%
Quite high	4	-	-	2	-	-	-	-	2	3	1	4	*
	46%	-%	-%	*65%*	-%	-%	-%	-%	*77%*	*47%*	*44%*	*57%*	*41%*
Very high	4	2	1	*	*	-	2	-	1	3	1	3	*
	41%	*100%*	*100%*	*3%*	*100%*	-%	*68%*	-%	*23%*	*38%*	*56%*	*43%*	*59%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	7	2	1	2	*	-	2	-	3	6	1	7	*
	87%	*100%*	*100%*	*68%*	*100%*	-%	*68%*	-%	*100%*	*85%*	*100%*	*100%*	*100%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The quality of the postal services provided by DX in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All those who use DX (QV4=11)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	12	3	5	7	3	4	4	5	9	3	-
Weighted total	9	1	5	6	1	3	3	2	7	1	-
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	1	-	-	-	1	-	-	-	-	-
	13%	*88%*	-%	-%	-%	*37%*	-%	-%	-%	-%	-%
Quite high	4	-	2	3	*	-	2	2	4	1	-
	46%	-%	*44%*	*55%*	*77%*	-%	*66%*	*96%*	*57%*	*93%*	-%
Very high	4	*	3	3	*	2	1	*	3	*	-
	41%	*12%*	*56%*	*45%*	*23%*	*63%*	*34%*	*4%*	*43%*	*7%*	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	7	*	5	6	1	2	3	2	7	1	-
	87%	*12%*	*100%*	*100%*	*100%*	*63%*	*100%*	*100%*	*100%*	*100%*	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The quality of the postal services provided by DX in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All those who use DX (QV4=11)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	12	6	9	3	-	7	3	2	-	9	7	6	9	6	-
Weighted total	9	3	7	1	-	5	3	2	-	7	5	4	7	5	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	-	-	-	-	1	1	1	-	-	-	1	-	-	-
	13%	-%	-%	-%	-%	24%	33%	68%	-%	-%	-%	27%	-%	-%	-%
Quite high	4	2	4	1	-	2	*	*	-	4	2	*	4	2	-
	46%	79%	57%	93%	-%	49%	15%	32%	-%	58%	48%	13%	58%	51%	-%
Very high	4	1	3	*	-	1	2	-	-	3	2	2	3	2	-
	41%	21%	43%	7%	-%	28%	52%	-%	-%	42%	52%	60%	42%	49%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	7	3	7	1	-	3	2	*	-	7	5	3	7	5	-
	87%	100%	100%	100%	-%	76%	67%	32%	-%	100%	100%	73%	100%	100%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The quality of the postal services provided by DX in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All those who use DX (QV4=11)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	12	5	4	3	2	3	9	5	1	-	-	-
Weighted total	9	4	3	1	1	2	8	4	*	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	1	1	-	1	1	1	1	-	-	-	-
	13%	27%	32%	-%	96%	66%	14%	28%	-%	-%	-%	-%
Quite high	4	*	*	*	-	*	4	1	-	-	-	-
	46%	12%	15%	48%	-%	31%	49%	15%	-%	-%	-%	-%
Very high	4	2	2	1	*	*	3	2	*	-	-	-
	41%	61%	54%	52%	4%	3%	38%	57%	100%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	7	3	2	1	*	1	7	3	*	-	-	-
	87%	73%	68%	100%	4%	34%	86%	72%	100%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 177 (continuation)

The quality of the postal services provided by DX in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)

Base: All those who use DX (QV4=11)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	12	11	11	11	10	12	10	11	6	-	10	-	2	10
Weighted total	9	8	8	8	6	9	6	8	2	-	8	-	1	7
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	1	1	1	1	1	1	1	1	-	1	-	1	-
	13%	13%	13%	13%	17%	13%	17%	13%	47%	-%	13%	-%	96%	-%
Quite high	4	3	3	3	2	4	2	3	*	-	3	-	-	4
	46%	43%	43%	43%	28%	46%	28%	43%	5%	-%	44%	-%	-%	53%
Very high	4	4	4	4	4	4	4	4	1	-	3	-	*	3
	41%	44%	44%	44%	55%	41%	56%	44%	48%	-%	43%	-%	4%	47%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	7	7	7	7	5	7	5	7	1	-	7	-	*	7
	87%	87%	87%	87%	83%	87%	83%	87%	53%	-%	87%	-%	4%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The quality of the postal services provided by DX in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All those who use DX (QV4=11)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	12	12	-	-	12	4	7	1	3	1	7	9	3
Weighted total	9	9	-	-	9	2	6	*	1	1	6	7	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	1	-	-	1	1	-	-	-	1	-	1	-
	13%	13%	-%	-%	13%	51%	-%	-%	-%	100%	-%	16%	-%
Quite high	4	4	-	-	4	-	3	*	*	-	4	2	2
	46%	46%	-%	-%	46%	-%	58%	100%	9%	-%	61%	34%	92%
Very high	4	4	-	-	4	1	2	-	1	-	2	3	*
	41%	41%	-%	-%	41%	49%	42%	-%	91%	-%	39%	50%	8%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	7	7	-	-	7	1	6	*	1	-	6	6	2
	87%	87%	-%	-%	87%	49%	100%	100%	100%	-%	100%	84%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The quality of the postal services provided by DX in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All those who use DX (QV4=11)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	12	1	1	-	-	-	-	1	-	1	-	-	-
Weighted total	9	*	*	-	-	-	-	*	-	*	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	-	-	-	-	-	-	-	-	-	-	-	-
	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	4	-	-	-	-	-	-	-	-	-	-	-	-
	46%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	4	*	*	-	-	-	-	*	-	*	-	-	-
	41%	100%	100%	-%	-%	-%	-%	100%	-%	100%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	7	*	*	-	-	-	-	*	-	*	-	-	-
	87%	100%	100%	-%	-%	-%	-%	100%	-%	100%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 177 (continuation)

The quality of the postal services provided by DX in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)

Base: All those who use DX (QV4=11)

	Total base	Month								Quarter			
		Jan' 2018	Feb' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Nov' 2018	Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d
Unweighted total	12	3	3	1	1	1	1	1	1	6	3	2	1
Weighted total	9	2	3	*	*	1	*	2	1	5	1	2	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	-	-	-	-	1	-	-	-	-	1	-	-
	13%	-%	-%	-%	-%	100%	-%	-%	-%	-%	92%	-%	-%
Quite high	4	2	-	-	-	-	*	2	-	2	-	2	-
	46%	96%	-%	-%	-%	-%	100%	100%	-%	44%	-%	100%	-%
Very high	4	*	3	*	*	-	-	-	1	3	*	-	1
	41%	4%	100%	100%	100%	-%	-%	-%	100%	56%	8%	-%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	7	2	3	*	*	-	*	2	1	5	*	2	1
	87%	100%	100%	100%	100%	-%	100%	100%	100%	100%	8%	100%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 178 Page 3119

The price of the postal services provided by DX in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)

Base: All those who use DX (QV4=11)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	12	8	3	1	-	4	-	4	2	-	-
Weighted total	9	8	*	*	-	*	-	5	1	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	*	-	-	*	-	-	-	-	-
	1%	-%	40%	-%	-%	34%	-%	-%	-%	-%	-%
Neither low nor high	1	*	*	-	-	*	-	*	*	-	-
	7%	6%	41%	-%	-%	35%	-%	10%	17%	-%	-%
Quite high	4	4	-	*	-	*	-	3	*	-	-
	46%	47%	-%	100%	-%	16%	-%	68%	83%	-%	-%
Very high	4	4	*	-	-	*	-	1	-	-	-
	46%	47%	19%	-%	-%	16%	-%	22%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	8	8	*	*	-	*	-	4	*	-	-
	92%	94%	19%	100%	-%	31%	-%	90%	83%	-%	-%
NET: Low	*	-	*	-	-	*	-	-	-	-	-
	1%	-%	40%	-%	-%	34%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

The price of the postal services provided by DX in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All those who use DX (QV4=11)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	12	-	-	-	-	-	4	-	-	-	4	5	1	2
Weighted total	9	-	-	-	-	-	6	-	-	-	6	1	*	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	13%	-%	-%
Neither low nor high	1	-	-	-	-	-	-	-	-	-	-	*	-	*
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	13%	-%	44%
Quite high	4	-	-	-	-	-	3	-	-	-	3	*	*	-
	46%	-%	-%	-%	-%	-%	55%	-%	-%	-%	55%	6%	100%	-%
Very high	4	-	-	-	-	-	3	-	-	-	3	1	-	1
	46%	-%	-%	-%	-%	-%	45%	-%	-%	-%	45%	69%	-%	56%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	8	-	-	-	-	-	6	-	-	-	6	1	*	1
	92%	-%	-%	-%	-%	-%	100%	-%	-%	-%	100%	74%	100%	56%
NET: Low	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	13%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by DX in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All those who use DX (QV4=11)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	12	-	-	-	-	1	-	2	9	10	2	11	1
Weighted total	9	-	-	-	-	*	-	1	7	8	1	7	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	-	-	-	-	*	*	-	*	-
	1%	-%	-%	-%	-%	-%	-%	-%	1%	1%	-%	1%	-%
Neither low nor high	1	-	-	-	-	-	-	*	*	1	-	1	-
	7%	-%	-%	-%	-%	-%	-%	50%	1%	7%	-%	9%	-%
Quite high	4	-	-	-	-	*	-	-	3	4	-	2	2
	46%	-%	-%	-%	-%	100%	-%	-%	48%	49%	-%	32%	100%
Very high	4	-	-	-	-	-	-	*	3	3	1	4	-
	46%	-%	-%	-%	-%	-%	-%	50%	49%	43%	100%	58%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	8	-	-	-	-	*	-	*	7	7	1	6	2
	92%	-%	-%	-%	-%	100%	-%	50%	97%	91%	100%	90%	100%
NET: Low	*	-	-	-	-	-	-	-	*	*	-	*	-
	1%	-%	-%	-%	-%	-%	-%	-%	1%	1%	-%	1%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The price of the postal services provided by DX in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All those who use DX (QV4=11)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	12	12	-	1	5	6
Weighted total	9	9	-	*	3	5
Very low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Quite low	*	*	-	-	*	-
	1%	1%	-%	-%	3%	-%
Neither low nor high	1	1	-	-	1	-
	7%	7%	-%	-%	20%	-%
Quite high	4	4	-	*	2	2
	46%	46%	-%	100%	57%	34%
Very high	4	4	-	-	1	3
	46%	46%	-%	-%	20%	66%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: High	8	8	-	*	2	5
	92%	92%	-%	100%	77%	100%
NET: Low	*	*	-	-	*	-
	1%	1%	-%	-%	3%	-%

Columns Tested: a,b - a,b,c

The price of the postal services provided by DX in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All those who use DX (QV4=11)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	12	3	8	1	-	-	-	-	-	11	1	-	3	9
Weighted total	9	2	5	1	-	-	-	-	-	7	1	-	2	6
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	1%	4%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	4%	-%
Neither low nor high	1	-	1	-	-	-	-	-	-	1	-	-	-	1
	7%	-%	12%	-%	-%	-%	-%	-%	-%	8%	-%	-%	-%	10%
Quite high	4	2	2	-	-	-	-	-	-	4	-	-	2	2
	46%	70%	44%	-%	-%	-%	-%	-%	-%	52%	-%	-%	70%	37%
Very high	4	1	2	1	-	-	-	-	-	3	1	-	1	3
	46%	26%	44%	100%	-%	-%	-%	-%	-%	38%	100%	-%	26%	54%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	8	2	4	1	-	-	-	-	-	7	1	-	2	6
	92%	96%	88%	100%	-%	-%	-%	-%	-%	91%	100%	-%	96%	90%
NET: Low	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	1%	4%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	4%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The price of the postal services provided by DX in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All those who use DX (QV4=11)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	12	10	10	10	8	6	10	8	-	-	1	1	-	-
Weighted total	9	7	7	7	6	2	7	7	-	-	*	*	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	*	*	*	*	*	-	-	-	*	-	-	-
	1%	1%	1%	1%	2%	4%	1%	-%	-%	-%	100%	-%	-%	-%
Neither low nor high	1	1	1	1	*	*	1	1	-	-	-	-	-	-
	7%	9%	9%	9%	8%	4%	8%	9%	-%	-%	-%	-%	-%	-%
Quite high	4	3	3	3	2	*	4	3	-	-	-	*	-	-
	46%	49%	49%	49%	35%	20%	52%	49%	-%	-%	-%	100%	-%	-%
Very high	4	3	3	3	3	2	3	3	-	-	-	-	-	-
	46%	41%	41%	41%	55%	71%	39%	42%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	8	6	6	6	6	2	7	6	-	-	-	*	-	-
	92%	90%	90%	90%	91%	92%	91%	91%	-%	-%	-%	100%	-%	-%
NET: Low	*	*	*	*	*	*	*	-	-	-	*	-	-	-
	1%	1%	1%	1%	2%	4%	1%	-%	-%	-%	100%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The price of the postal services provided by DX in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All those who use DX (QV4=11)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**12**	7	1	-	-	-	-	-	-	-	-	2	7	1
Weighted total	**9**	5	1	-	-	-	-	-	-	-	-	2	5	*
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	-	-	-	-	-	-	-	-	-	*	-	-
	1%	*2%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	*5%*	-%	-%
Neither low nor high	**1**	*	-	-	-	-	-	-	-	-	-	-	1	-
	7%	*10%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*13%*	-%
Quite high	**4**	2	-	-	-	-	-	-	-	-	-	-	3	-
	46%	*43%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*73%*	-%
Very high	**4**	2	1	-	-	-	-	-	-	-	-	2	1	*
	46%	*46%*	*100%*	-%	-%	-%	-%	-%	-%	-%	-%	*95%*	*14%*	*100%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	**8**	5	1	-	-	-	-	-	-	-	-	2	4	*
	92%	*89%*	*100%*	-%	-%	-%	-%	-%	-%	-%	-%	*95%*	*87%*	*100%*
NET: Low	*	*	-	-	-	-	-	-	-	-	-	*	-	-
	1%	*2%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	*5%*	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The price of the postal services provided by DX in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All those who use DX (QV4=11)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	12	1	2	4	1	-	4	-	4	7	5	7	3
Weighted total	9	2	1	3	*	-	3	-	3	7	1	7	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	*	-	-	*	-	-	-	*	-	*
	1%	-%	-%	3%	-%	-%	3%	-%	-%	-%	7%	-%	40%
Neither low nor high	1	-	-	*	-	-	-	-	*	-	1	*	*
	7%	-%	-%	15%	-%	-%	-%	-%	17%	-%	44%	7%	41%
Quite high	4	-	*	2	-	-	*	-	2	4	-	3	-
	46%	-%	44%	51%	-%	-%	15%	-%	60%	54%	-%	51%	-%
Very high	4	2	1	1	*	-	3	-	1	3	1	3	*
	46%	100%	56%	32%	100%	-%	82%	-%	23%	46%	49%	42%	19%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	8	2	1	3	*	-	3	-	2	7	1	6	*
	92%	100%	100%	82%	100%	-%	97%	-%	83%	100%	49%	93%	19%
NET: Low	*	-	-	*	-	-	*	-	-	-	*	-	*
	1%	-%	-%	3%	-%	-%	3%	-%	-%	-%	7%	-%	40%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The price of the postal services provided by DX in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All those who use DX (QV4=11)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	12	3	5	7	3	4	4	5	9	3	-
Weighted total	9	1	5	6	1	3	3	2	7	1	-
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	-	-	*	*	-	-	*	-	-
	1%	*8%*	-%	-%	*15%*	*3%*	-%	-%	*1%*	-%	-%
Neither low nor high	1	-	*	*	*	-	*	1	1	1	-
	7%	-%	*10%*	*2%*	*77%*	-%	*15%*	*26%*	*9%*	*93%*	-%
Quite high	4	-	2	3	-	-	2	2	3	-	-
	46%	-%	*44%*	*54%*	-%	-%	*66%*	*72%*	*49%*	-%	-%
Very high	4	1	2	3	*	3	1	*	3	*	-
	46%	*92%*	*46%*	*45%*	*7%*	*97%*	*19%*	*2%*	*41%*	*7%*	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	8	1	5	6	*	3	3	2	6	*	-
	92%	*92%*	*90%*	*98%*	*7%*	*97%*	*85%*	*74%*	*90%*	*7%*	-%
NET: Low	*	*	-	-	*	*	-	-	*	-	-
	1%	*8%*	-%	-%	*15%*	*3%*	-%	-%	*1%*	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The price of the postal services provided by DX in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All those who use DX (QV4=11)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	12	6	9	3	-	7	3	2	-	9	7	6	9	6	-
Weighted total	9	3	7	1	-	5	3	2	-	7	5	4	7	5	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	*	-	-	*	-	-	-	-	-	*	-	-	-
	1%	-%	1%	-%	-%	2%	-%	-%	-%	-%	-%	3%	-%	-%	-%
Neither low nor high	1	1	1	1	-	*	*	*	-	1	1	*	1	1	-
	7%	21%	9%	93%	-%	11%	15%	32%	-%	9%	13%	13%	9%	13%	-%
Quite high	4	2	3	-	-	2	-	-	-	3	2	*	3	2	-
	46%	60%	49%	-%	-%	49%	-%	-%	-%	50%	36%	13%	50%	38%	-%
Very high	4	1	3	*	-	2	3	1	-	3	2	3	3	2	-
	46%	19%	41%	7%	-%	38%	85%	68%	-%	42%	51%	72%	42%	49%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	8	2	6	*	-	4	3	1	-	6	4	3	6	4	-
	92%	79%	90%	7%	-%	87%	85%	68%	-%	91%	87%	85%	91%	87%	-%
NET: Low	*	-	*	-	-	*	-	-	-	-	-	*	-	-	-
	1%	-%	1%	-%	-%	2%	-%	-%	-%	-%	-%	3%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The price of the postal services provided by DX in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All those who use DX (QV4=11)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	12	5	4	3	2	3	9	5	1	-	-	-
Weighted total	9	4	3	1	1	2	8	4	*	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	*	-	-	-	*	-	-	-	-	-
	1%	2%	3%	-%	-%	-%	1%	-%	-%	-%	-%	-%
Neither low nor high	1	*	*	*	-	*	*	1	-	-	-	-
	7%	12%	15%	48%	-%	31%	6%	15%	-%	-%	-%	-%
Quite high	4	-	-	*	-	-	3	-	*	-	-	-
	46%	-%	-%	48%	-%	-%	43%	-%	100%	-%	-%	-%
Very high	4	3	3	*	1	1	4	3	-	-	-	-
	46%	85%	82%	4%	100%	69%	49%	85%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	8	3	3	1	1	1	7	3	*	-	-	-
	92%	85%	82%	52%	100%	69%	92%	85%	100%	-%	-%	-%
NET: Low	*	*	*	-	-	-	*	-	-	-	-	-
	1%	2%	3%	-%	-%	-%	1%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

The price of the postal services provided by DX in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All those who use DX (QV4=11)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	12	11	11	11	10	12	10	11	6	-	10	-	2	10
Weighted total	9	8	8	8	6	9	6	8	2	-	8	-	1	7
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	*	*	*	*	*	*	-	-	-	-	-	*
	1%	1%	1%	1%	2%	1%	2%	1%	-%	-%	-%	-%	-%	1%
Neither low nor high	1	*	*	*	*	1	*	*	*	-	*	-	-	1
	7%	1%	1%	1%	2%	7%	2%	1%	5%	-%	1%	-%	-%	8%
Quite high	4	4	4	4	2	4	2	4	1	-	4	-	*	4
	46%	48%	48%	48%	35%	46%	35%	48%	24%	-%	49%	-%	4%	52%
Very high	4	4	4	4	4	4	4	4	2	-	4	-	1	3
	46%	49%	49%	49%	62%	46%	62%	49%	71%	-%	50%	-%	96%	39%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	8	8	8	8	6	8	6	8	2	-	8	-	1	7
	92%	98%	98%	98%	97%	92%	97%	98%	95%	-%	99%	-%	100%	91%
NET: Low	*	*	*	*	*	*	*	*	-	-	-	-	-	*
	1%	1%	1%	1%	2%	1%	2%	1%	-%	-%	-%	-%	-%	1%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The price of the postal services provided by DX in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All those who use DX (QV4=11)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	12	12	-	-	12	4	7	1	3	1	7	9	3
Weighted total	9	9	-	-	9	2	6	*	1	1	6	7	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	-	-	*	-	*	-	-	-	-	-	*
	1%	1%	-%	-%	1%	-%	2%	-%	-%	-%	-%	-%	5%
Neither low nor high	1	1	-	-	1	-	*	*	*	-	*	1	-
	7%	7%	-%	-%	7%	-%	2%	100%	9%	-%	8%	9%	-%
Quite high	4	4	-	-	4	1	3	-	*	-	3	2	2
	46%	46%	-%	-%	46%	26%	57%	-%	45%	-%	54%	32%	95%
Very high	4	4	-	-	4	2	2	-	*	1	2	4	-
	46%	46%	-%	-%	46%	74%	40%	-%	45%	100%	38%	59%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	8	8	-	-	8	2	6	-	1	1	6	6	2
	92%	92%	-%	-%	92%	100%	97%	-%	91%	100%	92%	91%	95%
NET: Low	*	*	-	-	*	-	*	-	-	-	-	-	*
	1%	1%	-%	-%	1%	-%	2%	-%	-%	-%	-%	-%	5%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The price of the postal services provided by DX in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)
Base: All those who use DX (QV4=11)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	12	1	1	-	-	-	-	1	-	1	-	-	-
Weighted total	9	*	*	-	-	-	-	*	-	*	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	-	-	-	-	-	-	-	-	-	-	-	-
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	4	*	*	-	-	-	-	*	-	*	-	-	-
	46%	100%	100%	-%	-%	-%	-%	100%	-%	100%	-%	-%	-%
Very high	4	-	-	-	-	-	-	-	-	-	-	-	-
	46%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	8	*	*	-	-	-	-	*	-	*	-	-	-
	92%	100%	100%	-%	-%	-%	-%	100%	-%	100%	-%	-%	-%
NET: Low	*	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 178 (continuation)

The price of the postal services provided by DX in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)

Base: All those who use DX (QV4=11)

		Month								Quarter			
	Total base	Jan' 2018	Feb' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Nov' 2018	Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d
Unweighted total	12	3	3	1	1	1	1	1	1	6	3	2	1
Weighted total	9	2	3	*	*	1	*	2	1	5	1	2	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	-	-	-	-	-	-	-	*	-	-	-
	1%	4%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%
Neither low nor high	1	*	-	-	-	-	*	-	-	*	-	*	-
	7%	21%	-%	-%	-%	-%	100%	-%	-%	10%	-%	6%	-%
Quite high	4	2	*	*	-	-	-	2	-	2	*	2	-
	46%	74%	18%	100%	-%	-%	-%	100%	-%	44%	4%	94%	-%
Very high	4	-	2	-	*	1	-	-	1	2	1	-	1
	46%	-%	82%	-%	100%	100%	-%	-%	100%	44%	96%	-%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	8	2	3	*	*	1	-	2	1	4	1	2	1
	92%	74%	100%	100%	100%	100%	-%	100%	100%	88%	100%	94%	100%
NET: Low	*	*	-	-	-	-	-	-	-	*	-	-	-
	1%	4%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d

The quality of the postal services provided by Pitney Bowes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)
Base: All those who use Pitney Bowes (QV4=13)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	16	9	4	3	-	7	-	3	1	-	-
Weighted total	11	10	1	*	-	1	-	2	*	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	2	2	-	*	-	*	-	*	-	-	-
	22%	23%	-%	65%	-%	14%	-%	29%	-%	-%	-%
Very high	7	7	1	*	-	1	-	1	*	-	-
	68%	67%	100%	35%	-%	86%	-%	71%	100%	-%	-%
Don't Know (DO NOT READ OUT)	1	1	-	-	-	-	-	-	-	-	-
	10%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	10	9	1	*	-	1	-	2	*	-	-
	90%	89%	100%	100%	-%	100%	-%	100%	100%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

The quality of the postal services provided by Pitney Bowes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)
Base: All those who use Pitney Bowes (QV4=13)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	16	1	-	4	-	-	1	3	-	2	11	1	-	4
Weighted total	11	*	-	2	-	-	1	4	-	3	10	*	-	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	2	-	-	-	-	-	-	2	-	-	2	-	-	1
	22%	-%	-%	-%	-%	-%	-%	53%	-%	-%	19%	-%	-%	73%
Very high	7	*	-	1	-	-	1	2	-	3	7	*	-	*
	68%	100%	-%	54%	-%	-%	100%	47%	-%	100%	70%	100%	-%	27%
Don't Know (DO NOT READ OUT)	1	-	-	1	-	-	-	-	-	-	1	-	-	-
	10%	-%	-%	46%	-%	-%	-%	-%	-%	-%	11%	-%	-%	-%
NET: High	10	*	-	1	-	-	1	4	-	3	9	*	-	1
	90%	100%	-%	54%	-%	-%	100%	100%	-%	100%	89%	100%	-%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the postal services provided by Pitney Bowes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)
Base: All those who use Pitney Bowes (QV4=13)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	16	-	-	-	1	5	-	3	7	14	2	12	4
Weighted total	11	-	-	-	*	4	-	1	5	7	3	10	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	2	-	-	-	-	*	-	-	2	2	-	2	*
	22%	-%	-%	-%	-%	11%	-%	-%	38%	32%	-%	25%	4%
Very high	7	-	-	-	*	4	-	1	2	4	3	6	1
	68%	-%	-%	-%	100%	89%	-%	100%	41%	54%	100%	64%	96%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	-	-	1	1	-	1	-
	10%	-%	-%	-%	-%	-%	-%	-%	21%	14%	-%	11%	-%
NET: High	10	-	-	-	*	4	-	1	4	6	3	8	1
	90%	-%	-%	-%	100%	100%	-%	100%	79%	86%	100%	89%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The quality of the postal services provided by Pitney Bowes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)
Base: All those who use Pitney Bowes (QV4=13)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	16	16	-	9	4	3
Weighted total	11	11	-	4	3	4
Very low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Quite high	2	2	-	1	-	2
	22%	22%	-%	14%	-%	52%
Very high	7	7	-	3	2	2
	68%	68%	-%	86%	67%	48%
Don't Know (DO NOT READ OUT)	1	1	-	-	1	-
	10%	10%	-%	-%	33%	-%
NET: High	10	10	-	4	2	4
	90%	90%	-%	100%	67%	100%
NET: Low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

The quality of the postal services provided by Pitney Bowes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)
Base: All those who use Pitney Bowes (QV4=13)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	**16**	11	5	-	-	-	-	-	-	16	-	1	10	5
Weighted total	**11**	9	2	-	-	-	-	-	-	11	-	*	8	2
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	**2**	*	2	-	-	-	-	-	-	2	-	-	*	2
	22%	*6%*	*83%*	-%	-%	-%	-%	-%	-%	*22%*	-%	-%	*6%*	*83%*
Very high	**7**	7	*	-	-	-	-	-	-	7	-	*	7	*
	68%	*82%*	*17%*	-%	-%	-%	-%	-%	-%	*68%*	-%	*100%*	*82%*	*17%*
Don't Know (DO NOT READ OUT)	**1**	1	-	-	-	-	-	-	-	1	-	-	1	-
	10%	*12%*	-%	-%	-%	-%	-%	-%	-%	*10%*	-%	-%	*13%*	-%
NET: High	**10**	7	2	-	-	-	-	-	-	10	-	*	7	2
	90%	*88%*	*100%*	-%	-%	-%	-%	-%	-%	*90%*	-%	*100%*	*87%*	*100%*
NET: Low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The quality of the postal services provided by Pitney Bowes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)
Base: All those who use Pitney Bowes (QV4=13)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**16**	11	11	13	4	7	13	11	1	1	-	-	-	-
Weighted total	**11**	7	7	9	2	5	10	7	*	2	-	-	-	-
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	**2**	2	2	2	1	*	2	1	-	2	-	-	-	-
	22%	*33%*	*27%*	*28%*	*22%*	*9%*	*24%*	*9%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*
Very high	**7**	5	5	6	2	5	6	6	*	-	-	-	-	-
	68%	*67%*	*73%*	*72%*	*78%*	*91%*	*64%*	*91%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**1**	-	-	-	-	-	1	-	-	-	-	-	-	-
	10%	*-%*	*-%*	*-%*	*-%*	*-%*	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**10**	7	7	9	2	5	9	7	*	2	-	-	-	-
	90%	*100%*	*100%*	*100%*	*100%*	*100%*	*89%*	*100%*	*100%*	*100%*	*-%*	*-%*	*-%*	*-%*
NET: Low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The quality of the postal services provided by Pitney Bowes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)
Base: All those who use Pitney Bowes (QV4=13)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**16**	4	-	-	-	-	-	-	-	4	2	4	3	-
Weighted total	**11**	2	-	-	-	-	-	-	-	3	*	5	*	-
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite high	**2**	1	-	-	-	-	-	-	-	*	*	2	*	-
	22%	*22%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*18%*	*18%*	*34%*	*16%*	*-%*
Very high	**7**	2	-	-	-	-	-	-	-	2	*	3	*	-
	68%	*78%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*82%*	*82%*	*66%*	*84%*	*-%*
Don't Know (DO NOT READ OUT)	**1**	-	-	-	-	-	-	-	-	-	-	-	-	-
	10%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**10**	2	-	-	-	-	-	-	-	3	*	5	*	-
	90%	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*	*100%*	*100%*	*100%*	*-%*
NET: Low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The quality of the postal services provided by Pitney Bowes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)
Base: All those who use Pitney Bowes (QV4=13)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	16	1	2	1	-	-	2	1	1	3	13	3	10
Weighted total	11	*	*	2	-	-	2	*	*	2	9	1	8
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	2	*	*	-	-	-	*	*	-	*	2	*	2
	22%	100%	29%	-%	-%	-%	22%	100%	-%	29%	21%	58%	25%
Very high	7	-	*	2	-	-	2	-	*	*	7	*	6
	68%	-%	71%	100%	-%	-%	78%	-%	100%	6%	79%	42%	75%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	1	-	-	-
	10%	-%	-%	-%	-%	-%	-%	-%	-%	65%	-%	-%	-%
NET: High	10	*	*	2	-	-	2	*	*	1	9	1	8
	90%	100%	100%	100%	-%	-%	100%	100%	100%	35%	100%	100%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The quality of the postal services provided by Pitney Bowes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)
Base: All those who use Pitney Bowes (QV4=13)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	16	-	1	1	4	-	4	2	10	5	-
Weighted total	11	-	*	*	2	-	2	2	7	2	-
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	2	-	*	-	*	-	1	*	2	1	-
	22%	-%	*100%*	-%	*26%*	-%	*22%*	*3%*	*28%*	*30%*	-%
Very high	7	-	-	*	1	-	2	2	5	1	-
	68%	-%	-%	*100%*	*74%*	-%	*78%*	*97%*	*72%*	*70%*	-%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	-	-
	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	10	-	*	*	2	-	2	2	7	2	-
	90%	-%	*100%*	*100%*	*100%*	-%	*100%*	*100%*	*100%*	*100%*	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The quality of the postal services provided by Pitney Bowes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)
Base: All those who use Pitney Bowes (QV4=13)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	16	3	10	4	-	3	2	2	-	2	2	-	2	2	-
Weighted total	11	3	5	1	-	2	*	2	-	1	*	-	*	1	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	2	*	2	*	-	1	*	*	-	*	-	-	-	*	-
	22%	2%	36%	4%	-%	24%	29%	3%	-%	83%	-%	-%	-%	66%	-%
Very high	7	3	3	1	-	2	*	2	-	*	*	-	*	*	-
	68%	98%	64%	96%	-%	76%	71%	97%	-%	17%	100%	-%	100%	34%	-%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	10	3	5	1	-	2	*	2	-	1	*	-	*	1	-
	90%	100%	100%	100%	-%	100%	100%	100%	-%	100%	100%	-%	100%	100%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The quality of the postal services provided by Pitney Bowes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)
Base: All those who use Pitney Bowes (QV4=13)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	**16**	1	1	1	-	-	2	1	-	-	-	-
Weighted total	**11**	*	*	*	-	-	*	*	-	-	-	-
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	**2**	-	-	*	-	-	-	-	-	-	-	-
	22%	-%	-%	*100%*	-%	-%	-%	-%	-%	-%	-%	-%
Very high	**7**	*	*	-	-	-	*	*	-	-	-	-
	68%	*100%*	*100%*	-%	-%	-%	*100%*	*100%*	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	**1**	-	-	-	-	-	-	-	-	-	-	-
	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	**10**	*	*	*	-	-	*	*	-	-	-	-
	90%	*100%*	*100%*	*100%*	-%	-%	*100%*	*100%*	-%	-%	-%	-%
NET: Low	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

The quality of the postal services provided by Pitney Bowes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)
Base: All those who use Pitney Bowes (QV4=13)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	16	16	14	16	10	15	9	15	5	-	4	-	-	4
Weighted total	11	11	8	11	7	11	6	10	2	-	2	-	-	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	2	2	2	2	2	2	2	2	1	-	*	-	-	*
	22%	22%	29%	22%	36%	22%	42%	25%	30%	-%	26%	-%	-%	26%
Very high	7	7	5	7	3	7	3	7	1	-	*	-	-	*
	68%	68%	58%	68%	48%	68%	58%	75%	70%	-%	18%	-%	-%	18%
Don't Know (DO NOT READ OUT)	1	1	1	1	1	1	-	-	-	-	1	-	-	1
	10%	10%	13%	10%	16%	10%	-%	-%	-%	-%	56%	-%	-%	56%
NET: High	10	10	7	10	6	10	6	10	2	-	1	-	-	1
	90%	90%	87%	90%	84%	90%	100%	100%	100%	-%	44%	-%	-%	44%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The quality of the postal services provided by Pitney Bowes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)
Base: All those who use Pitney Bowes (QV4=13)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	16	16	-	-	16	-	14	2	3	2	10	11	5
Weighted total	11	11	-	-	11	-	10	1	1	1	8	9	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	2	2	-	-	2	-	2	-	*	-	2	2	1
	22%	*22%*	-%	-%	*22%*	-%	*25%*	-%	*5%*	-%	*28%*	*21%*	*29%*
Very high	7	7	-	-	7	-	6	1	1	1	5	6	1
	68%	*68%*	-%	-%	*68%*	-%	*64%*	*100%*	*95%*	*100%*	*59%*	*67%*	*71%*
Don't Know (DO NOT READ OUT)	1	1	-	-	1	-	1	-	-	-	1	1	-
	10%	*10%*	-%	-%	*10%*	-%	*11%*	-%	-%	-%	*13%*	*12%*	-%
NET: High	10	10	-	-	10	-	9	1	1	1	7	8	2
	90%	*90%*	-%	-%	*90%*	-%	*89%*	*100%*	*100%*	*100%*	*87%*	*88%*	*100%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The quality of the postal services provided by Pitney Bowes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)
Base: All those who use Pitney Bowes (QV4=13)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	16	5	4	1	1	1	-	1	1	2	4	-	-
Weighted total	11	2	2	*	*	*	-	*	*	2	1	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	2	*	*	*	*	*	-	*	*	-	*	-	-
	22%	*4%*	*2%*	*100%*	*100%*	*100%*	-%	*100%*	*100%*	-%	*8%*	-%	-%
Very high	7	2	2	-	-	-	-	-	-	1	1	-	-
	68%	*96%*	*98%*	-%	-%	-%	-%	-%	-%	*50%*	*92%*	-%	-%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	1	-	-	-
	10%	-%	-%	-%	-%	-%	-%	-%	-%	*50%*	-%	-%	-%
NET: High	10	2	2	*	*	*	-	*	*	1	1	-	-
	90%	*100%*	*100%*	*100%*	*100%*	*100%*	-%	*100%*	*100%*	*50%*	*100%*	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

The quality of the postal services provided by Pitney Bowes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)
Base: All those who use Pitney Bowes (QV4=13)

	Total base	Month								Quarter			
		Jan' 2018	Feb' 2018	Apr' 2018	May' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d
Unweighted total	16	2	1	6	2	2	1	1	1	3	8	4	1
Weighted total	11	*	*	3	1	2	2	*	2	*	5	4	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	2	-	-	*	-	-	-	*	2	-	*	*	2
	22%	-%	-%	*3%*	-%	-%	-%	*100%*	*100%*	-%	*2%*	*12%*	*100%*
Very high	7	*	*	2	1	2	2	-	-	*	3	4	-
	68%	*100%*	*100%*	*65%*	*100%*	*100%*	*100%*	-%	-%	*100%*	*75%*	*88%*	-%
Don't Know (DO NOT READ OUT)	1	-	-	1	-	-	-	-	-	-	1	-	-
	10%	-%	-%	*32%*	-%	-%	-%	-%	-%	-%	*23%*	-%	-%
NET: High	10	*	*	2	1	2	2	*	2	*	4	4	2
	90%	*100%*	*100%*	*68%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*77%*	*100%*	*100%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d

The price of the postal services provided by Pitney Bowes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)
Base: All those who use Pitney Bowes (QV4=13)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	16	9	4	3	-	7	-	3	1	-	-
Weighted total	11	10	1	*	-	1	-	2	*	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	2	-	*	-	*	-	*	-	-	-
	22%	23%	-%	29%	-%	6%	-%	29%	-%	-%	-%
Neither low nor high	*	-	*	*	-	*	-	*	-	-	-
	3%	-%	43%	35%	-%	41%	-%	15%	-%	-%	-%
Quite high	4	4	-	-	-	-	-	-	-	-	-
	41%	44%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	3	2	*	*	-	*	-	1	*	-	-
	23%	23%	34%	35%	-%	34%	-%	56%	100%	-%	-%
Don't Know (DO NOT READ OUT)	1	1	*	-	-	*	-	-	-	-	-
	11%	11%	24%	-%	-%	19%	-%	-%	-%	-%	-%
NET: High	7	7	*	*	-	*	-	1	*	-	-
	64%	67%	34%	35%	-%	34%	-%	56%	100%	-%	-%
NET: Low	2	2	-	*	-	*	-	*	-	-	-
	22%	23%	-%	29%	-%	6%	-%	29%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

The price of the postal services provided by Pitney Bowes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)
Base: All those who use Pitney Bowes (QV4=13)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	16	1	-	4	-	-	1	3	-	2	11	1	-	4
Weighted total	11	*	-	2	-	-	1	4	-	3	10	*	-	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	-	-	-	-	-	-	2	-	-	2	-	-	1
	22%	-%	-%	-%	-%	-%	-%	52%	-%	-%	19%	-%	-%	73%
Neither low nor high	*	*	-	-	-	-	-	*	-	-	*	-	-	-
	3%	100%	-%	-%	-%	-%	-%	2%	-%	-%	3%	-%	-%	-%
Quite high	4	-	-	-	-	-	1	2	-	2	4	-	-	-
	41%	-%	-%	-%	-%	-%	100%	47%	-%	65%	45%	-%	-%	-%
Very high	3	-	-	1	-	-	-	-	-	1	2	*	-	*
	23%	-%	-%	48%	-%	-%	-%	-%	-%	35%	21%	100%	-%	27%
Don't Know (DO NOT READ OUT)	1	-	-	1	-	-	-	-	-	-	1	-	-	-
	11%	-%	-%	52%	-%	-%	-%	-%	-%	-%	12%	-%	-%	-%
NET: High	7	-	-	1	-	-	1	2	-	3	6	*	-	*
	64%	-%	-%	48%	-%	-%	100%	47%	-%	100%	66%	100%	-%	27%
NET: Low	2	-	-	-	-	-	-	2	-	-	2	-	-	1
	22%	-%	-%	-%	-%	-%	-%	52%	-%	-%	19%	-%	-%	73%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by Pitney Bowes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)
Base: All those who use Pitney Bowes (QV4=13)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	16	-	-	-	1	5	-	3	7	14	2	12	4
Weighted total	11	-	-	-	*	4	-	1	5	7	3	10	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	-	-	-	-	*	-	-	2	2	-	2	*
	22%	-%	-%	-%	-%	11%	-%	-%	37%	31%	-%	24%	4%
Neither low nor high	*	-	-	-	-	-	-	-	*	*	-	*	-
	3%	-%	-%	-%	-%	-%	-%	-%	6%	4%	-%	3%	-%
Quite high	4	-	-	-	-	3	-	-	2	1	3	4	-
	41%	-%	-%	-%	-%	65%	-%	-%	33%	14%	100%	46%	-%
Very high	3	-	-	-	*	1	-	1	-	3	-	1	1
	23%	-%	-%	-%	100%	24%	-%	100%	-%	34%	-%	14%	96%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	-	-	1	1	-	1	-
	11%	-%	-%	-%	-%	-%	-%	-%	24%	16%	-%	13%	-%
NET: High	7	-	-	-	*	4	-	1	2	4	3	6	1
	64%	-%	-%	-%	100%	89%	-%	100%	33%	48%	100%	60%	96%
NET: Low	2	-	-	-	-	*	-	-	2	2	-	2	*
	22%	-%	-%	-%	-%	11%	-%	-%	37%	31%	-%	24%	4%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The price of the postal services provided by Pitney Bowes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)
Base: All those who use Pitney Bowes (QV4=13)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	16	16	-	9	4	3
Weighted total	11	11	-	4	3	4
Very low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Quite low	2	2	-	*	-	2
	22%	22%	-%	12%	-%	52%
Neither low nor high	*	*	-	*	*	-
	3%	3%	-%	1%	8%	-%
Quite high	4	4	-	1	2	2
	41%	41%	-%	27%	51%	48%
Very high	3	3	-	2	*	-
	23%	23%	-%	56%	9%	-%
Don't Know (DO NOT READ OUT)	1	1	-	*	1	-
	11%	11%	-%	3%	33%	-%
NET: High	7	7	-	3	2	2
	64%	64%	-%	83%	60%	48%
NET: Low	2	2	-	*	-	2
	22%	22%	-%	12%	-%	52%

Columns Tested: a,b - a,b,c

The price of the postal services provided by Pitney Bowes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)
Base: All those who use Pitney Bowes (QV4=13)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	**16**	11	5	-	-	-	-	-	-	16	-	1	10	5
Weighted total	**11**	9	2	-	-	-	-	-	-	11	-	*	8	2
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**2**	*	2	-	-	-	-	-	-	2	-	-	*	2
	22%	*6%*	*81%*	-%	-%	-%	-%	-%	-%	*22%*	-%	-%	*6%*	*81%*
Neither low nor high	*	*	*	-	-	-	-	-	-	*	-	-	*	*
	3%	*3%*	*2%*	-%	-%	-%	-%	-%	-%	*3%*	-%	-%	*3%*	*2%*
Quite high	**4**	4	-	-	-	-	-	-	-	4	-	-	4	-
	41%	*52%*	-%	-%	-%	-%	-%	-%	-%	*41%*	-%	-%	*53%*	-%
Very high	**3**	2	*	-	-	-	-	-	-	3	-	*	2	*
	23%	*25%*	*17%*	-%	-%	-%	-%	-%	-%	*23%*	-%	*100%*	*24%*	*17%*
Don't Know (DO NOT READ OUT)	**1**	1	-	-	-	-	-	-	-	1	-	-	1	-
	11%	*14%*	-%	-%	-%	-%	-%	-%	-%	*11%*	-%	-%	*14%*	-%
NET: High	**7**	7	*	-	-	-	-	-	-	7	-	*	6	*
	64%	*77%*	*17%*	-%	-%	-%	-%	-%	-%	*64%*	-%	*100%*	*77%*	*17%*
NET: Low	**2**	*	2	-	-	-	-	-	-	2	-	-	*	2
	22%	*6%*	*81%*	-%	-%	-%	-%	-%	-%	*22%*	-%	-%	*6%*	*81%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The price of the postal services provided by Pitney Bowes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)
Base: All those who use Pitney Bowes (QV4=13)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	16	11	11	13	4	7	13	11	1	1	-	-	-	-
Weighted total	11	7	7	9	2	5	10	7	*	2	-	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	2	2	2	*	*	2	1	-	2	-	-	-	-
	22%	32%	27%	27%	20%	9%	24%	8%	-%	100%	-%	-%	-%	-%
Neither low nor high	*	*	*	*	*	-	*	*	-	-	-	-	-	-
	3%	1%	4%	4%	2%	-%	3%	5%	-%	-%	-%	-%	-%	-%
Quite high	4	4	3	4	2	3	4	4	-	-	-	-	-	-
	41%	61%	48%	52%	72%	65%	46%	66%	-%	-%	-%	-%	-%	-%
Very high	3	*	1	1	-	1	1	1	*	-	-	-	-	-
	23%	3%	19%	15%	-%	23%	14%	19%	100%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	1	*	*	*	*	*	1	*	-	-	-	-	-	-
	11%	2%	2%	2%	6%	3%	12%	2%	-%	-%	-%	-%	-%	-%
NET: High	7	5	5	6	2	5	6	6	*	-	-	-	-	-
	64%	65%	67%	67%	72%	88%	60%	85%	100%	-%	-%	-%	-%	-%
NET: Low	2	2	2	2	*	*	2	1	-	2	-	-	-	-
	22%	32%	27%	27%	20%	9%	24%	8%	-%	100%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The price of the postal services provided by Pitney Bowes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)
Base: All those who use Pitney Bowes (QV4=13)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	16	4	-	-	-	-	-	-	-	4	2	4	3	-
Weighted total	11	2	-	-	-	-	-	-	-	3	*	5	*	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	*	-	-	-	-	-	-	-	*	-	2	*	-
	22%	20%	-%	-%	-%	-%	-%	-%	-%	18%	-%	34%	16%	-%
Neither low nor high	*	*	-	-	-	-	-	-	-	-	*	-	-	-
	3%	2%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%
Quite high	4	2	-	-	-	-	-	-	-	1	-	3	-	-
	41%	72%	-%	-%	-%	-%	-%	-%	-%	40%	-%	64%	-%	-%
Very high	3	-	-	-	-	-	-	-	-	1	-	*	*	-
	23%	-%	-%	-%	-%	-%	-%	-%	-%	42%	-%	2%	35%	-%
Don't Know (DO NOT READ OUT)	1	*	-	-	-	-	-	-	-	-	-	-	*	-
	11%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	49%	-%
NET: High	7	2	-	-	-	-	-	-	-	2	-	3	*	-
	64%	72%	-%	-%	-%	-%	-%	-%	-%	82%	-%	66%	35%	-%
NET: Low	2	*	-	-	-	-	-	-	-	*	-	2	*	-
	22%	20%	-%	-%	-%	-%	-%	-%	-%	18%	-%	34%	16%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The price of the postal services provided by Pitney Bowes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)
Base: All those who use Pitney Bowes (QV4=13)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	16	1	2	1	-	-	2	1	1	3	13	3	10
Weighted total	11	*	*	2	-	-	2	*	*	2	9	1	8
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	*	-	-	-	-	*	-	-	*	2	*	2
	22%	100%	-%	-%	-%	-%	22%	-%	-%	29%	20%	58%	24%
Neither low nor high	*	-	*	-	-	-	-	*	-	-	*	*	*
	3%	-%	29%	-%	-%	-%	-%	100%	-%	-%	3%	30%	1%
Quite high	4	-	-	2	-	-	2	-	-	-	4	-	4
	41%	-%	-%	100%	-%	-%	78%	-%	-%	-%	48%	-%	58%
Very high	3	-	-	-	-	-	-	-	-	*	2	*	1
	23%	-%	-%	-%	-%	-%	-%	-%	-%	6%	27%	12%	16%
Don't Know (DO NOT READ OUT)	1	-	*	-	-	-	-	-	*	1	*	-	*
	11%	-%	71%	-%	-%	-%	-%	-%	100%	65%	2%	-%	2%
NET: High	7	-	-	2	-	-	2	-	-	*	7	*	6
	64%	-%	-%	100%	-%	-%	78%	-%	-%	6%	75%	12%	73%
NET: Low	2	*	-	-	-	-	*	-	-	*	2	*	2
	22%	100%	-%	-%	-%	-%	22%	-%	-%	29%	20%	58%	24%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The price of the postal services provided by Pitney Bowes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)
Base: All those who use Pitney Bowes (QV4=13)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	16	-	1	1	4	-	4	2	10	5	-
Weighted total	11	-	*	*	2	-	2	2	7	2	-
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	-	*	-	*	-	*	-	2	*	-
	22%	-%	100%	-%	26%	-%	20%	-%	28%	27%	-%
Neither low nor high	*	-	-	-	*	-	*	*	*	*	-
	3%	-%	-%	-%	13%	-%	2%	3%	1%	3%	-%
Quite high	4	-	-	-	-	-	2	2	4	1	-
	41%	-%	-%	-%	-%	-%	72%	97%	66%	59%	-%
Very high	3	-	-	*	1	-	-	-	*	*	-
	23%	-%	-%	100%	60%	-%	-%	-%	4%	11%	-%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	*	-	*	-	-
	11%	-%	-%	-%	-%	-%	6%	-%	2%	-%	-%
NET: High	7	-	-	*	1	-	2	2	5	1	-
	64%	-%	-%	100%	60%	-%	72%	97%	70%	70%	-%
NET: Low	2	-	*	-	*	-	*	-	2	*	-
	22%	-%	100%	-%	26%	-%	20%	-%	28%	27%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The price of the postal services provided by Pitney Bowes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)
Base: All those who use Pitney Bowes (QV4=13)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	16	3	10	4	-	3	2	2	-	2	2	-	2	2	-
Weighted total	11	3	5	1	-	2	*	2	-	1	*	-	*	1	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	-	2	-	-	*	-	-	-	*	-	-	-	*	-
	22%	-%	35%	-%	-%	21%	-%	-%	-%	83%	-%	-%	-%	66%	-%
Neither low nor high	*	*	*	*	-	*	*	*	-	-	*	-	*	*	-
	3%	2%	6%	4%	-%	2%	29%	3%	-%	-%	72%	-%	72%	34%	-%
Quite high	4	2	2	-	-	2	-	2	-	-	-	-	-	-	-
	41%	61%	31%	-%	-%	76%	-%	97%	-%	-%	-%	-%	-%	-%	-%
Very high	3	1	1	1	-	-	-	-	-	*	*	-	*	-	-
	23%	37%	25%	96%	-%	-%	-%	-%	-%	17%	28%	-%	28%	-%	-%
Don't Know (DO NOT READ OUT)	1	-	*	-	-	-	*	-	-	-	-	-	-	-	-
	11%	-%	3%	-%	-%	-%	71%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	7	3	3	1	-	2	-	2	-	*	*	-	*	-	-
	64%	98%	56%	96%	-%	76%	-%	97%	-%	17%	28%	-%	28%	-%	-%
NET: Low	2	-	2	-	-	*	-	-	-	*	-	-	-	*	-
	22%	-%	35%	-%	-%	21%	-%	-%	-%	83%	-%	-%	-%	66%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The price of the postal services provided by Pitney Bowes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)
Base: All those who use Pitney Bowes (QV4=13)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	16	1	1	1	-	-	2	1	-	-	-	-
Weighted total	11	*	*	*	-	-	*	*	-	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	-	-	-	-	-	-	-	-	-	-	-
	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	*	-	-	*	-	-	*	*	-	-	-	-
	3%	-%	-%	100%	-%	-%	72%	100%	-%	-%	-%	-%
Quite high	4	-	-	-	-	-	-	-	-	-	-	-
	41%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	3	-	-	-	-	-	*	-	-	-	-	-
	23%	-%	-%	-%	-%	-%	28%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	1	*	*	-	-	-	-	-	-	-	-	-
	11%	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	7	-	-	-	-	-	*	-	-	-	-	-
	64%	-%	-%	-%	-%	-%	28%	-%	-%	-%	-%	-%
NET: Low	2	-	-	-	-	-	-	-	-	-	-	-
	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 180 (continuation)

The price of the postal services provided by Pitney Bowes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)

Base: All those who use Pitney Bowes (QV4=13)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	16	16	14	16	10	15	9	15	5	-	4	-	-	4
Weighted total	11	11	8	11	7	11	6	10	2	-	2	-	-	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	2	2	2	2	2	2	2	*	-	*	-	-	*
	22%	22%	28%	22%	35%	21%	41%	24%	27%	-%	26%	-%	-%	26%
Neither low nor high	*	*	*	*	*	*	*	*	*	-	*	-	-	*
	3%	3%	4%	3%	1%	3%	5%	3%	3%	-%	13%	-%	-%	13%
Quite high	4	4	3	4	2	4	2	4	-	-	-	-	-	-
	41%	41%	34%	41%	26%	41%	31%	45%	-%	-%	-%	-%	-%	-%
Very high	3	3	2	3	1	3	1	3	1	-	*	-	-	*
	23%	23%	19%	23%	20%	24%	23%	26%	70%	-%	5%	-%	-%	5%
Don't Know (DO NOT READ OUT)	1	1	1	1	1	1	-	*	-	-	1	-	-	1
	11%	11%	15%	11%	18%	11%	-%	1%	-%	-%	56%	-%	-%	56%
NET: High	7	7	4	7	3	7	3	7	1	-	*	-	-	*
	64%	64%	53%	64%	46%	65%	54%	71%	70%	-%	5%	-%	-%	5%
NET: Low	2	2	2	2	2	2	2	2	*	-	*	-	-	*
	22%	22%	28%	22%	35%	21%	41%	24%	27%	-%	26%	-%	-%	26%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The price of the postal services provided by Pitney Bowes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)
Base: All those who use Pitney Bowes (QV4=13)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	16	16	-	-	16	-	14	2	3	2	10	11	5
Weighted total	11	11	-	-	11	-	10	1	1	1	8	9	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	2	-	-	2	-	2	-	-	-	2	2	1
	22%	22%	-%	-%	22%	-%	24%	-%	-%	-%	28%	20%	29%
Neither low nor high	*	*	-	-	*	-	*	-	*	-	*	*	-
	3%	3%	-%	-%	3%	-%	3%	-%	5%	-%	3%	3%	-%
Quite high	4	4	-	-	4	-	3	1	-	1	3	4	-
	41%	41%	-%	-%	41%	-%	35%	95%	-%	92%	40%	49%	-%
Very high	3	3	-	-	3	-	2	*	1	*	1	1	1
	23%	23%	-%	-%	23%	-%	26%	5%	95%	8%	16%	14%	71%
Don't Know (DO NOT READ OUT)	1	1	-	-	1	-	1	-	-	-	1	1	-
	11%	11%	-%	-%	11%	-%	12%	-%	-%	-%	13%	13%	-%
NET: High	7	7	-	-	7	-	6	1	1	1	5	6	1
	64%	64%	-%	-%	64%	-%	60%	100%	95%	100%	56%	63%	71%
NET: Low	2	2	-	-	2	-	2	-	-	-	2	2	1
	22%	22%	-%	-%	22%	-%	24%	-%	-%	-%	28%	20%	29%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The price of the postal services provided by Pitney Bowes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)

Base: All those who use Pitney Bowes (QV4=13)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	16	5	4	1	1	1	-	1	1	2	4	-	-
Weighted total	11	2	2	*	*	*	-	*	*	2	1	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	*	-	-	-	-	-	-	*	-	*	-	-
	22%	2%	-%	-%	-%	-%	-%	-%	100%	-%	4%	-%	-%
Neither low nor high	*	*	*	*	*	*	-	*	-	-	*	-	-
	3%	2%	2%	100%	100%	100%	-%	100%	-%	-%	5%	-%	-%
Quite high	4	1	1	-	-	-	-	-	-	-	1	-	-
	41%	47%	48%	-%	-%	-%	-%	-%	-%	-%	87%	-%	-%
Very high	3	1	1	-	-	-	-	-	-	1	*	-	-
	23%	49%	50%	-%	-%	-%	-%	-%	-%	50%	5%	-%	-%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	1	-	-	-
	11%	-%	-%	-%	-%	-%	-%	-%	-%	50%	-%	-%	-%
NET: High	7	2	2	-	-	-	-	-	-	1	1	-	-
	64%	96%	98%	-%	-%	-%	-%	-%	-%	50%	92%	-%	-%
NET: Low	2	*	-	-	-	-	-	-	*	-	*	-	-
	22%	2%	-%	-%	-%	-%	-%	-%	100%	-%	4%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

The price of the postal services provided by Pitney Bowes in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)
Base: All those who use Pitney Bowes (QV4=13)

	Total base	Month								Quarter			
		Jan' 2018	Feb' 2018	Apr' 2018	May' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d
Unweighted total	16	2	1	6	2	2	1	1	1	3	8	4	1
Weighted total	11	*	*	3	1	2	2	*	2	*	5	4	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	-	-	*	-	-	-	*	2	-	*	*	2
	22%	-%	-%	1%	-%	-%	-%	100%	100%	-%	1%	12%	100%
Neither low nor high	*	-	*	*	-	-	-	-	-	*	*	-	-
	3%	-%	100%	2%	-%	-%	-%	-%	-%	56%	1%	-%	-%
Quite high	4	-	-	1	-	2	2	-	-	-	1	3	-
	41%	-%	-%	32%	-%	92%	100%	-%	-%	-%	23%	84%	-%
Very high	3	*	-	1	1	-	-	-	-	*	2	-	-
	23%	100%	-%	33%	100%	-%	-%	-%	-%	44%	51%	-%	-%
Don't Know (DO NOT READ OUT)	1	-	-	1	-	*	-	-	-	-	1	*	-
	11%	-%	-%	32%	-%	8%	-%	-%	-%	-%	23%	3%	-%
NET: High	7	*	-	2	1	2	2	-	-	*	3	3	-
	64%	100%	-%	65%	100%	92%	100%	-%	-%	44%	75%	84%	-%
NET: Low	2	-	-	*	-	-	-	*	2	-	*	*	2
	22%	-%	-%	1%	-%	-%	-%	100%	100%	-%	1%	12%	100%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 181 Page 3164

The quality of the postal services provided by TNT Express in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)

Base: All those who use TNT Express (QV4=14)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	45	21	14	7	3	24	3	7	2	6	9
Weighted total	31	27	2	1	*	3	4	8	*	5	3
Very low	*	-	-	-	*	*	-	-	-	-	-
	*%	-%	-%	-%	26%	4%	-%	-%	-%	-%	-%
Quite low	*	-	*	*	-	*	-	-	*	-	-
	1%	-%	12%	18%	-%	12%	-%	-%	79%	-%	-%
Neither low nor high	10	9	*	*	*	1	2	3	-	*	*
	32%	33%	11%	43%	53%	23%	49%	39%	-%	5%	4%
Quite high	12	10	1	*	*	1	-	2	*	3	3
	39%	38%	55%	30%	22%	46%	-%	26%	21%	51%	94%
Very high	8	8	*	*	-	*	2	3	-	2	*
	27%	29%	19%	10%	-%	14%	51%	35%	-%	44%	2%
Don't Know (DO NOT READ OUT)	*	-	*	-	-	*	-	-	-	-	-
	*%	-%	3%	-%	-%	2%	-%	-%	-%	-%	-%
NET: High	20	18	2	*	*	2	2	5	*	5	3
	66%	67%	74%	40%	22%	60%	51%	61%	21%	95%	96%
NET: Low	*	-	*	*	*	*	-	-	*	-	-
	2%	-%	12%	18%	26%	15%	-%	-%	79%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

The quality of the postal services provided by TNT Express in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)
Base: All those who use TNT Express (QV4=14)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	45	4	2	2	3	6	6	3	3	2	31	4	4	6
Weighted total	31	5	2	2	1	7	7	2	1	*	28	1	1	1
Very low	*	-	-	-	-	*	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	2%	-%	-%	-%	-%	*%	-%	-%	-%
Quite low	*	-	-	-	*	-	-	-	-	-	*	*	-	-
	1%	-%	-%	-%	19%	-%	-%	-%	-%	-%	1%	14%	-%	-%
Neither low nor high	10	2	2	-	-	2	2	2	*	*	9	-	*	*
	32%	37%	88%	-%	-%	26%	24%	92%	16%	55%	34%	-%	42%	14%
Quite high	12	-	*	1	1	2	5	*	*	-	10	1	1	1
	39%	-%	12%	50%	81%	30%	74%	8%	11%	-%	35%	73%	58%	77%
Very high	8	3	-	1	-	3	*	-	1	*	8	*	-	*
	27%	63%	-%	50%	-%	42%	1%	-%	73%	45%	29%	14%	-%	10%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	*%	-%	-%	-%
NET: High	20	3	*	2	1	5	5	*	1	*	18	1	1	1
	66%	63%	12%	100%	81%	72%	75%	8%	84%	45%	65%	86%	58%	86%
NET: Low	*	-	-	-	*	*	-	-	-	-	*	*	-	-
	2%	-%	-%	-%	19%	2%	-%	-%	-%	-%	1%	14%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the postal services provided by TNT Express in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)
Base: All those who use TNT Express (QV4=14)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	a	*b
Unweighted total	45	1	20	-	3	14	-	1	6	28	17	40	5
Weighted total	31	1	8	-	1	16	-	*	5	24	7	25	6
Very low	*	-	-	-	*	-	-	-	-	*	-	*	-
	*%	-%	-%	-%	20%	-%	-%	-%	-%	*%	-%	*%	-%
Quite low	*	-	-	-	*	*	-	-	-	*	-	*	-
	1%	-%	-%	-%	46%	1%	-%	-%	-%	2%	-%	1%	-%
Neither low nor high	10	-	5	-	-	4	-	-	2	9	1	8	2
	32%	-%	58%	-%	-%	22%	-%	-%	39%	37%	15%	33%	31%
Quite high	12	-	3	-	*	7	-	-	2	9	3	9	3
	39%	-%	38%	-%	34%	43%	-%	-%	36%	39%	38%	36%	50%
Very high	8	1	*	-	-	6	-	*	1	5	3	7	1
	27%	100%	4%	-%	-%	35%	-%	100%	23%	22%	47%	29%	19%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	*	*	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	1%	*%	-%	*%	-%
NET: High	20	1	3	-	*	13	-	*	3	15	6	16	4
	66%	100%	42%	-%	34%	78%	-%	100%	59%	61%	85%	65%	69%
NET: Low	*	-	-	-	*	*	-	-	-	*	-	*	-
	2%	-%	-%	-%	66%	1%	-%	-%	-%	2%	-%	2%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The quality of the postal services provided by TNT Express in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)
Base: All those who use TNT Express (QV4=14)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	*c
Unweighted total	**45**	44	1	24	3	18
Weighted total	**31**	30	1	16	2	13
Very low	*	*	-	*	-	-
	***%**	*%	-%	*1%*	-%	-%
Quite low	*	*	-	*	*	-
	***1%**	*1%*	-%	*2%*	*6%*	-%
Neither low nor high	**10**	10	-	2	2	6
	***32%**	*34%*	-%	*16%*	*90%*	*44%*
Quite high	**12**	12	-	7	*	5
	***39%**	*40%*	-%	*43%*	*4%*	*39%*
Very high	**8**	7	1	6	-	2
	***27%**	*25%*	*100%*	*39%*	-%	*17%*
Don't Know (DO NOT READ OUT)	*	*	-	*	-	-
	***%**	*%	-%	*%	-%	-%
NET: High	**20**	19	1	13	*	7
	***66%**	*65%*	*100%*	*82%*	*4%*	*56%*
NET: Low	*	*	-	*	*	-
	***2%**	*2%*	-%	*2%*	*6%*	-%

Columns Tested: a,b - a,b,c

The quality of the postal services provided by TNT Express in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)
Base: All those who use TNT Express (QV4=14)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	*c
Unweighted total	**45**	26	14	4	1	-	-	-	-	40	5	9	17	19
Weighted total	**31**	18	10	2	*	-	-	-	-	28	2	8	10	12
Very low	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	%	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*1%*
Quite low	*	*	-	-	-	-	-	-	-	*	-	*	*	-
	1%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*3%*	*-%*
Neither low nor high	**10**	4	4	2	-	-	-	-	-	8	2	2	2	6
	32%	*22%*	*43%*	*78%*	*-%*	*-%*	*-%*	*-%*	*-%*	*29%*	*76%*	*22%*	*22%*	*49%*
Quite high	**12**	7	4	*	*	-	-	-	-	11	*	2	5	5
	39%	*37%*	*45%*	*20%*	*100%*	*-%*	*-%*	*-%*	*-%*	*40%*	*22%*	*27%*	*45%*	*40%*
Very high	**8**	7	1	*	-	-	-	-	-	8	*	4	3	1
	27%	*39%*	*12%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*29%*	*3%*	*50%*	*30%*	*10%*
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*1%*	*-%*
NET: High	**20**	14	6	*	*	-	-	-	-	20	1	6	8	6
	66%	*76%*	*56%*	*22%*	*100%*	*-%*	*-%*	*-%*	*-%*	*69%*	*24%*	*77%*	*75%*	*50%*
NET: Low	*	*	*	-	-	-	-	-	-	*	-	*	*	*
	2%	*2%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*1%*	*3%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The quality of the postal services provided by TNT Express in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)
Base: All those who use TNT Express (QV4=14)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	c	d	*e	f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**45**	30	25	33	32	13	33	26	5	-	2	-	-	-
Weighted total	**31**	16	14	19	20	7	21	16	1	-	2	-	-	-
Very low	*	*	*	*	*	-	-	*	-	-	-	*	-	-	-
	***%**	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*6%*	*-%*	*-%*	*-%*
Quite low	*	*	*	*	*	*	-	-	*	-	-	-	-	-	-
	***1%**	*2%*	*2%*	*2%*	*2%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**10**	3	5	5	7	2	8	3	-	-	2	-	-	-	-
	***32%**	*19%*	*34%*	*25%*	*33%*	*33%*	*39%*	*18%*	*-%*	*-%*	*94%*	*-%*	*-%*	*-%*	*-%*
Quite high	**12**	8	7	9	8	3	7	8	1	-	-	-	-	-	-
	***39%**	*47%*	*48%*	*45%*	*42%*	*51%*	*34%*	*48%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Very high	**8**	5	2	5	4	1	5	5	-	-	-	-	-	-	-
	***27%**	*31%*	*15%*	*27%*	*23%*	*16%*	*26%*	*31%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	*	*	*	*	*	*	-	-	*	-	-	-	-	-	-
	***%**	*%*	*%*	*%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**20**	13	9	14	13	5	12	13	1	-	-	-	-	-	-
	***66%**	*78%*	*63%*	*72%*	*65%*	*67%*	*60%*	*79%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Low	*	*	*	*	*	*	-	*	*	-	-	*	-	-	-
	***2%**	*3%*	*3%*	*3%*	*2%*	*-%*	*1%*	*2%*	*-%*	*-%*	*6%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The quality of the postal services provided by TNT Express in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)
Base: All those who use TNT Express (QV4=14)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**45**	31	1	-	-	-	-	-	-	9	6	12	6	-
Weighted total	**31**	20	*	-	-	-	-	-	-	9	4	5	*	-
Very low	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*
Quite low	*	*	-	-	-	-	-	-	-	*	-	*	-	-
	***1%**	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*5%*	*-%*	*-%*
Neither low nor high	**10**	7	-	-	-	-	-	-	-	-	3	2	*	-
	***32%**	*33%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*59%*	*41%*	*9%*	*-%*
Quite high	**12**	8	*	-	-	-	-	-	-	4	2	3	*	-
	***39%**	*42%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*44%*	*41%*	*50%*	*69%*	*-%*
Very high	**8**	4	-	-	-	-	-	-	-	5	-	*	*	-
	***27%**	*23%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*55%*	*-%*	*1%*	*21%*	*-%*
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*
NET: High	**20**	13	*	-	-	-	-	-	-	9	2	3	*	-
	***66%**	*64%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*99%*	*41%*	*51%*	*91%*	*-%*
NET: Low	*	*	-	-	-	-	-	-	-	*	-	*	-	-
	***2%**	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*7%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The quality of the postal services provided by TNT Express in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)
Base: All those who use TNT Express (QV4=14)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	45	13	2	11	5	1	21	3	8	25	20	28	5
Weighted total	31	6	2	11	1	*	14	*	6	18	13	14	5
Very low	*	-	-	-	-	-	-	-	-	*	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	1%	-%
Quite low	*	*	-	-	-	-	-	-	*	*	-	*	-
	1%	6%	-%	-%	-%	-%	-%	-%	6%	2%	-%	3%	-%
Neither low nor high	10	*	*	6	1	-	6	*	-	6	4	3	2
	32%	6%	5%	53%	41%	-%	47%	58%	-%	32%	32%	21%	37%
Quite high	12	2	2	4	1	*	3	*	5	7	5	6	3
	39%	34%	95%	35%	59%	100%	21%	42%	93%	41%	36%	41%	60%
Very high	8	3	-	1	-	-	4	-	-	4	4	5	*
	27%	54%	-%	12%	-%	-%	32%	-%	-%	24%	32%	34%	3%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	-	-	*	*	-	*	-
	*%	1%	-%	-%	-%	-%	-%	-%	1%	*%	-%	*%	-%
NET: High	20	5	2	5	1	*	7	*	5	11	9	11	3
	66%	87%	95%	47%	59%	100%	53%	42%	93%	65%	68%	75%	63%
NET: Low	*	*	-	-	-	-	-	-	*	*	-	*	-
	2%	6%	-%	-%	-%	-%	-%	-%	6%	3%	-%	3%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The quality of the postal services provided by TNT Express in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)
Base: All those who use TNT Express (QV4=14)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	45	11	18	26	2	9	23	13	24	8	-
Weighted total	31	6	12	13	2	6	14	6	12	6	-
Very low	*	-	-	*	-	-	-	-	*	-	-
	*%	-%	-%	1%	-%	-%	-%	-%	1%	-%	-%
Quite low	*	*	*	*	-	-	*	-	*	-	-
	1%	4%	1%	3%	-%	-%	3%	-%	3%	-%	-%
Neither low nor high	10	2	4	3	*	2	4	*	3	2	-
	32%	35%	36%	24%	3%	37%	32%	8%	25%	38%	-%
Quite high	12	3	5	4	2	3	6	3	6	3	-
	39%	43%	37%	33%	97%	44%	41%	57%	46%	62%	-%
Very high	8	1	3	5	-	1	3	2	3	-	-
	27%	17%	26%	39%	-%	18%	24%	35%	25%	-%	-%
Don't Know (DO NOT READ OUT)	*	*	-	*	-	*	-	-	*	-	-
	*%	1%	-%	*%	-%	1%	-%	-%	*%	-%	-%
NET: High	20	4	8	9	2	4	9	5	9	3	-
	66%	60%	63%	72%	97%	62%	66%	92%	71%	62%	-%
NET: Low	*	*	*	*	-	-	*	-	*	-	-
	2%	4%	1%	4%	-%	-%	3%	-%	4%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The quality of the postal services provided by TNT Express in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)

Base: All those who use TNT Express (QV4=14)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	45	10	19	10	-	23	21	7	-	27	22	21	21	21	-
Weighted total	31	6	10	8	-	16	12	5	-	13	11	13	13	8	-
Very low	*	-	*	-	-	-	-	-	-	*	*	-	*	*	-
	*%	-%	1%	-%	-%	-%	-%	-%	-%	1%	1%	-%	1%	2%	-%
Quite low	*	-	*	-	-	*	*	-	-	*	*	*	*	*	-
	1%	-%	3%	-%	-%	2%	3%	-%	-%	3%	2%	2%	2%	5%	-%
Neither low nor high	10	*	4	4	-	7	6	2	-	3	3	6	3	3	-
	32%	5%	45%	44%	-%	40%	54%	53%	-%	23%	27%	43%	24%	36%	-%
Quite high	12	4	5	4	-	6	3	2	-	6	6	5	5	4	-
	39%	63%	50%	54%	-%	37%	22%	44%	-%	44%	51%	37%	43%	55%	-%
Very high	8	2	*	*	-	3	2	*	-	4	2	2	4	*	-
	27%	32%	2%	1%	-%	21%	21%	2%	-%	29%	18%	17%	30%	1%	-%
Don't Know (DO NOT READ OUT)	*	-	-	*	-	-	-	*	-	*	*	*	*	*	-
	*%	-%	-%	1%	-%	-%	-%	1%	-%	*%	1%	*%	*%	1%	-%
NET: High	20	6	5	5	-	9	5	2	-	10	8	7	9	4	-
	66%	95%	52%	56%	-%	58%	43%	46%	-%	73%	69%	54%	72%	57%	-%
NET: Low	*	-	*	-	-	*	*	-	-	*	*	*	*	*	-
	2%	-%	4%	-%	-%	2%	3%	-%	-%	4%	3%	2%	3%	6%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The quality of the postal services provided by TNT Express in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)
Base: All those who use TNT Express (QV4=14)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	**45**	17	14	17	3	5	22	19	1	-	3	-
Weighted total	**31**	12	11	9	2	2	14	7	*	-	4	-
Very low	*	-	-	-	-	-	*	*	-	-	-	-
	***%**	-%	-%	-%	-%	-%	*1%*	*2%*	-%	-%	-%	-%
Quite low	*	*	*	*	-	-	*	*	*	-	-	-
	***1%**	*2%*	*2%*	*4%*	-%	-%	*2%*	*5%*	*100%*	-%	-%	-%
Neither low nor high	**10**	6	5	2	*	2	6	3	-	-	2	-
	***32%**	*46%*	*49%*	*26%*	*12%*	*87%*	*42%*	*38%*	-%	-%	*43%*	-%
Quite high	**12**	4	4	4	2	*	4	3	-	-	2	-
	***39%**	*33%*	*36%*	*46%*	*88%*	*9%*	*26%*	*37%*	-%	-%	*57%*	-%
Very high	**8**	2	1	2	-	*	4	1	-	-	-	-
	***27%**	*20%*	*13%*	*23%*	-%	*4%*	*29%*	*17%*	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	-	*	-	-	*	*	-	-	-	-
	***%**	-%	-%	*1%*	-%	-%	**%*	*1%*	-%	-%	-%	-%
NET: High	**20**	6	5	6	2	*	8	4	-	-	2	-
	***66%**	*52%*	*48%*	*70%*	*88%*	*13%*	*55%*	*54%*	-%	-%	*57%*	-%
NET: Low	*	*	*	*	-	-	*	*	*	-	-	-
	***2%**	*2%*	*2%*	*4%*	-%	-%	*3%*	*7%*	*100%*	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

The quality of the postal services provided by TNT Express in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)

Base: All those who use TNT Express (QV4=14)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	a	*b	*a	b
Unweighted total	**45**	40	37	40	39	44	30	42	17	-	30	2	7	31
Weighted total	**31**	26	24	26	26	30	21	26	15	-	19	1	4	19
Very low	*	*	*	*	*	*	*	*	-	-	*	-	*	-
	%	*%*	*%*	*%*	*%*	*%*	*1%*	*%*	*-%*	*-%*	*1%*	*-%*	*3%*	*-%*
Quite low	*	*	*	*	*	*	*	*	-	-	-	*	*	*
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*	*35%*	*6%*	*1%*
Neither low nor high	**10**	10	10	10	10	10	6	10	8	-	5	-	4	3
	32%	*38%*	*41%*	*38%*	*38%*	*33%*	*27%*	*38%*	*52%*	*-%*	*24%*	*-%*	*89%*	*14%*
Quite high	**12**	10	8	10	9	12	10	10	7	-	6	*	*	8
	39%	*38%*	*34%*	*38%*	*35%*	*40%*	*50%*	*39%*	*48%*	*-%*	*33%*	*65%*	*2%*	*43%*
Very high	**8**	5	5	5	7	7	4	6	*	-	8	-	-	8
	27%	*21%*	*23%*	*21%*	*25%*	*25%*	*21%*	*21%*	*1%*	*-%*	*42%*	*-%*	*-%*	*42%*
Don't Know (DO NOT READ OUT)	*	*	*	*	*	*	-	*	-	-	*	-	-	*
	%	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*
NET: High	**20**	15	14	15	16	19	15	16	7	-	14	*	*	17
	66%	*59%*	*57%*	*59%*	*60%*	*65%*	*71%*	*60%*	*48%*	*-%*	*75%*	*65%*	*2%*	*85%*
NET: Low	*	*	*	*	*	*	*	*	-	-	*	*	*	*
	2%	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*-%*	*-%*	*1%*	*35%*	*9%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The quality of the postal services provided by TNT Express in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)
Base: All those who use TNT Express (QV4=14)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	***b**	***a**	***b**	***a**	b	***c**	***a**	***b**	***c**	***a**	***b**
Unweighted total	**45**	31	6	16	29	5	32	8	17	2	24	27	18
Weighted total	**31**	25	3	12	18	5	21	5	13	2	14	15	15
Very low	*	-	*	*	-	-	*	-	-	-	-	-	*
	%	*-%*	*5%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*
Quite low	*	-	*	-	*	-	*	*	-	-	*	*	-
	1%	*-%*	*11%*	*-%*	*2%*	*-%*	**%*	*6%*	*-%*	*-%*	*3%*	*2%*	*-%*
Neither low nor high	**10**	8	2	7	2	2	8	*	6	2	2	4	6
	32%	*30%*	*83%*	*60%*	*13%*	*36%*	*38%*	*3%*	*46%*	*94%*	*15%*	*28%*	*36%*
Quite high	**12**	9	-	2	10	3	5	3	5	-	5	7	5
	39%	*37%*	*-%*	*13%*	*56%*	*64%*	*26%*	*68%*	*38%*	*-%*	*37%*	*46%*	*31%*
Very high	**8**	8	-	3	5	-	7	1	2	*	6	3	5
	27%	*33%*	*-%*	*25%*	*29%*	*-%*	*35%*	*23%*	*16%*	*6%*	*45%*	*23%*	*32%*
Don't Know (DO NOT READ OUT)	*	-	*	*	-	-	*	-	-	-	*	-	*
	****%***	*-%*	*2%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*
NET: High	**20**	18	-	5	15	3	13	4	7	*	11	10	10
	66%	*70%*	*-%*	*38%*	*85%*	*64%*	*61%*	*91%*	*54%*	*6%*	*82%*	*69%*	*63%*
NET: Low	*	-	*	*	*	-	*	*	-	-	*	*	*
	2%	*-%*	*15%*	*1%*	*2%*	*-%*	*1%*	*6%*	*-%*	*-%*	*3%*	*2%*	*1%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The quality of the postal services provided by TNT Express in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)

Base: All those who use TNT Express (QV4=14)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	45	9	3	6	5	3	1	3	3	1	7	-	2
Weighted total	31	3	2	1	1	1	*	1	1	*	4	-	1
Very low	*	*	*	-	-	-	-	-	*	-	-	-	-
	*%	3%	6%	-%	-%	-%	-%	-%	11%	-%	-%	-%	-%
Quite low	*	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	10	*	-	-	-	-	-	-	-	-	*	-	-
	32%	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Quite high	12	2	2	*	1	*	*	*	1	*	2	-	*
	39%	61%	94%	18%	96%	4%	100%	4%	89%	100%	48%	-%	15%
Very high	8	1	-	1	*	1	-	1	-	-	2	-	1
	27%	33%	-%	78%	4%	96%	-%	96%	-%	-%	51%	-%	85%
Don't Know (DO NOT READ OUT)	*	*	-	*	-	-	-	-	-	-	-	-	-
	*%	2%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	20	3	2	1	1	1	*	1	1	*	4	-	1
	66%	94%	94%	96%	100%	100%	100%	100%	89%	100%	99%	-%	100%
NET: Low	*	*	*	-	-	-	-	-	*	-	-	-	-
	2%	3%	6%	-%	-%	-%	-%	-%	11%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 181 (continuation)

The quality of the postal services provided by TNT Express in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)

Base: All those who use TNT Express (QV4=14)

	Total base	Month										
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Unweighted total	45	5	4	1	12	1	8	3	3	5	1	2
Weighted total	31	2	4	*	6	1	3	2	5	3	2	2
Very low	*	-	-	-	*	-	-	-	-	-	-	-
	*%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	-	-	*	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	13%	-%	-%	-%	-%	-%
Neither low nor high	10	*	-	-	*	-	2	2	3	2	-	-
	32%	14%	-%	-%	1%	-%	70%	96%	67%	65%	-%	-%
Quite high	12	2	4	*	2	-	*	-	2	1	-	*
	39%	86%	100%	100%	40%	-%	13%	-%	33%	28%	-%	9%
Very high	8	-	-	-	3	1	*	*	-	*	2	2
	27%	-%	-%	-%	56%	100%	4%	4%	-%	7%	100%	91%
Don't Know (DO NOT READ OUT)	*	-	-	-	*	-	-	-	-	-	-	-
	*%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%
NET: High	20	2	4	*	5	1	*	*	2	1	2	2
	66%	86%	100%	100%	96%	100%	17%	4%	33%	35%	100%	100%
NET: Low	*	-	-	-	*	-	*	-	-	-	-	-
	2%	-%	-%	-%	2%	-%	13%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

The quality of the postal services provided by TNT Express in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)
Base: All those who use TNT Express (QV4=14)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		***a**	***b**	***c**	***d**
Unweighted total	**45**	10	13	14	8
Weighted total	**31**	7	7	10	7
Very low	*	-	*	-	-
	%	*-%*	*2%*	*-%*	*-%*
Quite low	*	-	-	*	-
	1%	*-%*	*-%*	*4%*	*-%*
Neither low nor high	**10**	*	*	8	2
	32%	*5%*	*1%*	*75%*	*27%*
Quite high	**12**	7	2	2	1
	39%	*95%*	*34%*	*19%*	*15%*
Very high	**8**	-	4	*	4
	27%	*-%*	*63%*	*2%*	*59%*
Don't Know (DO NOT READ OUT)	*	-	*	-	-
	%	*-%*	*1%*	*-%*	*-%*
NET: High	**20**	7	6	2	5
	66%	*95%*	*97%*	*21%*	*73%*
NET: Low	*	-	*	*	-
	2%	*-%*	*2%*	*4%*	*-%*

Columns Tested: a,b,c,d

The price of the postal services provided by TNT Express in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)
Base: All those who use TNT Express (QV4=14)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	45	21	14	7	3	24	3	7	2	6	9
Weighted total	31	27	2	1	*	3	4	8	*	5	3
Very low	1	1	-	*	*	*	-	1	-	-	*
	5%	*4%*	*-%*	*8%*	*78%*	*13%*	*-%*	*13%*	*-%*	*-%*	*1%*
Quite low	*	-	*	*	-	*	-	-	*	-	-
	1%	*-%*	*12%*	*18%*	*-%*	*12%*	*-%*	*-%*	*79%*	*-%*	*-%*
Neither low nor high	6	6	*	*	*	1	2	-	-	-	3
	21%	*20%*	*19%*	*35%*	*22%*	*22%*	*49%*	*-%*	*-%*	*-%*	*88%*
Quite high	11	10	1	*	-	1	1	4	*	1	*
	37%	*36%*	*54%*	*30%*	*-%*	*42%*	*27%*	*46%*	*21%*	*25%*	*9%*
Very high	10	9	*	*	-	*	1	3	-	2	*
	31%	*34%*	*12%*	*10%*	*-%*	*10%*	*24%*	*42%*	*-%*	*40%*	*2%*
Don't Know (DO NOT READ OUT)	2	2	*	-	-	*	-	-	-	2	-
	6%	*6%*	*3%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*35%*	*-%*
NET: High	21	19	1	*	-	2	2	7	*	3	*
	68%	*69%*	*66%*	*40%*	*-%*	*52%*	*51%*	*87%*	*21%*	*65%*	*11%*
NET: Low	2	1	*	*	*	1	-	1	*	-	*
	6%	*4%*	*12%*	*26%*	*78%*	*24%*	*-%*	*13%*	*79%*	*-%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

The price of the postal services provided by TNT Express in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)
Base: All those who use TNT Express (QV4=14)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	45	4	2	2	3	6	6	3	3	2	31	4	4	6
Weighted total	31	5	2	2	1	7	7	2	1	*	28	1	1	1
Very low	1	1	-	-	-	*	-	-	*	-	1	-	-	*
	5%	*22%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*16%*	*-%*	*5%*	*-%*	*-%*	*4%*
Quite low	*	-	-	-	*	-	-	-	-	-	*	*	-	-
	1%	*-%*	*-%*	*-%*	*19%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*14%*	*-%*	*-%*
Neither low nor high	6	*	2	1	1	-	2	*	-	-	6	-	-	*
	21%	*2%*	*88%*	*50%*	*81%*	*-%*	*25%*	*5%*	*-%*	*-%*	*22%*	*-%*	*-%*	*28%*
Quite high	11	-	*	-	-	2	5	*	1	*	9	1	1	1
	37%	*-%*	*12%*	*-%*	*-%*	*26%*	*73%*	*3%*	*84%*	*100%*	*31%*	*86%*	*100%*	*67%*
Very high	10	4	-	1	-	3	*	2	-	-	10	-	-	-
	31%	*76%*	*-%*	*50%*	*-%*	*46%*	*1%*	*92%*	*-%*	*-%*	*34%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	2	-	-	-	-	2	*	-	-	-	2	-	-	-
	6%	*-%*	*-%*	*-%*	*-%*	*26%*	*1%*	*-%*	*-%*	*-%*	*6%*	*-%*	*-%*	*-%*
NET: High	21	4	*	1	-	5	5	2	1	*	18	1	1	1
	68%	*76%*	*12%*	*50%*	*-%*	*72%*	*74%*	*95%*	*84%*	*100%*	*66%*	*86%*	*100%*	*67%*
NET: Low	2	1	-	-	*	*	-	-	*	-	2	*	-	*
	6%	*22%*	*-%*	*-%*	*19%*	*2%*	*-%*	*-%*	*16%*	*-%*	*6%*	*14%*	*-%*	*4%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by TNT Express in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)
Base: All those who use TNT Express (QV4=14)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	a	*b
Unweighted total	**45**	1	20	-	3	14	-	1	6	28	17	40	5
Weighted total	**31**	1	8	-	1	16	-	*	5	24	7	25	6
Very low	**1**	1	*	-	*	*	-	-	-	*	1	1	-
	5%	*100%*	*1%*	*-%*	*20%*	*1%*	*-%*	*-%*	*-%*	*1%*	*17%*	*6%*	*-%*
Quite low	*	-	-	-	*	*	-	-	-	*	-	*	-
	1%	*-%*	*-%*	*-%*	*46%*	*1%*	*-%*	*-%*	*-%*	*2%*	*-%*	*1%*	*-%*
Neither low nor high	**6**	-	2	-	*	3	-	-	1	5	1	5	1
	21%	*-%*	*29%*	*-%*	*34%*	*16%*	*-%*	*-%*	*25%*	*20%*	*22%*	*21%*	*19%*
Quite high	**11**	-	5	-	-	4	-	*	2	9	2	9	2
	37%	*-%*	*67%*	*-%*	*-%*	*26%*	*-%*	*100%*	*34%*	*39%*	*28%*	*38%*	*31%*
Very high	**10**	-	*	-	-	7	-	-	2	7	2	8	1
	31%	*-%*	*4%*	*-%*	*-%*	*45%*	*-%*	*-%*	*39%*	*31%*	*34%*	*34%*	*19%*
Don't Know (DO NOT READ OUT)	**2**	-	-	-	-	2	-	-	*	2	-	*	2
	6%	*-%*	*-%*	*-%*	*-%*	*11%*	*-%*	*-%*	*1%*	*7%*	*-%*	**%*	*31%*
NET: High	**21**	-	6	-	-	12	-	*	3	17	4	18	3
	68%	*-%*	*71%*	*-%*	*-%*	*71%*	*-%*	*100%*	*73%*	*69%*	*62%*	*72%*	*50%*
NET: Low	**2**	1	*	-	*	*	-	-	-	1	1	2	-
	6%	*100%*	*1%*	*-%*	*66%*	*2%*	*-%*	*-%*	*-%*	*3%*	*17%*	*7%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The price of the postal services provided by TNT Express in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)
Base: All those who use TNT Express (QV4=14)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	*c
Unweighted total	45	44	1	24	3	18
Weighted total	31	30	1	16	2	13
Very low	1	*	1	*	-	1
	5%	1%	100%	2%	-%	8%
Quite low	*	*	-	*	*	-
	1%	1%	-%	2%	6%	-%
Neither low nor high	6	6	-	4	-	2
	21%	21%	-%	28%	-%	15%
Quite high	11	11	-	6	2	4
	37%	38%	-%	36%	94%	29%
Very high	10	10	-	5	-	5
	31%	32%	-%	32%	-%	34%
Don't Know (DO NOT READ OUT)	2	2	-	*	-	2
	6%	6%	-%	*%	-%	13%
NET: High	21	21	-	11	2	8
	68%	70%	-%	68%	94%	64%
NET: Low	2	1	1	1	*	1
	6%	3%	100%	4%	6%	8%

Columns Tested: a,b - a,b,c

The price of the postal services provided by TNT Express in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)
Base: All those who use TNT Express (QV4=14)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	*c
Unweighted total	**45**	26	14	4	1	-	-	-	-	40	5	9	17	19
Weighted total	**31**	18	10	2	*	-	-	-	-	28	2	8	10	12
Very low	**1**	1	*	-	-	-	-	-	-	1	-	-	1	*
	5%	*6%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*	*-%*	*10%*	*3%*
Quite low	*	*	-	-	-	-	-	-	-	*	-	*	*	-
	1%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*3%*	*-%*
Neither low nor high	**6**	3	4	-	-	-	-	-	-	6	-	*	2	4
	21%	*14%*	*37%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*22%*	*-%*	*2%*	*23%*	*30%*
Quite high	**11**	6	5	*	*	-	-	-	-	11	*	3	3	5
	37%	*32%*	*49%*	*20%*	*100%*	*-%*	*-%*	*-%*	*-%*	*38%*	*22%*	*37%*	*27%*	*44%*
Very high	**10**	7	1	2	-	-	-	-	-	8	2	3	4	3
	31%	*37%*	*11%*	*80%*	*-%*	*-%*	*-%*	*-%*	*-%*	*28%*	*78%*	*38%*	*36%*	*23%*
Don't Know (DO NOT READ OUT)	**2**	2	-	-	-	-	-	-	-	2	-	2	*	-
	6%	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*-%*	*22%*	*1%*	*-%*
NET: High	**21**	13	6	2	*	-	-	-	-	19	2	6	7	8
	68%	*68%*	*59%*	*100%*	*100%*	*-%*	*-%*	*-%*	*-%*	*65%*	*100%*	*75%*	*64%*	*66%*
NET: Low	**2**	1	*	-	-	-	-	-	-	2	-	*	1	*
	6%	*8%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*-%*	*1%*	*13%*	*3%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The price of the postal services provided by TNT Express in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)
Base: All those who use TNT Express (QV4=14)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	c	d	*e	f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**45**	30	25	33	32	13	33	26	5	-	2	-	-	-
Weighted total	**31**	16	14	19	20	7	21	16	1	-	2	-	-	-
Very low	**1**	*	*	*	1	*	1	*	-	-	*	-	-	-
	5%	*2%*	*3%*	*2%*	*7%*	*4%*	*7%*	*2%*	*-%*	*-%*	*6%*	*-%*	*-%*	*-%*
Quite low	*	*	*	*	*	-	-	*	-	-	-	-	-	-
	1%	*2%*	*2%*	*2%*	*2%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**6**	3	4	5	5	3	5	3	*	-	2	-	-	-
	21%	*21%*	*32%*	*24%*	*27%*	*42%*	*25%*	*16%*	*11%*	*-%*	*94%*	*-%*	*-%*	*-%*
Quite high	**11**	5	7	7	8	4	7	6	1	-	-	-	-	-
	37%	*33%*	*49%*	*37%*	*39%*	*53%*	*32%*	*39%*	*89%*	*-%*	*-%*	*-%*	*-%*	*-%*
Very high	**10**	5	2	5	5	*	7	5	-	-	-	-	-	-
	31%	*30%*	*14%*	*26%*	*25%*	*1%*	*36%*	*30%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**2**	2	*	2	*	-	-	2	-	-	-	-	-	-
	6%	*11%*	**%*	*9%*	**%*	*-%*	*-%*	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**21**	10	9	12	13	4	14	11	1	-	-	-	-	-
	68%	*63%*	*63%*	*63%*	*64%*	*53%*	*68%*	*69%*	*89%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Low	**2**	1	1	1	2	*	1	1	-	-	*	-	-	-
	6%	*5%*	*5%*	*4%*	*9%*	*4%*	*7%*	*4%*	*-%*	*-%*	*6%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The price of the postal services provided by TNT Express in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)
Base: All those who use TNT Express (QV4=14)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**45**	31	1	-	-	-	-	-	-	9	6	12	6	-
Weighted total	**31**	20	*	-	-	-	-	-	-	9	4	5	*	-
Very low	**1**	1	-	-	-	-	-	-	-	-	*	*	*	-
	5%	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*2%*	*9%*	*-%*
Quite low	*	*	-	-	-	-	-	-	-	*	-	*	-	-
	1%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*5%*	*-%*	*-%*
Neither low nor high	**6**	5	-	-	-	-	-	-	-	2	*	2	*	-
	21%	*27%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*23%*	*2%*	*42%*	*22%*	*-%*
Quite high	**11**	8	*	-	-	-	-	-	-	*	4	3	*	-
	37%	*39%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*92%*	*49%*	*68%*	*-%*
Very high	**10**	5	-	-	-	-	-	-	-	5	-	*	-	-
	31%	*25%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*54%*	*-%*	*1%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**2**	*	-	-	-	-	-	-	-	2	-	*	-	-
	6%	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*19%*	*-%*	*1%*	*-%*	*-%*
NET: High	**21**	13	*	-	-	-	-	-	-	5	4	3	*	-
	68%	*64%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*56%*	*92%*	*50%*	*68%*	*-%*
NET: Low	**2**	2	-	-	-	-	-	-	-	*	*	*	*	-
	6%	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*6%*	*7%*	*9%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The price of the postal services provided by TNT Express in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)
Base: All those who use TNT Express (QV4=14)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	45	13	2	11	5	1	21	3	8	25	20	28	5
Weighted total	31	6	2	11	1	*	14	*	6	18	13	14	5
Very low	1	-	-	1	*	-	1	*	-	1	*	*	-
	5%	*-%*	*-%*	*12%*	*4%*	*-%*	*10%*	*18%*	*-%*	*7%*	*2%*	*3%*	*-%*
Quite low	*	*	-	-	-	-	-	-	*	*	-	*	-
	1%	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*2%*	*-%*	*3%*	*-%*
Neither low nor high	6	2	*	4	-	-	2	*	3	5	1	3	1
	21%	*26%*	*5%*	*34%*	*-%*	*-%*	*15%*	*82%*	*52%*	*28%*	*10%*	*24%*	*25%*
Quite high	11	1	2	4	1	*	5	-	2	7	4	5	2
	37%	*15%*	*95%*	*37%*	*96%*	*100%*	*40%*	*-%*	*41%*	*42%*	*29%*	*37%*	*37%*
Very high	10	3	-	2	-	-	5	-	-	4	6	5	*
	31%	*52%*	*-%*	*17%*	*-%*	*-%*	*36%*	*-%*	*-%*	*21%*	*46%*	*33%*	*1%*
Don't Know (DO NOT READ OUT)	2	*	-	-	-	-	-	-	*	*	2	*	2
	6%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*%*	*13%*	*%*	*37%*
NET: High	21	4	2	6	1	*	10	-	2	11	10	10	2
	68%	*66%*	*95%*	*54%*	*96%*	*100%*	*75%*	*-%*	*41%*	*62%*	*75%*	*71%*	*38%*
NET: Low	2	*	-	1	*	-	1	*	*	2	*	1	-
	6%	*6%*	*-%*	*12%*	*4%*	*-%*	*10%*	*18%*	*6%*	*9%*	*2%*	*5%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The price of the postal services provided by TNT Express in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)
Base: All those who use TNT Express (QV4=14)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	45	11	18	26	2	9	23	13	24	8	-
Weighted total	31	6	12	13	2	6	14	6	12	6	-
Very low	1	1	*	*	*	1	*	*	*	*	-
	5%	*21%*	*%	*3%*	*3%*	*22%*	*%	*4%*	*3%*	*4%*	-%
Quite low	*	*	*	*	-	-	*	-	*	-	-
	1%	*4%*	*1%	*3%*	-%	-%	*3%	-%	*3%	-%	-%
Neither low nor high	6	*	4	3	-	*	5	1	3	3	-
	21%	*6%	*30%	*27%	-%	*7%	*35%	*23%	*27%	*52%	-%
Quite high	11	2	5	4	2	2	5	2	3	2	-
	37%	*38%	*44%	*29%	*97%	*39%	*40%	*38%	*28%	*44%	-%
Very high	10	2	3	5	-	2	3	2	3	-	-
	31%	*29%	*25%	*38%	-%	*31%	*22%	*35%	*24%	-%	-%
Don't Know (DO NOT READ OUT)	2	*	-	*	-	*	-	-	2	-	-
	6%	*1%	-%	*%	-%	*1%	-%	-%	*15%	-%	-%
NET: High	21	4	8	9	2	4	9	4	6	2	-
	68%	*67%	*69%	*67%	*97%	*70%	*62%	*73%	*52%	*44%	-%
NET: Low	2	2	*	1	*	1	*	*	1	*	-
	6%	*25%	*1%	*6%	*3%	*22%	*3%	*4%	*6%	*4%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The price of the postal services provided by TNT Express in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)
Base: All those who use TNT Express (QV4=14)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	45	10	19	10	-	23	21	7	-	27	22	21	21	21	-
Weighted total	31	6	10	8	-	16	12	5	-	13	11	13	13	8	-
Very low	1	*	*	-	-	*	1	-	-	*	*	1	*	*	-
	5%	*4%*	*2%*	*-%*	*-%*	*1%*	*12%*	*-%*	*-%*	*3%*	*4%*	*10%*	*3%*	*2%*	*-%*
Quite low	*	-	*	-	-	*	*	-	-	*	*	*	*	*	-
	1%	*-%*	*3%*	*-%*	*-%*	*2%*	*3%*	*-%*	*-%*	*3%*	*2%*	*2%*	*2%*	*5%*	*-%*
Neither low nor high	6	2	4	4	-	4	3	2	-	3	3	2	3	3	-
	21%	*38%*	*45%*	*49%*	*-%*	*25%*	*30%*	*46%*	*-%*	*25%*	*30%*	*18%*	*27%*	*43%*	*-%*
Quite high	11	2	5	4	-	7	4	2	-	5	5	7	5	4	-
	37%	*28%*	*51%*	*50%*	*-%*	*42%*	*30%*	*52%*	*-%*	*40%*	*46%*	*49%*	*38%*	*49%*	*-%*
Very high	10	2	-	-	-	5	3	-	-	4	2	3	4	-	-
	31%	*30%*	*-%*	*-%*	*-%*	*30%*	*25%*	*-%*	*-%*	*28%*	*18%*	*21%*	*30%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	2	-	-	*	-	-	-	*	-	*	*	*	*	*	-
	6%	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	*%*	*1%*	*%*	*%*	*1%*	*-%*
NET: High	21	4	5	4	-	12	6	2	-	9	7	9	9	4	-
	68%	*59%*	*51%*	*50%*	*-%*	*72%*	*55%*	*52%*	*-%*	*68%*	*64%*	*70%*	*68%*	*49%*	*-%*
NET: Low	2	*	*	-	-	1	2	-	-	1	1	2	1	1	-
	6%	*4%*	*4%*	*-%*	*-%*	*3%*	*15%*	*-%*	*-%*	*6%*	*6%*	*12%*	*5%*	*7%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The price of the postal services provided by TNT Express in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)
Base: All those who use TNT Express (QV4=14)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	**45**	17	14	17	3	5	22	19	1	-	3	-
Weighted total	**31**	12	11	9	2	2	14	7	*	-	4	-
Very low	**1**	1	1	*	*	*	1	1	-	-	-	-
	5%	*11%*	*10%*	*3%*	*12%*	*10%*	*10%*	*17%*	-%	-%	-%	-%
Quite low	*	*	*	*	-	-	*	*	*	-	-	-
	1%	*2%*	*2%*	*4%*	-%	-%	*2%*	*5%*	*100%*	-%	-%	-%
Neither low nor high	**6**	3	3	*	-	2	3	3	-	-	-	-
	21%	*27%*	*29%*	*5%*	-%	*82%*	*21%*	*45%*	-%	-%	-%	-%
Quite high	**11**	5	4	4	2	*	5	2	-	-	4	-
	37%	*36%*	*42%*	*45%*	*88%*	*9%*	*34%*	*32%*	-%	-%	*100%*	-%
Very high	**10**	3	2	4	-	-	5	-	-	-	-	-
	31%	*23%*	*17%*	*43%*	-%	-%	*33%*	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	**2**	-	-	*	-	-	*	*	-	-	-	-
	6%	-%	-%	*1%*	-%	-%	*%	*1%*	-%	-%	-%	-%
NET: High	**21**	7	6	8	2	*	9	2	-	-	4	-
	68%	*60%*	*58%*	*88%*	*88%*	*9%*	*66%*	*32%*	-%	-%	*100%*	-%
NET: Low	**2**	2	1	1	*	*	2	2	*	-	-	-
	6%	*13%*	*12%*	*7%*	*12%*	*10%*	*12%*	*22%*	*100%*	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

The price of the postal services provided by TNT Express in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)
Base: All those who use TNT Express (QV4=14)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	a	*b	*a	b
Unweighted total	**45**	40	37	40	39	44	30	42	17	-	30	2	7	31
Weighted total	**31**	26	24	26	26	30	21	26	15	-	19	1	4	19
Very low	**1**	1	1	1	1	1	1	1	*	-	1	-	*	1
	5%	*6%*	*6%*	*6%*	*6%*	*5%*	*7%*	*6%*	*2%*	*-%*	*6%*	*-%*	*3%*	*7%*
Quite low	*	*	*	*	*	*	*	*	-	-	-	*	*	*
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*	*35%*	*6%*	*1%*
Neither low nor high	**6**	6	5	6	4	6	4	6	6	-	5	-	2	3
	21%	*24%*	*21%*	*24%*	*16%*	*21%*	*21%*	*24%*	*39%*	*-%*	*26%*	*-%*	*48%*	*16%*
Quite high	**11**	11	11	11	11	11	7	11	7	-	5	*	2	7
	37%	*43%*	*44%*	*43%*	*40%*	*38%*	*36%*	*43%*	*44%*	*-%*	*26%*	*65%*	*43%*	*36%*
Very high	**10**	7	7	7	8	9	6	7	2	-	8	-	-	8
	31%	*25%*	*27%*	*25%*	*30%*	*29%*	*28%*	*26%*	*14%*	*-%*	*41%*	*-%*	*-%*	*40%*
Don't Know (DO NOT READ OUT)	**2**	*	*	*	2	2	2	*	-	-	*	-	-	*
	6%	**%*	**%*	**%*	*7%*	*6%*	*8%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*
NET: High	**21**	18	17	18	18	20	13	18	9	-	13	*	2	15
	68%	*69%*	*71%*	*69%*	*70%*	*67%*	*63%*	*69%*	*59%*	*-%*	*67%*	*65%*	*43%*	*77%*
NET: Low	**2**	2	2	2	2	2	2	2	*	-	1	*	*	1
	6%	*7%*	*7%*	*7%*	*7%*	*6%*	*8%*	*7%*	*2%*	*-%*	*6%*	*35%*	*9%*	*7%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The price of the postal services provided by TNT Express in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)
Base: All those who use TNT Express (QV4=14)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	*b	*a	b	*c	*a	*b	*c	*a	*b
Unweighted total	**45**	31	6	16	29	5	32	8	17	2	24	27	18
Weighted total	**31**	25	3	12	18	5	21	5	13	2	14	15	15
Very low	**1**	1	*	*	1	*	1	*	*	-	1	1	*
	5%	*4%*	*14%*	*3%*	*6%*	*5%*	*6%*	*1%*	*2%*	*-%*	*8%*	*9%*	*1%*
Quite low	*	-	*	-	*	-	*	*	-	-	*	*	-
	1%	*-%*	*11%*	*-%*	*2%*	*-%*	**%*	*6%*	*-%*	*-%*	*3%*	*2%*	*-%*
Neither low nor high	**6**	4	*	1	5	1	2	3	2	-	4	4	2
	21%	*18%*	*4%*	*9%*	*28%*	*21%*	*11%*	*64%*	*17%*	*-%*	*29%*	*27%*	*14%*
Quite high	**11**	8	2	4	7	*	10	1	5	2	4	6	5
	37%	*33%*	*69%*	*34%*	*38%*	*10%*	*46%*	*23%*	*38%*	*100%*	*31%*	*41%*	*32%*
Very high	**10**	10	-	7	3	2	8	*	6	-	4	3	6
	31%	*38%*	*-%*	*53%*	*17%*	*32%*	*37%*	*6%*	*43%*	*-%*	*28%*	*21%*	*41%*
Don't Know (DO NOT READ OUT)	**2**	2	*	*	2	2	*	-	-	-	*	-	2
	6%	*7%*	*2%*	**%*	*9%*	*33%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*12%*
NET: High	**21**	18	2	11	10	2	17	1	11	2	8	9	11
	68%	*71%*	*69%*	*87%*	*55%*	*41%*	*83%*	*29%*	*81%*	*100%*	*59%*	*62%*	*74%*
NET: Low	**2**	1	1	*	1	*	1	*	*	-	1	2	*
	6%	*4%*	*25%*	*3%*	*8%*	*5%*	*6%*	*7%*	*2%*	*-%*	*11%*	*11%*	*1%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 182 (continuation)

The price of the postal services provided by TNT Express in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)

Base: All those who use TNT Express (QV4=14)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	45	9	3	6	5	3	1	3	3	1	7	-	2
Weighted total	31	3	2	1	1	1	*	1	1	*	4	-	1
Very low	1	*	*	-	-	-	-	-	*	-	*	-	-
	5%	*5%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*11%*	*-%*	*1%*	*-%*	*-%*
Quite low	*	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	6	2	2	-	1	-	-	-	1	-	2	-	-
	21%	*58%*	*94%*	*-%*	*77%*	*-%*	*-%*	*-%*	*84%*	*-%*	*47%*	*-%*	*-%*
Quite high	11	*	-	*	*	*	*	*	*	*	1	-	*
	37%	*3%*	*-%*	*18%*	*19%*	*4%*	*100%*	*4%*	*5%*	*100%*	*26%*	*-%*	*15%*
Very high	10	1	-	1	*	1	-	1	-	-	1	-	1
	31%	*33%*	*-%*	*78%*	*4%*	*96%*	*-%*	*96%*	*-%*	*-%*	*26%*	*-%*	*85%*
Don't Know (DO NOT READ OUT)	2	*	-	*	-	-	-	-	-	-	-	-	-
	6%	*2%*	*-%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	21	1	-	1	*	1	*	1	*	*	2	-	1
	68%	*36%*	*-%*	*96%*	*23%*	*100%*	*100%*	*100%*	*5%*	*100%*	*52%*	*-%*	*100%*
NET: Low	2	*	*	-	-	-	-	-	*	-	*	-	-
	6%	*5%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*11%*	*-%*	*1%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

The price of the postal services provided by TNT Express in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)
Base: All those who use TNT Express (QV4=14)

	Total base	Month										
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Unweighted total	45	5	4	1	12	1	8	3	3	5	1	2
Weighted total	31	2	4	*	6	1	3	2	5	3	2	2
Very low	1	-	-	-	*	1	*	-	-	-	-	-
	5%	-%	-%	-%	*3%*	*100%*	*8%*	-%	-%	-%	-%	-%
Quite low	*	-	-	-	-	-	*	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	*13%*	-%	-%	-%	-%	-%
Neither low nor high	6	*	2	-	2	-	*	2	-	*	-	*
	21%	*4%*	*45%*	-%	*36%*	-%	*7%*	*76%*	-%	*4%*	-%	*9%*
Quite high	11	1	2	*	1	-	*	1	5	1	-	-
	37%	*24%*	*55%*	*100%*	*24%*	-%	*4%*	*24%*	*100%*	*31%*	-%	-%
Very high	10	-	-	-	2	-	2	-	-	2	2	2
	31%	-%	-%	-%	*37%*	-%	*68%*	-%	-%	*65%*	*100%*	*91%*
Don't Know (DO NOT READ OUT)	2	2	-	-	*	-	-	-	-	-	-	-
	6%	*72%*	-%	-%	*1%*	-%	-%	-%	-%	-%	-%	-%
NET: High	21	1	2	*	3	-	2	1	5	3	2	2
	68%	*24%*	*55%*	*100%*	*60%*	-%	*71%*	*24%*	*100%*	*96%*	*100%*	*91%*
NET: Low	2	-	-	-	*	1	1	-	-	-	-	-
	6%	-%	-%	-%	*3%*	*100%*	*21%*	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

The price of the postal services provided by TNT Express in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)
Base: All those who use TNT Express (QV4=14)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	45	10	13	14	8
Weighted total	31	7	7	10	7
Very low	1	-	1	*	-
	5%	*-%*	*18%*	*2%*	*-%*
Quite low	*	-	-	*	-
	1%	*-%*	*-%*	*4%*	*-%*
Neither low nor high	6	2	2	2	*
	21%	*28%*	*30%*	*20%*	*4%*
Quite high	11	3	1	6	1
	37%	*47%*	*20%*	*55%*	*13%*
Very high	10	-	2	2	6
	31%	*-%*	*31%*	*18%*	*83%*
Don't Know (DO NOT READ OUT)	2	2	*	-	-
	6%	*25%*	*1%*	*-%*	*-%*
NET: High	21	3	3	8	6
	68%	*47%*	*51%*	*74%*	*96%*
NET: Low	2	-	1	1	-
	6%	*-%*	*18%*	*6%*	*-%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 183 Page 3196

The quality of the postal services provided by Whistl (Previously known as TNT Post) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)

Base: All those who use Whistl (QV4=15)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	4	2	1	1	-	2	-	2	-	-	1
Weighted total	1	1	*	*	-	*	-	1	-	-	*
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	-	*	-	-	*	-	-	-	-	-
	12%	-%	*100%*	-%	-%	*48%*	-%	-%	-%	-%	-%
Very high	1	1	-	*	-	*	-	1	-	-	*
	88%	*100%*	-%	*100%*	-%	*52%*	-%	*100%*	-%	-%	*100%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	1	1	*	*	-	*	-	1	-	-	*
	100%	*100%*	*100%*	*100%*	-%	*100%*	-%	*100%*	-%	-%	*100%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

The quality of the postal services provided by Whistl (Previously known as TNT Post) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All those who use Whistl (QV4=15)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	4	-	-	-	-	-	1	1	-	-	2	1	-	1
Weighted total	1	-	-	-	-	-	*	*	-	-	*	*	-	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	-	-	-	-	-	-	*	-	-	*	-	-	-
	12%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	*48%*	-%	-%	-%
Very high	1	-	-	-	-	-	*	-	-	-	*	*	-	*
	88%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	*52%*	*100%*	-%	*100%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	1	-	-	-	-	-	*	*	-	-	*	*	-	*
	100%	-%	-%	-%	-%	-%	*100%*	*100%*	-%	-%	*100%*	*100%*	-%	*100%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 183 (continuation)

The quality of the postal services provided by Whistl (Previously known as TNT Post) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)

Base: All those who use Whistl (QV4=15)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	4	-	1	-	-	1	-	1	1	1	3	4	-
Weighted total	1	-	*	-	-	*	-	*	*	*	1	1	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	-	*	-	-	-	-	-	-	-	*	*	-
	12%	-%	*100%*	-%	-%	-%	-%	-%	-%	-%	*17%*	*12%*	-%
Very high	1	-	-	-	-	*	-	*	*	*	1	1	-
	88%	-%	-%	-%	-%	*100%*	-%	*100%*	*100%*	*100%*	*83%*	*88%*	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	1	-	*	-	-	*	-	*	*	*	1	1	-
	100%	-%	*100%*	-%	-%	*100%*	-%	*100%*	*100%*	*100%*	*100%*	*100%*	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The quality of the postal services provided by Whistl (Previously known as TNT Post) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All those who use Whistl (QV4=15)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	4	4	-	2	-	2
Weighted total	1	1	-	1	-	*
Very low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Quite high	*	*	-	-	-	*
	12%	*12%*	-%	-%	-%	*30%*
Very high	1	1	-	1	-	*
	88%	*88%*	-%	*100%*	-%	*70%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: High	1	1	-	1	-	*
	100%	*100%*	-%	*100%*	-%	*100%*
NET: Low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

The quality of the postal services provided by Whistl (Previously known as TNT Post) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All those who use Whistl (QV4=15)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	4	1	2	-	-	-	-	-	1	3	1	-	1	3
Weighted total	1	*	*	-	-	-	-	-	*	1	*	-	*	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	-	-	-	-	-	-	-	*	-	*	-	-	*
	12%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	*100%*	-%	-%	*23%*
Very high	1	*	*	-	-	-	-	-	-	1	-	-	*	*
	88%	*100%*	*100%*	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	*100%*	*77%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	1	*	*	-	-	-	-	-	*	1	*	-	*	1
	100%	*100%*	*100%*	-%	-%	-%	-%	-%	*100%*	*100%*	*100%*	-%	*100%*	*100%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The quality of the postal services provided by Whistl (Previously known as TNT Post) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All those who use Whistl (QV4=15)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	4	4	4	4	2	2	4	2	-	-	-	1	-	1
Weighted total	1	1	1	1	*	*	1	1	-	-	-	*	-	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	*	*	*	*	*	*	-	-	-	-	-	-	*
	12%	12%	12%	12%	30%	30%	12%	-%	-%	-%	-%	-%	-%	100%
Very high	1	1	1	1	*	*	1	1	-	-	-	*	-	-
	88%	88%	88%	88%	70%	70%	88%	100%	-%	-%	-%	100%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	1	1	1	1	*	*	1	1	-	-	-	*	-	*
	100%	100%	100%	100%	100%	100%	100%	100%	-%	-%	-%	100%	-%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The quality of the postal services provided by Whistl (Previously known as TNT Post) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All those who use Whistl (QV4=15)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	4	1	-	-	-	-	1	-	1	-	-	1	3	-
Weighted total	1	*	-	-	-	-	*	-	*	-	-	*	1	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	-	-	-	-	-	*	-	*	-	-	-	*	-
	12%	-%	-%	-%	-%	-%	100%	-%	100%	-%	-%	-%	23%	-%
Very high	1	*	-	-	-	-	-	-	-	-	-	*	*	-
	88%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	77%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	1	*	-	-	-	-	*	-	*	-	-	*	1	-
	100%	100%	-%	-%	-%	-%	100%	-%	100%	-%	-%	100%	100%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The quality of the postal services provided by Whistl (Previously known as TNT Post) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All those who use Whistl (QV4=15)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	4	-	-	1	1	-	1	1	-	-	4	-	4
Weighted total	1	-	-	*	*	-	*	*	-	-	1	-	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	-	-	-	*	-	-	*	-	-	*	-	*
	12%	-%	-%	-%	*100%*	-%	-%	*100%*	-%	-%	*12%*	-%	*12%*
Very high	1	-	-	*	-	-	*	-	-	-	1	-	1
	88%	-%	-%	*100%*	-%	-%	*100%*	-%	-%	-%	*88%*	-%	*88%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	1	-	-	*	*	-	*	*	-	-	1	-	1
	100%	-%	-%	*100%*	*100%*	-%	*100%*	*100%*	-%	-%	*100%*	-%	*100%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The quality of the postal services provided by Whistl (Previously known as TNT Post) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All those who use Whistl (QV4=15)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	4	1	1	1	2	1	1	2	4	1	-
Weighted total	1	*	*	*	*	*	*	*	1	*	-
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	*	-	-	*	*	-	*	*	*	-
	12%	*100%*	-%	-%	*48%*	*100%*	-%	*48%*	*12%*	*100%*	-%
Very high	1	-	*	*	*	-	*	*	1	-	-
	88%	-%	*100%*	*100%*	*52%*	-%	*100%*	*52%*	*88%*	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	1	*	*	*	*	*	*	*	1	*	-
	100%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The quality of the postal services provided by Whistl (Previously known as TNT Post) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All those who use Whistl (QV4=15)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	4	2	4	1	-	1	2	1	-	3	3	2	2	3	-
Weighted total	1	*	1	*	-	*	*	*	-	1	1	*	*	1	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	*	*	*	-	*	*	*	-	*	*	*	*	*	-
	12%	*48%*	*12%*	*100%*	-%	*100%*	*30%*	*100%*	-%	*23%*	*23%*	*30%*	*48%*	*23%*	-%
Very high	1	*	1	-	-	-	*	-	-	*	*	*	*	*	-
	88%	*52%*	*88%*	-%	-%	-%	*70%*	-%	-%	*77%*	*77%*	*70%*	*52%*	*77%*	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	1	*	1	*	-	*	*	*	-	1	1	*	*	1	-
	100%	*100%*	*100%*	*100%*	-%	*100%*	*100%*	*100%*	-%	*100%*	*100%*	*100%*	*100%*	*100%*	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The quality of the postal services provided by Whistl (Previously known as TNT Post) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All those who use Whistl (QV4=15)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	4	-	1	1	-	-	2	3	1	-	-	-
Weighted total	1	-	*	*	-	-	*	1	*	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	-	-	*	-	-	*	*	-	-	-	-
	12%	-%	-%	*100%*	-%	-%	*48%*	*23%*	-%	-%	-%	-%
Very high	1	-	*	-	-	-	*	*	*	-	-	-
	88%	-%	*100%*	-%	-%	-%	*52%*	*77%*	*100%*	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	1	-	*	*	-	-	*	1	*	-	-	-
	100%	-%	*100%*	*100%*	-%	-%	*100%*	*100%*	*100%*	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

The quality of the postal services provided by Whistl (Previously known as TNT Post) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All those who use Whistl (QV4=15)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	4	4	4	4	3	4	1	3	1	-	3	-	2	1
Weighted total	1	1	1	1	1	1	*	1	*	-	1	-	*	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	*	*	*	*	*	*	*	*	-	*	-	*	-
	12%	*12%*	*12%*	*12%*	*17%*	*12%*	*100%*	*14%*	*100%*	-%	*23%*	-%	*30%*	-%
Very high	1	1	1	1	1	1	-	1	-	-	*	-	*	*
	88%	*88%*	*88%*	*88%*	*83%*	*88%*	-%	*86%*	-%	-%	*77%*	-%	*70%*	*100%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	1	1	1	1	1	1	*	1	*	-	1	-	*	*
	100%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	-%	*100%*	-%	*100%*	*100%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The quality of the postal services provided by Whistl (Previously known as TNT Post) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All those who use Whistl (QV4=15)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	4	4	-	-	4	1	2	1	1	1	2	3	1
Weighted total	1	1	-	-	1	*	1	*	*	*	1	1	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	*	-	-	*	*	-	-	*	-	-	*	-
	12%	*12%*	-%	-%	*12%*	*100%*	-%	-%	*100%*	-%	-%	*17%*	-%
Very high	1	1	-	-	1	-	1	*	-	*	1	1	*
	88%	*88%*	-%	-%	*88%*	-%	*100%*	*100%*	-%	*100%*	*100%*	*83%*	*100%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	1	1	-	-	1	*	1	*	*	*	1	1	*
	100%	*100%*	-%	-%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The quality of the postal services provided by Whistl (Previously known as TNT Post) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All those who use Whistl (QV4=15)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	4	-	-	-	-	-	-	-	-	-	-	-	-
Weighted total	1	-	-	-	-	-	-	-	-	-	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	-	-	-	-	-	-	-	-	-	-	-	-
	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	1	-	-	-	-	-	-	-	-	-	-	-	-
	88%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	1	-	-	-	-	-	-	-	-	-	-	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

The quality of the postal services provided by Whistl (Previously known as TNT Post) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All those who use Whistl (QV4=15)

	Total base	Month			Quarter		
		Jan' 2018	Jun' 2018	Jul' 2018	Q1 2018	Q2 2018	Q3 2018
Significance Level: 95%		***a**	***b**	***c**	***a**	***b**	***c**
Unweighted total	**4**	2	1	1	2	1	1
Weighted total	**1**	1	*	*	1	*	*
Very low	**-**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**-**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Quite high	*	*	-	-	*	-	-
	12%	*21%*	*-%*	*-%*	*21%*	*-%*	*-%*
Very high	**1**	*	*	*	*	*	*
	88%	*79%*	*100%*	*100%*	*79%*	*100%*	*100%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: High	**1**	1	*	*	1	*	*
	100%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*
NET: Low	**-**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 184 Page 3211

The price of the postal services provided by Whistl (Previously known as TNT Post) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)

Base: All those who use Whistl (QV4=15)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	4	2	1	1	-	2	-	2	-	-	1
Weighted total	1	1	*	*	-	*	-	1	-	-	*
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	*	*	-	-	-	-	-	*	-	-	-
	47%	63%	-%	-%	-%	-%	-%	63%	-%	-%	-%
Quite high	*	-	*	-	-	*	-	-	-	-	-
	12%	-%	100%	-%	-%	48%	-%	-%	-%	-%	-%
Very high	*	*	-	*	-	*	-	*	-	-	*
	41%	37%	-%	100%	-%	52%	-%	37%	-%	-%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	1	*	*	*	-	*	-	*	-	-	*
	53%	37%	100%	100%	-%	100%	-%	37%	-%	-%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 184 (continuation)

The price of the postal services provided by Whistl (Previously known as TNT Post) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)

Base: All those who use Whistl (QV4=15)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	4	-	-	-	-	-	1	1	-	-	2	1	-	1
Weighted total	1	-	-	-	-	-	*	*	-	-	*	*	-	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	47%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%
Quite high	*	-	-	-	-	-	-	*	-	-	*	-	-	-
	12%	-%	-%	-%	-%	-%	-%	100%	-%	-%	48%	-%	-%	-%
Very high	*	-	-	-	-	-	*	-	-	-	*	*	-	-
	41%	-%	-%	-%	-%	-%	100%	-%	-%	-%	52%	100%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	1	-	-	-	-	-	*	*	-	-	*	*	-	-
	53%	-%	-%	-%	-%	-%	100%	100%	-%	-%	100%	100%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 184 (continuation)

The price of the postal services provided by Whistl (Previously known as TNT Post) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)

Base: All those who use Whistl (QV4=15)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	4	-	1	-	-	1	-	1	1	1	3	4	-
Weighted total	1	-	*	-	-	*	-	*	*	*	1	1	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	*	-	-	-	-	-	-	*	-	-	*	*	-
	47%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	*65%*	*47%*	-%
Quite high	*	-	*	-	-	-	-	-	-	-	*	*	-
	12%	-%	*100%*	-%	-%	-%	-%	-%	-%	-%	*17%*	*12%*	-%
Very high	*	-	-	-	-	*	-	-	*	*	*	*	-
	41%	-%	-%	-%	-%	*100%*	-%	-%	*100%*	*100%*	*18%*	*41%*	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	1	-	*	-	-	*	-	-	*	*	*	1	-
	53%	-%	*100%*	-%	-%	*100%*	-%	-%	*100%*	*100%*	*35%*	*53%*	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The price of the postal services provided by Whistl (Previously known as TNT Post) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All those who use Whistl (QV4=15)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	4	4	-	2	-	2
Weighted total	1	1	-	1	-	*
Very low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither low nor high	*	*	-	*	-	-
	47%	47%	-%	78%	-%	-%
Quite high	*	*	-	-	-	*
	12%	12%	-%	-%	-%	30%
Very high	*	*	-	*	-	*
	41%	41%	-%	22%	-%	70%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: High	1	1	-	*	-	*
	53%	53%	-%	22%	-%	100%
NET: Low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

The price of the postal services provided by Whistl (Previously known as TNT Post) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All those who use Whistl (QV4=15)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	4	1	2	-	-	-	-	-	1	3	1	-	1	3
Weighted total	1	*	*	-	-	-	-	-	*	1	*	-	*	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	47%	*100%*	-%	-%	-%	-%	-%	-%	-%	*53%*	-%	-%	*100%*	-%
Quite high	*	-	-	-	-	-	-	-	*	-	*	-	-	*
	12%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	*100%*	-%	-%	*23%*
Very high	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	41%	-%	*100%*	-%	-%	-%	-%	-%	-%	*47%*	-%	-%	-%	*77%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	1	-	*	-	-	-	-	-	*	*	*	-	-	1
	53%	-%	*100%*	-%	-%	-%	-%	-%	*100%*	*47%*	*100%*	-%	-%	*100%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The price of the postal services provided by Whistl (Previously known as TNT Post) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All those who use Whistl (QV4=15)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	4	4	4	4	2	2	4	2	-	-	-	1	-	1
Weighted total	1	1	1	1	*	*	1	1	-	-	-	*	-	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	*	*	*	*	-	-	*	*	-	-	-	-	-	-
	47%	*47%*	*47%*	*47%*	-%	-%	*47%*	*78%*	-%	-%	-%	-%	-%	-%
Quite high	*	*	*	*	*	*	*	-	-	-	-	-	-	*
	12%	*12%*	*12%*	*12%*	*30%*	*30%*	*12%*	-%	-%	-%	-%	-%	-%	*100%*
Very high	*	*	*	*	*	*	*	*	-	-	-	*	-	-
	41%	*41%*	*41%*	*41%*	*70%*	*70%*	*41%*	*22%*	-%	-%	-%	*100%*	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	1	1	1	1	*	*	1	*	-	-	-	*	-	*
	53%	*53%*	*53%*	*53%*	*100%*	*100%*	*53%*	*22%*	-%	-%	-%	*100%*	-%	*100%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The price of the postal services provided by Whistl (Previously known as TNT Post) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All those who use Whistl (QV4=15)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	4	1	-	-	-	-	1	-	1	-	-	1	3	-
Weighted total	1	*	-	-	-	-	*	-	*	-	-	*	1	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	47%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%
Quite high	*	-	-	-	-	-	*	-	*	-	-	-	*	-
	12%	-%	-%	-%	-%	-%	100%	-%	100%	-%	-%	-%	23%	-%
Very high	*	*	-	-	-	-	-	-	-	-	-	-	*	-
	41%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	77%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	1	*	-	-	-	-	*	-	*	-	-	-	1	-
	53%	100%	-%	-%	-%	-%	100%	-%	100%	-%	-%	-%	100%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The price of the postal services provided by Whistl (Previously known as TNT Post) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All those who use Whistl (QV4=15)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	4	-	-	1	1	-	1	1	-	-	4	-	4
Weighted total	1	-	-	*	*	-	*	*	-	-	1	-	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	*	-	-	-	-	-	-	-	-	-	*	-	*
	47%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*47%*	-%	*47%*
Quite high	*	-	-	-	*	-	-	*	-	-	*	-	*
	12%	-%	-%	-%	*100%*	-%	-%	*100%*	-%	-%	*12%*	-%	*12%*
Very high	*	-	-	*	-	-	*	-	-	-	*	-	*
	41%	-%	-%	*100%*	-%	-%	*100%*	-%	-%	-%	*41%*	-%	*41%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	1	-	-	*	*	-	*	*	-	-	1	-	1
	53%	-%	-%	*100%*	*100%*	-%	*100%*	*100%*	-%	-%	*53%*	-%	*53%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The price of the postal services provided by Whistl (Previously known as TNT Post) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All those who use Whistl (QV4=15)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	4	1	1	1	2	1	1	2	4	1	-
Weighted total	1	*	*	*	*	*	*	*	1	*	-
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	*	-	-	-	-	-	-	-	*	-	-
	47%	-%	-%	-%	-%	-%	-%	-%	47%	-%	-%
Quite high	*	*	-	-	*	*	-	*	*	*	-
	12%	100%	-%	-%	48%	100%	-%	48%	12%	100%	-%
Very high	*	-	*	*	*	-	*	*	*	-	-
	41%	-%	100%	100%	52%	-%	100%	52%	41%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	1	*	*	*	*	*	*	*	1	*	-
	53%	100%	100%	100%	100%	100%	100%	100%	53%	100%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The price of the postal services provided by Whistl (Previously known as TNT Post) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)

Base: All those who use Whistl (QV4=15)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	4	2	4	1	-	1	2	1	-	3	3	2	2	3	-
Weighted total	1	*	1	*	-	*	*	*	-	1	1	*	*	1	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	47%	-%	*47%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	*	*	*	-	*	*	*	-	*	*	*	*	*	-
	12%	*48%*	*12%*	*100%*	-%	*100%*	*30%*	*100%*	-%	*23%*	*23%*	*30%*	*48%*	*23%*	-%
Very high	*	*	*	-	-	-	*	-	-	*	*	*	*	*	-
	41%	*52%*	*41%*	-%	-%	-%	*70%*	-%	-%	*77%*	*77%*	*70%*	*52%*	*77%*	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	1	*	1	*	-	*	*	*	-	1	1	*	*	1	-
	53%	*100%*	*53%*	*100%*	-%	*100%*	*100%*	*100%*	-%	*100%*	*100%*	*100%*	*100%*	*100%*	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 184 (continuation)

The price of the postal services provided by Whistl (Previously known as TNT Post) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)

Base: All those who use Whistl (QV4=15)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	4	-	1	1	-	-	2	3	1	-	-	-
Weighted total	1	-	*	*	-	-	*	1	*	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	*	-	-	-	-	-	-	-	-	-	-	-
	47%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	-	-	*	-	-	*	*	-	-	-	-
	12%	-%	-%	100%	-%	-%	48%	23%	-%	-%	-%	-%
Very high	*	-	*	-	-	-	*	*	*	-	-	-
	41%	-%	100%	-%	-%	-%	52%	77%	100%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	1	-	*	*	-	-	*	1	*	-	-	-
	53%	-%	100%	100%	-%	-%	100%	100%	100%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 184 (continuation)

The price of the postal services provided by Whistl (Previously known as TNT Post) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)

Base: All those who use Whistl (QV4=15)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	4	4	4	4	3	4	1	3	1	-	3	-	2	1
Weighted total	1	1	1	1	1	1	*	1	*	-	1	-	*	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	*	*	*	*	*	*	-	*	-	-	-	-	-	-
	47%	47%	47%	47%	65%	47%	-%	54%	-%	-%	-%	-%	-%	-%
Quite high	*	*	*	*	*	*	*	*	*	-	*	-	*	-
	12%	12%	12%	12%	17%	12%	100%	14%	100%	-%	23%	-%	30%	-%
Very high	*	*	*	*	*	*	-	*	-	-	*	-	*	*
	41%	41%	41%	41%	18%	41%	-%	32%	-%	-%	77%	-%	70%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	1	1	1	1	*	1	*	*	*	-	1	-	*	*
	53%	53%	53%	53%	35%	53%	100%	46%	100%	-%	100%	-%	100%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The price of the postal services provided by Whistl (Previously known as TNT Post) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All those who use Whistl (QV4=15)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	4	4	-	-	4	1	2	1	1	1	2	3	1
Weighted total	1	1	-	-	1	*	1	*	*	*	1	1	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	*	*	-	-	*	-	*	-	-	-	*	*	-
	47%	*47%*	-%	-%	*47%*	-%	*63%*	-%	-%	-%	*63%*	*65%*	-%
Quite high	*	*	-	-	*	*	-	-	*	-	-	*	-
	12%	*12%*	-%	-%	*12%*	*100%*	-%	-%	*100%*	-%	-%	*17%*	-%
Very high	*	*	-	-	*	-	*	*	-	*	*	*	*
	41%	*41%*	-%	-%	*41%*	-%	*37%*	*100%*	-%	*100%*	*37%*	*18%*	*100%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	1	1	-	-	1	*	*	*	*	*	*	*	*
	53%	*53%*	-%	-%	*53%*	*100%*	*37%*	*100%*	*100%*	*100%*	*37%*	*35%*	*100%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The price of the postal services provided by Whistl (Previously known as TNT Post) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All those who use Whistl (QV4=15)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	4	-	-	-	-	-	-	-	-	-	-	-	-
Weighted total	1	-	-	-	-	-	-	-	-	-	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	*	-	-	-	-	-	-	-	-	-	-	-	-
	47%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	-	-	-	-	-	-	-	-	-	-	-	-
	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	*	-	-	-	-	-	-	-	-	-	-	-	-
	41%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	1	-	-	-	-	-	-	-	-	-	-	-	-
	53%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

The price of the postal services provided by Whistl (Previously known as TNT Post) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)
Base: All those who use Whistl (QV4=15)

	Total base	Month			Quarter		
		Jan' 2018	Jun' 2018	Jul' 2018	Q1 2018	Q2 2018	Q3 2018
Significance Level: 95%		*a	*b	*c	*a	*b	*c
Unweighted total	4	2	1	1	2	1	1
Weighted total	1	1	*	*	1	*	*
Very low	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	*	*	-	-	*	-	-
	47%	*79%*	-%	-%	*79%*	-%	-%
Quite high	*	*	-	-	*	-	-
	12%	*21%*	-%	-%	*21%*	-%	-%
Very high	*	-	*	*	-	*	*
	41%	-%	*100%*	*100%*	-%	*100%*	*100%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: High	1	*	*	*	*	*	*
	53%	*21%*	*100%*	*100%*	*21%*	*100%*	*100%*
NET: Low	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 185 Page 3226

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All those who use Other (1st) (QV4=98)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	***c**	***d**	e	a	b	***c**	***d**	***e**
Unweighted total	**236**	161	44	24	7	75	56	44	25	5	23
Weighted total	**209**	200	5	3	1	8	64	48	20	2	7
Very low	**2**	2	-	-	-	-	2	-	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*
Quite low	*	*	-	*	-	*	*	-	-	-	-
	****%***	**%*	*-%*	*5%*	*-%*	*2%*	**%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**22**	21	1	1	-	1	6	3	*	2	2
	11%	*10%*	*14%*	*22%*	*-%*	*15%*	*9%*	*7%*	*2%*	*79%*	*28%*
Quite high	**60**	58	2	1	*	3	16	14	3	*	2
	29%	*29%*	*33%*	*28%*	*38%*	*32%*	*25%*	*30%*	*17%*	*10%*	*31%*
Very high	**121**	117	3	1	1	4	38	30	15	*	3
	58%	*58%*	*52%*	*44%*	*62%*	*51%*	*60%*	*63%*	*76%*	*11%*	*41%*
Don't Know (DO NOT READ OUT)	**3**	3	-	-	-	-	2	-	1	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*5%*	*-%*	*-%*
NET: High	**182**	175	4	2	1	7	54	44	18	*	5
	87%	*87%*	*86%*	*72%*	*100%*	*83%*	*85%*	*93%*	*92%*	*21%*	*72%*
NET: Low	**2**	2	-	*	-	*	2	-	-	-	-
	1%	*1%*	*-%*	*5%*	*-%*	*2%*	*3%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	*h	*i	j	*k	l	*m
Unweighted total	236	23	5	33	3	15	33	17	18	9	156	25	31	24
Weighted total	209	29	3	30	3	15	44	24	25	13	185	7	11	6
Very low	2	-	-	-	2	-	-	-	-	-	2	-	-	-
	1%	-%	-%	-%	63%	-%	-%	-%	-%	-%	1%	-%	-%	-%
Quite low	*	-	-	-	*	-	-	-	-	-	*	-	*	-
	*%	-%	-%	-%	5%	-%	-%	-%	-%	-%	*%	-%	3%	-%
Neither low nor high	22	1	2	4	1	*	6	5	2	*	20	*	*	1
	11%	4%	55%	12%	32%	1%	13%	20%	8%	1%	11%	3%	5%	22%
Quite high	60	9	1	12	-	5	10	6	8	3	54	2	3	2
	29%	32%	36%	40%	-%	31%	24%	23%	33%	22%	29%	22%	29%	34%
Very high	121	19	*	13	-	10	28	12	15	10	107	5	7	2
	58%	65%	10%	42%	-%	68%	63%	52%	60%	77%	58%	75%	64%	44%
Don't Know (DO NOT READ OUT)	3	-	-	2	-	-	-	1	-	-	3	-	-	-
	1%	-%	-%	6%	-%	-%	-%	4%	-%	-%	2%	-%	-%	-%
NET: High	182	28	2	25	-	15	38	18	23	12	160	7	10	4
	87%	96%	45%	82%	-%	99%	87%	75%	92%	99%	87%	97%	93%	78%
NET: Low	2	-	-	-	2	-	-	-	-	-	2	-	*	-
	1%	-%	-%	-%	68%	-%	-%	-%	-%	-%	1%	-%	3%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted total	236	3	39	6	16	88	10	8	65	175	61	203	33
Weighted total	209	1	34	2	11	82	5	6	66	163	46	181	28
Very low	2	-	-	-	-	2	-	-	-	-	2	2	-
	1%	-%	-%	-%	-%	*2%*	-%	-%	-%	-%	*4%* a	*1%*	-%
Quite low	*	-	-	-	-	*	-	-	*	*	-	*	-
	**%*	-%	-%	-%	-%	**%*	-%	-%	**%*	**%*	-%	**%*	-%
Neither low nor high	22	1	5	-	*	11	2	*	4	17	5	22	-
	11%	*67%*	*14%*	-%	*1%*	*13%*	*35%*	*2%*	*6%*	*11%*	*10%*	*12%* b	-%
Quite high	60	-	10	*	5	21	2	3	17	50	11	52	8
	29%	-%	*28%*	*14%*	*46%*	*26%*	*45%*	*53%*	*26%*	*31%*	*23%*	*29%*	*30%*
Very high	121	*	18	2	6	47	1	3	45	93	28	104	17
	58%	*33%*	*53%*	*86%*	*53%*	*57%*	*20%*	*46%*	*68%*	*57%*	*60%*	*57%*	*63%*
Don't Know (DO NOT READ OUT)	3	-	2	-	-	1	-	-	-	2	1	1	2
	1%	-%	*5%*	-%	-%	*1%*	-%	-%	-%	*1%*	*2%*	*1%*	*7%* a
NET: High	182	*	27	2	11	68	3	6	62	143	39	156	26
	87%	*33%*	*81%*	*100%*	*99%*	*83%*	*65%*	*98%*	*94%*	*88%*	*84%*	*86%*	*93%*
NET: Low	2	-	-	-	-	2	-	-	*	*	2	2	-
	1%	-%	-%	-%	-%	*3%*	-%	-%	**%*	**%*	*4%* a	*1%*	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**236**	225	11	112	30	90
Weighted total	**209**	196	13	103	23	78
Very low	**2**	-	2	-	-	-
	1%	*-%*	*14%*	*-%*	*-%*	*-%*
Quite low	*	*	-	-	-	*
	****%***	**%*	*-%*	*-%*	*-%*	*1%*
Neither low nor high	**22**	20	2	10	4	6
	11%	*10%*	*15%*	*10%*	*17%*	*7%*
Quite high	**60**	57	3	31	7	22
	29%	*29%*	*27%*	*30%*	*33%*	*28%*
Very high	**121**	116	6	60	11	48
	58%	*59%*	*44%*	*58%*	*50%*	*62%*
Don't Know (DO NOT READ OUT)	**3**	3	-	2	-	1
	1%	*1%*	*-%*	*2%*	*-%*	*1%*
NET: High	**182**	173	9	91	19	70
	87%	*88%*	*71%*	*88%*	*83%*	*91%*
NET: Low	**2**	*	2	-	-	*
	1%	**%*	*14%*	*-%*	*-%*	*1%*

Columns Tested: a,b - a,b,c

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	**236**	125	84	19	4	1	3	-	-	209	27	45	80	111
Weighted total	**209**	127	69	10	2	*	1	-	-	195	13	47	80	82
Very low	**2**	2	-	-	-	-	-	-	-	2	-	2	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*4%* c	*-%*	*-%*
Quite low	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	****%***	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*1%*
Neither low nor high	**22**	14	7	*	*	-	*	-	-	21	1	8	7	8
	11%	*11%*	*11%*	*2%*	*3%*	*-%*	*41%*	*-%*	*-%*	*11%*	*4%*	*16%*	*8%*	*9%*
Quite high	**60**	37	21	2	-	-	*	-	-	58	3	11	26	24
	29%	*29%*	*31%*	*22%*	*-%*	*-%*	*59%*	*-%*	*-%*	*30%*	*20%*	*23%*	*32%*	*29%*
Very high	**121**	74	37	8	2	*	-	-	-	111	10	27	48	47
	58%	*59%*	*54%*	*76%*	*97%*	*100%*	*-%*	*-%*	*-%*	*57%*	*77%*	*57%*	*60%*	*57%*
Don't Know (DO NOT READ OUT)	**3**	-	3	-	-	-	-	-	-	3	-	-	-	3
	1%	*-%*	*4%* a	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*4%*
NET: High	**182**	111	58	10	2	*	*	-	-	169	13	37	73	71
	87%	*87%*	*85%*	*98%*	*97%*	*100%*	*59%*	*-%*	*-%*	*86%*	*96%*	*80%*	*92%*	*87%*
NET: Low	**2**	2	*	-	-	-	-	-	-	2	-	2	-	*
	1%	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*4%*	*-%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**236**	141	112	154	150	82	165	129	11	7	4	-	3	-
Weighted total	**209**	107	83	119	122	57	133	110	1	5	1	-	2	-
Very low	**2**	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	*	*	*	*	*	-	*	*	-	-	-	-	-	-
	%	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**22**	8	5	8	12	6	14	7	1	1	-	-	-	-
	11%	*7%*	*6%*	*7%*	*10%*	*11%*	*11%*	*6%*	*46%*	*13%*	*-%*	*-%*	*-%*	*-%*
Quite high	**60**	34	22	37	37	18	40	36	-	*	1	-	*	-
	29%	*32%*	*27%*	*31%*	*30%*	*31%*	*30%*	*33%*	*-%*	*1%*	*52%*	*-%*	*6%*	*-%*
Very high	**121**	62	54	72	70	30	77	64	1	4	1	-	2	-
	58%	*58%*	*65%*	*60%*	*57%*	*52%*	*58%*	*58%*	*54%*	*86%*	*48%*	*-%*	*94%*	*-%*
Don't Know (DO NOT READ OUT)	**3**	3	1	3	3	3	1	3	-	-	-	-	-	-
	1%	*3%*	*1%*	*2%*	*2%*	*5%* f	*1%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**182**	96	77	109	107	48	117	100	1	4	1	-	2	-
	87%	*90%*	*92%*	*91%*	*88%*	*84%*	*88%*	*91%*	*54%*	*87%*	*100%*	*-%*	*100%*	*-%*
NET: Low	**2**	*	*	*	*	-	*	*	-	-	-	-	-	-
	1%	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**236**	132	10	4	3	-	1	-	1	35	40	38	41	-
Weighted total	**209**	110	5	3	4	-	*	-	*	32	29	38	20	-
Very low	**2**	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	*	*	-	-	-	-	-	-	-	-	-	-	*	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*
Neither low nor high	**22**	12	*	-	-	-	-	-	-	3	2	2	1	-
	11%	*11%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*11%*	*7%*	*5%*	*3%*	*-%*
Quite high	**60**	33	3	*	-	-	*	-	*	11	12	9	5	-
	29%	*31%*	*51%*	*9%*	*-%*	*-%*	*100%*	*-%*	*100%*	*33%*	*40%*	*24%*	*26%*	*-%*
Very high	**121**	63	2	3	2	-	-	-	-	18	14	27	13	-
	58%	*58%*	*42%*	*91%*	*51%*	*-%*	*-%*	*-%*	*-%*	*56%*	*47%*	*71%* b	*65%*	*-%*
Don't Know (DO NOT READ OUT)	**3**	1	-	-	2	-	-	-	-	-	2	-	1	-
	1%	*1%*	*-%*	*-%*	*49%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*-%*	*5%*	*-%*
NET: High	**182**	97	5	3	2	-	*	-	*	29	25	36	18	-
	87%	*88%*	*94%*	*100%*	*51%*	*-%*	*100%*	*-%*	*100%*	*89%*	*87%*	*95%*	*91%*	*-%*
NET: Low	**2**	*	-	-	-	-	-	-	-	-	-	-	*	-
	1%	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	*c	a	b	a	b
Unweighted total	**236**	33	31	43	39	4	120	8	22	94	141	116	38
Weighted total	**209**	25	26	42	26	3	105	3	14	83	124	93	26
Very low	**2**	-	-	-	-	-	-	-	-	2	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*
Quite low	*	-	*	-	-	-	-	-	*	*	*	*	-
	%	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*%*	*%*	*%*	*-%*
Neither low nor high	**22**	2	*	6	2	2	12	*	*	6	16	4	4
	11%	*8%*	*1%*	*15%* b	*6%*	*73%*	*11%*	*4%*	*1%*	*7%*	*13%*	*4%*	*16%* a
Quite high	**60**	11	11	7	8	1	33	*	3	27	33	30	7
	29%	*42%* c	*42%* c	*15%*	*31%*	*27%*	*31%*	*11%*	*25%*	*32%*	*26%*	*32%*	*28%*
Very high	**121**	13	13	29	15	-	58	2	10	46	76	57	14
	58%	*50%*	*50%*	*69%*	*59%*	*-%*	*55%*	*85%*	*74%*	*55%*	*61%*	*61%*	*56%*
Don't Know (DO NOT READ OUT)	**3**	-	2	-	1	-	3	-	-	3	-	3	-
	1%	*-%*	*7%*	*-%*	*4%*	*-%*	*3%*	*-%*	*-%*	*3%* b	*-%*	*3%*	*-%*
NET: High	**182**	23	24	36	23	1	91	3	14	72	108	87	22
	87%	*92%*	*92%*	*85%*	*90%*	*27%*	*86%*	*96%*	*98%*	*87%*	*87%*	*93%*	*84%*
NET: Low	**2**	-	*	-	-	-	-	-	*	2	*	*	-
	1%	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*	*%*	*%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	236	38	85	108	20	37	113	55	127	32	1
Weighted total	209	30	69	89	10	28	94	38	95	15	2
Very low	2	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	*	*	-	-	*	*	*	*	-
	**%*	-%	*%	*%	-%	-%	*%	*%	*%	*1%*	-%
Neither low nor high	22	1	7	4	*	1	11	1	8	1	-
	11%	*4%*	*10%*	*4%*	*1%*	*5%*	*12%*	*3%*	*8%*	*7%*	-%
Quite high	60	15	17	30	1	12	25	18	28	7	2
	29%	*51%* b	*25%*	*33%*	*6%*	*42%*	*27%*	*47%* b	*29%*	*45%*	*100%*
Very high	121	13	43	53	9	14	56	19	57	7	-
	58%	*42%*	*63%* a	*59%*	*93%*	*50%*	*60%*	*50%*	*59%*	*48%*	-%
Don't Know (DO NOT READ OUT)	3	1	2	3	-	1	2	-	3	-	-
	1%	*4%*	*3%*	*3%*	-%	*4%*	*2%*	-%	*3%*	-%	-%
NET: High	182	28	60	82	10	26	81	37	85	14	2
	87%	*92%*	*87%*	*93%*	*99%*	*92%*	*86%*	*97%*	*89%*	*93%*	*100%*
NET: Low	2	-	*	*	-	-	*	*	*	*	-
	1%	-%	*%	*%	-%	-%	*%	*%	*%	*1%*	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	236	49	97	28	-	116	88	37	3	112	89	77	91	85	4
Weighted total	209	32	70	10	-	94	66	29	4	89	69	57	69	63	1
Very low	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	*	*	-	*	*	-	-	*	*	*	*	-	-
	*%	*%	*%	1%	-%	*%	*%	-%	-%	*%	*%	*%	*%	-%	-%
Neither low nor high	22	1	5	1	-	10	5	1	-	3	1	1	1	3	-
	11%	3%	7%	5%	-%	11%	8%	4%	-%	4%	1%	3%	1%	5%	-%
Quite high	60	13	18	3	-	31	22	7	2	28	19	22	24	21	*
	29%	40%	25%	25%	-%	33%	33%	26%	49%	32%	28%	39%	35%	34%	12%
Very high	121	18	46	7	-	53	36	20	2	54	48	30	43	36	1
	58%	57%	66%	69%	-%	56%	54%	70%	51%	61%	69% c	53%	63%	56%	88%
Don't Know (DO NOT READ OUT)	3	-	1	-	-	-	3	-	-	3	1	3	1	3	-
	1%	-%	2%	-%	-%	-%	4% a	-%	-%	3%	2%	5%	2%	5%	-%
NET: High	182	31	64	10	-	84	58	28	4	83	67	52	67	57	1
	87%	97%	91%	93%	-%	89%	87%	96%	100%	93%	97%	92%	97%	90%	100%
NET: Low	2	*	*	*	-	*	*	-	-	*	*	*	*	-	-
	1%	*%	*%	1%	-%	*%	*%	-%	-%	*%	*%	*%	*%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	**236**	61	44	65	21	15	92	80	6	2	7	5
Weighted total	**209**	43	30	42	15	7	69	60	6	*	7	5
Very low	**2**	-	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	*	*	-	*	-	-	*	-	-	-	-	-
	%	*%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**22**	1	*	1	-	1	2	3	*	-	-	-
	11%	*3%*	*1%*	*2%*	*-%*	*14%*	*3%*	*5%*	*2%*	*-%*	*-%*	*-%*
Quite high	**60**	10	9	14	2	2	21	22	3	*	*	2
	29%	*23%*	*28%*	*34%*	*15%*	*24%*	*31%*	*37%*	*50%*	*26%*	*7%*	*32%*
Very high	**121**	31	18	27	13	5	43	32	3	*	7	3
	58%	*72%*	*61%*	*64%*	*85%*	*62%*	*62%*	*53%*	*48%*	*74%*	*93%*	*68%*
Don't Know (DO NOT READ OUT)	**3**	1	3	-	-	-	3	3	-	-	-	-
	1%	*2%*	*10%* c	*-%*	*-%*	*-%*	*4%*	*5%*	*-%*	*-%*	*-%*	*-%*
NET: High	**182**	40	27	41	15	6	65	54	6	*	7	5
	87%	*94%*	*89%*	*98%*	*100%*	*86%*	*93%*	*90%*	*98%*	*100%*	*100%*	*100%*
NET: Low	**2**	*	-	*	-	-	*	-	-	-	-	-
	1%	*%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**236**	211	181	215	205	229	161	216	76	3	141	5	34	125
Weighted total	**209**	179	147	184	174	204	142	186	53	4	120	3	33	101
Very low	**2**	2	-	2	2	2	-	2	-	-	2	-	-	2
	1%	*1%*	*-%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*-%*	*2%*	*-%*	*-%*	*2%*
Quite low	*	*	*	*	*	*	*	*	*	-	*	-	*	*
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	**%*	**%*
Neither low nor high	**22**	20	13	22	18	22	15	22	3	-	10	-	2	8
	11%	*11%*	*9%*	*12%*	*11%*	*11%*	*10%*	*12%*	*5%*	*-%*	*8%*	*-%*	*6%*	*8%*
Quite high	**60**	52	49	52	45	59	41	53	18	*	35	1	11	27
	29%	*29%*	*33%*	*28%*	*26%*	*29%*	*29%*	*29%*	*34%*	*4%*	*29%*	*32%*	*34%*	*27%*
Very high	**121**	102	83	105	106	118	85	105	32	4	70	2	19	60
	58%	*57%*	*56%*	*57%*	*61%*	*58%*	*60%*	*57%*	*61%*	*96%*	*58%*	*68%*	*59%*	*60%*
Don't Know (DO NOT READ OUT)	**3**	3	3	3	3	3	1	3	-	-	3	-	-	3
	1%	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*-%*	*-%*	*2%*	*-%*	*-%*	*3%*
NET: High	**182**	154	132	157	151	177	126	158	50	4	105	3	30	88
	87%	*86%*	*89%*	*85%*	*87%*	*87%*	*88%*	*85%*	*95%* b	*100%*	*88%*	*100%*	*93%*	*87%*
NET: Low	**2**	2	*	2	2	2	*	2	*	-	2	-	*	2
	1%	*1%*	**%*	*1%*	*1%*	*1%*	**%*	*1%*	**%*	*-%*	*2%*	*-%*	**%*	*2%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	***b**	a	b	a	b	c	a	b	c	a	b
Unweighted total	**236**	197	10	53	183	57	148	30	98	31	102	124	112
Weighted total	**209**	170	10	47	162	45	140	23	85	31	90	106	102
Very low	**2**	-	2	-	2	-	-	2	2	-	-	2	-
	1%	*-%*	*18%*	*-%*	*1%*	*-%*	*-%*	*8%* **ab**	*2%*	*-%*	*-%*	*2%*	*-%*
Quite low	*	*	*	*	-	*	-	-	*	-	-	*	-
	****%***	**%*	*1%*	*1%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*
Neither low nor high	**22**	6	4	13	8	5	16	1	6	8	7	15	7
	11%	*4%*	*38%*	*29%* b	*5%*	*11%*	*12%*	*3%*	*7%*	*27%* **ac**	*8%*	*14%*	*7%*
Quite high	**60**	51	1	18	42	7	49	3	18	12	29	27	33
	29%	*30%*	*9%*	*39%*	*26%*	*17%*	*35%* **ac**	*13%*	*21%*	*39%* a	*32%*	*26%*	*32%*
Very high	**121**	110	3	15	106	31	73	17	58	11	51	62	60
	58%	*65%*	*34%*	*31%*	*66%* a	*69%* b	*52%*	*76%* b	*69%* b	*34%*	*57%* b	*58%*	*58%*
Don't Know (DO NOT READ OUT)	**3**	3	-	-	3	1	2	-	-	-	3	-	3
	1%	*2%*	*-%*	*-%*	*2%*	*2%*	*1%*	*-%*	*-%*	*-%*	*3%*	*-%*	*3%*
NET: High	**182**	161	4	33	148	38	122	20	76	23	80	89	93
	87%	*94%*	*43%*	*71%*	*92%* a	*85%*	*87%*	*89%*	*90%* b	*73%*	*89%* b	*84%*	*91%*
NET: Low	**2**	*	2	*	2	*	-	2	2	-	-	2	-
	1%	**%*	*20%*	*1%*	*1%*	*1%*	*-%*	*8%* b	*3%*	*-%*	*-%*	*2%*	*-%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	236	31	8	23	12	16	8	16	10	11	21	4	11
Weighted total	209	13	3	9	4	5	3	6	5	7	8	1	7
Very low	2	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	-	-	-	-	-	-	*	-	-
	** %*	-%	-%	-%	-%	-%	-%	-%	-%	-%	*4%*	-%	-%
Neither low nor high	22	*	*	1	*	1	*	*	*	*	*	-	1
	11%	*2%*	*2%*	*14%*	*1%*	*22%*	*2%*	*2%*	*1%*	*1%*	*2%*	-%	*16%*
Quite high	60	6	2	4	4	2	2	2	3	1	4	-	2
	29%	*48%*	*61%*	*48%*	*92%*	*39%*	*73%*	*33%*	*63%*	*17%*	*56%*	-%	*30%*
Very high	121	7	1	3	*	2	1	4	2	5	3	1	3
	58%	*51%*	*37%*	*38%*	*7%*	*39%*	*25%*	*65%*	*36%*	*82%*	*38%*	*100%*	*53%*
Don't Know (DO NOT READ OUT)	3	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	182	13	3	7	4	4	3	6	5	7	7	1	5
	87%	*98%*	*98%*	*86%*	*99%*	*78%*	*98%*	*98%*	*99%*	*99%*	*94%*	*100%*	*84%*
NET: Low	2	-	-	-	-	-	-	-	-	-	*	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*4%*	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 185 (continuation)

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All those who use Other (1st) (QV4=98)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		***a**	***b**	***c**	d	***e**	***f**	***g**	***h**	***i**	***j**	***k**	***l**
Unweighted total	**236**	26	9	8	50	11	23	23	19	18	19	18	12
Weighted total	**209**	24	13	13	23	7	18	17	14	18	18	24	19
Very low	**2**	-	-	-	-	-	-	-	-	-	-	-	2
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*9%*
Quite low	*	-	-	-	*	-	-	*	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**22**	2	2	2	1	1	1	1	*	4	4	2	2
	11%	*9%*	*14%*	*14%*	*6%*	*15%*	*7%*	*5%*	*2%*	*22%*	*21%*	*8%*	*9%*
Quite high	**60**	11	2	4	8	1	6	7	6	2	*	9	4
	29%	*46%*	*17%*	*30%*	*37%*	*19%*	*34%*	*40%*	*43%*	*9%*	*2%*	*36%*	*20%*
Very high	**121**	11	9	7	13	4	10	9	8	13	12	13	12
	58%	*45%*	*69%*	*56%*	*56%*	*51%*	*59%*	*54%*	*56%*	*70%*	*67%*	*56%*	*61%*
Don't Know (DO NOT READ OUT)	**3**	-	-	-	-	1	-	-	-	-	2	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*15%*	*-%*	*-%*	*-%*	*-%*	*10%*	*-%*	*-%*
NET: High	**182**	22	11	11	21	5	16	16	14	14	12	22	16
	87%	*91%*	*86%*	*86%*	*93%*	*71%*	*93%*	*94%*	*98%*	*78%*	*69%*	*92%*	*81%*
NET: Low	**2**	-	-	-	*	-	-	*	-	-	-	-	2
	1%	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*9%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**236**	43	84	60	49
Weighted total	**209**	50	48	49	61
Very low	**2**	-	-	-	2
	1%	*-%*	*-%*	*-%*	*3%*
Quite low	*	-	*	*	-
	****%***	*-%*	*1%*	**%*	*-%*
Neither low nor high	**22**	6	4	5	7
	11%	*12%*	*7%*	*10%*	*12%*
Quite high	**60**	17	16	14	13
	29%	*34%*	*33%*	*29%*	*21%*
Very high	**121**	27	27	30	37
	58%	*54%*	*57%*	*60%*	*61%*
Don't Know (DO NOT READ OUT)	**3**	-	1	-	2
	1%	*-%*	*2%*	*-%*	*3%*
NET: High	**182**	44	43	44	50
	87%	*88%*	*90%*	*90%*	*82%*
NET: Low	**2**	-	*	*	2
	1%	*-%*	*1%*	**%*	*3%*

Columns Tested: a,b,c,d

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	***c**	***d**	e	a	b	***c**	***d**	***e**
Unweighted total	**236**	161	44	24	7	75	56	44	25	5	23
Weighted total	**209**	200	5	3	1	8	64	48	20	2	7
Very low	**2**	2	*	-	-	*	2	-	*	-	-
	1%	*1%*	*6%* a	*-%*	*-%*	*3%*	*3%*	*-%*	*2%*	*-%*	*-%*
Quite low	**6**	5	*	*	*	1	2	-	2	-	-
	3%	*2%*	*6%*	*4%*	*26%*	*8%*	*3%*	*-%*	*9%*	*-%*	*-%*
Neither low nor high	**35**	33	1	1	-	2	11	9	3	*	2
	17%	*17%*	*21%*	*28%*	*-%*	*21%*	*17%*	*19%*	*13%*	*10%*	*30%*
Quite high	**74**	71	1	1	*	3	25	16	4	2	3
	35%	*36%*	*25%*	*36%*	*47%*	*31%*	*40%*	*34%*	*18%*	*79%*	*37%*
Very high	**83**	80	2	1	*	3	21	22	10	*	2
	40%	*40%*	*37%*	*31%*	*27%*	*34%*	*33%*	*46%*	*53%*	*11%*	*33%*
Don't Know (DO NOT READ OUT)	**9**	9	*	*	-	*	3	-	1	-	-
	4%	*4%*	*5%*	*2%*	*-%*	*3%*	*5%*	*-%*	*5%*	*-%*	*-%*
NET: High	**157**	152	3	2	1	5	46	39	14	2	5
	75%	*76%*	*62%*	*66%*	*74%*	*65%*	*72%*	*81%*	*71%*	*90%*	*70%*
NET: Low	**8**	7	1	*	*	1	4	-	2	-	-
	4%	*3%*	*12%* a	*4%*	*26%*	*11%* a	*6%*	*-%*	*11%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	*h	*i	j	*k	l	*m
Unweighted total	236	23	5	33	3	15	33	17	18	9	156	25	31	24
Weighted total	209	29	3	30	3	15	44	24	25	13	185	7	11	6
Very low	2	-	-	-	2	*	-	-	-	-	2	-	*	-
	1%	-%	-%	-%	63%	1%	-%	-%	-%	-%	1%	-%	1%	-%
Quite low	6	-	*	1	-	-	2	-	2	-	5	-	*	*
	3%	-%	5%	4%	-%	-%	4%	-%	9%	-%	3%	-%	3%	2%
Neither low nor high	35	8	-	4	*	-	6	3	8	2	31	1	2	2
	17%	29%	-%	12%	5%	-%	14%	12%	31%	15%	17%	15%	14%	34%
Quite high	74	8	1	10	-	9	16	10	9	4	67	2	3	2
	35%	26%	36%	32%	-%	60%	37%	41%	36%	35%	36%	33%	29%	27%
Very high	83	12	2	14	1	6	20	8	4	6	73	4	5	2
	40%	40%	59%	47%	32%	38%	45%	35%	16%	50%	39%	52%	42%	37%
Don't Know (DO NOT READ OUT)	9	1	-	2	-	-	-	3	2	-	8	-	1	-
	4%	5%	-%	6%	-%	-%	-%	12%	8%	-%	4%	-%	10%	-%
NET: High	157	19	3	24	1	15	36	18	13	11	140	6	8	4
	75%	67%	95%	78%	32%	99%	82%	76%	52%	85%	75%	85%	72%	64%
NET: Low	8	-	*	1	2	*	2	-	2	-	7	-	*	*
	4%	-%	5%	4%	63%	1%	4%	-%	9%	-%	4%	-%	4%	2%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted total	236	3	39	6	16	88	10	8	65	175	61	203	33
Weighted total	209	1	34	2	11	82	5	6	66	163	46	181	28
Very low	2	-	*	-	-	2	*	-	-	*	2	2	-
	1%	*-%*	*1%*	*-%*	*-%*	*2%*	*2%*	*-%*	*-%*	**%*	*4%* a	*1%*	*-%*
Quite low	6	-	2	-	-	1	-	1	2	4	2	4	1
	3%	*-%*	*6%*	*-%*	*-%*	*1%*	*-%*	*19%*	*2%*	*2%*	*4%*	*2%*	*4%*
Neither low nor high	35	*	5	*	*	21	2	-	6	28	7	31	5
	17%	*56%*	*15%*	*24%*	*3%*	*26%* h	*38%*	*-%*	*9%*	*17%*	*15%*	*17%*	*17%*
Quite high	74	*	8	*	4	29	2	1	27	57	17	71	3
	35%	*11%*	*24%*	*14%*	*38%*	*35%*	*43%*	*18%*	*42%*	*35%*	*37%*	*39%* b	*12%*
Very high	83	*	15	1	6	26	1	4	30	67	16	69	14
	40%	*33%*	*44%*	*62%*	*54%*	*31%*	*17%*	*63%*	*45%*	*41%*	*34%*	*38%*	*50%*
Don't Know (DO NOT READ OUT)	9	-	4	-	1	4	-	-	1	6	3	4	5
	4%	*-%*	*11%* h	*-%*	*6%*	*4%*	*-%*	*-%*	*2%*	*4%*	*6%*	*2%*	*17%* a
NET: High	157	*	23	2	10	55	3	5	57	124	33	140	17
	75%	*44%*	*68%*	*76%*	*91%*	*67%*	*60%*	*81%*	*87%* be	*76%*	*71%*	*77%*	*62%*
NET: Low	8	-	2	-	-	3	*	1	2	4	4	7	1
	4%	*-%*	*6%*	*-%*	*-%*	*3%*	*2%*	*19%*	*2%*	*2%*	*8%*	*4%*	*4%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	236	225	11	112	30	90
Weighted total	209	196	13	103	23	78
Very low	2	*	2	*	-	-
	1%	*%	14%	*%	-%	-%
Quite low	6	6	-	*	3	2
	3%	3%	-%	*%	12% a	3%
Neither low nor high	35	31	4	17	8	9
	17%	16%	34%	16%	34% ac	12%
Quite high	74	73	1	41	7	27
	35%	37%	8%	39%	28%	35%
Very high	83	79	4	40	6	36
	40%	40%	30%	39%	25%	47% b
Don't Know (DO NOT READ OUT)	9	7	2	5	*	3
	4%	4%	13%	5%	1%	4%
NET: High	157	152	5	80	12	63
	75%	78%	38%	78% b	53%	82% b
NET: Low	8	6	2	1	3	2
	4%	3%	14%	1%	12% a	3%

Columns Tested: a,b - a,b,c

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	**236**	125	84	19	4	1	3	-	-	209	27	45	80	111
Weighted total	**209**	127	69	10	2	*	1	-	-	195	13	47	80	82
Very low	**2**	2	*	*	-	-	-	-	-	2	*	2	-	*
	1%	*1%*	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*4%*	*-%*	**%*
Quite low	**6**	5	1	*	-	-	-	-	-	5	*	-	5	1
	3%	*4%*	*1%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*3%*	*-%*	*6%*	*1%*
Neither low nor high	**35**	23	10	*	2	-	*	-	-	33	2	11	12	12
	17%	*18%*	*15%*	*2%*	*93%*	*-%*	*41%*	*-%*	*-%*	*17%*	*18%*	*23%*	*15%*	*15%*
Quite high	**74**	49	22	3	*	-	*	-	-	71	3	13	36	25
	35%	*39%*	*32%*	*26%*	*3%*	*-%*	*59%*	*-%*	*-%*	*36%*	*23%*	*29%*	*45%* c	*30%*
Very high	**83**	42	33	7	*	*	-	-	-	76	7	16	26	41
	40%	*33%*	*48%* a	*67%*	*5%*	*100%*	*-%*	*-%*	*-%*	*39%*	*55%*	*35%*	*33%*	*49%* b
Don't Know (DO NOT READ OUT)	**9**	6	3	*	-	-	-	-	-	9	*	5	1	3
	4%	*5%*	*4%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	**%*	*10%* b	*2%*	*4%*
NET: High	**157**	92	55	10	*	*	*	-	-	147	10	30	62	65
	75%	*72%*	*80%*	*92%*	*7%*	*100%*	*59%*	*-%*	*-%*	*75%*	*78%*	*63%*	*77%*	*80%* a
NET: Low	**8**	6	1	1	-	-	-	-	-	7	1	2	5	1
	4%	*5%*	*1%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*4%*	*4%*	*6%*	*2%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**236**	141	112	154	150	82	165	129	11	7	4	-	3	-
Weighted total	**209**	107	83	119	122	57	133	110	1	5	1	-	2	-
Very low	**2**	*	*	*	*	*	*	*	-	-	-	-	-	-
	1%	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**6**	2	3	3	3	2	3	3	*	-	-	-	-	-
	3%	*2%*	*4%*	*3%*	*2%*	*3%*	*2%*	*3%*	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**35**	11	7	13	20	8	25	11	*	1	1	-	-	-
	17%	*11%*	*9%*	*11%*	*16%*	*14%*	*19%* **abc**	*10%*	*16%*	*13%*	*52%*	*-%*	*-%*	*-%*
Quite high	**74**	46	33	52	41	24	47	51	1	*	-	-	*	-
	35%	*43%*	*39%*	*43%*	*33%*	*43%*	*35%*	*46%*	*46%*	*3%*	*-%*	*-%*	*6%*	*-%*
Very high	**83**	44	39	49	55	20	55	42	*	4	1	-	2	-
	40%	*41%*	*46%*	*41%*	*45%*	*35%*	*42%*	*38%*	*29%*	*84%*	*48%*	*-%*	*94%*	*-%*
Don't Know (DO NOT READ OUT)	**9**	3	1	3	3	3	2	3	-	-	-	-	-	-
	4%	*3%*	*2%*	*3%*	*3%*	*5%*	*2%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**157**	90	71	100	96	45	102	92	1	4	1	-	2	-
	75%	*84%*	*86%*	*84%*	*79%*	*78%*	*77%*	*84%*	*76%*	*87%*	*48%*	*-%*	*100%*	*-%*
NET: Low	**8**	2	4	4	3	2	3	3	*	-	-	-	-	-
	4%	*2%*	*4%*	*3%*	*2%*	*3%*	*2%*	*3%*	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**236**	132	10	4	3	-	1	-	1	35	40	38	41	-
Weighted total	**209**	110	5	3	4	-	*	-	*	32	29	38	20	-
Very low	**2**	*	-	-	-	-	-	-	-	*	*	-	-	-
	1%	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*	*-%*	*-%*
Quite low	**6**	2	-	*	-	-	-	-	-	2	*	1	*	-
	3%	*2%*	*-%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*1%*	*3%*	*1%*	*-%*
Neither low nor high	**35**	16	2	*	2	-	*	-	*	1	2	6	3	-
	17%	*15%*	*37%*	*3%*	*50%*	*-%*	*100%*	*-%*	*100%*	*3%*	*8%*	*16%*	*16%*	*-%*
Quite high	**74**	39	*	2	-	-	-	-	-	17	15	14	6	-
	35%	*35%*	*5%*	*60%*	*-%*	*-%*	*-%*	*-%*	*-%*	*52%* d	*52%* d	*37%*	*29%*	*-%*
Very high	**83**	51	3	1	*	-	-	-	-	13	9	17	10	-
	40%	*47%*	*57%*	*31%*	*1%*	*-%*	*-%*	*-%*	*-%*	*39%*	*33%*	*44%*	*49%*	*-%*
Don't Know (DO NOT READ OUT)	**9**	1	*	-	2	-	-	-	-	-	2	*	1	-
	4%	*1%*	*1%*	*-%*	*49%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*1%*	*5%*	*-%*
NET: High	**157**	90	3	3	*	-	-	-	-	29	25	31	16	-
	75%	*82%*	*62%*	*91%*	*1%*	*-%*	*-%*	*-%*	*-%*	*91%*	*85%*	*81%*	*78%*	*-%*
NET: Low	**8**	3	-	*	-	-	-	-	-	2	*	1	*	-
	4%	*2%*	*-%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*1%*	*3%*	*1%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	***b**	***c**	a	b	a	b
Unweighted total	**236**	33	31	43	39	4	120	8	22	94	141	116	38
Weighted total	**209**	25	26	42	26	3	105	3	14	83	124	93	26
Very low	**2**	*	-	-	-	-	*	-	-	2	*	*	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*2%*	**%*	**%*	*-%*
Quite low	**6**	*	-	2	*	-	3	-	-	4	2	2	1
	3%	**%*	*-%*	*5%*	*1%*	*-%*	*2%*	*-%*	*-%*	*4%*	*1%*	*2%*	*4%*
Neither low nor high	**35**	5	4	4	8	*	18	*	2	13	22	10	2
	17%	*19%*	*13%*	*9%*	*31%* c	*11%*	*17%*	*8%*	*17%*	*16%*	*18%*	*11%*	*8%*
Quite high	**74**	10	5	19	5	*	34	1	6	36	37	44	8
	35%	*41%*	*21%*	*45%* **bd**	*21%*	*18%*	*32%*	*44%*	*40%*	*43%* b	*30%*	*47%*	*30%*
Very high	**83**	10	15	17	11	2	48	1	6	26	57	34	15
	40%	*39%*	*59%*	*41%*	*42%*	*71%*	*46%*	*48%*	*43%*	*31%*	*46%* a	*36%*	*56%* a
Don't Know (DO NOT READ OUT)	**9**	-	2	*	1	-	3	-	-	3	6	3	*
	4%	*-%*	*7%*	**%*	*5%*	*-%*	*3%*	*-%*	*-%*	*3%*	*5%*	*3%*	*1%*
NET: High	**157**	20	21	37	16	2	82	3	11	62	94	78	22
	75%	*80%*	*80%*	*86%* d	*63%*	*89%*	*78%*	*92%*	*83%*	*74%*	*76%*	*83%*	*86%*
NET: Low	**8**	*	-	2	*	-	3	-	-	6	2	2	1
	4%	*1%*	*-%*	*5%*	*1%*	*-%*	*3%*	*-%*	*-%*	*7%*	*2%*	*3%*	*4%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	236	38	85	108	20	37	113	55	127	32	1
Weighted total	209	30	69	89	10	28	94	38	95	15	2
Very low	2	-	*	*	-	-	*	*	*	-	-
	1%	*-%*	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*	*-%*	*-%*
Quite low	6	*	2	2	-	2	*	*	2	*	-
	3%	*1%*	*3%*	*2%*	*-%*	*8%* b	**%*	*1%*	*2%*	*2%*	*-%*
Neither low nor high	35	5	10	11	*	4	16	4	11	1	-
	17%	*15%*	*14%*	*12%*	*1%*	*16%*	*17%*	*10%*	*12%*	*9%*	*-%*
Quite high	74	14	23	40	5	11	30	15	42	6	2
	35%	*45%*	*34%*	*45%*	*45%*	*38%*	*32%*	*40%*	*44%*	*43%*	*100%*
Very high	83	11	31	33	5	9	46	19	37	7	-
	40%	*35%*	*46%*	*37%*	*54%*	*34%*	*49%*	*49%*	*39%*	*47%*	*-%*
Don't Know (DO NOT READ OUT)	9	1	2	3	-	1	2	-	3	-	-
	4%	*4%*	*3%*	*3%*	*-%*	*4%*	*2%*	*-%*	*3%*	*-%*	*-%*
NET: High	157	24	55	73	10	20	76	34	78	13	2
	75%	*80%*	*80%*	*82%*	*99%*	*72%*	*81%*	*89%*	*82%*	*90%*	*100%*
NET: Low	8	*	2	2	-	2	*	*	2	*	-
	4%	*1%*	*3%*	*3%*	*-%*	*8%* b	**%*	*1%*	*2%*	*2%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	236	49	97	28	-	116	88	37	3	112	89	77	91	85	4
Weighted total	209	32	70	10	-	94	66	29	4	89	69	57	69	63	1
Very low	2	*	*	-	-	*	-	-	-	*	*	-	*	*	-
	1%	1%	*%	-%	-%	*%	-%	-%	-%	*%	*%	-%	*%	*%	-%
Quite low	6	1	3	1	-	2	2	2	-	2	2	2	2	-	-
	3%	4%	4%	10%	-%	3%	4%	7%	-%	2%	3%	4%	3%	-%	-%
Neither low nor high	35	3	6	1	-	12	16	6	-	10	5	6	8	5	*
	17%	10%	9%	9%	-%	13%	24% a	22%	-%	11%	8%	11%	11%	8%	24%
Quite high	74	13	28	1	-	36	17	5	2	38	28	20	32	29	-
	35%	39%	40%	13%	-%	38% c	26%	18%	49%	43%	41%	36%	46%	47%	-%
Very high	83	15	32	7	-	43	28	15	2	36	32	25	26	25	1
	40%	46%	45%	67%	-%	46%	42%	54%	51%	40%	46%	44%	38%	40%	76%
Don't Know (DO NOT READ OUT)	9	-	1	-	-	*	3	-	-	3	1	3	1	3	-
	4%	-%	2%	-%	-%	*%	4% a	-%	-%	3%	2%	5%	2%	5%	-%
NET: High	157	27	60	8	-	79	45	20	4	74	61	45	58	55	1
	75%	85%	85%	81%	-%	84% b	68%	71%	100%	83%	87%	80%	84%	87%	76%
NET: Low	8	2	3	1	-	3	2	2	-	2	2	2	2	*	-
	4%	5%	5%	10%	-%	3%	4%	7%	-%	2%	3%	4%	3%	*%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	**236**	61	44	65	21	15	92	80	6	2	7	5
Weighted total	**209**	43	30	42	15	7	69	60	6	*	7	5
Very low	**2**	-	-	*	-	-	*	*	-	-	-	-
	1%	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*
Quite low	**6**	*	2	*	2	2	4	2	-	-	-	-
	3%	*1%*	*6%*	*1%*	*14%*	*29%*	*6%*	*3%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**35**	5	4	4	*	1	8	6	*	*	4	-
	17%	*13%*	*13%*	*10%*	*1%*	*16%*	*11%*	*9%*	*2%*	*26%*	*50%*	*-%*
Quite high	**74**	10	10	19	3	*	31	27	4	-	-	5
	35%	*23%*	*35%*	*46%* a	*23%*	*4%*	*44%*	*44%*	*69%*	*-%*	*-%*	*89%*
Very high	**83**	26	11	18	9	4	23	23	2	*	4	1
	40%	*60%* b	*36%*	*43%*	*62%*	*52%*	*34%*	*38%*	*29%*	*74%*	*50%*	*11%*
Don't Know (DO NOT READ OUT)	**9**	1	3	-	-	-	3	3	-	-	-	-
	4%	*3%*	*10%* c	*-%*	*-%*	*-%*	*4%*	*5%*	*-%*	*-%*	*-%*	*-%*
NET: High	**157**	36	21	37	13	4	54	50	6	*	4	5
	75%	*84%*	*71%*	*89%* b	*85%*	*55%*	*78%*	*82%*	*98%*	*74%*	*50%*	*100%*
NET: Low	**8**	*	2	*	2	2	4	2	-	-	-	-
	4%	*1%*	*6%*	*1%*	*14%*	*29%*	*6%*	*4%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**236**	211	181	215	205	229	161	216	76	3	141	5	34	125
Weighted total	**209**	179	147	184	174	204	142	186	53	4	120	3	33	101
Very low	**2**	2	*	2	2	2	*	2	*	-	2	-	-	2
	1%	*1%*	**%*	*1%*	*1%*	*1%*	**%*	*1%*	**%*	*-%*	*2%*	*-%*	*-%*	*2%*
Quite low	**6**	4	4	6	4	6	4	6	1	*	4	-	2	2
	3%	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*1%*	*4%*	*3%*	*-%*	*6%*	*2%*
Neither low nor high	**35**	29	24	31	28	35	27	32	11	-	18	-	4	16
	17%	*16%*	*16%*	*17%*	*16%*	*17%*	*19%*	*17%*	*21%*	*-%*	*15%*	*-%*	*12%*	*16%*
Quite high	**74**	63	53	63	56	72	51	65	15	2	46	2	13	41
	35%	*35%*	*36%*	*34%*	*32%*	*35%*	*36%*	*35%*	*28%*	*47%*	*38%*	*65%*	*39%*	*40%*
Very high	**83**	75	61	76	77	81	56	74	24	2	48	1	14	37
	40%	*42%*	*41%*	*41%*	*44%*	*40%*	*40%*	*40%*	*46%*	*49%*	*39%*	*35%*	*42%*	*37%*
Don't Know (DO NOT READ OUT)	**9**	7	6	7	6	8	4	7	2	-	3	-	-	3
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*	*4%*	*-%*	*2%*	*-%*	*-%*	*3%*
NET: High	**157**	138	114	139	133	153	107	139	39	4	93	3	27	78
	75%	*77%*	*77%*	*75%*	*76%*	*75%*	*75%*	*75%*	*74%*	*96%*	*78%*	*100%*	*81%*	*77%*
NET: Low	**8**	6	4	8	7	8	4	8	1	*	6	-	2	4
	4%	*3%*	*3%*	*4%*	*4%*	*4%*	*3%*	*4%*	*1%*	*4%*	*5%*	*-%*	*6%*	*4%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	***b**	a	b	a	b	c	a	b	c	a	b
Unweighted total	**236**	197	10	53	183	57	148	30	98	31	102	124	112
Weighted total	**209**	170	10	47	162	45	140	23	85	31	90	106	102
Very low	**2**	*	2	-	2	*	*	2	2	-	-	2	*
	1%	**%*	*18%*	*-%*	*1%*	**%*	**%*	*8%* **ab**	*3%*	*-%*	*-%*	*2%*	**%*
Quite low	**6**	3	2	3	3	4	1	-	3	-	3	3	2
	3%	*2%*	*20%*	*5%*	*2%*	*9%* b	*1%*	*-%*	*3%*	*-%*	*3%*	*3%*	*2%*
Neither low nor high	**35**	24	4	16	19	4	31	1	13	5	17	13	22
	17%	*14%*	*39%*	*34%* b	*12%*	*8%*	*22%* **ac**	*3%*	*16%*	*15%*	*18%*	*12%*	*22%*
Quite high	**74**	62	*	16	58	15	52	6	27	17	29	42	32
	35%	*37%*	*5%*	*35%*	*36%*	*33%*	*37%*	*27%*	*32%*	*54%* **ac**	*32%*	*40%*	*31%*
Very high	**83**	74	2	12	71	19	50	14	38	10	34	41	42
	40%	*43%*	*18%*	*26%*	*44%* a	*41%*	*36%*	*62%* b	*45%*	*31%*	*38%*	*39%*	*41%*
Don't Know (DO NOT READ OUT)	**9**	7	-	-	9	3	6	-	1	-	8	5	4
	4%	*4%*	*-%*	*-%*	*6%*	*7%*	*4%*	*-%*	*1%*	*-%*	*9%* a	*4%*	*4%*
NET: High	**157**	136	2	29	128	33	103	20	65	26	63	83	74
	75%	*80%*	*23%*	*60%*	*80%* a	*75%*	*73%*	*89%*	*77%*	*85%*	*70%*	*78%*	*72%*
NET: Low	**8**	4	4	3	5	4	2	2	5	-	3	5	2
	4%	*2%*	*38%*	*5%*	*3%*	*10%* b	*1%*	*8%* b	*6%*	*-%*	*3%*	*5%*	*2%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	236	31	8	23	12	16	8	16	10	11	21	4	11
Weighted total	209	13	3	9	4	5	3	6	5	7	8	1	7
Very low	2	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	6	-	1	-	-	-	-	-	-	1	*	-	-
	3%	-%	32%	-%	-%	-%	-%	-%	-%	16%	4%	-%	-%
Neither low nor high	35	2	1	1	*	1	*	*	*	2	1	-	1
	17%	18%	35%	15%	3%	23%	2%	3%	1%	33%	17%	-%	17%
Quite high	74	6	1	4	3	2	2	3	3	2	4	-	1
	35%	48%	31%	49%	69%	41%	75%	51%	64%	34%	57%	-%	16%
Very high	83	4	*	3	1	2	1	3	2	1	2	1	4
	40%	33%	2%	36%	27%	36%	23%	46%	35%	17%	22%	100%	67%
Don't Know (DO NOT READ OUT)	9	-	-	-	*	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	157	11	1	7	4	4	3	6	5	3	6	1	5
	75%	82%	33%	85%	96%	77%	98%	97%	99%	51%	79%	100%	83%
NET: Low	8	-	1	-	-	-	-	-	-	1	*	-	-
	4%	-%	32%	-%	-%	-%	-%	-%	-%	16%	4%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 186 (continuation)

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All those who use Other (1st) (QV4=98)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		***a**	***b**	***c**	d	***e**	***f**	***g**	***h**	***i**	***j**	***k**	***l**
Unweighted total	**236**	26	9	8	50	11	23	23	19	18	19	18	12
Weighted total	**209**	24	13	13	23	7	18	17	14	18	18	24	19
Very low	**2**	-	-	-	-	-	-	-	*	-	*	-	2
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*9%*
Quite low	**6**	-	*	-	1	-	-	2	-	2	*	-	-
	3%	*-%*	*1%*	*-%*	*6%*	*-%*	*-%*	*11%*	*-%*	*11%*	*1%*	*-%*	*-%*
Neither low nor high	**35**	4	2	2	5	2	2	3	4	3	2	6	-
	17%	*17%*	*17%*	*14%*	*20%*	*23%*	*14%*	*18%*	*31%*	*17%*	*10%*	*26%*	*-%*
Quite high	**74**	10	2	9	9	*	8	3	6	4	4	10	8
	35%	*43%*	*13%*	*73%*	*38%*	*1%*	*47%*	*19%*	*42%*	*21%*	*22%*	*43%*	*41%*
Very high	**83**	9	5	2	8	3	7	9	3	9	10	7	10
	40%	*39%*	*42%*	*13%*	*36%*	*46%*	*40%*	*52%*	*24%*	*51%*	*56%*	*28%*	*49%*
Don't Know (DO NOT READ OUT)	**9**	*	4	-	*	2	-	-	*	-	2	1	-
	4%	*1%*	*27%*	*-%*	**%*	*29%*	*-%*	*-%*	*3%*	*-%*	*10%*	*3%*	*-%*
NET: High	**157**	20	7	11	17	3	15	12	9	13	14	17	18
	75%	*82%*	*55%*	*86%*	*74%*	*48%*	*86%*	*71%*	*65%*	*72%*	*78%*	*71%*	*91%*
NET: Low	**8**	-	*	-	1	-	-	2	*	2	*	-	2
	4%	*-%*	*1%*	*-%*	*6%*	*-%*	*-%*	*11%*	*1%*	*11%*	*2%*	*-%*	*9%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**236**	43	84	60	49
Weighted total	**209**	50	48	49	61
Very low	**2**	-	-	*	2
	1%	*-%*	*-%*	**%*	*3%*
Quite low	**6**	*	1	4	*
	3%	**%*	*3%*	*8%*	**%*
Neither low nor high	**35**	8	9	10	8
	17%	*16%*	*18%*	*21%*	*13%*
Quite high	**74**	22	17	13	22
	35%	*43%*	*36%*	*26%*	*36%*
Very high	**83**	17	19	21	26
	40%	*33%*	*39%*	*43%*	*43%*
Don't Know (DO NOT READ OUT)	**9**	4	2	*	2
	4%	*8%*	*5%*	*1%*	*4%*
NET: High	**157**	38	36	34	49
	75%	*76%*	*75%*	*70%*	*79%*
NET: Low	**8**	*	1	4	2
	4%	**%*	*3%*	*8%*	*4%*

Columns Tested: a,b,c,d

The quality of the postal services provided by Other (2nd) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)
Base: All those who use Other (2nd) (QV4=99)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	16	5	6	4	1	11	1	5	2	1	2
Weighted total	5	4	1	*	*	1	*	4	*	*	*
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	*	*	-	*	-	2	-	-	-
	40%	*46%*	*16%*	*34%*	-%	*19%*	-%	*49%*	-%	-%	-%
Quite high	2	2	*	*	-	*	-	2	-	-	*
	33%	*39%*	*9%*	*18%*	-%	*10%*	-%	*42%*	-%	-%	*18%*
Very high	1	1	*	*	*	1	*	*	*	*	*
	27%	*15%*	*76%*	*49%*	*100%*	*70%*	*100%*	*9%*	*100%*	*100%*	*82%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	2	1	*	*	1	*	2	*	*	*
	60%	*54%*	*84%*	*66%*	*100%*	*81%*	*100%*	*51%*	*100%*	*100%*	*100%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

The quality of the postal services provided by Other (2nd) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)
Base: All those who use Other (2nd) (QV4=99)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	16	-	1	3	-	-	1	1	1	-	7	3	3	3
Weighted total	5	-	*	3	-	-	*	*	*	-	3	*	*	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	2	-	-	-	*	-	-	2	-	*	-
	40%	-%	-%	62%	-%	-%	-%	100%	-%	-%	56%	-%	20%	-%
Quite high	2	-	-	1	-	-	*	-	-	-	1	-	-	*
	33%	-%	-%	38%	-%	-%	100%	-%	-%	-%	35%	-%	-%	71%
Very high	1	-	*	-	-	-	-	-	*	-	*	*	*	*
	27%	-%	100%	-%	-%	-%	-%	-%	100%	-%	9%	100%	80%	29%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	-	*	1	-	-	*	-	*	-	1	*	*	1
	60%	-%	100%	38%	-%	-%	100%	-%	100%	-%	44%	100%	80%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the postal services provided by Other (2nd) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)
Base: All those who use Other (2nd) (QV4=99)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	16	-	5	-	-	3	1	-	7	10	6	13	3
Weighted total	5	-	1	-	-	1	*	-	3	4	1	5	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	*	-	-	-	-	-	2	2	-	2	*
	40%	-%	*32%*	-%	-%	-%	-%	-%	*67%*	*54%*	-%	*40%*	*40%*
Quite high	2	-	*	-	-	1	-	-	1	1	*	2	-
	33%	-%	*8%*	-%	-%	*78%*	-%	-%	*20%*	*31%*	*38%*	*35%*	-%
Very high	1	-	*	-	-	*	*	-	*	1	1	1	*
	27%	-%	*60%*	-%	-%	*22%*	*100%*	-%	*13%*	*15%*	*62%*	*25%*	*60%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	-	*	-	-	1	*	-	1	2	1	3	*
	60%	-%	*68%*	-%	-%	*100%*	*100%*	-%	*33%*	*46%*	*100%*	*60%*	*60%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The quality of the postal services provided by Other (2nd) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)
Base: All those who use Other (2nd) (QV4=99)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	16	16	-	4	1	11
Weighted total	5	5	-	2	*	3
Very low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	-	*	-	2
	40%	40%	-%	7%	-%	57%
Quite high	2	2	-	1	-	1
	33%	33%	-%	68%	-%	18%
Very high	1	1	-	*	*	1
	27%	27%	-%	25%	100%	25%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: High	3	3	-	1	*	1
	60%	60%	-%	93%	100%	43%
NET: Low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

The quality of the postal services provided by Other (2nd) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)
Base: All those who use Other (2nd) (QV4=99)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	16	5	7	3	1	-	-	-	-	12	4	3	2	11
Weighted total	5	2	3	*	*	-	-	-	-	5	*	2	*	3
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	*	2	-	-	-	-	-	-	2	-	-	*	2
	40%	*11%*	*67%*	-%	-%	-%	-%	-%	-%	*44%*	-%	-%	*100%*	*57%*
Quite high	2	1	1	*	-	-	-	-	-	2	*	1	-	1
	33%	*57%*	*20%*	*15%*	-%	-%	-%	-%	-%	*35%*	*12%*	*64%*	-%	*19%*
Very high	1	1	*	*	*	-	-	-	-	1	*	1	-	1
	27%	*32%*	*13%*	*85%*	*100%*	-%	-%	-%	-%	*21%*	*88%*	*36%*	-%	*24%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	2	1	*	*	-	-	-	-	3	*	2	-	1
	60%	*89%*	*33%*	*100%*	*100%*	-%	-%	-%	-%	*56%*	*100%*	*100%*	-%	*43%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The quality of the postal services provided by Other (2nd) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)
Base: All those who use Other (2nd) (QV4=99)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	16	9	9	12	11	7	15	8	-	2	1	-	1	-
Weighted total	5	3	3	4	3	2	5	1	-	2	*	-	*	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	2	2	2	2	2	*	-	2	-	-	-	-
	40%	60%	72%	55%	73%	78%	43%	7%	-%	95%	-%	-%	-%	-%
Quite high	2	1	*	1	*	*	2	1	-	-	-	-	-	-
	33%	20%	4%	17%	4%	5%	35%	41%	-%	-%	-%	-%	-%	-%
Very high	1	1	1	1	1	*	1	1	-	*	*	-	*	-
	27%	20%	24%	28%	23%	18%	22%	52%	-%	5%	100%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	1	1	2	1	1	3	1	-	*	*	-	*	-
	60%	40%	28%	45%	27%	22%	57%	93%	-%	5%	100%	-%	100%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The quality of the postal services provided by Other (2nd) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)
Base: All those who use Other (2nd) (QV4=99)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	16	8	2	-	1	-	-	-	-	4	3	3	2	-
Weighted total	5	3	*	-	*	-	-	-	-	1	*	2	*	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	-	-	-	-	-	-	-	-	-	2	-	-
	40%	*77%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	*95%*	-%	-%
Quite high	2	*	*	-	-	-	-	-	-	*	*	-	*	-
	33%	*2%*	*50%*	-%	-%	-%	-%	-%	-%	*52%*	*14%*	-%	*36%*	-%
Very high	1	1	*	-	*	-	-	-	-	*	*	*	*	-
	27%	*21%*	*50%*	-%	*100%*	-%	-%	-%	-%	*48%*	*86%*	*5%*	*64%*	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	1	*	-	*	-	-	-	-	1	*	*	*	-
	60%	*23%*	*100%*	-%	*100%*	-%	-%	-%	-%	*100%*	*100%*	*5%*	*100%*	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The quality of the postal services provided by Other (2nd) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)
Base: All those who use Other (2nd) (QV4=99)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	16	1	2	5	3	-	10	-	1	6	10	10	2
Weighted total	5	*	*	1	2	-	3	-	*	2	3	3	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	*	-	2	-	2	-	-	2	*	2	-
	40%	-%	*100%*	-%	*93%*	-%	*74%*	-%	-%	*80%*	*4%*	*57%*	-%
Quite high	2	*	-	*	-	-	*	-	-	*	2	1	*
	33%	*100%*	-%	*10%*	-%	-%	*4%*	-%	-%	*2%*	*61%*	*16%*	*35%*
Very high	1	-	-	1	*	-	1	-	*	*	1	1	*
	27%	-%	-%	*90%*	*7%*	-%	*22%*	-%	*100%*	*18%*	*35%*	*27%*	*65%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	*	-	1	*	-	1	-	*	*	3	1	*
	60%	*100%*	-%	*100%*	*7%*	-%	*26%*	-%	*100%*	*20%*	*96%*	*43%*	*100%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The quality of the postal services provided by Other (2nd) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)
Base: All those who use Other (2nd) (QV4=99)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	16	1	10	9	3	2	9	4	8	3	-
Weighted total	5	*	3	3	*	*	3	3	3	1	-
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	*	2	2	-	*	2	2	2	-	-
	40%	100%	72%	59%	-%	52%	74%	69%	66%	-%	-%
Quite high	2	-	*	1	*	-	*	*	1	*	-
	33%	-%	4%	17%	22%	-%	4%	18%	22%	71%	-%
Very high	1	-	1	1	*	*	1	*	*	*	-
	27%	-%	24%	24%	78%	48%	21%	13%	12%	29%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	-	1	1	*	*	1	1	1	1	-
	60%	-%	28%	41%	100%	48%	26%	31%	34%	100%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The quality of the postal services provided by Other (2nd) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)
Base: All those who use Other (2nd) (QV4=99)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	16	4	8	4	-	9	6	3	-	7	8	7	6	9	1
Weighted total	5	1	3	1	-	1	2	*	-	3	3	2	3	3	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	*	2	-	-	*	2	-	-	2	2	2	2	2	*
	40%	*20%*	*73%*	*-%*	*-%*	*29%*	*79%*	*-%*	*-%*	*64%*	*73%*	*85%*	*69%*	*58%*	*100%*
Quite high	2	*	*	*	-	*	*	*	-	1	*	-	1	*	-
	33%	*22%*	*2%*	*10%*	*-%*	*15%*	*2%*	*22%*	*-%*	*19%*	*2%*	*-%*	*19%*	*15%*	*-%*
Very high	1	*	1	*	-	*	*	*	-	*	1	*	*	1	-
	27%	*58%*	*24%*	*90%*	*-%*	*56%*	*19%*	*78%*	*-%*	*17%*	*24%*	*15%*	*12%*	*27%*	*-%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	*	1	1	-	1	1	*	-	1	1	*	1	1	-
	60%	*80%*	*27%*	*100%*	*-%*	*71%*	*21%*	*100%*	*-%*	*36%*	*27%*	*15%*	*31%*	*42%*	*-%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The quality of the postal services provided by Other (2nd) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)
Base: All those who use Other (2nd) (QV4=99)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	**16**	3	4	5	1	1	7	9	-	1	-	1
Weighted total	**5**	*	1	1	*	*	3	3	-	*	-	*
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**2**	-	*	*	-	-	2	2	-	-	-	-
	40%	*-%*	*18%*	*35%*	*-%*	*-%*	*59%*	*58%*	*-%*	*-%*	*-%*	*-%*
Quite high	**2**	*	-	-	*	-	1	*	-	-	-	-
	33%	*16%*	*-%*	*-%*	*100%*	*-%*	*20%*	*15%*	*-%*	*-%*	*-%*	*-%*
Very high	**1**	*	*	*	-	*	1	1	-	*	-	*
	27%	*84%*	*82%*	*65%*	*-%*	*100%*	*21%*	*27%*	*-%*	*100%*	*-%*	*100%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	**3**	*	*	*	*	*	1	1	-	*	-	*
	60%	*100%*	*82%*	*65%*	*100%*	*100%*	*41%*	*42%*	*-%*	*100%*	*-%*	*100%*
NET: Low	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 187 (continuation)

The quality of the postal services provided by Other (2nd) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)

Base: All those who use Other (2nd) (QV4=99)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	16	14	13	14	14	16	10	16	9	-	13	-	3	10
Weighted total	5	4	4	4	5	5	3	5	3	-	5	-	*	4
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	2	2	2	2	2	2	2	-	2	-	-	2
	40%	52%	56%	52%	40%	40%	62%	40%	57%	-%	44%	-%	-%	47%
Quite high	2	1	1	1	2	2	*	2	*	-	2	-	*	2
	33%	15%	17%	15%	34%	33%	4%	33%	15%	-%	36%	-%	22%	37%
Very high	1	1	1	1	1	1	1	1	1	-	1	-	*	1
	27%	33%	27%	33%	26%	27%	34%	27%	28%	-%	19%	-%	78%	16%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	2	2	2	3	3	1	3	1	-	3	-	*	2
	60%	48%	44%	48%	60%	60%	38%	60%	43%	-%	56%	-%	100%	53%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The quality of the postal services provided by Other (2nd) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)
Base: All those who use Other (2nd) (QV4=99)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	16	16	-	2	14	8	5	3	9	1	6	9	7
Weighted total	5	5	-	1	4	3	2	1	2	*	3	4	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	-	-	2	2	*	-	*	-	2	2	*
	40%	*40%*	-%	-%	*45%*	*75%*	*6%*	-%	*13%*	-%	*53%*	*50%*	*9%*
Quite high	2	2	-	1	1	*	1	1	1	*	1	1	1
	33%	*33%*	-%	*100%*	*25%*	*2%*	*59%*	*84%*	*35%*	*100%*	*31%*	*29%*	*45%*
Very high	1	1	-	-	1	1	1	*	1	-	1	1	1
	27%	*27%*	-%	-%	*30%*	*23%*	*36%*	*16%*	*52%*	-%	*16%*	*21%*	*46%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	3	-	1	2	1	2	1	1	*	2	2	1
	60%	*60%*	-%	*100%*	*55%*	*25%*	*94%*	*100%*	*87%*	*100%*	*47%*	*50%*	*91%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 187 (continuation)

The quality of the postal services provided by Other (2nd) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)

Base: All those who use Other (2nd) (QV4=99)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	16	4	1	1	1	1	-	1	1	-	1	2	2
Weighted total	5	*	*	*	*	*	-	*	*	-	*	*	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	-	-	-	-	-	-	-	-	-	-
	40%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	2	*	*	-	-	-	-	-	-	-	*	*	1
	33%	25%	100%	-%	-%	-%	-%	-%	-%	-%	100%	16%	96%
Very high	1	*	-	*	*	*	-	*	*	-	-	*	*
	27%	75%	-%	100%	100%	100%	-%	100%	100%	-%	-%	84%	4%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	*	*	*	*	*	-	*	*	-	*	*	1
	60%	100%	100%	100%	100%	100%	-%	100%	100%	-%	100%	100%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

The quality of the postal services provided by Other (2nd) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)
Base: All those who use Other (2nd) (QV4=99)

	Total base	Month						Quarter			
		Jan' 2018	Apr' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Oct' 2018	Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d
Unweighted total	16	3	6	1	3	1	2	3	7	4	2
Weighted total	5	*	2	*	1	*	2	*	2	1	2
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	-	*	-	2	-	-	*	2
	40%	-%	-%	-%	*15%*	-%	*100%*	-%	-%	*13%*	*100%*
Quite high	2	-	1	-	*	-	-	-	1	*	-
	33%	-%	*75%*	-%	*70%*	-%	-%	-%	*63%*	*61%*	-%
Very high	1	*	*	*	*	*	-	*	1	*	-
	27%	*100%*	*25%*	*100%*	*15%*	*100%*	-%	*100%*	*37%*	*26%*	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	*	2	*	1	*	-	*	2	1	-
	60%	*100%*	*100%*	*100%*	*85%*	*100%*	-%	*100%*	*100%*	*87%*	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d

The price of the postal services provided by Other (2nd) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)
Base: All those who use Other (2nd) (QV4=99)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	16	5	6	4	1	11	1	5	2	1	2
Weighted total	5	4	1	*	*	1	*	4	*	*	*
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	1	-	-	-	-	-	1	-	-	-
	21%	*27%*	-%	-%	-%	-%	-%	*29%*	-%	-%	-%
Quite high	1	*	*	*	-	*	-	*	-	-	-
	15%	*12%*	*24%*	*34%*	-%	*24%*	-%	*13%*	-%	-%	-%
Very high	3	2	*	*	*	1	*	2	*	*	*
	63%	*61%*	*76%*	*49%*	*100%*	*71%*	*100%*	*58%*	*100%*	*100%*	*100%*
Don't Know (DO NOT READ OUT)	*	-	-	*	-	*	-	-	-	-	-
	1%	-%	-%	*18%*	-%	*5%*	-%	-%	-%	-%	-%
NET: High	4	3	1	*	*	1	*	3	*	*	*
	78%	*73%*	*100%*	*82%*	*100%*	*95%*	*100%*	*71%*	*100%*	*100%*	*100%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

The price of the postal services provided by Other (2nd) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)
Base: All those who use Other (2nd) (QV4=99)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	16	-	1	3	-	-	1	1	1	-	7	3	3	3
Weighted total	5	-	*	3	-	-	*	*	*	-	3	*	*	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	-	-	1	-	-	-	-	-	-	1	-	-	-
	21%	-%	-%	36%	-%	-%	-%	-%	-%	-%	31%	-%	-%	-%
Quite high	1	-	-	*	-	-	-	*	-	-	*	-	-	1
	15%	-%	-%	2%	-%	-%	-%	100%	-%	-%	5%	-%	-%	86%
Very high	3	-	*	2	-	-	*	-	-	-	2	*	*	*
	63%	-%	100%	62%	-%	-%	100%	-%	-%	-%	62%	100%	100%	14%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	*	-	*	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	100%	-%	2%	-%	-%	-%
NET: High	4	-	*	2	-	-	*	*	-	-	2	*	*	1
	78%	-%	100%	64%	-%	-%	100%	100%	-%	-%	67%	100%	100%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 188 (continuation)

The price of the postal services provided by Other (2nd) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)

Base: All those who use Other (2nd) (QV4=99)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	16	-	5	-	-	3	1	-	7	10	6	13	3
Weighted total	5	-	1	-	-	1	*	-	3	4	1	5	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	-	-	-	-	1	-	-	-	1	-	1	-
	21%	-%	-%	-%	-%	78%	-%	-%	-%	28%	-%	22%	-%
Quite high	1	-	*	-	-	-	-	-	1	*	*	1	*
	15%	-%	16%	-%	-%	-%	-%	-%	24%	7%	38%	13%	40%
Very high	3	-	1	-	-	*	*	-	2	2	1	3	*
	63%	-%	84%	-%	-%	18%	100%	-%	76%	63%	62%	64%	39%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	-	-	-	*	-	-	*
	1%	-%	-%	-%	-%	4%	-%	-%	-%	1%	-%	-%	21%
NET: High	4	-	1	-	-	*	*	-	3	3	1	4	*
	78%	-%	100%	-%	-%	18%	100%	-%	100%	70%	100%	78%	79%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

The price of the postal services provided by Other (2nd) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)
Base: All those who use Other (2nd) (QV4=99)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	16	16	-	4	1	11
Weighted total	5	5	-	2	*	3
Very low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither low nor high	1	1	-	1	-	-
	21%	*21%*	-%	*68%*	-%	-%
Quite high	1	1	-	*	-	1
	15%	*15%*	-%	*7%*	-%	*19%*
Very high	3	3	-	*	*	3
	63%	*63%*	-%	*25%*	*100%*	*79%*
Don't Know (DO NOT READ OUT)	*	*	-	-	-	*
	1%	*1%*	-%	-%	-%	*2%*
NET: High	4	4	-	1	*	3
	78%	*78%*	-%	*32%*	*100%*	*98%*
NET: Low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

The price of the postal services provided by Other (2nd) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)
Base: All those who use Other (2nd) (QV4=99)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	16	5	7	3	1	-	-	-	-	12	4	3	2	11
Weighted total	5	2	3	*	*	-	-	-	-	5	*	2	*	3
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	1	-	-	-	-	-	-	-	1	-	1	-	-
	21%	57%	-%	-%	-%	-%	-%	-%	-%	23%	-%	64%	-%	-%
Quite high	1	*	1	-	-	-	-	-	-	1	-	-	*	1
	15%	6%	24%	-%	-%	-%	-%	-%	-%	16%	-%	-%	51%	20%
Very high	3	1	2	*	*	-	-	-	-	3	*	1	*	2
	63%	37%	76%	85%	100%	-%	-%	-%	-%	60%	88%	36%	49%	78%
Don't Know (DO NOT READ OUT)	*	-	-	*	-	-	-	-	-	-	*	-	-	*
	1%	-%	-%	15%	-%	-%	-%	-%	-%	-%	12%	-%	-%	2%
NET: High	4	1	3	*	*	-	-	-	-	3	*	1	*	3
	78%	43%	100%	85%	100%	-%	-%	-%	-%	77%	88%	36%	100%	98%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

The price of the postal services provided by Other (2nd) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)
Base: All those who use Other (2nd) (QV4=99)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**16**	9	9	12	11	7	15	8	-	2	1	-	1	-
Weighted total	**5**	3	3	4	3	2	5	1	-	2	*	-	*	-
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**1**	-	-	-	-	-	1	-	-	-	-	-	-	-
	21%	-%	-%	-%	-%	-%	*22%*	-%	-%	-%	-%	-%	-%	-%
Quite high	**1**	1	*	1	*	*	1	1	-	-	-	-	-	-
	15%	*21%*	*6%*	*18%*	*9%*	*2%*	*16%*	*44%*	-%	-%	-%	-%	-%	-%
Very high	**3**	2	3	3	2	2	3	1	-	2	*	-	*	-
	63%	*79%*	*94%*	*82%*	*89%*	*98%*	*61%*	*56%*	-%	*100%*	*100%*	-%	*100%*	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	*	-	*	-	-	-	-	-	-	-
	1%	-%	-%	-%	*2%*	-%	*1%*	-%	-%	-%	-%	-%	-%	-%
NET: High	**4**	3	3	4	3	2	4	1	-	2	*	-	*	-
	78%	*100%*	*100%*	*100%*	*98%*	*100%*	*76%*	*100%*	-%	*100%*	*100%*	-%	*100%*	-%
NET: Low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

The price of the postal services provided by Other (2nd) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)
Base: All those who use Other (2nd) (QV4=99)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**16**	8	2	-	1	-	-	-	-	4	3	3	2	-
Weighted total	**5**	3	*	-	*	-	-	-	-	1	*	2	*	-
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither low nor high	**1**	-	-	-	-	-	-	-	-	-	-	-	-	-
	21%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quite high	**1**	*	*	-	-	-	-	-	-	*	*	-	*	-
	15%	*8%*	*50%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*52%*	*14%*	*-%*	*64%*	*-%*
Very high	**3**	2	-	-	*	-	-	-	-	*	*	2	*	-
	63%	*92%*	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*48%*	*86%*	*100%*	*36%*	*-%*
Don't Know (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*50%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: High	**4**	3	*	-	*	-	-	-	-	1	*	2	*	-
	78%	*100%*	*50%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*100%*	*100%*	*100%*	*100%*	*-%*
NET: Low	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

The price of the postal services provided by Other (2nd) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)
Base: All those who use Other (2nd) (QV4=99)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	16	1	2	5	3	-	10	-	1	6	10	10	2
Weighted total	5	*	*	1	2	-	3	-	*	2	3	3	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	-	-	-	-	-	-	-	-	-	1	-	-
	21%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*41%*	-%	-%
Quite high	1	*	*	-	*	-	*	-	-	*	1	1	*
	15%	*100%*	*51%*	-%	*5%*	-%	*9%*	-%	-%	*4%*	*25%*	*17%*	*35%*
Very high	3	-	*	1	2	-	2	-	*	2	1	3	*
	63%	-%	*49%*	*90%*	*95%*	-%	*88%*	-%	*100%*	*96%*	*33%*	*83%*	*65%*
Don't Know (DO NOT READ OUT)	*	-	-	*	-	-	*	-	-	-	*	-	-
	1%	-%	-%	*10%*	-%	-%	*2%*	-%	-%	-%	*2%*	-%	-%
NET: High	4	*	*	1	2	-	3	-	*	2	1	3	*
	78%	*100%*	*100%*	*90%*	*100%*	-%	*98%*	-%	*100%*	*100%*	*57%*	*100%*	*100%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

The price of the postal services provided by Other (2nd) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)
Base: All those who use Other (2nd) (QV4=99)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	16	1	10	9	3	2	9	4	8	3	-
Weighted total	5	*	3	3	*	*	3	3	3	1	-
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	-	-	-	-	-	-	-	-	-	-
	21%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	1	*	*	1	*	*	*	*	1	1	-
	15%	100%	6%	18%	22%	100%	2%	18%	23%	86%	-%
Very high	3	-	2	3	*	-	2	2	2	*	-
	63%	-%	92%	82%	78%	-%	96%	82%	77%	14%	-%
Don't Know (DO NOT READ OUT)	*	-	*	-	-	-	*	-	-	-	-
	1%	-%	2%	-%	-%	-%	2%	-%	-%	-%	-%
NET: High	4	*	3	3	*	*	3	3	3	1	-
	78%	100%	98%	100%	100%	100%	98%	100%	100%	100%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

The price of the postal services provided by Other (2nd) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)
Base: All those who use Other (2nd) (QV4=99)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	16	4	8	4	-	9	6	3	-	7	8	7	6	9	1
Weighted total	5	1	3	1	-	1	2	*	-	3	3	2	3	3	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	21%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	1	*	*	*	-	*	*	*	-	1	*	*	*	1	-
	15%	11%	6%	28%	-%	36%	2%	39%	-%	20%	4%	9%	17%	18%	-%
Very high	3	*	2	*	-	*	2	*	-	2	3	2	2	3	*
	63%	89%	94%	72%	-%	56%	98%	61%	-%	80%	96%	91%	83%	82%	100%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	4	1	3	1	-	1	2	*	-	3	3	2	3	3	*
	78%	100%	100%	100%	-%	92%	100%	100%	-%	100%	100%	100%	100%	100%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The price of the postal services provided by Other (2nd) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)
Base: All those who use Other (2nd) (QV4=99)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	**16**	3	4	5	1	1	7	9	-	1	-	1
Weighted total	**5**	*	1	1	*	*	3	3	-	*	-	*
Very low	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	**1**	-	-	-	-	-	-	-	-	-	-	-
	21%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	**1**	-	*	*	-	*	1	1	-	-	-	-
	15%	-%	*18%*	*18%*	-%	*100%*	*18%*	*18%*	-%	-%	-%	-%
Very high	**3**	*	*	*	*	-	3	3	-	*	-	*
	63%	*100%*	*82%*	*82%*	*100%*	-%	*82%*	*82%*	-%	*100%*	-%	*100%*
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	**4**	*	1	1	*	*	3	3	-	*	-	*
	78%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	-%	*100%*	-%	*100%*
NET: Low	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 188 (continuation)

The price of the postal services provided by Other (2nd) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)

Base: All those who use Other (2nd) (QV4=99)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	16	14	13	14	14	16	10	16	9	-	13	-	3	10
Weighted total	5	4	4	4	5	5	3	5	3	-	5	-	*	4
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	-	-	-	1	1	-	1	-	-	1	-	-	1
	21%	-%	-%	-%	22%	21%	-%	21%	-%	-%	23%	-%	-%	25%
Quite high	1	1	1	1	1	1	*	1	1	-	1	-	-	1
	15%	19%	21%	19%	13%	15%	2%	15%	17%	-%	16%	-%	-%	17%
Very high	3	3	3	3	3	3	3	3	3	-	3	-	*	3
	63%	81%	79%	81%	64%	63%	96%	63%	81%	-%	60%	-%	100%	58%
Don't Know (DO NOT READ OUT)	*	-	-	-	*	*	*	*	*	-	-	-	-	-
	1%	-%	-%	-%	1%	1%	2%	1%	2%	-%	-%	-%	-%	-%
NET: High	4	4	4	4	4	4	3	4	3	-	4	-	*	3
	78%	100%	100%	100%	77%	78%	98%	78%	98%	-%	77%	-%	100%	75%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

The price of the postal services provided by Other (2nd) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)
Base: All those who use Other (2nd) (QV4=99)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	16	16	-	2	14	8	5	3	9	1	6	9	7
Weighted total	5	5	-	1	4	3	2	1	2	*	3	4	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	1	-	-	1	-	1	-	-	-	1	1	-
	21%	21%	-%	-%	24%	-%	59%	-%	-%	-%	31%	28%	-%
Quite high	1	1	-	*	*	*	-	1	1	-	-	*	1
	15%	15%	-%	90%	6%	8%	-%	84%	48%	-%	-%	3%	54%
Very high	3	3	-	*	3	2	1	*	1	*	2	3	1
	63%	63%	-%	10%	69%	90%	41%	16%	48%	100%	69%	68%	46%
Don't Know (DO NOT READ OUT)	*	*	-	-	*	*	-	-	*	-	-	*	-
	1%	1%	-%	-%	1%	2%	-%	-%	4%	-%	-%	1%	-%
NET: High	4	4	-	1	3	3	1	1	1	*	2	3	1
	78%	78%	-%	100%	75%	98%	41%	100%	96%	100%	69%	71%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

The price of the postal services provided by Other (2nd) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)
Base: All those who use Other (2nd) (QV4=99)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	16	4	1	1	1	1	-	1	1	-	1	2	2
Weighted total	5	*	*	*	*	*	-	*	*	-	*	*	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	-	-	-	-	-	-	-	-	-	-	-	1
	21%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*96%*
Quite high	1	*	*	-	-	-	-	-	-	-	*	-	-
	15%	*12%*	*100%*	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%
Very high	3	*	-	*	-	*	-	*	*	-	-	*	*
	63%	*88%*	-%	*100%*	-%	*100%*	-%	*100%*	*100%*	-%	-%	*100%*	*4%*
Don't Know (DO NOT READ OUT)	*	-	-	-	*	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	*100%*	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	4	*	*	*	-	*	-	*	*	-	*	*	*
	78%	*100%*	*100%*	*100%*	-%	*100%*	-%	*100%*	*100%*	-%	*100%*	*100%*	*4%*
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 188 (continuation)

The price of the postal services provided by Other (2nd) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)

Base: All those who use Other (2nd) (QV4=99)

	Total base	Month						Quarter			
		Jan' 2018	Apr' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Oct' 2018	Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d
Unweighted total	16	3	6	1	3	1	2	3	7	4	2
Weighted total	5	*	2	*	1	*	2	*	2	1	2
Very low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	-	1	-	-	-	-	-	1	-	-
	21%	-%	68%	-%	-%	-%	-%	-%	57%	-%	-%
Quite high	1	*	*	-	*	-	*	*	*	*	*
	15%	22%	4%	-%	70%	-%	6%	22%	3%	61%	6%
Very high	3	*	*	*	*	*	2	*	1	*	2
	63%	78%	25%	100%	30%	100%	94%	78%	37%	39%	94%
Don't Know (DO NOT READ OUT)	*	-	*	-	-	-	-	-	*	-	-
	1%	-%	4%	-%	-%	-%	-%	-%	3%	-%	-%
NET: High	4	*	*	*	1	*	2	*	1	1	2
	78%	100%	29%	100%	100%	100%	100%	100%	40%	100%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 189 Page 3288

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DHL (QV4=2)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	**72**	49	11	7	5	23	17	15	5	1	6
Weighted total	**62**	59	1	1	1	3	18	12	7	*	5
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**2**	2	-	-	-	-	2	*	-	-	-
	4%	*4%*	*-%*	*-%*	*-%*	*-%*	*10%*	*4%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**7**	6	*	-	*	1	-	1	*	-	2
	11%	*11%*	*20%*	*-%*	*38%*	*20%*	*-%*	*11%*	*2%*	*-%*	*31%*
Fairly satisfied	**27**	26	1	*	*	1	9	5	5	*	2
	44%	*44%*	*48%*	*83%*	*26%*	*51%*	*50%*	*45%*	*74%*	*100%*	*35%*
Very satisfied	**24**	23	*	*	*	1	7	4	2	-	2
	39%	*40%*	*32%*	*17%*	*36%*	*30%*	*39%*	*31%*	*25%*	*-%*	*34%*
Don't Know (DO NOT READ OUT)	**1**	1	-	-	-	-	-	1	-	-	-
	2%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*9%*	*-%*	*-%*	*-%*
NET: Satisfied	**51**	49	1	1	*	2	16	9	7	*	4
	83%	*84%*	*80%*	*100%*	*62%*	*80%*	*90%*	*76%*	*98%*	*100%*	*69%*
NET: Dissatisfied	**2**	2	-	-	-	-	2	*	-	-	-
	4%	*4%*	*-%*	*-%*	*-%*	*-%*	*10%*	*4%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 189 (continuation)

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use DHL (QV4=2)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	72	5	1	21	-	3	13	4	5	2	54	4	7	7
Weighted total	62	3	1	23	-	2	15	5	4	4	56	1	2	2
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	-	-	-	-	-	-	2	-	-	2	-	-	*
	4%	-%	-%	-%	-%	-%	-%	39%	-%	-%	3%	-%	-%	24%
Neither satisfied nor dissatisfied	7	*	-	1	-	-	5	-	*	-	7	-	-	-
	11%	5%	-%	5%	-%	-%	36%	-%	7%	-%	12%	-%	-%	-%
Fairly satisfied	27	2	1	15	-	*	5	1	1	-	26	*	*	1
	44%	57%	100%	66%	-%	5%	37%	26%	36%	-%	47%	9%	14%	28%
Very satisfied	24	1	-	6	-	2	4	2	2	4	20	1	2	1
	39%	38%	-%	25%	-%	95%	27%	35%	57%	100%	36%	91%	86%	48%
Don't Know (DO NOT READ OUT)	1	-	-	1	-	-	-	-	-	-	1	-	-	-
	2%	-%	-%	5%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%
NET: Satisfied	51	3	1	21	-	2	9	3	3	4	46	1	2	2
	83%	95%	100%	90%	-%	100%	64%	61%	93%	100%	83%	100%	100%	76%
NET: Dissatisfied	2	-	-	-	-	-	-	2	-	-	2	-	-	*
	4%	-%	-%	-%	-%	-%	-%	39%	-%	-%	3%	-%	-%	24%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DHL (QV4=2)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b
Unweighted total	72	-	15	1	2	25	4	5	20	58	14	59	13
Weighted total	62	-	10	*	2	23	1	5	20	55	7	54	8
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	-	-	-	-	*	-	-	2	2	-	2	-
	4%	-%	-%	-%	-%	2%	-%	-%	9%	4%	-%	4%	-%
Neither satisfied nor dissatisfied	7	-	-	-	-	6	*	-	1	7	*	7	-
	11%	-%	-%	-%	-%	25%	12%	-%	5%	12%	3%	13%	-%
Fairly satisfied	27	-	5	*	*	5	1	4	12	24	3	26	2
	44%	-%	51%	100%	3%	23%	88%	78%	57%	45%	43%	48%	19%
Very satisfied	24	-	5	-	2	11	-	1	5	20	4	18	6
	39%	-%	49%	-%	97%	50%	-%	22%	23%	37%	55%	33%	81%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	-	-	1	1	-	1	-
	2%	-%	-%	-%	-%	-%	-%	-%	5%	2%	-%	2%	-%
NET: Satisfied	51	-	10	*	2	16	1	5	16	45	6	43	8
	83%	-%	100%	100%	100%	73%	88%	100%	80%	82%	97%	81%	100%
NET: Dissatisfied	2	-	-	-	-	*	-	-	2	2	-	2	-
	4%	-%	-%	-%	-%	2%	-%	-%	9%	4%	-%	4%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DHL (QV4=2)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	***b**	a	***b**	***c**
Unweighted total	**72**	69	3	42	8	20
Weighted total	**62**	58	4	37	7	15
Very dissatisfied	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	**2**	2	-	2	-	*
	4%	*4%*	-%	*5%*	-%	*3%*
Neither satisfied nor dissatisfied	**7**	7	-	4	1	*
	11%	*12%*	-%	*10%*	*15%*	*1%*
Fairly satisfied	**27**	25	2	19	4	5
	44%	*44%*	*54%*	*50%*	*51%*	*34%*
Very satisfied	**24**	22	2	12	2	9
	39%	*39%*	*46%*	*31%*	*34%*	*62%*
Don't Know (DO NOT READ OUT)	**1**	1	-	1	-	-
	2%	*2%*	-%	*3%*	-%	-%
NET: Satisfied	**51**	47	4	30	6	14
	83%	*82%*	*100%*	*82%*	*85%*	*96%*
NET: Dissatisfied	**2**	2	-	2	-	*
	4%	*4%*	-%	*5%*	-%	*3%*

Columns Tested: a,b - a,b,c

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DHL (QV4=2)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	*c
Unweighted total	**72**	46	23	3	-	-	-	-	-	69	3	15	31	26
Weighted total	**62**	44	16	1	-	-	-	-	-	60	1	12	32	17
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**2**	2	*	-	-	-	-	-	-	2	-	-	2	*
	4%	*4%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*-%*	*6%*	*3%*
Neither satisfied nor dissatisfied	**7**	5	2	*	-	-	-	-	-	7	*	2	3	2
	11%	*11%*	*12%*	*8%*	*-%*	*-%*	*-%*	*-%*	*-%*	*11%*	*8%*	*15%*	*9%*	*12%*
Fairly satisfied	**27**	18	9	-	-	-	-	-	-	27	-	4	14	9
	44%	*42%*	*55%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*45%*	*-%*	*35%*	*44%*	*51%*
Very satisfied	**24**	18	5	1	-	-	-	-	-	23	1	5	13	6
	39%	*41%*	*29%*	*92%*	*-%*	*-%*	*-%*	*-%*	*-%*	*38%*	*92%*	*41%*	*41%*	*34%*
Don't Know (DO NOT READ OUT)	**1**	1	-	-	-	-	-	-	-	1	-	1	-	-
	2%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*9%*	*-%*	*-%*
NET: Satisfied	**51**	37	14	1	-	-	-	-	-	50	1	9	27	15
	83%	*83%*	*85%*	*92%*	*-%*	*-%*	*-%*	*-%*	*-%*	*83%*	*92%*	*76%*	*85%*	*85%*
NET: Dissatisfied	**2**	2	*	-	-	-	-	-	-	2	-	-	2	*
	4%	*4%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*-%*	*6%*	*3%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DHL (QV4=2)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	72	41	36	46	46	20	40	39	6	-	1	-	-	-
Weighted total	62	26	21	32	39	9	35	29	2	-	*	-	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	2	2	2	2	-	2	2	-	-	-	-	-	-
	4%	9%	11%	7%	6%	-%	7%	8%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	7	3	3	3	4	2	3	3	-	-	-	-	-	-
	11%	13%	15%	10%	10%	17%	9%	11%	-%	-%	-%	-%	-%	-%
Fairly satisfied	27	13	10	17	15	5	12	15	2	-	*	-	-	-
	44%	51%	46%	53%	39%	57%	35%	50%	89%	-%	100%	-%	-%	-%
Very satisfied	24	6	6	8	18	2	17	8	*	-	-	-	-	-
	39%	24%	27%	26%	46% ac	26%	49% ac	27%	11%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	1	1	-	1	-	-	-	1	-	-	-	-	-	-
	2%	4%	-%	3%	-%	-%	-%	4%	-%	-%	-%	-%	-%	-%
NET: Satisfied	51	19	16	25	33	8	30	22	2	-	*	-	-	-
	83%	74%	74%	79%	85%	83%	84%	77%	100%	-%	100%	-%	-%	-%
NET: Dissatisfied	2	2	2	2	2	-	2	2	-	-	-	-	-	-
	4%	9%	11%	7%	6%	-%	7%	8%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DHL (QV4=2)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**72**	43	-	3	-	-	-	-	-	12	13	8	13	-
Weighted total	**62**	38	-	1	-	-	-	-	-	12	10	6	4	-
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	**2**	2	-	-	-	-	-	-	-	2	-	-	-	-
	4%	*6%*	-%	-%	-%	-%	-%	-%	-%	*19%*	-%	-%	-%	-%
Neither satisfied nor dissatisfied	**7**	4	-	*	-	-	-	-	-	-	*	3	*	-
	11%	*10%*	-%	*9%*	-%	-%	-%	-%	-%	-%	*2%*	*50%*	*3%*	-%
Fairly satisfied	**27**	15	-	-	-	-	-	-	-	6	7	2	2	-
	44%	*40%*	-%	-%	-%	-%	-%	-%	-%	*48%*	*69%*	*34%*	*59%*	-%
Very satisfied	**24**	17	-	1	-	-	-	-	-	3	3	1	1	-
	39%	*45%*	-%	*91%*	-%	-%	-%	-%	-%	*24%*	*29%*	*16%*	*39%*	-%
Don't Know (DO NOT READ OUT)	**1**	-	-	-	-	-	-	-	-	1	-	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	*9%*	-%	-%	-%	-%
NET: Satisfied	**51**	32	-	1	-	-	-	-	-	9	10	3	4	-
	83%	*84%*	-%	*91%*	-%	-%	-%	-%	-%	*72%*	*98%*	*50%*	*97%*	-%
NET: Dissatisfied	**2**	2	-	-	-	-	-	-	-	2	-	-	-	-
	4%	*6%*	-%	-%	-%	-%	-%	-%	-%	*19%*	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DHL (QV4=2)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	b	a	*b
Unweighted total	**72**	14	11	12	9	-	29	3	14	27	45	40	6
Weighted total	**62**	9	10	13	7	-	24	2	13	20	41	26	6
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**2**	-	*	2	-	-	2	-	-	-	2	2	-
	4%	*-%*	*5%*	*14%*	*-%*	*-%*	*9%*	*-%*	*-%*	*-%*	*6%*	*9%*	*-%*
Neither satisfied nor dissatisfied	**7**	-	2	2	*	-	*	-	3	5	2	3	-
	11%	*-%*	*17%*	*15%*	*1%*	*-%*	*1%*	*-%*	*26%*	*23%*	*5%*	*13%*	*-%*
Fairly satisfied	**27**	4	4	5	3	-	8	2	6	8	19	13	4
	44%	*42%*	*36%*	*36%*	*41%*	*-%*	*33%*	*94%*	*42%*	*42%*	*46%*	*50%*	*70%*
Very satisfied	**24**	5	4	4	4	-	14	*	4	6	18	6	2
	39%	*58%*	*42%*	*34%*	*57%*	*-%*	*57%*	*6%*	*32%*	*30%*	*44%*	*25%*	*30%*
Don't Know (DO NOT READ OUT)	**1**	-	-	-	-	-	-	-	-	1	-	1	-
	2%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*	*4%*	*-%*
NET: Satisfied	**51**	9	8	9	7	-	22	2	10	14	37	19	6
	83%	*100%*	*78%*	*70%*	*99%*	*-%*	*89%*	*100%*	*74%*	*72%*	*89%*	*75%*	*100%*
NET: Dissatisfied	**2**	-	*	2	-	-	2	-	-	-	2	2	-
	4%	*-%*	*5%*	*14%*	*-%*	*-%*	*9%*	*-%*	*-%*	*-%*	*6%*	*9%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DHL (QV4=2)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	b	a	*b	*a	b	*a	b	*c	*d
Unweighted total	72	9	30	35	6	9	37	23	35	20	-
Weighted total	62	5	28	23	5	4	36	15	24	12	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	-	2	2	-	-	2	-	2	-	-
	4%	-%	8%	10%	-%	-%	6%	-%	10%	-%	-%
Neither satisfied nor dissatisfied	7	*	4	2	2	*	4	2	1	2	-
	11%	5%	12%	7%	37%	7%	10%	13%	6%	16%	-%
Fairly satisfied	27	4	11	12	1	3	12	9	13	6	-
	44%	89%	39%	52%	26%	85%	34%	56%	54%	52%	-%
Very satisfied	24	*	11	6	2	*	18	4	6	3	-
	39%	6%	40%	26%	37%	8%	50%	23%	26%	24%	-%
Don't Know (DO NOT READ OUT)	1	-	-	1	-	-	-	1	1	1	-
	2%	-%	-%	5%	-%	-%	-%	7%	4%	9%	-%
NET: Satisfied	51	4	22	18	3	3	30	12	19	9	-
	83%	95%	79%	78%	63%	93%	84%	80%	80%	76%	-%
NET: Dissatisfied	2	-	2	2	-	-	2	-	2	-	-
	4%	-%	8%	10%	-%	-%	6%	-%	10%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 189 (continuation)

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use DHL (QV4=2)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	a	*b	*c	*d	a	b	*c	a	*b	*c
Unweighted total	72	20	30	15	-	37	25	27	-	36	33	22	37	18	1
Weighted total	62	14	19	9	-	32	18	25	-	21	18	14	25	15	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	*	2	-	-	2	-	*	-	2	2	*	2	-	-
	4%	3%	10%	-%	-%	6%	-%	2%	-%	11%	12%	3%	9%	-%	-%
Neither satisfied nor dissatisfied	7	2	1	2	-	4	*	2	-	3	3	2	3	3	-
	11%	15%	7%	19%	-%	12%	1%	7%	-%	15%	18%	14%	13%	18%	-%
Fairly satisfied	27	7	10	3	-	13	10	12	-	9	8	8	13	8	-
	44%	53%	52%	34%	-%	41%	53%	49%	-%	43%	44%	56%	51%	53%	-%
Very satisfied	24	4	6	4	-	13	8	10	-	6	5	4	5	3	*
	39%	29%	31%	47%	-%	41%	45%	42%	-%	26%	26%	27%	22%	22%	100%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	1	-	-	1	1	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	4%	7%	-%
NET: Satisfied	51	11	15	7	-	27	18	23	-	15	13	12	18	11	*
	83%	82%	84%	81%	-%	83%	99%	91%	-%	69%	70%	83%	73%	75%	100%
NET: Dissatisfied	2	*	2	-	-	2	-	*	-	2	2	*	2	-	-
	4%	3%	10%	-%	-%	6%	-%	2%	-%	11%	12%	3%	9%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DHL (QV4=2)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*a	*b	*c	*d
Unweighted total	72	22	11	22	18	10	32	14	1	3	1	3
Weighted total	62	14	8	18	13	7	23	11	1	2	2	1
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	*	*	*	*	*	2	-	-	-	-	*
	4%	3%	6%	3%	4%	7%	10%	-%	-%	-%	-%	55%
Neither satisfied nor dissatisfied	7	*	-	2	2	*	1	1	1	*	-	*
	11%	2%	-%	12%	15%	4%	6%	9%	100%	9%	-%	12%
Fairly satisfied	27	6	2	7	5	2	13	6	-	2	2	-
	44%	43%	30%	42%	41%	29%	55%	52%	-%	86%	100%	-%
Very satisfied	24	7	5	8	5	4	5	3	-	*	-	*
	39%	52%	64%	44%	41%	60%	24%	29%	-%	5%	-%	33%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	1	1	-	-	-	-
	2%	-%	-%	-%	-%	-%	5%	9%	-%	-%	-%	-%
NET: Satisfied	51	13	7	15	11	6	18	9	-	2	2	*
	83%	95%	94%	86%	82%	89%	79%	81%	-%	91%	100%	33%
NET: Dissatisfied	2	*	*	*	*	*	2	-	-	-	-	*
	4%	3%	6%	3%	4%	7%	10%	-%	-%	-%	-%	55%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DHL (QV4=2)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	*a	b
Unweighted total	**72**	65	55	65	58	71	48	61	40	-	37	-	11	37
Weighted total	**62**	57	46	57	46	61	42	52	32	-	25	-	8	27
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**2**	2	2	2	2	2	2	2	*	-	*	-	2	*
	4%	*4%*	*5%*	*4%*	*5%*	*4%*	*4%*	*4%*	*2%*	*-%*	*2%*	*-%*	*21%*	*2%*
Neither satisfied nor dissatisfied	**7**	7	7	7	4	7	4	7	4	-	2	-	1	4
	11%	*12%*	*15%*	*12%*	*8%*	*11%*	*9%*	*13%*	*11%*	*-%*	*8%*	*-%*	*14%*	*14%*
Fairly satisfied	**27**	26	20	26	22	27	20	23	18	-	13	-	1	17
	44%	*46%*	*44%*	*46%*	*48%*	*45%*	*48%*	*45%*	*55%*	*-%*	*53%*	*-%*	*14%*	*62%*
Very satisfied	**24**	21	15	21	17	23	15	18	9	-	9	-	3	6
	39%	*37%*	*34%*	*37%*	*36%*	*38%*	*36%*	*36%*	*29%*	*-%*	*37%*	*-%*	*38%*	*22%*
Don't Know (DO NOT READ OUT)	**1**	1	1	1	1	1	1	1	1	-	-	-	1	-
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*-%*	*-%*	*-%*	*13%*	*-%*
NET: Satisfied	**51**	47	35	47	39	50	36	42	27	-	22	-	4	23
	83%	*82%*	*78%*	*82%*	*84%*	*83%*	*84%*	*81%*	*84%*	*-%*	*90%*	*-%*	*52%*	*84%*
NET: Dissatisfied	**2**	2	2	2	2	2	2	2	*	-	*	-	2	*
	4%	*4%*	*5%*	*4%*	*5%*	*4%*	*4%*	*4%*	*2%*	*-%*	*2%*	*-%*	*21%*	*2%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DHL (QV4=2)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	b	*c	a	*b	c	a	b
Unweighted total	72	61	1	10	62	11	49	12	30	6	36	38	34
Weighted total	62	52	*	7	54	7	40	15	30	4	28	30	32
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	2	-	2	-	2	*	-	2	*	-	2	*
	4%	4%	-%	32%	-%	27%	1%	-%	6%	12%	-%	6%	2%
Neither satisfied nor dissatisfied	7	3	*	1	6	*	3	4	4	-	3	4	3
	11%	5%	100%	7%	12%	6%	7%	24%	13%	-%	11%	13%	9%
Fairly satisfied	27	22	-	2	25	2	17	8	10	3	15	11	16
	44%	42%	-%	29%	46%	26%	43%	56%	32%	78%	52%	38%	50%
Very satisfied	24	24	-	1	23	3	18	3	13	*	10	13	11
	39%	46%	-%	17%	42%	41%	46%	20%	45%	10%	37%	43%	36%
Don't Know (DO NOT READ OUT)	1	1	-	1	-	-	1	-	1	-	-	-	1
	2%	2%	-%	15%	-%	-%	3%	-%	4%	-%	-%	-%	3%
NET: Satisfied	51	46	-	3	48	4	36	11	23	4	25	24	27
	83%	88%	-%	46%	88%	67%	89%	76%	77%	88%	89%	81%	86%
NET: Dissatisfied	2	2	-	2	-	2	*	-	2	*	-	2	*
	4%	4%	-%	32%	-%	27%	1%	-%	6%	12%	-%	6%	2%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 189 (continuation)

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use DHL (QV4=2)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	72	11	6	8	8	6	2	7	1	3	5	1	4
Weighted total	62	5	2	3	3	1	1	1	1	1	3	*	2
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	-	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	7	-	-	-	-	-	-	-	-	-	-	-	-
	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	27	4	1	2	1	1	1	1	1	*	2	*	2
	44%	76%	52%	68%	37%	96%	100%	96%	100%	5%	68%	100%	100%
Very satisfied	24	1	1	1	2	*	-	*	-	1	1	-	-
	39%	24%	48%	32%	63%	4%	-%	4%	-%	95%	32%	-%	-%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	51	5	2	3	3	1	1	1	1	1	3	*	2
	83%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied	2	-	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 189 (continuation)

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use DHL (QV4=2)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	72	4	3	2	16	4	7	6	9	8	8	2	3
Weighted total	62	1	5	2	10	3	4	6	9	10	7	2	2
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	-	-	-	-	-	-	-	-	*	-	2	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	75%	-%
Neither satisfied nor dissatisfied	7	-	3	-	-	-	1	*	-	-	2	-	*
	11%	-%	67%	-%	-%	-%	25%	4%	-%	-%	29%	-%	8%
Fairly satisfied	27	*	2	*	7	-	*	3	7	5	2	-	*
	44%	40%	33%	22%	67%	-%	7%	57%	76%	55%	29%	-%	5%
Very satisfied	24	*	-	2	3	2	3	2	2	4	3	1	2
	39%	60%	-%	78%	33%	68%	68%	39%	24%	40%	42%	25%	87%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	1	-	-	-	-	-	-	-
	2%	-%	-%	-%	-%	32%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	51	1	2	2	10	2	3	6	9	9	5	1	2
	83%	100%	33%	100%	100%	68%	75%	96%	100%	95%	71%	25%	92%
NET: Dissatisfied	2	-	-	-	-	-	-	-	-	*	-	2	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	75%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DHL (QV4=2)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	**72**	9	27	23	13
Weighted total	**62**	8	18	25	11
Very dissatisfied	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**2**	-	-	*	2
	4%	*-%*	*-%*	*2%*	*16%*
Neither satisfied nor dissatisfied	**7**	3	1	*	2
	11%	*42%*	*6%*	*1%*	*19%*
Fairly satisfied	**27**	3	7	16	2
	44%	*31%*	*40%*	*64%*	*18%*
Very satisfied	**24**	2	8	8	5
	39%	*27%*	*48%*	*33%*	*47%*
Don't Know (DO NOT READ OUT)	**1**	-	1	-	-
	2%	*-%*	*6%*	*-%*	*-%*
NET: Satisfied	**51**	5	15	24	7
	83%	*58%*	*88%*	*97%*	*65%*
NET: Dissatisfied	**2**	-	-	*	2
	4%	*-%*	*-%*	*2%*	*16%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 190 Page 3304

UK Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use UK Mail (QV4=4)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	**26**	21	4	1	-	5	8	9	2	1	3
Weighted total	**26**	25	1	*	-	1	8	11	2	*	1
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	**2**	2	-	*	-	*	-	2	-	-	*
	8%	*7%*	*-%*	*100%*	*-%*	*14%*	*-%*	*17%*	*-%*	*-%*	*24%*
Neither satisfied nor dissatisfied	**2**	2	*	-	-	*	*	2	*	-	*
	9%	*8%*	*40%*	*-%*	*-%*	*35%*	*3%*	*16%*	*7%*	*-%*	*33%*
Fairly satisfied	**12**	12	*	-	-	*	5	4	-	*	*
	46%	*46%*	*60%*	*-%*	*-%*	*51%*	*61%*	*38%*	*-%*	*100%*	*43%*
Very satisfied	**10**	10	-	-	-	-	3	3	2	-	-
	37%	*38%*	*-%*	*-%*	*-%*	*-%*	*36%*	*27%*	*93%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	-	*	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*
NET: Satisfied	**22**	21	*	-	-	*	8	7	2	*	*
	82%	*84%*	*60%*	*-%*	*-%*	*51%*	*97%*	*65%*	*93%*	*100%*	*43%*
NET: Dissatisfied	**2**	2	-	*	-	*	-	2	-	-	*
	8%	*7%*	*-%*	*100%*	*-%*	*14%*	*-%*	*17%*	*-%*	*-%*	*24%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

UK Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UK Mail (QV4=4)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	26	3	2	1	-	1	2	2	4	5	20	-	6	-
Weighted total	26	4	4	2	-	2	*	3	4	5	24	-	2	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	-	-	-	-	-	*	-	2	-	2	-	-	-
	8%	-%	-%	-%	-%	-%	50%	-%	43%	-%	8%	-%	-%	-%
Neither satisfied nor dissatisfied	2	2	-	-	-	-	*	-	-	*	2	-	*	-
	9%	44%	-%	-%	-%	-%	50%	-%	-%	4%	8%	-%	14%	-%
Fairly satisfied	12	*	2	2	-	-	-	3	1	4	12	-	*	-
	46%	7%	50%	100%	-%	-%	-%	100%	12%	74%	48%	-%	23%	-%
Very satisfied	10	2	2	-	-	2	-	-	2	1	9	-	1	-
	37%	49%	50%	-%	-%	100%	-%	-%	45%	22%	35%	-%	50%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	14%	-%
NET: Satisfied	22	2	4	2	-	2	-	3	2	5	20	-	2	-
	82%	56%	100%	100%	-%	100%	-%	100%	57%	96%	83%	-%	73%	-%
NET: Dissatisfied	2	-	-	-	-	-	*	-	2	-	2	-	-	-
	8%	-%	-%	-%	-%	-%	50%	-%	43%	-%	8%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

UK Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UK Mail (QV4=4)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	26	-	6	1	1	13	-	-	5	17	9	22	4
Weighted total	26	-	6	*	2	14	-	-	4	17	9	24	3
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	-	*	-	-	2	-	-	-	*	2	2	*
	8%	-%	2%	-%	-%	13%	-%	-%	-%	1%	20%	8%	5%
Neither satisfied nor dissatisfied	2	-	-	*	-	2	-	-	-	2	-	2	-
	9%	-%	-%	100%	-%	15%	-%	-%	-%	14%	-%	10%	-%
Fairly satisfied	12	-	5	-	2	4	-	-	1	7	5	10	2
	46%	-%	89%	-%	100%	30%	-%	-%	26%	40%	56%	42%	83%
Very satisfied	10	-	*	-	-	6	-	-	3	8	2	10	-
	37%	-%	9%	-%	-%	41%	-%	-%	74%	45%	21%	41%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	-	-	-	-	*	-	*
	1%	-%	-%	-%	-%	2%	-%	-%	-%	-%	3%	-%	12%
NET: Satisfied	22	-	5	-	2	10	-	-	4	14	7	20	2
	82%	-%	98%	-%	100%	70%	-%	-%	100%	85%	77%	82%	83%
NET: Dissatisfied	2	-	*	-	-	2	-	-	-	*	2	2	*
	8%	-%	2%	-%	-%	13%	-%	-%	-%	1%	20%	8%	5%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

UK Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UK Mail (QV4=4)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	26	26	-	16	2	7
Weighted total	26	26	-	17	1	6
Very dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	2	-	2	-	-
	8%	8%	-%	11%	-%	-%
Neither satisfied nor dissatisfied	2	2	-	*	-	2
	9%	9%	-%	2%	-%	34%
Fairly satisfied	12	12	-	9	1	2
	46%	46%	-%	50%	76%	42%
Very satisfied	10	10	-	6	-	1
	37%	37%	-%	37%	-%	23%
Don't Know (DO NOT READ OUT)	*	*	-	-	*	-
	1%	1%	-%	-%	24%	-%
NET: Satisfied	22	22	-	15	1	4
	82%	82%	-%	87%	76%	66%
NET: Dissatisfied	2	2	-	2	-	-
	8%	8%	-%	11%	-%	-%

Columns Tested: a,b - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 190 (continuation)

UK Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use UK Mail (QV4=4)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	26	11	10	4	-	-	1	-	-	21	5	3	8	15
Weighted total	26	12	11	3	-	-	*	-	-	23	3	4	8	14
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	2	*	-	-	-	-	-	-	2	-	-	2	*
	8%	15%	1%	-%	-%	-%	-%	-%	-%	9%	-%	-%	23%	1%
Neither satisfied nor dissatisfied	2	-	*	2	-	-	-	-	-	*	2	-	-	2
	9%	-%	4%	58%	-%	-%	-%	-%	-%	2%	54%	-%	-%	16%
Fairly satisfied	12	6	6	-	-	-	*	-	-	12	*	-	6	6
	46%	48%	56%	-%	-%	-%	100%	-%	-%	52%	7%	-%	73%	44%
Very satisfied	10	4	4	1	-	-	-	-	-	9	1	4	*	5
	37%	37%	38%	33%	-%	-%	-%	-%	-%	37%	31%	100%	4%	36%
Don't Know (DO NOT READ OUT)	*	-	-	*	-	-	-	-	-	-	*	-	-	*
	1%	-%	-%	9%	-%	-%	-%	-%	-%	-%	9%	-%	-%	2%
NET: Satisfied	22	10	10	1	-	-	*	-	-	20	1	4	6	11
	82%	85%	94%	33%	-%	-%	100%	-%	-%	89%	38%	100%	77%	81%
NET: Dissatisfied	2	2	*	-	-	-	-	-	-	2	-	-	2	*
	8%	15%	1%	-%	-%	-%	-%	-%	-%	9%	-%	-%	23%	1%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 05/02/19

UK Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UK Mail (QV4=4)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	26	12	9	13	19	8	19	11	-	-	1	1	-	-
Weighted total	26	11	8	13	20	8	18	12	-	-	*	1	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	-	-	-	2	*	2	-	-	-	-	-	-	-
	8%	-%	-%	-%	10%	2%	11%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	2	*	2	2	2	*	2	2	-	-	-	-	-	-
	9%	2%	21%	15%	9%	2%	13%	16%	-%	-%	-%	-%	-%	-%
Fairly satisfied	12	7	4	7	11	5	7	7	-	-	*	-	-	-
	46%	65%	45%	57%	53%	55%	42%	61%	-%	-%	100%	-%	-%	-%
Very satisfied	10	4	3	4	5	3	6	3	-	-	-	1	-	-
	37%	33%	33%	29%	27%	41%	34%	23%	-%	-%	-%	100%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	*	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	22	11	6	11	16	8	13	10	-	-	*	1	-	-
	82%	98%	79%	85%	80%	96%	75%	84%	-%	-%	100%	100%	-%	-%
NET: Dissatisfied	2	-	-	-	2	*	2	-	-	-	-	-	-	-
	8%	-%	-%	-%	10%	2%	11%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

UK Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UK Mail (QV4=4)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**26**	17	-	-	1	-	1	-	1	4	3	1	4	1
Weighted total	**26**	18	-	-	2	-	*	-	*	5	3	1	4	*
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**2**	2	-	-	-	-	-	-	-	-	-	-	-	-
	8%	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**2**	2	-	-	-	-	-	-	-	-	-	-	2	*
	9%	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*41%*	*100%*
Fairly satisfied	**12**	9	-	-	2	-	*	-	*	2	3	1	2	-
	46%	*48%*	*-%*	*-%*	*100%*	*-%*	*100%*	*-%*	*100%*	*33%*	*100%*	*100%*	*52%*	*-%*
Very satisfied	**10**	5	-	-	-	-	-	-	-	3	-	-	*	-
	37%	*30%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*67%*	*-%*	*-%*	*7%*	*-%*
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**22**	14	-	-	2	-	*	-	*	5	3	1	2	-
	82%	*78%*	*-%*	*-%*	*100%*	*-%*	*100%*	*-%*	*100%*	*100%*	*100%*	*100%*	*59%*	*-%*
NET: Dissatisfied	**2**	2	-	-	-	-	-	-	-	-	-	-	-	-
	8%	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

UK Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UK Mail (QV4=4)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	**26**	1	6	4	7	1	18	-	1	9	17	11	2
Weighted total	**26**	*	8	7	6	*	20	-	*	7	20	12	1
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	**2**	-	-	2	*	-	2	-	-	-	2	-	-
	8%	-%	-%	*28%*	*2%*	-%	*10%*	-%	-%	-%	*10%*	-%	-%
Neither satisfied nor dissatisfied	**2**	-	-	-	2	-	2	-	-	2	*	2	-
	9%	-%	-%	-%	*32%*	-%	*9%*	-%	-%	*28%*	*2%*	*16%*	-%
Fairly satisfied	**12**	-	5	3	2	*	11	-	*	4	9	6	1
	46%	-%	*71%*	*42%*	*42%*	*100%*	*52%*	-%	*100%*	*52%*	*44%*	*56%*	*66%*
Very satisfied	**10**	*	2	2	1	-	5	-	-	1	8	3	*
	37%	*100%*	*29%*	*30%*	*18%*	-%	*27%*	-%	-%	*20%*	*42%*	*28%*	*34%*
Don't Know (DO NOT READ OUT)	*	-	-	-	*	-	*	-	-	-	*	-	-
	1%	-%	-%	-%	*5%*	-%	*1%*	-%	-%	-%	*2%*	-%	-%
NET: Satisfied	**22**	*	8	5	3	*	16	-	*	5	17	10	1
	82%	*100%*	*100%*	*72%*	*61%*	*100%*	*80%*	-%	*100%*	*72%*	*86%*	*84%*	*100%*
NET: Dissatisfied	**2**	-	-	2	*	-	2	-	-	-	2	-	-
	8%	-%	-%	*28%*	*2%*	-%	*10%*	-%	-%	-%	*10%*	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

UK Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UK Mail (QV4=4)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	26	3	13	10	1	2	17	1	11	-	-
Weighted total	26	3	13	11	1	2	19	2	10	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	-	2	-	-	-	2	-	-	-	-
	8%	-%	15%	-%	-%	-%	11%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	2	2	*	2	-	2	*	-	*	-	-
	9%	57%	1%	18%	-%	88%	1%	-%	2%	-%	-%
Fairly satisfied	12	*	8	6	-	*	11	2	6	-	-
	46%	8%	62%	61%	-%	12%	57%	100%	59%	-%	-%
Very satisfied	10	1	2	2	1	-	5	-	4	-	-
	37%	35%	19%	21%	100%	-%	30%	-%	39%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	*	-	-	-	*	-	-	-	-
	1%	-%	2%	-%	-%	-%	2%	-%	-%	-%	-%
NET: Satisfied	22	1	11	9	1	*	16	2	9	-	-
	82%	43%	81%	82%	100%	12%	87%	100%	98%	-%	-%
NET: Dissatisfied	2	-	2	-	-	-	2	-	-	-	-
	8%	-%	15%	-%	-%	-%	11%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

UK Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UK Mail (QV4=4)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	**26**	2	7	-	-	15	10	3	1	10	7	5	6	9	-
Weighted total	**26**	3	5	-	-	15	7	1	*	10	7	5	6	10	-
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	**2**	-	-	-	-	2	*	-	-	-	-	*	-	-	-
	8%	-%	-%	-%	-%	*13%*	*2%*	-%	-%	-%	-%	*3%*	-%	-%	-%
Neither satisfied nor dissatisfied	**2**	2	-	-	-	2	*	*	-	*	2	2	*	-	-
	9%	*50%*	-%	-%	-%	*12%*	*2%*	*15%*	-%	*2%*	*26%*	*34%*	*3%*	-%	-%
Fairly satisfied	**12**	2	2	-	-	6	5	*	*	6	3	2	2	6	-
	46%	*50%*	*42%*	-%	-%	*40%*	*74%*	*53%*	*100%*	*65%*	*41%*	*41%*	*44%*	*67%*	-%
Very satisfied	**10**	-	3	-	-	5	2	*	-	3	2	1	3	3	-
	37%	-%	*58%*	-%	-%	*34%*	*22%*	*32%*	-%	*33%*	*33%*	*21%*	*53%*	*33%*	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	*2%*	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	**22**	2	5	-	-	11	7	1	*	10	5	3	5	10	-
	82%	*50%*	*100%*	-%	-%	*73%*	*96%*	*85%*	*100%*	*98%*	*74%*	*63%*	*97%*	*100%*	-%
NET: Dissatisfied	**2**	-	-	-	-	2	*	-	-	-	-	*	-	-	-
	8%	-%	-%	-%	-%	*13%*	*2%*	-%	-%	-%	-%	*3%*	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

UK Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UK Mail (QV4=4)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	26	4	5	7	1	1	7	10	1	-	3	-
Weighted total	26	2	4	6	*	*	5	8	2	-	1	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	*	*	2	-	-	*	*	-	-	*	-
	8%	8%	4%	32%	-%	-%	3%	2%	-%	-%	9%	-%
Neither satisfied nor dissatisfied	2	-	-	2	-	-	*	*	2	-	-	-
	9%	-%	-%	28%	-%	-%	6%	2%	100%	-%	-%	-%
Fairly satisfied	12	*	2	2	-	-	2	5	-	-	*	-
	46%	14%	58%	36%	-%	-%	38%	57%	-%	-%	20%	-%
Very satisfied	10	1	1	*	*	*	3	3	-	-	1	-
	37%	78%	38%	5%	100%	100%	54%	39%	-%	-%	71%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	22	2	3	3	*	*	5	8	-	-	1	-
	82%	92%	96%	40%	100%	100%	91%	97%	-%	-%	91%	-%
NET: Dissatisfied	2	*	*	2	-	-	*	*	-	-	*	-
	8%	8%	4%	32%	-%	-%	3%	2%	-%	-%	9%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

UK Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UK Mail (QV4=4)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	**26**	25	21	25	24	24	15	24	3	1	14	-	4	14
Weighted total	**26**	26	19	26	23	24	13	24	1	*	14	-	2	13
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**2**	2	2	2	*	2	*	2	-	-	*	-	-	*
	8%	*8%*	*11%*	*8%*	*1%*	*8%*	*1%*	*8%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*
Neither satisfied nor dissatisfied	**2**	2	2	2	2	2	2	2	*	*	2	-	*	2
	9%	*9%*	*12%*	*9%*	*10%*	*10%*	*17%*	*10%*	*10%*	*100%*	*14%*	*-%*	*8%*	*16%*
Fairly satisfied	**12**	12	9	12	12	12	8	10	1	-	9	-	1	8
	46%	*46%*	*45%*	*46%*	*53%*	*50%*	*62%*	*43%*	*68%*	*-%*	*67%*	*-%*	*49%*	*64%*
Very satisfied	**10**	10	6	10	8	8	2	10	*	-	2	-	1	2
	37%	*37%*	*32%*	*37%*	*35%*	*33%*	*18%*	*40%*	*22%*	*-%*	*16%*	*-%*	*43%*	*17%*
Don't Know (DO NOT READ OUT)	*	-	-	-	*	-	*	-	-	-	*	-	-	*
	1%	*-%*	*-%*	*-%*	*1%*	*-%*	*2%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*2%*
NET: Satisfied	**22**	22	15	22	20	20	10	20	1	-	11	-	2	10
	82%	*83%*	*77%*	*83%*	*88%*	*82%*	*80%*	*82%*	*90%*	*-%*	*82%*	*-%*	*92%*	*80%*
NET: Dissatisfied	**2**	2	2	2	*	2	*	2	-	-	*	-	-	*
	8%	*8%*	*11%*	*8%*	*1%*	*8%*	*1%*	*8%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

UK Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UK Mail (QV4=4)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	26	24	1	6	20	6	16	4	15	2	9	16	10
Weighted total	26	26	*	5	21	4	18	4	11	2	13	16	10
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	2	-	2	-	-	2	-	2	-	-	2	*
	8%	8%	-%	39%	-%	-%	11%	-%	18%	-%	-%	11%	1%
Neither satisfied nor dissatisfied	2	2	*	2	*	*	2	*	*	*	2	*	2
	9%	8%	100%	42%	1%	11%	9%	5%	4%	10%	13%	3%	18%
Fairly satisfied	12	12	-	1	11	2	8	2	5	2	6	8	4
	46%	46%	-%	18%	52%	53%	45%	42%	43%	90%	42%	50%	39%
Very satisfied	10	10	-	-	10	1	6	2	4	-	6	6	4
	37%	37%	-%	-%	45%	35%	33%	54%	32%	-%	45%	36%	38%
Don't Know (DO NOT READ OUT)	*	*	-	-	*	-	*	-	*	-	-	-	*
	1%	1%	-%	-%	1%	-%	2%	-%	3%	-%	-%	-%	3%
NET: Satisfied	22	22	-	1	21	3	14	4	8	2	12	14	8
	82%	84%	-%	18%	98%	89%	78%	95%	75%	90%	87%	86%	77%
NET: Dissatisfied	2	2	-	2	-	-	2	-	2	-	-	2	*
	8%	8%	-%	39%	-%	-%	11%	-%	18%	-%	-%	11%	1%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

UK Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UK Mail (QV4=4)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	26	2	-	2	2	1	2	1	2	1	3	-	-
Weighted total	26	1	-	1	1	1	1	1	1	*	2	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	-	-	-	-	-	-	-	-	-	-	-	-
	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	2	-	-	-	-	-	-	-	-	-	*	-	-
	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	18%	-%	-%
Fairly satisfied	12	-	-	-	-	-	-	-	-	-	*	-	-
	46%	-%	-%	-%	-%	-%	-%	-%	-%	-%	18%	-%	-%
Very satisfied	10	1	-	1	1	1	1	1	1	*	1	-	-
	37%	100%	-%	100%	100%	100%	100%	100%	100%	100%	64%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	22	1	-	1	1	1	1	1	1	*	1	-	-
	82%	100%	-%	100%	100%	100%	100%	100%	100%	100%	82%	-%	-%
NET: Dissatisfied	2	-	-	-	-	-	-	-	-	-	-	-	-
	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

UK Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UK Mail (QV4=4)

	Total base	Month									
		Jan' 2018	Feb' 2018	Apr' 2018	May' 2018	Jun' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j
Unweighted total	26	3	2	4	1	3	3	4	4	1	1
Weighted total	26	4	4	2	1	2	1	4	6	2	2
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	-	2	-	-	-	*	-	-	-	-
	8%	-%	52%	-%	-%	-%	16%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	2	-	2	*	-	-	-	*	*	-	-
	9%	-%	48%	15%	-%	-%	-%	3%	3%	-%	-%
Fairly satisfied	12	2	-	*	1	1	1	2	4	2	-
	46%	53%	-%	15%	100%	61%	84%	40%	64%	100%	-%
Very satisfied	10	2	-	1	-	*	-	2	2	-	2
	37%	47%	-%	70%	-%	19%	-%	57%	33%	-%	100%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	-	-	-	-	-
	1%	-%	-%	-%	-%	19%	-%	-%	-%	-%	-%
NET: Satisfied	22	4	-	2	1	1	1	4	6	2	2
	82%	100%	-%	85%	100%	81%	84%	97%	97%	100%	100%
NET: Dissatisfied	2	-	2	-	-	-	*	-	-	-	-
	8%	-%	52%	-%	-%	-%	16%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j

UK Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UK Mail (QV4=4)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	**26**	5	8	7	6
Weighted total	**26**	7	4	5	10
Very dissatisfied	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**2**	2	-	*	-
	8%	*26%*	*-%*	*3%*	*-%*
Neither satisfied nor dissatisfied	**2**	2	*	*	*
	9%	*24%*	*7%*	*3%*	*2%*
Fairly satisfied	**12**	2	2	2	6
	46%	*27%*	*49%*	*47%*	*58%*
Very satisfied	**10**	2	2	2	4
	37%	*24%*	*38%*	*47%*	*40%*
Don't Know (DO NOT READ OUT)	*	-	*	-	-
	1%	*-%*	*7%*	*-%*	*-%*
NET: Satisfied	**22**	4	4	5	9
	82%	*51%*	*87%*	*94%*	*98%*
NET: Dissatisfied	**2**	2	-	*	-
	8%	*26%*	*-%*	*3%*	*-%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 191

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UPS (QV4=5)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	**61**	42	11	5	3	19	11	17	6	1	4
Weighted total	**51**	48	2	1	*	2	13	14	5	*	2
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	*	-	*	-	-	*	-	-	-	-	-
	****%***	*-%*	*4%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**6**	6	-	-	-	-	3	1	2	-	-
	13%	*13%*	*-%*	*-%*	*-%*	*-%*	*20%*	*7%*	*32%*	*-%*	*-%*
Fairly satisfied	**12**	10	1	*	*	1	*	4	1	*	2
	23%	*21%*	*48%*	*63%*	*28%*	*48%*	*3%*	*28%*	*29%*	*100%*	*91%*
Very satisfied	**32**	31	1	*	*	1	10	9	2	-	*
	64%	*65%*	*49%*	*37%*	*45%*	*46%*	*77%*	*63%*	*39%*	*-%*	*9%*
Don't Know (DO NOT READ OUT)	*	*	-	-	*	*	-	*	-	-	-
	1%	*1%*	*-%*	*-%*	*28%*	*4%*	*-%*	*2%*	*-%*	*-%*	*-%*
NET: Satisfied	**44**	42	1	1	*	2	11	12	3	*	2
	87%	*86%*	*96%*	*100%*	*72%*	*93%*	*80%*	*91%*	*68%*	*100%*	*100%*
NET: Dissatisfied	*	-	*	-	-	*	-	-	-	-	-
	****%***	*-%*	*4%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UPS (QV4=5)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	61	7	3	8	-	7	10	4	3	2	44	6	9	2
Weighted total	51	8	6	9	-	6	8	4	3	2	46	2	3	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	*	-	-	-	-	-	*	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	*%	-%	-%	-%
Neither satisfied nor dissatisfied	6	-	-	2	-	1	2	1	1	-	6	-	-	-
	13%	-%	-%	18%	-%	15%	21%	27%	34%	-%	14%	-%	-%	-%
Fairly satisfied	12	1	-	3	-	*	5	*	-	*	9	1	1	*
	23%	13%	-%	31%	-%	5%	63%	3%	-%	12%	20%	49%	37%	100%
Very satisfied	32	7	6	5	-	5	1	3	2	2	30	1	2	-
	64%	87%	100%	51%	-%	80%	14%	69%	66%	88%	65%	51%	54%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-	-	*	-	*	-
	1%	-%	-%	-%	-%	-%	1%	-%	-%	-%	*%	-%	9%	-%
NET: Satisfied	44	8	6	7	-	5	6	3	2	2	39	2	3	*
	87%	100%	100%	82%	-%	85%	76%	73%	66%	100%	86%	100%	91%	100%
NET: Dissatisfied	*	-	-	-	-	-	*	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	*%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 191 (continuation)

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use UPS (QV4=5)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b
Unweighted total	61	-	19	2	1	25	-	-	14	40	21	54	7
Weighted total	51	-	9	1	1	26	-	-	15	40	10	44	6
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	*	-	-	-	-	-	-	-	*	*	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
Neither satisfied nor dissatisfied	6	-	-	-	-	3	-	-	3	5	2	6	-
	13%	-%	-%	-%	-%	12%	-%	-%	22%	12%	16%	14%	-%
Fairly satisfied	12	-	2	*	-	7	-	-	3	9	3	10	1
	23%	-%	19%	50%	-%	27%	-%	-%	18%	21%	28%	23%	18%
Very satisfied	32	-	7	*	1	16	-	-	9	27	5	27	5
	64%	-%	81%	50%	100%	60%	-%	-%	59%	67%	52%	62%	77%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	-	-	*	-	*	*	*
	1%	-%	-%	-%	-%	1%	-%	-%	1%	-%	4%	*%	5%
NET: Satisfied	44	-	9	1	1	22	-	-	11	36	8	38	6
	87%	-%	100%	100%	100%	87%	-%	-%	77%	88%	80%	85%	95%
NET: Dissatisfied	*	-	-	-	-	-	-	-	*	*	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UPS (QV4=5)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	*c
Unweighted total	61	60	1	23	11	26
Weighted total	51	50	*	19	13	19
Very dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	*	*	-	*	-	-
	*%	*%	-%	*%	-%	-%
Neither satisfied nor dissatisfied	6	6	-	2	2	3
	13%	13%	-%	9%	13%	16%
Fairly satisfied	12	12	-	5	2	5
	23%	23%	-%	25%	14%	25%
Very satisfied	32	32	*	12	9	11
	64%	64%	100%	66%	71%	58%
Don't Know (DO NOT READ OUT)	*	*	-	-	*	*
	1%	1%	-%	-%	2%	1%
NET: Satisfied	44	43	*	17	11	16
	87%	86%	100%	91%	85%	83%
NET: Dissatisfied	*	*	-	*	-	-
	*%	*%	-%	*%	-%	-%

Columns Tested: a,b - a,b,c

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UPS (QV4=5)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	c
Unweighted total	**61**	28	27	6	-	-	-	-	-	55	6	7	21	33
Weighted total	**51**	26	22	3	-	-	-	-	-	47	3	7	19	25
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*
Neither satisfied nor dissatisfied	**6**	4	2	-	-	-	-	-	-	6	-	2	3	2
	13%	*16%*	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*13%*	*-%*	*23%*	*14%*	*9%*
Fairly satisfied	**12**	2	8	1	-	-	-	-	-	10	1	*	2	9
	23%	*8%*	*37%*	*42%*	*-%*	*-%*	*-%*	*-%*	*-%*	*21%*	*42%*	*6%*	*9%*	*38%*
Very satisfied	**32**	19	11	2	-	-	-	-	-	31	2	5	14	13
	64%	*75%*	*53%*	*49%*	*-%*	*-%*	*-%*	*-%*	*-%*	*65%*	*49%*	*71%*	*77%*	*52%*
Don't Know (DO NOT READ OUT)	*	-	*	*	-	-	-	-	-	*	*	-	-	*
	1%	*-%*	**%*	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*9%*	*-%*	*-%*	*2%*
NET: Satisfied	**44**	22	19	3	-	-	-	-	-	41	3	5	16	22
	87%	*83%*	*90%*	*91%*	*-%*	*-%*	*-%*	*-%*	*-%*	*86%*	*91%*	*77%*	*86%*	*90%*
NET: Dissatisfied	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UPS (QV4=5)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**61**	36	31	37	47	18	41	29	3	-	5	-	-	-
Weighted total	**51**	25	19	26	40	12	35	21	2	-	4	-	-	-
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	*	*	*	*	*	-	-	*	-	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**6**	2	2	2	3	2	3	2	-	-	-	-	-	-
	13%	*7%*	*9%*	*6%*	*8%*	*13%*	*9%*	*8%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly satisfied	**12**	5	1	5	10	4	8	5	*	-	*	-	-	-
	23%	*21%*	*8%*	*20%*	*25%*	*35%*	*24%*	*24%*	*2%*	*-%*	*5%*	*-%*	*-%*	*-%*
Very satisfied	**32**	18	15	19	27	6	23	14	2	-	4	-	-	-
	64%	*72%*	*83%*	*73%*	*66%*	*51%*	*67%*	*68%*	*98%*	*-%*	*92%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	*	*	*	*	*	*	*	-	-	-	*	-	-	-
	1%	**%*	*1%*	**%*	*1%*	*1%*	**%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*
NET: Satisfied	**44**	23	17	25	37	11	32	19	2	-	4	-	-	-
	87%	*93%*	*90%*	*93%*	*92%*	*86%*	*91%*	*92%*	*100%*	*-%*	*97%*	*-%*	*-%*	*-%*
NET: Dissatisfied	*	*	*	*	*	-	-	*	-	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UPS (QV4=5)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**61**	43	2	2	-	-	-	-	-	8	4	15	10	-
Weighted total	**51**	37	3	*	-	-	-	-	-	11	3	9	3	-
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	*	*	-	-	-	-	-	-	-	-	-	*	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**6**	3	-	-	-	-	-	-	-	2	-	-	-	-
	13%	*8%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*15%*	*-%*	*-%*	*-%*	*-%*
Fairly satisfied	**12**	9	1	*	-	-	-	-	-	2	*	2	1	-
	23%	*24%*	*38%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*19%*	*4%*	*25%*	*24%*	*-%*
Very satisfied	**32**	25	2	-	-	-	-	-	-	7	3	7	2	-
	64%	*67%*	*62%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*66%*	*96%*	*74%*	*73%*	*-%*
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	-	-	-	*	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*
NET: Satisfied	**44**	34	3	*	-	-	-	-	-	9	3	9	3	-
	87%	*91%*	*100%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*85%*	*100%*	*99%*	*96%*	*-%*
NET: Dissatisfied	*	*	-	-	-	-	-	-	-	-	-	*	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UPS (QV4=5)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	*a	b	a	*b
Unweighted total	61	7	10	19	9	2	36	2	9	27	34	36	1
Weighted total	51	2	11	20	5	2	32	*	8	27	24	25	2
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	*	*	-	-	-	-	-	-	*	*	-	*	-
	*%	3%	-%	-%	-%	-%	-%	-%	1%	*%	-%	*%	-%
Neither satisfied nor dissatisfied	6	-	-	2	1	-	3	-	-	4	3	2	-
	13%	-%	-%	10%	23%	-%	10%	-%	-%	14%	11%	7%	-%
Fairly satisfied	12	2	1	7	1	-	8	*	2	5	6	4	2
	23%	76%	10%	32%	18%	-%	25%	100%	24%	19%	27%	15%	100%
Very satisfied	32	*	10	12	2	2	21	-	6	18	15	19	-
	64%	21%	90%	58%	53%	100%	64%	-%	75%	66%	61%	78%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	*	-	*	-	-	*	*	*	-
	1%	-%	-%	-%	6%	-%	1%	-%	-%	*%	1%	*%	-%
NET: Satisfied	44	2	11	18	3	2	29	*	8	23	21	23	2
	87%	97%	100%	90%	71%	100%	90%	100%	99%	85%	88%	93%	100%
NET: Dissatisfied	*	*	-	-	-	-	-	-	*	*	-	*	-
	*%	3%	-%	-%	-%	-%	-%	-%	1%	*%	-%	*%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UPS (QV4=5)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	b	a	***b**	***a**	b	***a**	b	***c**	***d**
Unweighted total	**61**	12	32	34	2	9	38	19	30	12	-
Weighted total	**51**	10	28	24	*	6	34	12	22	7	-
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	*	*	-	*	-	*	-	-	*	-	-
	****%***	*1%*	*-%*	**%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**6**	2	1	2	-	1	2	-	2	-	-
	13%	*21%*	*3%*	*7%*	*-%*	*17%*	*6%*	*-%*	*8%*	*-%*	*-%*
Fairly satisfied	**12**	1	7	3	*	1	9	4	2	1	-
	23%	*12%*	*26%*	*14%*	*30%*	*20%*	*27%*	*29%*	*11%*	*11%*	*-%*
Very satisfied	**32**	7	20	19	*	4	23	9	17	6	-
	64%	*66%*	*70%*	*78%*	*70%*	*63%*	*67%*	*71%*	*81%*	*89%*	*-%*
Don't Know (DO NOT READ OUT)	*	-	*	*	-	-	*	-	*	-	-
	1%	*-%*	*1%*	**%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*	*-%*
NET: Satisfied	**44**	8	27	23	*	5	32	12	20	7	-
	87%	*78%*	*96%*	*93%*	*100%*	*82%*	*93%*	*100%*	*92%*	*100%*	*-%*
NET: Dissatisfied	*	*	-	*	-	*	-	-	*	-	-
	****%***	*1%*	*-%*	**%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UPS (QV4=5)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	a	*b	*c	*d	a	b	c	a	*b	*c
Unweighted total	61	16	27	11	-	40	27	22	-	34	31	31	34	19	1
Weighted total	51	12	17	7	-	36	23	16	-	22	19	26	22	15	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	*	-	-	*	-	-	-	*	-	*	*	*	*	*	-
	*%	-%	-%	1%	-%	-%	-%	*%	-%	*%	*%	*%	*%	*%	-%
Neither satisfied nor dissatisfied	6	-	2	-	-	3	3	3	-	2	2	3	2	-	-
	13%	-%	10%	-%	-%	8%	13%	19%	-%	7%	9%	12%	8%	-%	-%
Fairly satisfied	12	1	1	1	-	10	4	2	-	3	1	6	3	1	*
	23%	7%	8%	11%	-%	28%	19%	12%	-%	11%	8%	24%	12%	5%	100%
Very satisfied	32	11	14	6	-	23	15	11	-	18	15	17	17	14	-
	64%	93%	82%	89%	-%	63%	67%	68%	-%	80%	83%	64%	80%	95%	-%
Don't Know (DO NOT READ OUT)	*	-	*	-	-	*	-	-	-	*	*	-	*	-	-
	1%	-%	1%	-%	-%	1%	-%	-%	-%	*%	1%	-%	*%	-%	-%
NET: Satisfied	44	12	15	7	-	33	20	13	-	20	17	23	20	15	*
	87%	100%	90%	99%	-%	91%	87%	80%	-%	92%	90%	88%	92%	100%	100%
NET: Dissatisfied	*	-	-	*	-	-	-	*	-	*	*	*	*	*	-
	*%	-%	-%	1%	-%	-%	-%	*%	-%	*%	*%	*%	*%	*%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UPS (QV4=5)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*a	*b	*c	*d
Unweighted total	61	25	13	23	13	10	34	20	-	1	2	3
Weighted total	51	21	14	20	9	8	24	17	-	*	2	1
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	*	-	-	*	-	-	*	*	-	-	-	-
	*%	-%	-%	*%	-%	-%	*%	*%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	6	3	1	2	1	1	4	1	-	-	-	1
	13%	15%	7%	10%	11%	13%	16%	6%	-%	-%	-%	73%
Fairly satisfied	12	5	3	3	1	1	5	2	-	*	2	*
	23%	22%	23%	17%	15%	16%	22%	10%	-%	100%	100%	7%
Very satisfied	32	13	10	15	7	6	14	14	-	-	-	*
	64%	63%	70%	73%	73%	70%	61%	84%	-%	-%	-%	20%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
NET: Satisfied	44	18	13	18	8	7	20	16	-	*	2	*
	87%	85%	93%	90%	89%	87%	83%	94%	-%	100%	100%	27%
NET: Dissatisfied	*	-	-	*	-	-	*	*	-	-	-	-
	*%	-%	-%	*%	-%	-%	*%	*%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UPS (QV4=5)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	a	*b	*a	b
Unweighted total	**61**	56	52	57	56	60	45	58	26	-	41	4	18	34
Weighted total	**51**	47	41	48	46	50	37	49	21	-	30	4	19	22
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	*	*	*	*	*	*	-	*	-	-	*	-	-	*
	****%***	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*
Neither satisfied nor dissatisfied	**6**	5	2	5	5	6	3	6	1	-	5	-	-	6
	13%	*11%*	*5%*	*11%*	*10%*	*13%*	*7%*	*13%*	*5%*	*-%*	*16%*	*-%*	*-%*	*29%*
Fairly satisfied	**12**	12	9	12	9	12	10	11	6	-	5	2	5	5
	23%	*25%*	*23%*	*24%*	*20%*	*23%*	*28%*	*23%*	*30%*	*-%*	*18%*	*39%*	*24%*	*21%*
Very satisfied	**32**	30	29	31	31	32	24	31	13	-	19	2	14	11
	64%	*64%*	*72%*	*65%*	*69%*	*64%*	*64%*	*64%*	*64%*	*-%*	*65%*	*61%*	*76%*	*48%*
Don't Know (DO NOT READ OUT)	*	*	*	*	*	*	*	*	*	-	*	-	-	*
	1%	**%*	**%*	**%*	*1%*	**%*	*1%*	**%*	*1%*	*-%*	*1%*	*-%*	*-%*	*2%*
NET: Satisfied	**44**	42	39	43	40	44	34	43	20	-	25	4	19	15
	87%	*88%*	*95%*	*89%*	*89%*	*87%*	*92%*	*87%*	*94%*	*-%*	*83%*	*100%*	*100%*	*69%*
NET: Dissatisfied	*	*	*	*	*	*	-	*	-	-	*	-	-	*
	****%***	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UPS (QV4=5)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	b	*c	a	*b	*c	a	*b
Unweighted total	61	51	2	18	43	14	38	9	30	7	24	36	25
Weighted total	51	41	2	14	37	11	30	10	24	6	21	32	19
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	*	-	*	*	-	-	*	-	-	-	*	-	*
	*%	-%	3%	*%	-%	-%	*%	-%	-%	-%	*%	-%	*%
Neither satisfied nor dissatisfied	6	3	2	4	2	2	4	1	3	2	2	4	2
	13%	7%	97%	30%	6%	15%	12%	11%	11%	34%	8%	13%	11%
Fairly satisfied	12	9	-	4	8	4	6	2	5	1	5	9	3
	23%	23%	-%	28%	21%	37%	19%	18%	21%	23%	25%	27%	16%
Very satisfied	32	29	-	6	26	5	21	7	16	3	14	19	13
	64%	69%	-%	42%	72%	47%	68%	70%	66%	43%	67%	60%	71%
Don't Know (DO NOT READ OUT)	*	*	-	-	*	-	*	*	*	-	-	*	*
	1%	1%	-%	-%	1%	-%	1%	1%	2%	-%	-%	*%	2%
NET: Satisfied	44	38	-	10	34	9	26	8	21	4	19	28	16
	87%	92%	-%	70%	93%	85%	87%	88%	87%	66%	92%	86%	87%
NET: Dissatisfied	*	-	*	*	-	-	*	-	-	-	*	-	*
	*%	-%	3%	*%	-%	-%	*%	-%	-%	-%	*%	-%	*%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UPS (QV4=5)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	61	5	-	9	4	7	1	4	1	1	7	-	2
Weighted total	51	2	-	6	2	5	1	2	1	1	4	-	2
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	*	*	-	*	-	-	-	-	-	-	-	-	-
	*%	3%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	6	-	-	3	-	3	-	-	-	1	1	-	1
	13%	-%	-%	49%	-%	59%	-%	-%	-%	100%	21%	-%	50%
Fairly satisfied	12	1	-	1	*	1	-	1	-	-	1	-	-
	23%	52%	-%	18%	2%	22%	-%	53%	-%	-%	32%	-%	-%
Very satisfied	32	1	-	2	2	1	1	1	1	-	2	-	1
	64%	46%	-%	33%	98%	19%	100%	47%	100%	-%	47%	-%	50%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	44	2	-	3	2	2	1	2	1	-	3	-	1
	87%	97%	-%	50%	100%	41%	100%	100%	100%	-%	79%	-%	50%
NET: Dissatisfied	*	*	-	*	-	-	-	-	-	-	-	-	-
	*%	3%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 191 (continuation)

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UPS (QV4=5)

	Total base	Month										
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Unweighted total	61	7	3	2	11	4	6	7	6	5	6	4
Weighted total	51	4	3	2	8	3	3	6	8	6	4	4
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	*	-	-	-	*	-	-	-	-	-	-	-
	*%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	6	-	-	-	3	-	-	2	2	-	-	-
	13%	-%	-%	-%	40%	-%	-%	27%	21%	-%	-%	-%
Fairly satisfied	12	*	2	*	1	1	2	2	*	2	*	*
	23%	12%	82%	22%	18%	22%	73%	29%	1%	30%	4%	3%
Very satisfied	32	4	*	2	3	2	1	3	6	4	4	4
	64%	88%	18%	78%	41%	78%	18%	45%	77%	70%	96%	95%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-	-	-	*
	1%	-%	-%	-%	-%	-%	9%	-%	-%	-%	-%	3%
NET: Satisfied	44	4	3	2	5	3	3	4	6	6	4	4
	87%	100%	100%	100%	59%	100%	91%	73%	79%	100%	100%	97%
NET: Dissatisfied	*	-	-	-	*	-	-	-	-	-	-	-
	*%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Produced by OLR
Issue date: 05/02/19

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UPS (QV4=5)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		***a**	***b**	***c**	***d**
Unweighted total	**61**	12	21	18	10
Weighted total	**51**	9	14	20	8
Very dissatisfied	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	*	-	*	-	-
	****%***	*-%*	**%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**6**	-	3	3	-
	13%	*-%*	*22%*	*17%*	*-%*
Fairly satisfied	**12**	3	4	4	*
	23%	*35%*	*32%*	*18%*	*3%*
Very satisfied	**32**	6	6	13	8
	64%	*65%*	*43%*	*65%*	*95%*
Don't Know (DO NOT READ OUT)	*	-	*	-	*
	1%	*-%*	*2%*	*-%*	*1%*
NET: Satisfied	**44**	9	10	16	8
	87%	*100%*	*75%*	*83%*	*99%*
NET: Dissatisfied	*	-	*	-	-
	****%***	*-%*	**%*	*-%*	*-%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 192

Yodel (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Yodel (QV4=6)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	4	4	-	-	-	-	1	1	-	-	-
Weighted total	4	4	-	-	-	-	*	2	-	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	2	-	-	-	-	-	2	-	-	-
	43%	*43%*	-%	-%	-%	-%	-%	*100%*	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	2	2	-	-	-	-	*	-	-	-	-
	50%	*50%*	-%	-%	-%	-%	*100%*	-%	-%	-%	-%
Very satisfied	*	*	-	-	-	-	-	-	-	-	-
	7%	*7%*	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	2	-	-	-	-	*	-	-	-	-
	57%	*57%*	-%	-%	-%	-%	*100%*	-%	-%	-%	-%
NET: Dissatisfied	2	2	-	-	-	-	-	2	-	-	-
	43%	*43%*	-%	-%	-%	-%	-%	*100%*	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Yodel (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Yodel (QV4=6)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	4	-	-	-	-	1	-	-	1	-	2	-	1	1
Weighted total	4	-	-	-	-	2	-	-	2	-	4	-	*	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	-	-	-	-	-	-	-	2	-	2	-	-	-
	43%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	*50%*	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	2	-	-	-	-	2	-	-	-	-	2	-	*	-
	50%	-%	-%	-%	-%	*100%*	-%	-%	-%	-%	*50%*	-%	*100%*	-%
Very satisfied	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	-	-	-	-	2	-	-	-	-	2	-	*	*
	57%	-%	-%	-%	-%	*100%*	-%	-%	-%	-%	*50%*	-%	*100%*	*100%*
NET: Dissatisfied	2	-	-	-	-	-	-	-	2	-	2	-	-	-
	43%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	*50%*	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Yodel (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Yodel (QV4=6)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	4	-	-	-	-	2	-	-	2	3	1	4	-
Weighted total	4	-	-	-	-	2	-	-	2	2	2	4	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	-	-	-	-	2	-	-	-	-	2	2	-
	43%	-%	-%	-%	-%	*86%*	-%	-%	-%	-%	*100%*	*43%*	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	2	-	-	-	-	*	-	-	2	2	-	2	-
	50%	-%	-%	-%	-%	*14%*	-%	-%	*86%*	*88%*	-%	*50%*	-%
Very satisfied	*	-	-	-	-	-	-	-	*	*	-	*	-
	7%	-%	-%	-%	-%	-%	-%	-%	*14%*	*12%*	-%	*7%*	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	-	-	-	-	*	-	-	2	2	-	2	-
	57%	-%	-%	-%	-%	*14%*	-%	-%	*100%*	*100%*	-%	*57%*	-%
NET: Dissatisfied	2	-	-	-	-	2	-	-	-	-	2	2	-
	43%	-%	-%	-%	-%	*86%*	-%	-%	-%	-%	*100%*	*43%*	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Yodel (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Yodel (QV4=6)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	4	4	-	2	-	2
Weighted total	4	4	-	2	-	2
Very dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	2	-	2	-	-
	43%	43%	-%	86%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly satisfied	2	2	-	-	-	2
	50%	50%	-%	-%	-%	100%
Very satisfied	*	*	-	*	-	-
	7%	7%	-%	14%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	2	-	*	-	2
	57%	57%	-%	14%	-%	100%
NET: Dissatisfied	2	2	-	2	-	-
	43%	43%	-%	86%	-%	-%

Columns Tested: a,b - a,b,c

Yodel (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Yodel (QV4=6)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	4	2	1	1	-	-	-	-	-	3	1	1	1	2
Weighted total	4	2	*	2	-	-	-	-	-	2	2	*	2	2
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	2	-	-	-	-	-	-	-	2	-	-	2	-
	43%	86%	-%	-%	-%	-%	-%	-%	-%	76%	-%	-%	100%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	2	-	*	2	-	-	-	-	-	*	2	-	-	2
	50%	-%	100%	100%	-%	-%	-%	-%	-%	12%	100%	-%	-%	100%
Very satisfied	*	*	-	-	-	-	-	-	-	*	-	*	-	-
	7%	14%	-%	-%	-%	-%	-%	-%	-%	12%	-%	100%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	*	*	2	-	-	-	-	-	1	2	*	-	2
	57%	14%	100%	100%	-%	-%	-%	-%	-%	24%	100%	100%	-%	100%
NET: Dissatisfied	2	2	-	-	-	-	-	-	-	2	-	-	2	-
	43%	86%	-%	-%	-%	-%	-%	-%	-%	76%	-%	-%	100%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Yodel (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Yodel (QV4=6)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	4	1	2	2	3	1	3	2	-	-	-	-	-	-
Weighted total	4	*	2	2	4	*	2	2	-	-	-	-	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	-	-	-	2	-	2	-	-	-	-	-	-	-
	43%	-%	-%	-%	47%	-%	76%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	2	*	2	2	2	*	*	2	-	-	-	-	-	-
	50%	100%	100%	100%	53%	100%	12%	100%	-%	-%	-%	-%	-%	-%
Very satisfied	*	-	-	-	-	-	*	-	-	-	-	-	-	-
	7%	-%	-%	-%	-%	-%	12%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	*	2	2	2	*	1	2	-	-	-	-	-	-
	57%	100%	100%	100%	53%	100%	24%	100%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	-	-	-	2	-	2	-	-	-	-	-	-	-
	43%	-%	-%	-%	47%	-%	76%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Yodel (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Yodel (QV4=6)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	4	2	-	1	-	-	-	-	-	-	-	1	1	-
Weighted total	4	2	-	2	-	-	-	-	-	-	-	2	*	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	2	-	-	-	-	-	-	-	-	-	-	-	-
	43%	86%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	2	*	-	2	-	-	-	-	-	-	-	2	*	-
	50%	14%	-%	100%	-%	-%	-%	-%	-%	-%	-%	100%	100%	-%
Very satisfied	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	*	-	2	-	-	-	-	-	-	-	2	*	-
	57%	14%	-%	100%	-%	-%	-%	-%	-%	-%	-%	100%	100%	-%
NET: Dissatisfied	2	2	-	-	-	-	-	-	-	-	-	-	-	-
	43%	86%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Yodel (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Yodel (QV4=6)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	4	-	-	1	2	-	3	-	-	2	2	2	-
Weighted total	4	-	-	2	2	-	4	-	-	2	2	2	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	-	-	2	-	-	2	-	-	-	2	-	-
	43%	-%	-%	*100%*	-%	-%	*47%*	-%	-%	-%	*86%*	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	2	-	-	-	2	-	2	-	-	2	-	2	-
	50%	-%	-%	-%	*100%*	-%	*53%*	-%	-%	*100%*	-%	*100%*	-%
Very satisfied	*	-	-	-	-	-	-	-	-	-	*	-	-
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*14%*	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	-	-	-	2	-	2	-	-	2	*	2	-
	57%	-%	-%	-%	*100%*	-%	*53%*	-%	-%	*100%*	*14%*	*100%*	-%
NET: Dissatisfied	2	-	-	2	-	-	2	-	-	-	2	-	-
	43%	-%	-%	*100%*	-%	-%	*47%*	-%	-%	-%	*86%*	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Yodel (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Yodel (QV4=6)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	4	2	1	2	-	2	1	-	1	-	-
Weighted total	4	2	2	2	-	2	2	-	*	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	-	2	-	-	-	2	-	-	-	-
	43%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	2	2	-	2	-	2	-	-	*	-	-
	50%	100%	-%	100%	-%	100%	-%	-%	100%	-%	-%
Very satisfied	*	-	-	-	-	-	-	-	-	-	-
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	2	-	2	-	2	-	-	*	-	-
	57%	100%	-%	100%	-%	100%	-%	-%	100%	-%	-%
NET: Dissatisfied	2	-	2	-	-	-	2	-	-	-	-
	43%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Yodel (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Yodel (QV4=6)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	4	2	1	-	-	3	1	1	-	1	2	2	-	-	-
Weighted total	4	2	*	-	-	4	*	*	-	*	2	2	-	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	-	-	-	-	2	-	-	-	-	-	-	-	-	-
	43%	-%	-%	-%	-%	47%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	2	2	*	-	-	2	*	*	-	*	2	2	-	-	-
	50%	100%	100%	-%	-%	53%	100%	100%	-%	100%	100%	100%	-%	-%	-%
Very satisfied	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	2	*	-	-	2	*	*	-	*	2	2	-	-	-
	57%	100%	100%	-%	-%	53%	100%	100%	-%	100%	100%	100%	-%	-%	-%
NET: Dissatisfied	2	-	-	-	-	2	-	-	-	-	-	-	-	-	-
	43%	-%	-%	-%	-%	47%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Yodel (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Yodel (QV4=6)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	4	-	1	3	1	-	1	-	-	-	-	1
Weighted total	4	-	*	4	*	-	*	-	-	-	-	2
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	-	-	2	-	-	-	-	-	-	-	-
	43%	-%	-%	*47%*	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	2	-	*	2	*	-	*	-	-	-	-	2
	50%	-%	*100%*	*53%*	*100%*	-%	*100%*	-%	-%	-%	-%	*100%*
Very satisfied	*	-	-	-	-	-	-	-	-	-	-	-
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	-	*	2	*	-	*	-	-	-	-	2
	57%	-%	*100%*	*53%*	*100%*	-%	*100%*	-%	-%	-%	-%	*100%*
NET: Dissatisfied	2	-	-	2	-	-	-	-	-	-	-	-
	43%	-%	-%	*47%*	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Yodel (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Yodel (QV4=6)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	4	3	3	3	2	4	2	3	1	-	2	-	2	-
Weighted total	4	4	4	4	2	4	2	4	2	-	2	-	2	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	2	2	2	-	2	-	2	-	-	-	-	-	-
	43%	47%	47%	47%	-%	43%	-%	47%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	2	2	2	2	2	2	2	2	2	-	2	-	2	-
	50%	53%	53%	53%	100%	50%	100%	53%	100%	-%	100%	-%	100%	-%
Very satisfied	*	-	-	-	-	*	-	-	-	-	-	-	-	-
	7%	-%	-%	-%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	2	2	2	2	2	2	2	2	-	2	-	2	-
	57%	53%	53%	53%	100%	57%	100%	53%	100%	-%	100%	-%	100%	-%
NET: Dissatisfied	2	2	2	2	-	2	-	2	-	-	-	-	-	-
	43%	47%	47%	47%	-%	43%	-%	47%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Yodel (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Yodel (QV4=6)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	4	3	-	1	3	2	2	-	3	-	1	1	3
Weighted total	4	4	-	2	2	2	2	-	4	-	*	2	2
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	2	-	2	-	-	2	-	2	-	-	2	-
	43%	47%	-%	100%	-%	-%	86%	-%	47%	-%	-%	100%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	2	2	-	-	2	2	-	-	2	-	-	-	2
	50%	46%	-%	-%	88%	100%	-%	-%	53%	-%	-%	-%	88%
Very satisfied	*	*	-	-	*	-	*	-	-	-	*	-	*
	7%	7%	-%	-%	12%	-%	14%	-%	-%	-%	100%	-%	12%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	2	-	-	2	2	*	-	2	-	*	-	2
	57%	53%	-%	-%	100%	100%	14%	-%	53%	-%	100%	-%	100%
NET: Dissatisfied	2	2	-	2	-	-	2	-	2	-	-	2	-
	43%	47%	-%	100%	-%	-%	86%	-%	47%	-%	-%	100%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Yodel (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Yodel (QV4=6)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	4	-	-	-	-	-	-	-	-	-	-	-	-
Weighted total	4	-	-	-	-	-	-	-	-	-	-	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	-	-	-	-	-	-	-	-	-	-	-	-
	43%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	2	-	-	-	-	-	-	-	-	-	-	-	-
	50%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	*	-	-	-	-	-	-	-	-	-	-	-	-
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	-	-	-	-	-	-	-	-	-	-	-	-
	57%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	-	-	-	-	-	-	-	-	-	-	-	-
	43%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Yodel (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Yodel (QV4=6)

	Total base	Month				Quarter		
		Feb' 2018	May' 2018	Jun' 2018	Oct' 2018	Q1 2018	Q2 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c
Unweighted total	4	1	1	1	1	1	2	1
Weighted total	4	2	*	*	2	2	1	2
Very dissatisfied	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	2	-	-	-	2	-	-
	43%	100%	-%	-%	-%	100%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	2	-	-	*	2	-	*	2
	50%	-%	-%	100%	100%	-%	50%	100%
Very satisfied	*	-	*	-	-	-	*	-
	7%	-%	100%	-%	-%	-%	50%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	-	*	*	2	-	1	2
	57%	-%	100%	100%	100%	-%	100%	100%
NET: Dissatisfied	2	2	-	-	-	2	-	-
	43%	100%	-%	-%	-%	100%	-%	-%

Columns Tested: a,b,c,d - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 193 Page 3351

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Parcelforce (QV4=7)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	81	59	16	5	1	22	19	26	5	4	6
Weighted total	72	70	2	*	*	2	22	27	4	1	2
Very dissatisfied	1	1	*	-	-	*	-	1	-	-	-
	2%	*2%*	*3%*	*-%*	*-%*	*2%*	*-%*	*4%*	*-%*	*-%*	*-%*
Fairly dissatisfied	4	4	-	-	-	-	-	2	-	-	-
	6%	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	9	9	*	-	-	*	4	2	2	-	*
	13%	*13%*	*6%*	*-%*	*-%*	*5%*	*17%*	*6%*	*48%*	*-%*	*5%*
Fairly satisfied	27	26	1	*	*	1	7	11	2	*	2
	38%	*38%*	*44%*	*48%*	*100%*	*46%*	*32%*	*40%*	*52%*	*60%*	*85%*
Very satisfied	28	27	1	*	-	1	11	10	-	*	*
	39%	*39%*	*47%*	*52%*	*-%*	*47%*	*51%*	*36%*	*-%*	*40%*	*10%*
NET: Satisfied	55	53	2	*	*	2	18	21	2	1	2
	77%	*77%*	*91%*	*100%*	*100%*	*93%*	*83%*	*76%*	*52%*	*100%*	*95%*
NET: Dissatisfied	6	5	*	-	-	*	-	3	-	-	-
	8%	*8%*	*3%*	*-%*	*-%*	*2%*	*-%*	*10%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	2	2	-	-	-	-	-	2	-	-	-
	3%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 193 (continuation)

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Parcelforce (QV4=7)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	81	6	2	7	-	5	11	4	9	3	47	9	12	13
Weighted total	72	10	2	10	-	8	14	6	10	1	63	2	3	5
Very dissatisfied	1	-	-	-	-	-	-	1	-	-	1	*	-	-
	2%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*17%*	*-%*	*-%*	*2%*	*2%*	*-%*	*-%*
Fairly dissatisfied	4	2	-	2	-	-	1	-	-	-	4	-	-	-
	6%	*16%*	*-%*	*17%*	*-%*	*-%*	*7%*	*-%*	*-%*	*-%*	*7%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	9	-	-	2	-	2	2	2	2	-	9	-	*	-
	13%	*-%*	*-%*	*18%*	*-%*	*22%*	*12%*	*26%*	*18%*	*-%*	*14%*	*-%*	*11%*	*-%*
Fairly satisfied	27	5	-	6	-	2	5	-	4	1	23	1	2	1
	38%	*48%*	*-%*	*64%*	*-%*	*22%*	*36%*	*-%*	*37%*	*82%*	*37%*	*28%*	*87%*	*30%*
Very satisfied	28	2	2	-	-	4	6	4	5	*	23	1	*	3
	39%	*18%*	*100%*	*-%*	*-%*	*56%*	*44%*	*57%*	*45%*	*18%*	*37%*	*70%*	*2%*	*70%*
NET: Satisfied	55	7	2	6	-	6	11	4	9	1	46	2	2	5
	77%	*66%*	*100%*	*64%*	*-%*	*78%*	*80%*	*57%*	*82%*	*100%*	*74%*	*98%*	*89%*	*100%*
NET: Dissatisfied	6	2	-	2	-	-	1	1	-	-	5	*	-	-
	8%	*16%*	*-%*	*17%*	*-%*	*-%*	*7%*	*17%*	*-%*	*-%*	*9%*	*2%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	2	2	-	-	-	-	-	-	-	-	2	-	-	-
	3%	*18%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 193 (continuation)

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Parcelforce (QV4=7)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	*h	a	b	a	*b
Unweighted total	81	1	14	2	8	30	2	2	22	50	31	77	4
Weighted total	72	1	9	2	10	30	*	3	17	55	16	70	2
Very dissatisfied	1	-	*	-	-	-	-	1	-	1	*	1	-
	2%	-%	1%	-%	-%	-%	-%	36%	-%	2%	*%	2%	-%
Fairly dissatisfied	4	-	-	-	-	2	-	-	3	3	1	4	-
	6%	-%	-%	-%	-%	5%	-%	-%	16%	6%	6%	6%	-%
Neither satisfied nor dissatisfied	9	-	*	-	-	5	-	-	4	9	*	7	2
	13%	-%	1%	-%	-%	18%	-%	-%	21%	16%	1%	10%	83%
										b			
Fairly satisfied	27	-	6	2	7	10	*	-	2	19	8	27	*
	38%	-%	69%	100%	69%	34%	100%	-%	13%	35%	48%	39%	17%
Very satisfied	28	1	3	-	3	11	-	2	9	21	7	28	-
	39%	100%	29%	-%	31%	36%	-%	64%	50%	37%	45%	40%	-%
NET: Satisfied	55	1	8	2	10	21	*	2	11	40	15	55	*
	77%	100%	98%	100%	100%	71%	100%	64%	63%	72%	93%	79%	17%
											a		
NET: Dissatisfied	6	-	*	-	-	2	-	1	3	4	1	6	-
	8%	-%	1%	-%	-%	5%	-%	36%	16%	8%	7%	8%	-%
Don't Know (DO NOT READ OUT)	2	-	-	-	-	2	-	-	-	2	-	2	-
	3%	-%	-%	-%	-%	6%	-%	-%	-%	3%	-%	3%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Parcelforce (QV4=7)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	*b	c
Unweighted total	**81**	78	3	33	8	40
Weighted total	**72**	66	5	29	9	34
Very dissatisfied	**1**	1	-	*	-	1
	2%	*2%*	*-%*	**%*	*-%*	*3%*
Fairly dissatisfied	**4**	4	-	-	1	3
	6%	*7%*	*-%*	*-%*	*11%*	*10%*
Neither satisfied nor dissatisfied	**9**	9	-	3	2	4
	13%	*14%*	*-%*	*12%*	*20%*	*11%*
Fairly satisfied	**27**	22	5	12	2	13
	38%	*33%*	*100%*	*41%*	*24%*	*39%*
Very satisfied	**28**	28	-	12	4	12
	39%	*42%*	*-%*	*41%*	*45%*	*36%*
NET: Satisfied	**55**	50	5	23	6	25
	77%	*75%*	*100%*	*82%*	*69%*	*76%*
NET: Dissatisfied	**6**	6	-	*	1	4
	8%	*8%*	*-%*	**%*	*11%*	*13%* a
Don't Know (DO NOT READ OUT)	**2**	2	-	2	-	-
	3%	*3%*	*-%*	*7%*	*-%*	*-%*

Columns Tested: a,b - a,b,c

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Parcelforce (QV4=7)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	c
Unweighted total	**81**	42	30	7	2	-	-	-	-	72	9	13	29	39
Weighted total	**72**	39	26	4	2	-	-	-	-	65	6	14	25	33
Very dissatisfied	**1**	-	1	-	-	-	-	-	-	1	-	-	-	1
	2%	-%	*4%*	-%	-%	-%	-%	-%	-%	*2%*	-%	-%	-%	*3%*
Fairly dissatisfied	**4**	-	3	2	-	-	-	-	-	3	2	-	-	4
	6%	-%	*11%* a	*41%*	-%	-%	-%	-%	-%	*4%*	*26%*	-%	-%	*14%*
Neither satisfied nor dissatisfied	**9**	5	4	-	-	-	-	-	-	9	-	-	5	4
	13%	*13%*	*15%*	-%	-%	-%	-%	-%	-%	*14%*	-%	-%	*21%*	*12%*
Fairly satisfied	**27**	17	6	2	2	-	-	-	-	23	4	6	11	10
	38%	*44%*	*24%*	*52%*	*80%*	-%	-%	-%	-%	*36%*	*62%*	*42%*	*44%*	*31%*
Very satisfied	**28**	17	10	*	*	-	-	-	-	27	1	8	9	11
	39%	*43%*	*40%*	*7%*	*20%*	-%	-%	-%	-%	*42%*	*12%*	*58%*	*35%*	*34%*
NET: Satisfied	**55**	34	17	2	2	-	-	-	-	51	5	14	20	21
	77%	*87%* b	*63%*	*59%*	*100%*	-%	-%	-%	-%	*77%*	*74%*	*100%*	*79%*	*65%*
NET: Dissatisfied	**6**	-	4	2	-	-	-	-	-	4	2	-	-	6
	8%	-%	*15%* a	*41%*	-%	-%	-%	-%	-%	*6%*	*26%*	-%	-%	*17%*
Don't Know (DO NOT READ OUT)	**2**	-	2	-	-	-	-	-	-	2	-	-	-	2
	3%	-%	*7%*	-%	-%	-%	-%	-%	-%	*3%*	-%	-%	-%	*6%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Parcelforce (QV4=7)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	81	51	45	57	58	23	60	53	4	-	-	-	-	-
Weighted total	72	37	34	44	46	17	56	42	2	-	-	-	-	-
Very dissatisfied	1	*	*	*	1	*	*	-	*	-	-	-	-	-
	2%	**%*	**%*	**%*	*2%*	**%*	**%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	4	4	4	4	4	3	4	3	2	-	-	-	-	-
	6%	*12%*	*13%*	*10%*	*9%*	*16%*	*8%*	*7%*	*79%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	9	6	4	6	4	4	9	6	-	-	-	-	-	-
	13%	*15%*	*11%*	*13%*	*8%*	*22%*	*16%*	*14%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly satisfied	27	12	8	16	18	5	17	16	*	-	-	-	-	-
	38%	*33%*	*24%*	*36%*	*38%*	*27%*	*31%*	*37%*	*14%*	*-%*	*-%*	*-%*	*-%*	*-%*
Very satisfied	28	13	15	16	17	4	23	16	*	-	-	-	-	-
	39%	*35%*	*46%*	*36%*	*37%*	*24%*	*41%*	*38%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	55	25	24	32	35	9	40	31	*	-	-	-	-	-
	77%	*68%*	*70%*	*73%*	*76%*	*51%*	*72%*	*75%*	*19%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Dissatisfied	6	4	4	4	6	3	4	3	2	-	-	-	-	-
	8%	*12%*	*13%*	*10%*	*12%*	*17%*	*8%*	*7%*	*81%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	2	2	2	2	2	2	2	2	-	-	-	-	-	-
	3%	*5%*	*6%*	*4%*	*4%*	*11%*	*3%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Parcelforce (QV4=7)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**81**	52	3	2	1	-	-	-	-	14	14	20	8	1
Weighted total	**72**	39	3	3	2	-	-	-	-	14	10	15	4	*
Very dissatisfied	**1**	1	-	-	-	-	-	-	-	-	-	*	-	-
	2%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*
Fairly dissatisfied	**4**	3	-	-	2	-	-	-	-	-	2	1	2	-
	6%	*7%*	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*17%*	*7%*	*37%*	*-%*
Neither satisfied nor dissatisfied	**9**	2	2	-	-	-	-	-	-	2	*	4	-	-
	13%	*5%*	*57%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*14%*	*1%*	*24%*	*-%*	*-%*
Fairly satisfied	**27**	17	1	-	-	-	-	-	-	8	3	4	2	-
	38%	*44%*	*28%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*54%*	*26%*	*25%*	*39%*	*-%*
Very satisfied	**28**	14	*	3	-	-	-	-	-	3	5	7	1	*
	39%	*37%*	*15%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*18%*	*55%*	*44%*	*24%*	*100%*
NET: Satisfied	**55**	31	1	3	-	-	-	-	-	11	8	10	3	*
	77%	*80%*	*43%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*73%*	*82%*	*69%*	*63%*	*100%*
NET: Dissatisfied	**6**	4	-	-	2	-	-	-	-	-	2	1	2	-
	8%	*10%*	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*17%*	*7%*	*37%*	*-%*
Don't Know (DO NOT READ OUT)	**2**	2	-	-	-	-	-	-	-	2	-	-	-	-
	3%	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*13%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Parcelforce (QV4=7)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	a	***b**	***c**	a	b	a	***b**
Unweighted total	**81**	9	16	14	17	2	43	3	12	39	42	48	9
Weighted total	**72**	7	11	14	13	*	40	2	4	36	36	38	6
Very dissatisfied	**1**	-	-	*	1	-	1	-	-	-	1	*	-
	2%	*-%*	*-%*	**%*	*8%*	*-%*	*3%*	*-%*	*-%*	*-%*	*3%*	**%*	*-%*
Fairly dissatisfied	**4**	2	-	1	2	-	4	-	-	3	2	4	-
	6%	*23%*	*-%*	*7%*	*13%*	*-%*	*11%*	*-%*	*-%*	*8%*	*5%*	*12%*	*-%*
Neither satisfied nor dissatisfied	**9**	-	2	2	-	*	4	-	-	4	6	4	2
	13%	*-%*	*16%*	*13%*	*-%*	*27%*	*9%*	*-%*	*-%*	*10%*	*16%*	*10%*	*30%*
Fairly satisfied	**27**	4	2	4	7	-	15	2	1	17	10	14	2
	38%	*58%*	*20%*	*32%*	*52%*	*-%*	*37%*	*100%*	*27%*	*47%*	*29%*	*36%*	*37%*
Very satisfied	**28**	1	5	7	4	*	14	-	3	13	15	14	2
	39%	*20%*	*47%*	*47%*	*27%*	*73%*	*35%*	*-%*	*73%*	*36%*	*42%*	*37%*	*33%*
NET: Satisfied	**55**	6	8	11	10	*	29	2	4	30	25	28	4
	77%	*77%*	*67%*	*79%*	*79%*	*73%*	*72%*	*100%*	*100%*	*82%*	*71%*	*73%*	*70%*
NET: Dissatisfied	**6**	2	-	1	3	-	6	-	-	3	3	4	-
	8%	*23%*	*-%*	*8%*	*21%*	*-%*	*14%*	*-%*	*-%*	*8%*	*8%*	*12%*	*-%*
Don't Know (DO NOT READ OUT)	**2**	-	2	-	-	-	2	-	-	-	2	2	-
	3%	*-%*	*17%*	*-%*	*-%*	*-%*	*5%*	*-%*	*-%*	*-%*	*5%*	*5%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Parcelforce (QV4=7)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	***b**	a	***b**	***a**	b	a	b	***c**	***d**
Unweighted total	**81**	16	29	48	2	16	42	35	39	13	-
Weighted total	**72**	16	19	38	2	14	32	23	29	10	-
Very dissatisfied	**1**	-	1	*	-	-	1	*	-	*	-
	2%	*-%*	*6%*	**%*	*-%*	*-%*	*3%*	**%*	*-%*	**%*	*-%*
Fairly dissatisfied	**4**	1	3	4	-	1	3	1	4	2	-
	6%	*7%*	*17%*	*12%*	*-%*	*8%*	*10%*	*5%*	*15%*	*17%*	*-%*
Neither satisfied nor dissatisfied	**9**	-	4	4	2	-	4	4	4	-	-
	13%	*-%*	*19%*	*10%*	*97%*	*-%*	*12%*	*17%*	*13%*	*-%*	*-%*
Fairly satisfied	**27**	7	2	14	*	6	12	10	9	5	-
	38%	*45%*	*12%*	*36%*	*3%*	*40%*	*38%*	*44%*	*32%*	*56%*	*-%*
Very satisfied	**28**	8	7	14	-	7	10	8	10	3	-
	39%	*48%*	*35%*	*37%*	*-%*	*52%*	*31%*	*34%*	*33%*	*27%*	*-%*
NET: Satisfied	**55**	15	9	28	*	13	22	18	19	8	-
	77%	*93%*	*48%*	*73%*	*3%*	*92%*	*69%*	*78%*	*66%*	*82%*	*-%*
NET: Dissatisfied	**6**	1	4	4	-	1	4	1	4	2	-
	8%	*7%*	*23%*	*12%*	*-%*	*8%*	*14%*	*5%*	*15%*	*18%*	*-%*
Don't Know (DO NOT READ OUT)	**2**	-	2	2	-	-	2	-	2	-	-
	3%	*-%*	*10%*	*5%*	*-%*	*-%*	*6%*	*-%*	*6%*	*-%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Parcelforce (QV4=7)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	a	*b	*c	*d	a	b	c	a	*b	*c
Unweighted total	81	26	34	9	-	49	27	12	2	44	36	33	36	28	1
Weighted total	72	17	28	6	-	41	17	7	1	31	28	23	26	21	*
Very dissatisfied	1	-	*	-	-	1	-	-	-	*	*	1	*	-	-
	2%	-%	*%	-%	-%	3%	-%	-%	-%	*%	*%	5%	*%	-%	-%
Fairly dissatisfied	4	1	4	2	-	4	1	-	-	4	4	1	3	3	-
	6%	6%	16%	30%	-%	11%	6%	-%	-%	14%	16%	5%	11%	13%	-%
Neither satisfied nor dissatisfied	9	2	2	*	-	4	2	2	-	4	2	2	4	2	-
	13%	11%	7%	2%	-%	9%	11%	27%	-%	12%	6%	8%	13%	9%	-%
Fairly satisfied	27	5	7	1	-	17	7	4	1	10	8	7	12	6	-
	38%	32%	24%	24%	-%	41%	39%	58%	100%	32%	28%	32%	45%	28%	-%
Very satisfied	28	9	13	3	-	13	8	1	-	11	12	11	6	9	*
	39%	51%	46%	45%	-%	32%	44%	15%	-%	36%	44%	50%	24%	41%	100%
NET: Satisfied	55	14	20	4	-	30	14	5	1	21	20	19	18	14	*
	77%	83%	70%	69%	-%	73%	83%	73%	100%	68%	72%	83%	69%	69%	100%
NET: Dissatisfied	6	1	4	2	-	6	1	-	-	4	4	2	3	3	-
	8%	6%	16%	30%	-%	13%	6%	-%	-%	14%	16%	10%	11%	13%	-%
Don't Know (DO NOT READ OUT)	2	-	2	-	-	2	-	-	-	2	2	-	2	2	-
	3%	-%	7%	-%	-%	5%	-%	-%	-%	6%	7%	-%	7%	9%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 193 (continuation)

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Parcelforce (QV4=7)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	c	*d	*e	a	*b	*a	*b	*c	*d
Unweighted total	**81**	27	17	40	10	9	35	26	2	2	5	1
Weighted total	**72**	21	13	32	4	4	27	22	3	2	7	2
Very dissatisfied	**1**	-	-	*	*	*	*	-	-	-	-	-
	2%	*-%*	*-%*	**%*	*1%*	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**4**	3	3	3	2	2	3	3	1	-	2	-
	6%	*13%*	*21%*	*9%*	*40%*	*48%*	*10%*	*12%*	*36%*	*-%*	*23%*	*-%*
Neither satisfied nor dissatisfied	**9**	2	-	2	*	*	4	2	-	2	2	-
	13%	*9%*	*-%*	*6%*	*2%*	*3%*	*13%*	*9%*	*-%*	*86%*	*26%*	*-%*
Fairly satisfied	**27**	8	5	15	1	1	11	5	2	-	2	2
	38%	*37%*	*43%*	*48%*	*32%*	*26%*	*40%*	*23%*	*64%*	*-%*	*28%*	*100%*
Very satisfied	**28**	9	5	12	1	1	8	10	-	*	2	-
	39%	*41%*	*36%*	*37%*	*25%*	*22%*	*30%*	*47%*	*-%*	*14%*	*23%*	*-%*
NET: Satisfied	**55**	16	10	27	2	2	19	15	2	*	4	2
	77%	*78%*	*79%*	*85%*	*57%*	*48%*	*69%*	*70%*	*64%*	*14%*	*51%*	*100%*
NET: Dissatisfied	**6**	3	3	3	2	2	3	3	1	-	2	-
	8%	*13%*	*21%*	*9%*	*41%*	*49%*	*10%*	*12%*	*36%*	*-%*	*23%*	*-%*
Don't Know (DO NOT READ OUT)	**2**	-	-	-	-	-	2	2	-	-	-	-
	3%	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*9%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 193 (continuation)

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Parcelforce (QV4=7)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	a	*b	*a	b
Unweighted total	**81**	71	63	72	75	77	64	71	29	-	53	3	23	40
Weighted total	**72**	59	51	61	65	67	56	59	22	-	41	4	25	29
Very dissatisfied	**1**	*	*	*	1	*	-	1	-	-	1	-	-	1
	2%	**%*	**%*	**%*	*2%*	**%*	*-%*	*2%*	*-%*	*-%*	*3%*	*-%*	*-%*	*4%*
Fairly dissatisfied	**4**	4	4	4	4	4	3	3	3	-	-	3	4	-
	6%	*7%*	*9%*	*7%*	*7%*	*7%*	*5%*	*5%*	*13%*	*-%*	*-%*	*72%*	*18%*	*-%*
Neither satisfied nor dissatisfied	**9**	7	7	7	7	7	7	7	2	-	5	-	4	3
	13%	*12%*	*14%*	*12%*	*11%*	*11%*	*13%*	*12%*	*8%*	*-%*	*12%*	*-%*	*16%*	*11%*
Fairly satisfied	**27**	21	17	23	23	25	21	21	10	-	16	1	10	9
	38%	*36%*	*34%*	*38%*	*36%*	*38%*	*38%*	*36%*	*48%*	*-%*	*39%*	*28%*	*41%*	*30%*
Very satisfied	**28**	24	20	24	27	28	25	25	7	-	17	-	6	14
	39%	*41%*	*40%*	*40%*	*41%*	*42%*	*44%*	*42%*	*31%*	*-%*	*41%*	*-%*	*25%*	*48%*
NET: Satisfied	**55**	45	37	47	50	53	46	46	17	-	33	1	17	22
	77%	*77%*	*73%*	*78%*	*77%*	*80%*	*82%*	*78%*	*79%*	*-%*	*80%*	*28%*	*66%*	*78%*
NET: Dissatisfied	**6**	4	4	4	6	4	3	4	3	-	1	3	4	1
	8%	*8%*	*9%*	*7%*	*9%*	*7%*	*5%*	*7%*	*13%*	*-%*	*3%*	*72%*	*18%*	*4%*
Don't Know (DO NOT READ OUT)	**2**	2	2	2	2	2	-	2	-	-	2	-	-	2
	3%	*3%*	*4%*	*3%*	*3%*	*3%*	*-%*	*3%*	*-%*	*-%*	*5%*	*-%*	*-%*	*7%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Parcelforce (QV4=7)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	b	*c	a	*b	c	a	b
Unweighted total	**81**	72	2	19	62	15	57	9	37	8	36	45	36
Weighted total	**72**	65	1	20	52	14	50	7	32	7	33	37	35
Very dissatisfied	**1**	1	-	1	*	-	1	-	1	-	-	*	1
	2%	*2%*	*-%*	*5%*	**%*	*-%*	*2%*	*-%*	*3%*	*-%*	*-%*	**%*	*3%*
Fairly dissatisfied	**4**	4	-	2	3	2	3	-	1	-	3	4	-
	6%	*7%*	*-%*	*8%*	*5%*	*12%*	*6%*	*-%*	*3%*	*-%*	*10%*	*12%* b	*-%*
Neither satisfied nor dissatisfied	**9**	6	*	6	4	4	5	*	7	-	2	7	2
	13%	*9%*	*18%*	*28%*	*7%*	*28%*	*10%*	*1%*	*22%* c	*-%*	*6%*	*19%*	*6%*
Fairly satisfied	**27**	24	-	9	18	5	16	5	11	4	12	14	14
	38%	*37%*	*-%*	*47%*	*34%*	*38%*	*33%*	*73%*	*35%*	*59%*	*37%*	*37%*	*39%*
Very satisfied	**28**	28	*	2	26	3	23	2	12	3	14	12	16
	39%	*43%*	*82%*	*12%*	*50%*	*22%*	*46%*	*25%*	*36%*	*41%*	*41%*	*32%*	*46%*
NET: Satisfied	**55**	52	*	12	44	9	39	7	23	7	26	26	30
	77%	*80%*	*82%*	*59%*	*84%*	*60%*	*79%*	*99%*	*71%*	*100%*	*78%*	*69%*	*85%*
NET: Dissatisfied	**6**	6	-	3	3	2	4	-	2	-	3	4	1
	8%	*9%*	*-%*	*14%*	*5%*	*12%*	*8%*	*-%*	*7%*	*-%*	*10%*	*12%*	*3%*
Don't Know (DO NOT READ OUT)	**2**	2	-	-	2	-	2	-	-	-	2	-	2
	3%	*3%*	*-%*	*-%*	*4%*	*-%*	*4%*	*-%*	*-%*	*-%*	*6%*	*-%*	*5%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Parcelforce (QV4=7)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	81	17	1	13	14	7	6	9	4	6	7	2	5
Weighted total	72	5	*	6	6	4	2	4	1	1	3	1	3
Very dissatisfied	1	*	-	1	1	1	-	*	-	-	*	-	1
	2%	*1%*	-%	*19%*	*18%*	*31%*	-%	*1%*	-%	-%	*2%*	-%	*42%*
Fairly dissatisfied	4	-	-	-	-	-	-	-	-	-	-	-	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	9	-	-	-	-	-	-	-	-	-	-	-	-
	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	27	1	-	1	1	*	1	*	1	1	*	*	*
	38%	*28%*	-%	*18%*	*22%*	*1%*	*47%*	*2%*	*91%*	*86%*	*4%*	*4%*	*4%*
Very satisfied	28	4	*	4	4	2	1	4	*	*	2	1	1
	39%	*71%*	*100%*	*63%*	*60%*	*68%*	*53%*	*96%*	*9%*	*14%*	*95%*	*96%*	*54%*
NET: Satisfied	55	5	*	5	5	3	2	4	1	1	3	1	1
	77%	*99%*	*100%*	*81%*	*82%*	*69%*	*100%*	*99%*	*100%*	*100%*	*98%*	*100%*	*58%*
NET: Dissatisfied	6	*	-	1	1	1	-	*	-	-	*	-	1
	8%	*1%*	-%	*19%*	*18%*	*31%*	-%	*1%*	-%	-%	*2%*	-%	*42%*
Don't Know (DO NOT READ OUT)	2	-	-	-	-	-	-	-	-	-	-	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 193 (continuation)

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Parcelforce (QV4=7)

		Month											
	Total base	Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	81	8	3	2	20	5	4	7	7	9	6	6	4
Weighted total	72	8	4	2	8	4	3	5	7	13	4	10	4
Very dissatisfied	1	-	-	-	1	-	-	-	-	-	-	-	-
	2%	-%	-%	-%	*14%*	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	4	2	-	-	-	-	1	-	-	2	-	-	-
	6%	*21%*	-%	-%	-%	-%	*39%*	-%	-%	*12%*	-%	-%	-%
Neither satisfied nor dissatisfied	9	-	2	-	-	-	*	-	2	3	2	-	-
	13%	-%	*44%*	-%	-%	-%	*11%*	-%	*29%*	*25%*	*44%*	-%	-%
Fairly satisfied	27	1	2	2	1	2	1	5	3	2	2	6	*
	38%	*10%*	*56%*	*100%*	*19%*	*45%*	*50%*	*89%*	*52%*	*14%*	*47%*	*56%*	*2%*
Very satisfied	28	6	-	-	5	2	-	1	1	4	*	4	4
	39%	*69%*	-%	-%	*66%*	*55%*	-%	*11%*	*19%*	*34%*	*8%*	*44%*	*98%*
NET: Satisfied	55	6	2	2	7	4	1	5	5	6	2	10	4
	77%	*79%*	*56%*	*100%*	*86%*	*100%*	*50%*	*100%*	*71%*	*48%*	*56%*	*100%*	*100%*
NET: Dissatisfied	6	2	-	-	1	-	1	-	-	2	-	-	-
	8%	*21%*	-%	-%	*14%*	-%	*39%*	-%	-%	*12%*	-%	-%	-%
Don't Know (DO NOT READ OUT)	2	-	-	-	-	-	-	-	-	2	-	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	*14%*	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Parcelforce (QV4=7)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	**81**	13	29	23	16
Weighted total	**72**	14	14	25	19
Very dissatisfied	**1**	-	1	-	-
	2%	*-%*	*8%*	*-%*	*-%*
Fairly dissatisfied	**4**	2	1	2	-
	6%	*12%*	*8%*	*7%*	*-%*
Neither satisfied nor dissatisfied	**9**	2	*	5	2
	13%	*12%*	*2%*	*21%*	*10%*
Fairly satisfied	**27**	5	4	10	8
	38%	*37%*	*32%*	*40%*	*41%*
Very satisfied	**28**	6	7	6	9
	39%	*39%*	*51%*	*25%*	*48%*
NET: Satisfied	**55**	11	12	16	17
	77%	*76%*	*82%*	*65%*	*90%*
NET: Dissatisfied	**6**	2	2	2	-
	8%	*12%*	*15%*	*7%*	*-%*
Don't Know (DO NOT READ OUT)	**2**	-	-	2	-
	3%	*-%*	*-%*	*8%*	*-%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 194 Page 3367

Hermes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Hermes (QV4=8)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	50	48	2	-	-	2	17	16	2	1	2
Weighted total	67	67	*	-	-	*	23	21	3	*	3
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	9	9	-	-	-	-	*	2	-	-	1
	13%	13%	-%	-%	-%	-%	1%	9%	-%	-%	34%
Neither satisfied nor dissatisfied	12	12	*	-	-	*	3	7	-	*	-
	18%	17%	77%	-%	-%	77%	14%	33%	-%	100%	-%
Fairly satisfied	21	21	-	-	-	-	5	9	1	-	-
	31%	32%	-%	-%	-%	-%	23%	45%	36%	-%	-%
Very satisfied	26	26	*	-	-	*	15	3	2	-	2
	38%	38%	23%	-%	-%	23%	62%	13%	64%	-%	66%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	47	47	*	-	-	*	20	12	3	-	2
	70%	70%	23%	-%	-%	23%	85%	58%	100%	-%	66%
NET: Dissatisfied	9	9	-	-	-	-	*	2	-	-	1
	13%	13%	-%	-%	-%	-%	1%	9%	-%	-%	34%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Hermes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Hermes (QV4=8)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	***f**	***g**	***h**	***i**	j	***k**	***l**	***m**
Unweighted total	**50**	6	4	3	-	4	9	4	7	4	41	4	4	1
Weighted total	**67**	8	8	5	-	7	15	6	10	6	65	1	1	*
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	**9**	-	-	-	-	2	-	-	6	1	8	-	*	-
	13%	*-%*	*-%*	*-%*	*-%*	*24%*	*-%*	*-%*	*57%*	*17%*	*13%*	*-%*	*21%*	*-%*
Neither satisfied nor dissatisfied	**12**	3	-	-	-	-	5	-	3	-	11	-	1	*
	18%	*33%*	*-%*	*-%*	*-%*	*-%*	*32%*	*-%*	*33%*	*-%*	*17%*	*-%*	*57%*	*100%*
Fairly satisfied	**21**	1	2	3	-	4	5	4	-	3	21	*	*	-
	31%	*13%*	*25%*	*60%*	*-%*	*51%*	*33%*	*55%*	*-%*	*50%*	*32%*	*31%*	*21%*	*-%*
Very satisfied	**26**	5	6	2	-	2	5	3	1	2	25	1	-	-
	38%	*54%*	*75%*	*40%*	*-%*	*25%*	*35%*	*45%*	*11%*	*33%*	*39%*	*69%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	**47**	6	8	5	-	5	10	6	1	5	45	1	*	-
	70%	*67%*	*100%*	*100%*	*-%*	*76%*	*68%*	*100%*	*11%*	*83%*	*70%*	*100%*	*21%*	*-%*
NET: Dissatisfied	**9**	-	-	-	-	2	-	-	6	1	8	-	*	-
	13%	*-%*	*-%*	*-%*	*-%*	*24%*	*-%*	*-%*	*57%*	*17%*	*13%*	*-%*	*21%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Hermes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Hermes (QV4=8)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b
Unweighted total	50	-	3	-	-	27	1	1	18	35	15	46	4
Weighted total	67	-	4	-	-	38	2	*	22	52	15	62	5
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	9	-	-	-	-	7	-	-	1	5	4	9	-
	13%	-%	-%	-%	-%	19%	-%	-%	6%	9%	26%	14%	-%
Neither satisfied nor dissatisfied	12	-	-	-	-	7	-	-	5	8	4	12	-
	18%	-%	-%	-%	-%	19%	-%	-%	21%	15%	25%	19%	-%
Fairly satisfied	21	-	3	-	-	7	-	-	11	16	5	21	*
	31%	-%	58%	-%	-%	19%	-%	-%	51%	31%	32%	33%	6%
Very satisfied	26	-	2	-	-	17	2	*	5	23	3	21	5
	38%	-%	42%	-%	-%	44%	100%	100%	22%	44%	17%	34%	94%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	47	-	4	-	-	24	2	*	16	39	7	42	5
	70%	-%	100%	-%	-%	62%	100%	100%	73%	75%	49%	67%	100%
NET: Dissatisfied	9	-	-	-	-	7	-	-	1	5	4	9	-
	13%	-%	-%	-%	-%	19%	-%	-%	6%	9%	26%	14%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Hermes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Hermes (QV4=8)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	*c
Unweighted total	**50**	48	2	22	5	23
Weighted total	**67**	63	4	32	4	31
Very dissatisfied	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	**9**	9	-	5	-	4
	13%	*14%*	-%	*14%*	-%	*13%*
Neither satisfied nor dissatisfied	**12**	12	-	4	1	7
	18%	*19%*	-%	*13%*	*24%*	*22%*
Fairly satisfied	**21**	21	-	12	1	8
	31%	*33%*	-%	*37%*	*28%*	*26%*
Very satisfied	**26**	22	4	12	2	12
	38%	*34%*	*100%*	*36%*	*48%*	*39%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Satisfied	**47**	43	4	23	3	20
	70%	*68%*	*100%*	*73%*	*76%*	*65%*
NET: Dissatisfied	**9**	9	-	5	-	4
	13%	*14%*	-%	*14%*	-%	*13%*

Columns Tested: a,b - a,b,c

Hermes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Hermes (QV4=8)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	*c
Unweighted total	**50**	36	8	4	1	-	1	-	-	44	6	9	27	14
Weighted total	**67**	51	9	5	2	-	*	-	-	60	8	12	39	16
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**9**	6	*	-	2	-	-	-	-	7	2	-	6	2
	13%	*13%*	*3%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*11%*	*25%*	*-%*	*17%*	*13%*
Neither satisfied nor dissatisfied	**12**	7	3	2	-	-	*	-	-	10	2	4	3	5
	18%	*14%*	*30%*	*31%*	*-%*	*-%*	*100%*	*-%*	*-%*	*17%*	*26%*	*35%*	*8%*	*28%*
Fairly satisfied	**21**	17	2	2	-	-	-	-	-	19	2	3	14	4
	31%	*33%*	*22%*	*39%*	*-%*	*-%*	*-%*	*-%*	*-%*	*32%*	*28%*	*24%*	*36%*	*25%*
Very satisfied	**26**	20	4	2	-	-	-	-	-	24	2	5	15	5
	38%	*40%*	*44%*	*30%*	*-%*	*-%*	*-%*	*-%*	*-%*	*40%*	*22%*	*41%*	*39%*	*33%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**47**	37	6	4	-	-	-	-	-	43	4	8	30	9
	70%	*73%*	*66%*	*69%*	*-%*	*-%*	*-%*	*-%*	*-%*	*72%*	*50%*	*65%*	*75%*	*59%*
NET: Dissatisfied	**9**	6	*	-	2	-	-	-	-	7	2	-	6	2
	13%	*13%*	*3%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*11%*	*25%*	*-%*	*17%*	*13%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Hermes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Hermes (QV4=8)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	d	*e	f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**50**	22	23	26	37	13	34	20	2	-	3	1	-	-
Weighted total	**67**	26	29	33	49	18	50	25	3	-	4	*	-	-
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**9**	5	5	5	5	2	8	5	-	-	-	-	-	-
	13%	*18%*	*16%*	*15%*	*9%*	*11%*	*15%*	*19%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**12**	4	7	7	10	4	11	5	2	-	*	-	-	-
	18%	*17%*	*25%*	*22%*	*20%*	*24%*	*22%*	*21%*	*53%*	*-%*	*6%*	*-%*	*-%*	*-%*
Fairly satisfied	**21**	9	10	12	15	6	13	10	-	-	2	*	-	-
	31%	*33%*	*34%*	*37%*	*30%*	*33%*	*26%*	*40%*	*-%*	*-%*	*47%*	*100%*	*-%*	*-%*
Very satisfied	**26**	8	7	8	20	6	18	5	2	-	2	-	-	-
	38%	*32%*	*25%*	*26%*	*41%*	*32%*	*37%*	*19%*	*47%*	*-%*	*47%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**47**	17	17	21	35	11	31	15	2	-	4	*	-	-
	70%	*65%*	*59%*	*63%*	*71%*	*65%*	*62%*	*60%*	*47%*	*-%*	*94%*	*100%*	*-%*	*-%*
NET: Dissatisfied	**9**	5	5	5	5	2	8	5	-	-	-	-	-	-
	13%	*18%*	*16%*	*15%*	*9%*	*11%*	*15%*	*19%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Hermes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Hermes (QV4=8)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**50**	33	-	1	2	-	1	-	1	10	3	5	8	-
Weighted total	**67**	43	-	2	3	-	*	-	*	13	3	7	10	-
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**9**	3	-	-	2	-	-	-	-	2	1	-	2	-
	13%	*6%*	*-%*	*-%*	*53%*	*-%*	*-%*	*-%*	*-%*	*16%*	*35%*	*-%*	*18%*	*-%*
Neither satisfied nor dissatisfied	**12**	9	-	-	-	-	*	-	*	2	-	3	2	-
	18%	*22%*	*-%*	*-%*	*-%*	*-%*	*100%*	*-%*	*100%*	*16%*	*-%*	*46%*	*19%*	*-%*
Fairly satisfied	**21**	13	-	2	-	-	-	-	-	6	2	2	3	-
	31%	*30%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*45%*	*62%*	*26%*	*29%*	*-%*
Very satisfied	**26**	18	-	-	2	-	-	-	-	3	*	2	4	-
	38%	*42%*	*-%*	*-%*	*47%*	*-%*	*-%*	*-%*	*-%*	*22%*	*3%*	*27%*	*34%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**47**	31	-	2	2	-	-	-	-	9	2	4	6	-
	70%	*72%*	*-%*	*100%*	*47%*	*-%*	*-%*	*-%*	*-%*	*68%*	*65%*	*54%*	*63%*	*-%*
NET: Dissatisfied	**9**	3	-	-	2	-	-	-	-	2	1	-	2	-
	13%	*6%*	*-%*	*-%*	*53%*	*-%*	*-%*	*-%*	*-%*	*16%*	*35%*	*-%*	*18%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Hermes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Hermes (QV4=8)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	*a	*b	*a	*b
Unweighted total	**50**	10	7	11	7	2	31	2	4	21	29	23	3
Weighted total	**67**	12	10	15	9	2	43	1	5	24	43	29	4
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**9**	1	-	2	2	-	4	-	1	*	8	3	2
	13%	*7%*	*-%*	*12%*	*21%*	*-%*	*9%*	*-%*	*20%*	*1%*	*20%*	*11%*	*44%*
Neither satisfied nor dissatisfied	**12**	4	-	2	3	*	9	-	*	5	7	7	-
	18%	*32%*	*-%*	*14%*	*37%*	*11%*	*22%*	*-%*	*6%*	*19%*	*17%*	*25%*	*-%*
Fairly satisfied	**21**	4	3	6	2	-	13	-	2	11	10	12	*
	31%	*28%*	*26%*	*42%*	*24%*	*-%*	*31%*	*-%*	*35%*	*44%*	*24%*	*42%*	*8%*
Very satisfied	**26**	4	8	5	2	2	17	1	2	9	17	6	2
	38%	*32%*	*74%*	*32%*	*18%*	*89%*	*39%*	*100%*	*39%*	*36%*	*39%*	*23%*	*48%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**47**	8	10	11	4	2	30	1	3	20	27	18	2
	70%	*61%*	*100%*	*74%*	*42%*	*89%*	*70%*	*100%*	*74%*	*80%*	*64%*	*64%*	*56%*
NET: Dissatisfied	**9**	1	-	2	2	-	4	-	1	*	8	3	2
	13%	*7%*	*-%*	*12%*	*21%*	*-%*	*9%*	*-%*	*20%*	*1%*	*20%*	*11%*	*44%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Hermes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Hermes (QV4=8)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	**50**	8	21	24	2	8	29	8	19	4	-
Weighted total	**67**	9	28	30	3	9	40	7	23	5	-
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**9**	-	5	2	3	-	5	2	3	-	-
	13%	*-%*	*16%*	*7%*	*100%*	*-%*	*12%*	*27%*	*14%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**12**	4	4	7	-	3	7	2	3	-	-
	18%	*47%*	*13%*	*24%*	*-%*	*35%*	*16%*	*29%*	*15%*	*-%*	*-%*
Fairly satisfied	**21**	4	7	12	-	4	10	2	8	3	-
	31%	*52%*	*25%*	*41%*	*-%*	*52%*	*25%*	*29%*	*34%*	*60%*	*-%*
Very satisfied	**26**	*	13	8	-	1	19	1	8	2	-
	38%	*1%*	*46%*	*28%*	*-%*	*13%*	*47%*	*15%*	*37%*	*40%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**47**	5	20	21	-	6	29	3	16	5	-
	70%	*53%*	*71%*	*69%*	*-%*	*65%*	*72%*	*44%*	*71%*	*100%*	*-%*
NET: Dissatisfied	**9**	-	5	2	3	-	5	2	3	-	-
	13%	*-%*	*16%*	*7%*	*100%*	*-%*	*12%*	*27%*	*14%*	*-%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Hermes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Hermes (QV4=8)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	50	8	18	2	-	25	20	2	-	21	20	18	15	17	-
Weighted total	67	12	22	2	-	31	27	3	-	25	26	18	18	20	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	9	2	3	-	-	3	2	-	-	3	3	1	3	2	-
	13%	15%	14%	-%	-%	9%	7%	-%	-%	12%	11%	5%	15%	11%	-%
Neither satisfied nor dissatisfied	12	5	3	-	-	6	5	1	-	4	6	6	4	3	-
	18%	41%	15%	-%	-%	19%	20%	36%	-%	18%	23%	32%	23%	17%	-%
Fairly satisfied	21	3	8	-	-	8	6	-	-	9	10	7	8	6	-
	31%	29%	38%	-%	-%	27%	24%	-%	-%	36%	38%	41%	45%	29%	-%
Very satisfied	26	2	7	2	-	14	13	2	-	8	7	4	3	8	-
	38%	15%	33%	100%	-%	46%	49%	64%	-%	34%	28%	22%	17%	42%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	47	5	16	2	-	23	20	2	-	17	17	12	11	14	-
	70%	44%	71%	100%	-%	72%	73%	64%	-%	69%	66%	63%	62%	72%	-%
NET: Dissatisfied	9	2	3	-	-	3	2	-	-	3	3	1	3	2	-
	13%	15%	14%	-%	-%	9%	7%	-%	-%	12%	11%	5%	15%	11%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Hermes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Hermes (QV4=8)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	50	12	13	17	-	1	14	18	3	1	5	1
Weighted total	67	15	16	19	-	2	17	21	5	2	6	2
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	9	3	2	2	-	-	3	2	-	-	-	-
	13%	18%	11%	10%	-%	-%	16%	10%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	12	5	1	5	-	-	3	3	3	-	2	-
	18%	33%	8%	29%	-%	-%	18%	16%	60%	-%	26%	-%
Fairly satisfied	21	3	5	6	-	-	7	8	-	2	1	2
	31%	17%	29%	29%	-%	-%	42%	35%	-%	100%	15%	100%
Very satisfied	26	5	8	6	-	2	4	8	2	-	4	-
	38%	32%	52%	32%	-%	100%	24%	39%	40%	-%	59%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	47	7	13	12	-	2	11	16	2	2	4	2
	70%	49%	80%	62%	-%	100%	65%	74%	40%	100%	74%	100%
NET: Dissatisfied	9	3	2	2	-	-	3	2	-	-	-	-
	13%	18%	11%	10%	-%	-%	16%	10%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Hermes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Hermes (QV4=8)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	*a	*b	*a	*b
Unweighted total	**50**	44	35	45	43	48	35	45	16	-	25	4	16	17
Weighted total	**67**	60	48	62	57	65	43	60	22	-	30	4	21	17
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**9**	9	9	9	7	9	7	9	3	-	3	-	2	1
	13%	*14%*	*18%*	*14%*	*12%*	*13%*	*16%*	*14%*	*13%*	*-%*	*9%*	*-%*	*10%*	*5%*
Neither satisfied nor dissatisfied	**12**	10	6	10	12	12	10	12	5	-	6	2	1	7
	18%	*16%*	*13%*	*16%*	*21%*	*18%*	*23%*	*20%*	*22%*	*-%*	*21%*	*36%*	*5%*	*40%*
Fairly satisfied	**21**	19	17	19	17	21	16	19	6	-	9	1	11	4
	31%	*32%*	*36%*	*31%*	*31%*	*32%*	*38%*	*31%*	*28%*	*-%*	*31%*	*25%*	*50%*	*21%*
Very satisfied	**26**	23	16	25	21	24	10	21	8	-	12	2	8	6
	38%	*38%*	*33%*	*40%*	*37%*	*37%*	*23%*	*35%*	*38%*	*-%*	*39%*	*39%*	*35%*	*34%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**47**	42	33	43	38	45	26	40	15	-	21	3	18	9
	70%	*69%*	*69%*	*70%*	*67%*	*69%*	*61%*	*66%*	*66%*	*-%*	*69%*	*64%*	*85%*	*55%*
NET: Dissatisfied	**9**	9	9	9	7	9	7	9	3	-	3	-	2	1
	13%	*14%*	*18%*	*14%*	*12%*	*13%*	*16%*	*14%*	*13%*	*-%*	*9%*	*-%*	*10%*	*5%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Hermes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Hermes (QV4=8)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	b	*c	*a	*b	*c	*a	*b
Unweighted total	50	42	1	12	38	12	33	5	28	5	17	24	26
Weighted total	67	56	*	17	50	14	47	6	39	8	20	35	32
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	9	4	-	7	1	*	6	2	5	4	*	5	4
	13%	7%	-%	43%	2%	2%	14%	33%	12%	49%	1%	13%	13%
Neither satisfied nor dissatisfied	12	7	*	5	7	2	10	-	5	-	7	8	4
	18%	13%	100%	30%	13%	13%	21%	-%	12%	-%	34%	23%	12%
Fairly satisfied	21	21	-	3	18	5	15	2	15	-	6	10	11
	31%	38%	-%	17%	36%	32%	32%	28%	39%	-%	28%	28%	35%
Very satisfied	26	24	-	2	24	7	16	2	14	4	7	13	13
	38%	42%	-%	10%	48%	53%	34%	39%	37%	51%	36%	37%	40%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	47	45	-	5	42	12	31	4	30	4	13	23	24
	70%	80%	-%	26%	84%	85%	65%	67%	76%	51%	64%	64%	75%
NET: Dissatisfied	9	4	-	7	1	*	6	2	5	4	*	5	4
	13%	7%	-%	43%	2%	2%	14%	33%	12%	49%	1%	13%	13%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 194 (continuation)

Hermes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Hermes (QV4=8)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	50	4	-	4	3	2	-	3	1	1	4	1	1
Weighted total	67	4	-	4	3	2	-	3	1	1	3	1	1
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	9	1	-	-	-	-	-	1	-	-	1	-	-
	13%	23%	-%	-%	-%	-%	-%	32%	-%	-%	29%	-%	-%
Neither satisfied nor dissatisfied	12	1	-	1	1	1	-	1	-	-	-	1	-
	18%	27%	-%	26%	35%	53%	-%	36%	-%	-%	-%	100%	-%
Fairly satisfied	21	1	-	1	1	1	-	1	1	-	1	-	-
	31%	23%	-%	23%	30%	47%	-%	32%	100%	-%	29%	-%	-%
Very satisfied	26	1	-	2	1	-	-	-	-	1	1	-	1
	38%	27%	-%	52%	35%	-%	-%	-%	-%	100%	42%	-%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	47	2	-	3	2	1	-	1	1	1	2	-	1
	70%	50%	-%	74%	65%	47%	-%	32%	100%	100%	71%	-%	100%
NET: Dissatisfied	9	1	-	-	-	-	-	1	-	-	1	-	-
	13%	23%	-%	-%	-%	-%	-%	32%	-%	-%	29%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Hermes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Hermes (QV4=8)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	**50**	3	3	1	7	4	6	3	3	6	5	8	1
Weighted total	**67**	5	5	*	6	2	4	5	4	10	8	15	2
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**9**	2	4	-	1	-	*	-	-	-	-	-	2
	13%	*34%*	*68%*	*-%*	*15%*	*-%*	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*
Neither satisfied nor dissatisfied	**12**	2	2	*	1	1	2	-	*	-	2	2	-
	18%	*34%*	*32%*	*100%*	*17%*	*30%*	*52%*	*-%*	*6%*	*-%*	*26%*	*12%*	*-%*
Fairly satisfied	**21**	2	-	-	1	1	2	2	2	5	2	5	-
	31%	*32%*	*-%*	*-%*	*15%*	*55%*	*41%*	*32%*	*47%*	*48%*	*24%*	*38%*	*-%*
Very satisfied	**26**	-	-	-	3	*	-	4	2	5	4	7	-
	38%	*-%*	*-%*	*-%*	*54%*	*15%*	*-%*	*68%*	*47%*	*52%*	*50%*	*50%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**47**	2	-	-	4	1	2	5	4	10	6	13	-
	70%	*32%*	*-%*	*-%*	*69%*	*70%*	*41%*	*100%*	*94%*	*100%*	*74%*	*88%*	*-%*
NET: Dissatisfied	**9**	2	4	-	1	-	*	-	-	-	-	-	2
	13%	*34%*	*68%*	*-%*	*15%*	*-%*	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Hermes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Hermes (QV4=8)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	**50**	7	17	12	14
Weighted total	**67**	11	12	20	24
Very dissatisfied	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**9**	5	1	-	2
	13%	*49%*	*10%*	*-%*	*8%*
Neither satisfied nor dissatisfied	**12**	4	4	*	4
	18%	*36%*	*30%*	*1%*	*16%*
Fairly satisfied	**21**	2	4	8	7
	31%	*15%*	*29%*	*43%*	*30%*
Very satisfied	**26**	-	4	11	11
	38%	*-%*	*30%*	*55%*	*46%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**47**	2	7	19	18
	70%	*15%*	*60%*	*99%*	*76%*
NET: Dissatisfied	**9**	5	1	-	2
	13%	*49%*	*10%*	*-%*	*8%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

FedEx (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use FedEx (QV4=9)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	34	19	10	3	2	15	6	3	2	3	4
Weighted total	29	27	1	*	*	2	10	3	3	2	*
Very dissatisfied	1	1	-	-	-	-	-	-	-	-	-
	4%	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	4	4	-	-	*	*	2	-	-	-	-
	13%	*14%*	*-%*	*-%*	*57%*	*8%*	*18%*	*-%*	*-%*	*-%*	*-%*
Fairly satisfied	9	8	1	*	*	1	2	-	3	2	*
	31%	*29%*	*52%*	*68%*	*43%*	*53%*	*17%*	*-%*	*100%*	*100%*	*69%*
Very satisfied	15	14	1	*	-	1	6	3	-	-	*
	52%	*53%*	*48%*	*32%*	*-%*	*39%*	*65%*	*100%*	*-%*	*-%*	*31%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	24	22	1	*	*	2	8	3	3	2	*
	83%	*82%*	*100%*	*100%*	*43%*	*92%*	*82%*	*100%*	*100%*	*100%*	*100%*
NET: Dissatisfied	1	1	-	-	-	-	-	-	-	-	-
	4%	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

FedEx (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use FedEx (QV4=9)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	34	4	1	10	-	1	5	4	5	-	30	3	-	1
Weighted total	29	3	2	11	-	*	5	2	4	-	28	1	-	*
Very dissatisfied	1	-	-	1	-	-	-	-	-	-	1	-	-	-
	4%	-%	-%	*10%*	-%	-%	-%	-%	-%	-%	*4%*	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	4	2	-	2	-	-	-	-	*	-	4	-	-	-
	13%	*57%*	-%	*16%*	-%	-%	-%	-%	*4%*	-%	*14%*	-%	-%	-%
Fairly satisfied	9	*	-	3	-	-	2	1	2	-	9	*	-	-
	31%	*3%*	-%	*31%*	-%	-%	*41%*	*54%*	*52%*	-%	*32%*	*5%*	-%	-%
Very satisfied	15	1	2	5	-	*	3	1	2	-	14	1	-	*
	52%	*40%*	*100%*	*43%*	-%	*100%*	*59%*	*46%*	*45%*	-%	*50%*	*95%*	-%	*100%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	24	1	2	8	-	*	5	2	4	-	23	1	-	*
	83%	*43%*	*100%*	*74%*	-%	*100%*	*100%*	*100%*	*96%*	-%	*82%*	*100%*	-%	*100%*
NET: Dissatisfied	1	-	-	1	-	-	-	-	-	-	1	-	-	-
	4%	-%	-%	*10%*	-%	-%	-%	-%	-%	-%	*4%*	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

FedEx (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use FedEx (QV4=9)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	34	-	13	1	-	10	2	-	8	26	8	25	9
Weighted total	29	-	9	1	-	8	2	-	9	26	3	23	6
Very dissatisfied	1	-	-	1	-	-	-	-	-	1	-	1	-
	4%	-%	-%	*100%*	-%	-%	-%	-%	-%	*4%*	-%	*5%*	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	4	-	2	-	-	-	-	-	2	4	-	4	-
	13%	-%	*21%*	-%	-%	-%	-%	-%	*21%*	*15%*	-%	*17%*	-%
Fairly satisfied	9	-	1	-	-	5	2	-	2	8	1	9	*
	31%	-%	*8%*	-%	-%	*62%*	*100%*	-%	*19%*	*29%*	*44%*	*37%*	*5%*
Very satisfied	15	-	6	-	-	3	-	-	6	13	2	10	5
	52%	-%	*72%*	-%	-%	*38%*	-%	-%	*60%*	*51%*	*56%*	*42%*	*95%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	24	-	7	-	-	8	2	-	7	21	3	18	6
	83%	-%	*79%*	-%	-%	*100%*	*100%*	-%	*79%*	*81%*	*100%*	*79%*	*100%*
NET: Dissatisfied	1	-	-	1	-	-	-	-	-	1	-	1	-
	4%	-%	-%	*100%*	-%	-%	-%	-%	-%	*4%*	-%	*5%*	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

FedEx (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use FedEx (QV4=9)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	*c
Unweighted total	**34**	34	-	12	5	17
Weighted total	**29**	29	-	12	4	13
Very dissatisfied	**1**	1	-	-	-	1
	4%	*4%*	*-%*	*-%*	*-%*	*8%*
Fairly dissatisfied	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**4**	4	-	2	-	2
	13%	*13%*	*-%*	*16%*	*-%*	*15%*
Fairly satisfied	**9**	9	-	2	3	4
	31%	*31%*	*-%*	*17%*	*94%*	*27%*
Very satisfied	**15**	15	-	8	*	7
	52%	*52%*	*-%*	*68%*	*6%*	*50%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**24**	24	-	10	4	10
	83%	*83%*	*-%*	*84%*	*100%*	*77%*
NET: Dissatisfied	**1**	1	-	-	-	1
	4%	*4%*	*-%*	*-%*	*-%*	*8%*

Columns Tested: a,b - a,b,c

FedEx (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use FedEx (QV4=9)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	**34**	16	11	5	2	-	-	-	-	27	7	5	11	18
Weighted total	**29**	14	11	2	2	-	-	-	-	25	4	4	10	15
Very dissatisfied	**1**	-	1	-	-	-	-	-	-	1	-	-	-	1
	4%	*-%*	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*-%*	*-%*	*7%*
Fairly dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**4**	4	*	-	-	-	-	-	-	4	-	-	4	*
	13%	*26%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*16%*	*-%*	*-%*	*37%*	*1%*
Fairly satisfied	**9**	2	5	*	2	-	-	-	-	7	2	*	2	7
	31%	*15%*	*45%*	*8%*	*100%*	*-%*	*-%*	*-%*	*-%*	*28%*	*52%*	*6%*	*19%*	*47%*
Very satisfied	**15**	8	5	2	-	-	-	-	-	13	2	4	4	7
	52%	*59%*	*44%*	*92%*	*-%*	*-%*	*-%*	*-%*	*-%*	*53%*	*48%*	*94%*	*44%*	*45%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**24**	11	9	2	2	-	-	-	-	20	4	4	6	13
	83%	*74%*	*88%*	*100%*	*100%*	*-%*	*-%*	*-%*	*-%*	*80%*	*100%*	*100%*	*63%*	*92%*
NET: Dissatisfied	**1**	-	1	-	-	-	-	-	-	1	-	-	-	1
	4%	*-%*	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*-%*	*-%*	*7%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

FedEx (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use FedEx (QV4=9)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**34**	20	16	22	24	12	22	19	2	-	1	-	-	-
Weighted total	**29**	17	11	19	20	11	21	17	*	-	2	-	-	-
Very dissatisfied	**1**	1	1	1	1	-	-	1	-	-	-	-	-	-
	4%	*6%*	*10%*	*6%*	*5%*	*-%*	*-%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**4**	2	*	2	4	2	2	2	*	-	-	-	-	-
	13%	*12%*	*2%*	*11%*	*19%*	*19%*	*9%*	*11%*	*76%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly satisfied	**9**	7	5	9	9	3	7	8	*	-	-	-	-	-
	31%	*40%*	*49%*	*46%*	*44%*	*29%*	*33%*	*51%*	*24%*	*-%*	*-%*	*-%*	*-%*	*-%*
Very satisfied	**15**	7	4	7	6	6	12	5	-	-	2	-	-	-
	52%	*41%*	*39%*	*38%*	*32%*	*52%*	*58%*	*31%*	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**24**	14	9	16	15	9	19	14	*	-	2	-	-	-
	83%	*82%*	*88%*	*83%*	*75%*	*81%*	*91%*	*82%*	*24%*	*-%*	*100%*	*-%*	*-%*	*-%*
NET: Dissatisfied	**1**	1	1	1	1	-	-	1	-	-	-	-	-	-
	4%	*6%*	*10%*	*6%*	*5%*	*-%*	*-%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

FedEx (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use FedEx (QV4=9)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**34**	21	1	1	1	-	-	-	-	3	6	6	7	-
Weighted total	**29**	18	*	*	2	-	-	-	-	5	6	5	4	-
Very dissatisfied	**1**	1	-	-	-	-	-	-	-	-	-	1	-	-
	4%	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*21%*	*-%*	*-%*
Fairly dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**4**	4	-	-	-	-	-	-	-	-	2	-	*	-
	13%	*22%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*34%*	*-%*	*5%*	*-%*
Fairly satisfied	**9**	7	*	-	2	-	-	-	-	2	2	2	3	-
	31%	*38%*	*100%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*36%*	*34%*	*35%*	*92%*	*-%*
Very satisfied	**15**	6	-	*	-	-	-	-	-	3	2	2	*	-
	52%	*35%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*64%*	*32%*	*44%*	*3%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**24**	13	*	*	2	-	-	-	-	5	4	4	3	-
	83%	*72%*	*100%*	*100%*	*100%*	*-%*	*-%*	*-%*	*-%*	*100%*	*66%*	*79%*	*95%*	*-%*
NET: Dissatisfied	**1**	1	-	-	-	-	-	-	-	-	-	1	-	-
	4%	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*21%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

FedEx (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use FedEx (QV4=9)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	34	7	4	4	7	2	18	2	4	11	23	20	2
Weighted total	29	5	2	6	6	*	18	*	2	12	17	19	*
Very dissatisfied	1	-	-	1	-	-	-	-	1	1	-	1	-
	4%	-%	-%	*17%*	-%	-%	-%	-%	*65%*	*9%*	-%	*6%*	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	4	*	2	-	2	-	4	-	*	-	4	2	-
	13%	*3%*	*85%*	-%	*31%*	-%	*20%*	-%	*11%*	-%	*23%*	*11%*	-%
Fairly satisfied	9	2	*	3	3	*	9	*	-	1	8	8	*
	31%	*36%*	*11%*	*53%*	*51%*	*100%*	*48%*	*31%*	-%	*10%*	*47%*	*46%*	*30%*
Very satisfied	15	3	*	2	1	-	6	*	*	10	5	7	*
	52%	*61%*	*5%*	*30%*	*19%*	-%	*32%*	*69%*	*24%*	*81%*	*30%*	*37%*	*70%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	24	5	*	5	4	*	14	*	*	11	13	15	*
	83%	*97%*	*15%*	*83%*	*69%*	*100%*	*80%*	*100%*	*24%*	*91%*	*77%*	*83%*	*100%*
NET: Dissatisfied	1	-	-	1	-	-	-	-	1	1	-	1	-
	4%	-%	-%	*17%*	-%	-%	-%	-%	*65%*	*9%*	-%	*6%*	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

FedEx (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use FedEx (QV4=9)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	34	2	20	19	2	2	22	8	18	7	-
Weighted total	29	1	19	18	*	1	19	5	17	8	-
Very dissatisfied	1	-	1	1	-	-	1	1	1	-	-
	4%	-%	*6%*	*6%*	-%	-%	*6%*	*21%*	*6%*	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	4	-	4	2	-	-	4	-	2	-	-
	13%	-%	*21%*	*11%*	-%	-%	*21%*	-%	*12%*	-%	-%
Fairly satisfied	9	1	7	8	*	1	8	2	7	2	-
	31%	*100%*	*40%*	*45%*	*55%*	*100%*	*40%*	*37%*	*41%*	*27%*	-%
Very satisfied	15	-	6	7	*	-	6	2	7	6	-
	52%	-%	*34%*	*38%*	*45%*	-%	*34%*	*42%*	*41%*	*73%*	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	24	1	14	15	*	1	14	4	14	8	-
	83%	*100%*	*73%*	*83%*	*100%*	*100%*	*74%*	*79%*	*81%*	*100%*	-%
NET: Dissatisfied	1	-	1	1	-	-	1	1	1	-	-
	4%	-%	*6%*	*6%*	-%	-%	*6%*	*21%*	*6%*	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

FedEx (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use FedEx (QV4=9)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	**34**	6	15	7	-	18	15	14	-	18	14	13	17	12	1
Weighted total	**29**	3	10	7	-	15	12	11	-	16	10	11	16	12	*
Very dissatisfied	**1**	1	1	1	-	1	-	1	-	1	1	1	-	-	-
	4%	*32%*	*10%*	*16%*	*-%*	*7%*	*-%*	*10%*	*-%*	*7%*	*10%*	*9%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**4**	-	*	*	-	4	2	2	-	2	*	4	2	2	-
	13%	*-%*	*2%*	*3%*	*-%*	*25%*	*17%*	*20%*	*-%*	*13%*	*2%*	*33%*	*13%*	*15%*	*-%*
Fairly satisfied	**9**	2	5	2	-	4	7	4	-	7	5	3	8	7	-
	31%	*57%*	*49%*	*26%*	*-%*	*27%*	*57%*	*37%*	*-%*	*43%*	*49%*	*30%*	*52%*	*54%*	*-%*
Very satisfied	**15**	*	4	4	-	6	3	3	-	6	4	3	6	4	*
	52%	*10%*	*40%*	*55%*	*-%*	*41%*	*26%*	*33%*	*-%*	*37%*	*39%*	*27%*	*36%*	*31%*	*100%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**24**	2	9	5	-	10	10	7	-	13	9	6	14	11	*
	83%	*68%*	*88%*	*82%*	*-%*	*68%*	*83%*	*70%*	*-%*	*80%*	*88%*	*57%*	*87%*	*85%*	*100%*
NET: Dissatisfied	**1**	1	1	1	-	1	-	1	-	1	1	1	-	-	-
	4%	*32%*	*10%*	*16%*	*-%*	*7%*	*-%*	*10%*	*-%*	*7%*	*10%*	*9%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

FedEx (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use FedEx (QV4=9)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	34	11	11	10	6	4	17	11	-	3	-	-
Weighted total	29	9	11	8	7	4	17	11	-	4	-	-
Very dissatisfied	1	1	-	1	-	-	1	-	-	-	-	-
	4%	*11%*	*-%*	*14%*	*-%*	*-%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	4	*	2	2	2	*	2	2	-	2	-	-
	13%	*2%*	*19%*	*23%*	*31%*	*4%*	*12%*	*18%*	*-%*	*51%*	*-%*	*-%*
Fairly satisfied	9	3	5	2	2	*	7	7	-	2	-	-
	31%	*37%*	*47%*	*27%*	*25%*	*4%*	*40%*	*64%*	*-%*	*46%*	*-%*	*-%*
Very satisfied	15	5	4	3	3	4	7	2	-	*	-	-
	52%	*50%*	*34%*	*37%*	*44%*	*92%*	*41%*	*19%*	*-%*	*3%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	24	8	9	5	5	4	14	9	-	2	-	-
	83%	*87%*	*81%*	*63%*	*69%*	*96%*	*81%*	*82%*	*-%*	*49%*	*-%*	*-%*
NET: Dissatisfied	1	1	-	1	-	-	1	-	-	-	-	-
	4%	*11%*	*-%*	*14%*	*-%*	*-%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

FedEx (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use FedEx (QV4=9)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	*b	c	*d	e	*a	b	*c	*d	*a	*b	*a	*b
Unweighted total	**34**	30	26	30	26	33	22	32	15	-	26	-	6	22
Weighted total	**29**	24	21	24	21	27	21	25	14	-	22	-	7	18
Very dissatisfied	**1**	1	1	1	1	1	1	1	1	-	1	-	-	1
	4%	*4%*	*5%*	*4%*	*5%*	*4%*	*5%*	*4%*	*8%*	*-%*	*5%*	*-%*	*-%*	*6%*
Fairly dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**4**	2	2	2	2	2	2	2	*	-	2	-	2	2
	13%	*9%*	*10%*	*9%*	*10%*	*8%*	*10%*	*8%*	*1%*	*-%*	*9%*	*-%*	*24%*	*11%*
Fairly satisfied	**9**	9	9	9	7	9	8	9	6	-	9	-	2	7
	31%	*37%*	*41%*	*37%*	*34%*	*33%*	*40%*	*35%*	*41%*	*-%*	*40%*	*-%*	*26%*	*38%*
Very satisfied	**15**	12	9	12	10	15	9	13	7	-	10	-	4	8
	52%	*50%*	*44%*	*50%*	*51%*	*55%*	*45%*	*52%*	*50%*	*-%*	*46%*	*-%*	*50%*	*45%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**24**	21	18	21	18	24	18	22	13	-	19	-	6	15
	83%	*87%*	*85%*	*87%*	*85%*	*88%*	*85%*	*88%*	*91%*	*-%*	*86%*	*-%*	*76%*	*83%*
NET: Dissatisfied	**1**	1	1	1	1	1	1	1	1	-	1	-	-	1
	4%	*4%*	*5%*	*4%*	*5%*	*4%*	*5%*	*4%*	*8%*	*-%*	*5%*	*-%*	*-%*	*6%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

FedEx (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use FedEx (QV4=9)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	34	28	-	8	26	10	20	4	16	3	14	16	18
Weighted total	29	22	-	8	21	7	19	2	14	2	13	15	14
Very dissatisfied	1	1	-	-	1	-	-	1	-	-	1	1	-
	4%	*5%*	*-%*	*-%*	*5%*	*-%*	*-%*	*43%*	*-%*	*-%*	*8%*	*7%*	*-%*
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	4	2	-	2	2	2	2	-	2	*	2	4	-
	13%	*10%*	*-%*	*26%*	*9%*	*27%*	*10%*	*-%*	*13%*	*8%*	*15%*	*26%*	*-%*
Fairly satisfied	9	3	-	4	5	5	4	-	2	2	5	2	7
	31%	*16%*	*-%*	*47%*	*25%*	*62%*	*23%*	*-%*	*14%*	*92%*	*39%*	*12%*	*52%*
Very satisfied	15	15	-	2	13	1	13	1	10	-	5	8	7
	52%	*70%*	*-%*	*27%*	*61%*	*11%*	*67%*	*57%*	*73%*	*-%*	*38%*	*55%*	*48%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	24	18	-	6	18	5	17	1	12	2	10	10	14
	83%	*86%*	*-%*	*74%*	*86%*	*73%*	*90%*	*57%*	*87%*	*92%*	*77%*	*67%*	*100%*
NET: Dissatisfied	1	1	-	-	1	-	-	1	-	-	1	1	-
	4%	*5%*	*-%*	*-%*	*5%*	*-%*	*-%*	*43%*	*-%*	*-%*	*8%*	*7%*	*-%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

FedEx (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use FedEx (QV4=9)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	34	3	-	5	4	1	2	1	2	2	2	-	2
Weighted total	29	1	-	2	1	1	*	1	*	*	2	-	1
Very dissatisfied	1	-	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	4	-	-	-	-	-	-	-	-	-	-	-	-
	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	9	*	-	*	*	-	*	-	*	*	-	-	*
	31%	*9%*	-%	*11%*	*20%*	-%	*100%*	-%	*100%*	*100%*	-%	-%	*13%*
Very satisfied	15	1	-	2	1	1	-	1	-	-	2	-	1
	52%	*91%*	-%	*89%*	*80%*	*100%*	-%	*100%*	-%	-%	*100%*	-%	*87%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	24	1	-	2	1	1	*	1	*	*	2	-	1
	83%	*100%*	-%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	-%	*100%*
NET: Dissatisfied	1	-	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

FedEx (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use FedEx (QV4=9)

	Total base	Month								
		Jan' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted total	34	6	7	2	1	3	5	3	3	4
Weighted total	29	4	5	2	*	2	6	4	2	4
Very dissatisfied	1	-	-	1	-	-	-	-	-	-
	4%	-%	-%	*50%*	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	4	-	-	-	-	-	-	2	2	-
	13%	-%	-%	-%	-%	-%	-%	*51%*	*95%*	-%
Fairly satisfied	9	2	*	1	-	2	4	*	-	-
	31%	*58%*	*6%*	*50%*	-%	*77%*	*64%*	*4%*	-%	-%
Very satisfied	15	2	4	-	*	1	2	2	*	4
	52%	*42%*	*94%*	-%	*100%*	*23%*	*36%*	*45%*	*5%*	*100%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	24	4	5	1	*	2	6	2	*	4
	83%	*100%*	*100%*	*50%*	*100%*	*100%*	*100%*	*49%*	*5%*	*100%*
NET: Dissatisfied	1	-	-	1	-	-	-	-	-	-
	4%	-%	-%	*50%*	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i

FedEx (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use FedEx (QV4=9)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	34	6	10	11	7
Weighted total	29	4	7	11	7
Very dissatisfied	1	-	1	-	-
	4%	-%	*15%*	-%	-%
Fairly dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	4	-	-	2	2
	13%	-%	-%	*17%*	*30%*
Fairly satisfied	9	2	1	5	-
	31%	*58%*	*19%*	*47%*	-%
Very satisfied	15	2	5	4	5
	52%	*42%*	*66%*	*37%*	*70%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-
	-%	-%	-%	-%	-%
NET: Satisfied	24	4	6	9	5
	83%	*100%*	*85%*	*83%*	*70%*
NET: Dissatisfied	1	-	1	-	-
	4%	-%	*15%*	-%	-%

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 196 Page 3399

Secured Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Secured Mail (QV4=10)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	2	-	2	-	-	2	-	-	-	1	1
Weighted total	*	-	*	-	-	*	-	-	-	*	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	-	*	-	-	*	-	-	-	*	-
	49%	-%	*49%*	-%	-%	*49%*	-%	-%	-%	*100%*	-%
Fairly satisfied	*	-	*	-	-	*	-	-	-	-	*
	51%	-%	*51%*	-%	-%	*51%*	-%	-%	-%	-%	*100%*
Very satisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	*	-	-	*	-	-	-	-	*
	51%	-%	*51%*	-%	-%	*51%*	-%	-%	-%	-%	*100%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Secured Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Secured Mail (QV4=10)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	2	-	-	-	-	-	-	-	2	-	2	-	-	-
Weighted total	*	-	-	-	-	-	-	-	*	-	*	-	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	-	-	-	-	-	-	-	*	-	*	-	-	-
	49%	-%	-%	-%	-%	-%	-%	-%	*49%*	-%	*49%*	-%	-%	-%
Fairly satisfied	*	-	-	-	-	-	-	-	*	-	*	-	-	-
	51%	-%	-%	-%	-%	-%	-%	-%	*51%*	-%	*51%*	-%	-%	-%
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	-	-	-	*	-	*	-	-	-
	51%	-%	-%	-%	-%	-%	-%	-%	*51%*	-%	*51%*	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Secured Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Secured Mail (QV4=10)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	2	-	-	-	-	2	-	-	-	1	1	2	-
Weighted total	*	-	-	-	-	*	-	-	-	*	*	*	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	-	-	-	-	*	-	-	-	-	*	*	-
	49%	-%	-%	-%	-%	*49%*	-%	-%	-%	-%	*100%*	*49%*	-%
Fairly satisfied	*	-	-	-	-	*	-	-	-	*	-	*	-
	51%	-%	-%	-%	-%	*51%*	-%	-%	-%	*100%*	-%	*51%*	-%
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	*	-	-	-	*	-	*	-
	51%	-%	-%	-%	-%	*51%*	-%	-%	-%	*100%*	-%	*51%*	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Secured Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Secured Mail (QV4=10)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	2	2	-	-	-	2
Weighted total	*	*	-	-	-	*
Very dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	*	-	-	-	*
	49%	49%	-%	-%	-%	49%
Fairly satisfied	*	*	-	-	-	*
	51%	51%	-%	-%	-%	51%
Very satisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	-	*
	51%	51%	-%	-%	-%	51%
NET: Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

Secured Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Secured Mail (QV4=10)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	2	-	-	-	-	1	1	-	-	-	2	-	-	2
Weighted total	*	-	-	-	-	*	*	-	-	-	*	-	-	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	-	-	-	-	-	*	-	-	-	*	-	-	*
	49%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	*49%*	-%	-%	*49%*
Fairly satisfied	*	-	-	-	-	*	-	-	-	-	*	-	-	*
	51%	-%	-%	-%	-%	*100%*	-%	-%	-%	-%	*51%*	-%	-%	*51%*
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	*	-	-	-	-	*	-	-	*
	51%	-%	-%	-%	-%	*100%*	-%	-%	-%	-%	*51%*	-%	-%	*51%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Secured Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Secured Mail (QV4=10)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	2	2	2	2	1	-	2	-	-	-	2	-	-	-
Weighted total	*	*	*	*	*	-	*	-	-	-	*	-	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	*	*	*	*	-	*	-	-	-	*	-	-	-
	49%	49%	49%	49%	100%	-%	49%	-%	-%	-%	49%	-%	-%	-%
Fairly satisfied	*	*	*	*	-	-	*	-	-	-	*	-	-	-
	51%	51%	51%	51%	-%	-%	51%	-%	-%	-%	51%	-%	-%	-%
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	*	*	-	-	*	-	-	-	*	-	-	-
	51%	51%	51%	51%	-%	-%	51%	-%	-%	-%	51%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Secured Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Secured Mail (QV4=10)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	2	-	-	-	-	-	1	-	1	-	-	-	2	-
Weighted total	*	-	-	-	-	-	*	-	*	-	-	-	*	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	-	-	-	-	-	*	-	*	-	-	-	*	-
	49%	-%	-%	-%	-%	-%	*100%*	-%	*100%*	-%	-%	-%	*49%*	-%
Fairly satisfied	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	51%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*51%*	-%
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	51%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*51%*	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Secured Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Secured Mail (QV4=10)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	2	-	-	-	-	1	1	-	-	1	1	1	1
Weighted total	*	-	-	-	-	*	*	-	-	*	*	*	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	-	-	-	-	*	*	-	-	*	-	*	-
	49%	-%	-%	-%	-%	*100%*	*100%*	-%	-%	*100%*	-%	*100%*	-%
Fairly satisfied	*	-	-	-	-	-	-	-	-	-	*	-	*
	51%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	*100%*
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	-	-	-	-	-	*	-	*
	51%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	*100%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Secured Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Secured Mail (QV4=10)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	2	1	-	1	-	1	-	-	2	-	-
Weighted total	*	*	-	*	-	*	-	-	*	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	*	-	*	-	*	-	-	*	-	-
	49%	*100%*	-%	*100%*	-%	*100%*	-%	-%	*49%*	-%	-%
Fairly satisfied	*	-	-	-	-	-	-	-	*	-	-
	51%	-%	-%	-%	-%	-%	-%	-%	*51%*	-%	-%
Very satisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	-	-	-	*	-	-
	51%	-%	-%	-%	-%	-%	-%	-%	*51%*	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Secured Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Secured Mail (QV4=10)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	2	-	2	-	-	1	1	-	-	1	1	1	-	1	-
Weighted total	*	-	*	-	-	*	*	-	-	*	*	*	-	*	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	-	*	-	-	*	*	-	-	*	*	*	-	*	-
	49%	-%	*49%*	-%	-%	*100%*	*100%*	-%	-%	*100%*	*100%*	*100%*	-%	*100%*	-%
Fairly satisfied	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	51%	-%	*51%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	51%	-%	*51%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Secured Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Secured Mail (QV4=10)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	2	-	-	1	-	-	-	1	-	-	-	-
Weighted total	*	-	-	*	-	-	-	*	-	-	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	-	-	*	-	-	-	*	-	-	-	-
	49%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%
Fairly satisfied	*	-	-	-	-	-	-	-	-	-	-	-
	51%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	-	-	-	-	-	-	-
	51%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Secured Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Secured Mail (QV4=10)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	2	2	2	2	2	2	1	2	-	-	1	-	-	1
Weighted total	*	*	*	*	*	*	*	*	-	-	*	-	-	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	*	*	*	*	*	*	*	-	-	*	-	-	*
	49%	49%	49%	49%	49%	49%	100%	49%	-%	-%	100%	-%	-%	100%
Fairly satisfied	*	*	*	*	*	*	-	*	-	-	-	-	-	-
	51%	51%	51%	51%	51%	51%	-%	51%	-%	-%	-%	-%	-%	-%
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	*	*	*	*	-	*	-	-	-	-	-	-
	51%	51%	51%	51%	51%	51%	-%	51%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Secured Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Secured Mail (QV4=10)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	2	2	-	1	1	1	1	-	1	-	1	-	2
Weighted total	*	*	-	*	*	*	*	-	*	-	*	-	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	*	-	-	*	*	-	-	-	-	*	-	*
	49%	*49%*	-%	-%	*100%*	*100%*	-%	-%	-%	-%	*100%*	-%	*49%*
Fairly satisfied	*	*	-	*	-	-	*	-	*	-	-	-	*
	51%	*51%*	-%	*100%*	-%	-%	*100%*	-%	*100%*	-%	-%	-%	*51%*
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	*	-	-	*	-	*	-	-	-	*
	51%	*51%*	-%	*100%*	-%	-%	*100%*	-%	*100%*	-%	-%	-%	*51%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Secured Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Secured Mail (QV4=10)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	2	-	-	-	-	-	-	-	-	-	-	-	-
Weighted total	*	-	-	-	-	-	-	-	-	-	-	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	-	-	-	-	-	-	-	-	-	-	-	-
	49%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	*	-	-	-	-	-	-	-	-	-	-	-	-
	51%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	-	-	-	-	-	-	-	-
	51%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Secured Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Secured Mail (QV4=10)

	Total base	Month		Quarter	
		Jan' 2018	Aug' 2018	Q1 2018	Q3 2018
Significance Level: 95%		*a	*b	*a	*b
Unweighted total	2	1	1	1	1
Weighted total	*	*	*	*	*
Very dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	-	*	-	*
	49%	-%	*100%*	-%	*100%*
Fairly satisfied	*	*	-	*	-
	51%	*100%*	-%	*100%*	-%
Very satisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-
	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	*	-
	51%	*100%*	-%	*100%*	-%
NET: Dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

DX (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DX (QV4=11)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	12	8	3	1	-	4	-	4	2	-	-
Weighted total	9	8	*	*	-	*	-	5	1	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	*	-	-	-	-	-	*	-	-	-
	6%	6%	-%	-%	-%	-%	-%	10%	-%	-%	-%
Fairly satisfied	5	4	*	-	-	*	-	4	*	-	-
	53%	54%	41%	-%	-%	35%	-%	90%	17%	-%	-%
Very satisfied	4	3	*	*	-	*	-	-	*	-	-
	41%	40%	59%	100%	-%	65%	-%	-%	83%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	8	*	*	-	*	-	4	1	-	-
	94%	94%	100%	100%	-%	100%	-%	90%	100%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 197 (continuation)

DX (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DX (QV4=11)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	12	-	-	-	-	-	4	-	-	-	4	5	1	2
Weighted total	9	-	-	-	-	-	6	-	-	-	6	1	*	1
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	44%
Fairly satisfied	5	-	-	-	-	-	4	-	-	-	4	*	-	-
	53%	-%	-%	-%	-%	-%	72%	-%	-%	-%	72%	13%	-%	-%
Very satisfied	4	-	-	-	-	-	2	-	-	-	2	1	*	1
	41%	-%	-%	-%	-%	-%	28%	-%	-%	-%	28%	87%	100%	56%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	-	-	-	-	-	6	-	-	-	6	1	*	1
	94%	-%	-%	-%	-%	-%	100%	-%	-%	-%	100%	100%	100%	56%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

DX (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DX (QV4=11)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	12	-	-	-	-	1	-	2	9	10	2	11	1
Weighted total	9	-	-	-	-	*	-	1	7	8	1	7	2
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	-	-	-	-	-	-	*	-	*	-	*	-
	6%	-%	-%	-%	-%	-%	-%	*50%*	-%	*6%*	-%	*7%*	-%
Fairly satisfied	5	-	-	-	-	-	-	-	5	5	-	3	2
	53%	-%	-%	-%	-%	-%	-%	-%	*64%*	*57%*	-%	*41%*	*100%*
Very satisfied	4	-	-	-	-	*	-	*	3	3	1	4	-
	41%	-%	-%	-%	-%	*100%*	-%	*50%*	*36%*	*37%*	*100%*	*51%*	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	-	-	-	-	*	-	*	7	7	1	6	2
	94%	-%	-%	-%	-%	*100%*	-%	*50%*	*100%*	*94%*	*100%*	*93%*	*100%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

DX (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DX (QV4=11)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	12	12	-	1	5	6
Weighted total	9	9	-	*	3	5
Very dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	*	-	-	*	-
	6%	6%	-%	-%	16%	-%
Fairly satisfied	5	5	-	-	2	3
	53%	53%	-%	-%	60%	54%
Very satisfied	4	4	-	*	1	2
	41%	41%	-%	100%	24%	46%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	8	-	*	3	5
	94%	94%	-%	100%	84%	100%
NET: Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

DX (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DX (QV4=11)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	12	3	8	1	-	-	-	-	-	11	1	-	3	9
Weighted total	9	2	5	1	-	-	-	-	-	7	1	-	2	6
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	6%	-%	10%	-%	-%	-%	-%	-%	-%	7%	-%	-%	-%	8%
Fairly satisfied	5	2	2	1	-	-	-	-	-	3	1	-	2	3
	53%	70%	36%	100%	-%	-%	-%	-%	-%	46%	100%	-%	70%	47%
Very satisfied	4	1	3	-	-	-	-	-	-	4	-	-	1	3
	41%	30%	55%	-%	-%	-%	-%	-%	-%	47%	-%	-%	30%	45%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	2	5	1	-	-	-	-	-	7	1	-	2	6
	94%	100%	90%	100%	-%	-%	-%	-%	-%	93%	100%	-%	100%	92%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

DX (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DX (QV4=11)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	12	10	10	10	8	6	10	8	-	-	1	1	-	-
Weighted total	9	7	7	7	6	2	7	7	-	-	*	*	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	*	*	*	*	-	*	*	-	-	-	-	-	-
	6%	7%	7%	7%	8%	-%	7%	7%	-%	-%	-%	-%	-%	-%
Fairly satisfied	5	3	3	3	3	1	3	3	-	-	-	-	-	-
	53%	50%	50%	50%	45%	48%	47%	51%	-%	-%	-%	-%	-%	-%
Very satisfied	4	3	3	3	3	1	3	3	-	-	*	*	-	-
	41%	43%	43%	43%	48%	52%	47%	42%	-%	-%	100%	100%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	6	6	6	6	2	7	6	-	-	*	*	-	-
	94%	93%	93%	93%	92%	100%	93%	93%	-%	-%	100%	100%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

DX (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DX (QV4=11)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	12	7	1	-	-	-	-	-	-	-	-	2	7	1
Weighted total	9	5	1	-	-	-	-	-	-	-	-	2	5	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	*	-	-	-	-	-	-	-	-	-	-	*	-
	6%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	-%
Fairly satisfied	5	2	1	-	-	-	-	-	-	-	-	-	3	-
	53%	33%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	74%	-%
Very satisfied	4	3	-	-	-	-	-	-	-	-	-	2	1	*
	41%	57%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	15%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	5	1	-	-	-	-	-	-	-	-	2	4	*
	94%	90%	100%	-%	-%	-%	-%	-%	-%	-%	-%	100%	89%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

DX (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DX (QV4=11)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	12	1	2	4	1	-	4	-	4	7	5	7	3
Weighted total	9	2	1	3	*	-	3	-	3	7	1	7	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	-	-	*	-	-	-	-	*	-	*	*	-
	6%	-%	-%	15%	-%	-%	-%	-%	17%	-%	36%	7%	-%
Fairly satisfied	5	-	-	3	-	-	1	-	2	4	*	3	*
	53%	-%	-%	82%	-%	-%	32%	-%	60%	62%	8%	50%	41%
Very satisfied	4	2	1	*	*	-	2	-	1	3	1	3	*
	41%	100%	100%	3%	100%	-%	68%	-%	23%	38%	56%	43%	59%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	2	1	3	*	-	3	-	2	7	1	6	*
	94%	100%	100%	85%	100%	-%	100%	-%	83%	100%	64%	93%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

DX (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DX (QV4=11)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	12	3	5	7	3	4	4	5	9	3	-
Weighted total	9	1	5	6	1	3	3	2	7	1	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	-	*	-	*	-	*	*	*	*	-
	6%	-%	10%	-%	77%	-%	15%	21%	7%	77%	-%
Fairly satisfied	5	1	2	3	-	1	2	2	3	*	-
	53%	88%	34%	55%	-%	37%	52%	75%	50%	16%	-%
Very satisfied	4	*	3	3	*	2	1	*	3	*	-
	41%	12%	56%	45%	23%	63%	34%	4%	43%	7%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	1	5	6	*	3	3	2	6	*	-
	94%	100%	90%	100%	23%	100%	85%	79%	93%	23%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

DX (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DX (QV4=11)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	12	6	9	3	-	7	3	2	-	9	7	6	9	6	-
Weighted total	9	3	7	1	-	5	3	2	-	7	5	4	7	5	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	*	*	*	-	*	*	*	-	*	*	*	*	*	-
	6%	17%	7%	77%	-%	11%	15%	32%	-%	7%	11%	13%	7%	11%	-%
Fairly satisfied	5	2	3	*	-	3	1	1	-	3	2	1	3	2	-
	53%	62%	50%	16%	-%	61%	33%	68%	-%	50%	37%	27%	50%	40%	-%
Very satisfied	4	1	3	*	-	1	2	-	-	3	2	2	3	2	-
	41%	21%	43%	7%	-%	28%	52%	-%	-%	42%	52%	60%	42%	49%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	2	6	*	-	4	3	1	-	6	4	3	6	4	-
	94%	83%	93%	23%	-%	89%	85%	68%	-%	93%	89%	87%	93%	89%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

DX (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DX (QV4=11)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	12	5	4	3	2	3	9	5	1	-	-	-
Weighted total	9	4	3	1	1	2	8	4	*	-	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	*	*	*	-	*	*	*	-	-	-	-
	6%	12%	15%	48%	-%	31%	6%	13%	-%	-%	-%	-%
Fairly satisfied	5	1	1	-	1	1	4	1	-	-	-	-
	53%	27%	32%	-%	96%	66%	56%	30%	-%	-%	-%	-%
Very satisfied	4	2	2	1	*	*	3	2	*	-	-	-
	41%	61%	54%	52%	4%	3%	38%	57%	100%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	3	3	1	1	1	7	3	*	-	-	-
	94%	88%	85%	52%	100%	69%	94%	87%	100%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

DX (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DX (QV4=11)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	12	11	11	11	10	12	10	11	6	-	10	-	2	10
Weighted total	9	8	8	8	6	9	6	8	2	-	8	-	1	7
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	-	-	-	-	*	-	-	-	-	-	-	-	*
	6%	-%	-%	-%	-%	6%	-%	-%	-%	-%	-%	-%	-%	7%
Fairly satisfied	5	5	5	5	3	5	3	5	1	-	5	-	1	3
	53%	56%	56%	56%	45%	53%	44%	56%	52%	-%	57%	-%	96%	47%
Very satisfied	4	4	4	4	4	4	4	4	1	-	3	-	*	3
	41%	44%	44%	44%	55%	41%	56%	44%	48%	-%	43%	-%	4%	47%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	8	8	8	6	8	6	8	2	-	8	-	1	7
	94%	100%	100%	100%	100%	94%	100%	100%	100%	-%	100%	-%	100%	93%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

DX (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DX (QV4=11)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	12	12	-	-	12	4	7	1	3	1	7	9	3
Weighted total	9	9	-	-	9	2	6	*	1	1	6	7	2
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	*	-	-	*	-	-	*	-	-	*	*	-
	6%	6%	-%	-%	6%	-%	-%	100%	-%	-%	8%	7%	-%
Fairly satisfied	5	5	-	-	5	1	3	-	*	1	3	3	2
	53%	53%	-%	-%	53%	51%	58%	-%	9%	100%	53%	42%	92%
Very satisfied	4	4	-	-	4	1	2	-	1	-	2	3	*
	41%	41%	-%	-%	41%	49%	42%	-%	91%	-%	39%	50%	8%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	8	-	-	8	2	6	-	1	1	6	6	2
	94%	94%	-%	-%	94%	100%	100%	-%	100%	100%	92%	93%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

DX (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DX (QV4=11)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	12	1	1	-	-	-	-	1	-	1	-	-	-
Weighted total	9	*	*	-	-	-	-	*	-	*	-	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	-	-	-	-	-	-	-	-	-	-	-	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	5	-	-	-	-	-	-	-	-	-	-	-	-
	53%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	4	*	*	-	-	-	-	*	-	*	-	-	-
	41%	100%	100%	-%	-%	-%	-%	100%	-%	100%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	*	*	-	-	-	-	*	-	*	-	-	-
	94%	100%	100%	-%	-%	-%	-%	100%	-%	100%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 197 (continuation)

DX (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use DX (QV4=11)

	Total base	Month								Quarter			
		Jan' 2018	Feb' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Nov' 2018	Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d
Unweighted total	12	3	3	1	1	1	1	1	1	6	3	2	1
Weighted total	9	2	3	*	*	1	*	2	1	5	1	2	1
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	*	-	-	-	-	-	-	-	*	-	-	-
	6%	21%	-%	-%	-%	-%	-%	-%	-%	10%	-%	-%	-%
Fairly satisfied	5	2	-	-	-	1	*	2	-	2	1	2	-
	53%	74%	-%	-%	-%	100%	100%	100%	-%	34%	92%	100%	-%
Very satisfied	4	*	3	*	*	-	-	-	1	3	*	-	1
	41%	4%	100%	100%	100%	-%	-%	-%	100%	56%	8%	-%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	2	3	*	*	1	*	2	1	4	1	2	1
	94%	79%	100%	100%	100%	100%	100%	100%	100%	90%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 198

Pitney Bowes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Pitney Bowes (QV4=13)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	16	9	4	3	-	7	-	3	1	-	-
Weighted total	11	10	1	*	-	1	-	2	*	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	6	6	*	*	-	*	-	1	-	-	-
	57%	56%	66%	65%	-%	66%	-%	44%	-%	-%	-%
Very satisfied	5	4	*	*	-	*	-	1	*	-	-
	43%	44%	34%	35%	-%	34%	-%	56%	100%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	11	10	1	*	-	1	-	2	*	-	-
	100%	100%	100%	100%	-%	100%	-%	100%	100%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

Pitney Bowes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Pitney Bowes (QV4=13)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	16	1	-	4	-	-	1	3	-	2	11	1	-	4
Weighted total	11	*	-	2	-	-	1	4	-	3	10	*	-	1
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	6	*	-	*	-	-	-	4	-	2	6	-	-	1
	57%	100%	-%	6%	-%	-%	-%	100%	-%	65%	57%	-%	-%	73%
Very satisfied	5	-	-	2	-	-	1	-	-	1	4	*	-	*
	43%	-%	-%	94%	-%	-%	100%	-%	-%	35%	43%	100%	-%	27%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	11	*	-	2	-	-	1	4	-	3	10	*	-	1
	100%	100%	-%	100%	-%	-%	100%	100%	-%	100%	100%	100%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 198 (continuation)

Pitney Bowes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Pitney Bowes (QV4=13)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	16	-	-	-	1	5	-	3	7	14	2	12	4
Weighted total	11	-	-	-	*	4	-	1	5	7	3	10	1
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	6	-	-	-	-	2	-	-	4	3	3	6	*
	57%	-%	-%	-%	-%	*51%*	-%	-%	*79%*	*37%*	*100%*	*64%*	*4%*
Very satisfied	5	-	-	-	*	2	-	1	1	5	-	3	1
	43%	-%	-%	-%	*100%*	*49%*	-%	*100%*	*21%*	*63%*	-%	*36%*	*96%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	11	-	-	-	*	4	-	1	5	7	3	10	1
	100%	-%	-%	-%	*100%*	*100%*	-%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Pitney Bowes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Pitney Bowes (QV4=13)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	16	16	-	9	4	3
Weighted total	11	11	-	4	3	4
Very dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly satisfied	6	6	-	1	2	4
	57%	*57%*	*-%*	*17%*	*58%*	*100%*
Very satisfied	5	5	-	3	1	-
	43%	*43%*	*-%*	*83%*	*42%*	*-%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Satisfied	11	11	-	4	3	4
	100%	*100%*	*-%*	*100%*	*100%*	*100%*
NET: Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 198 (continuation)

Pitney Bowes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Pitney Bowes (QV4=13)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	**16**	11	5	-	-	-	-	-	-	16	-	1	10	5
Weighted total	**11**	9	2	-	-	-	-	-	-	11	-	*	8	2
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	**6**	4	2	-	-	-	-	-	-	6	-	-	4	2
	57%	*50%*	*83%*	-%	-%	-%	-%	-%	-%	*57%*	-%	-%	*50%*	*83%*
Very satisfied	**5**	4	*	-	-	-	-	-	-	5	-	*	4	*
	43%	*50%*	*17%*	-%	-%	-%	-%	-%	-%	*43%*	-%	*100%*	*50%*	*17%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	**11**	9	2	-	-	-	-	-	-	11	-	*	8	2
	100%	*100%*	*100%*	-%	-%	-%	-%	-%	-%	*100%*	-%	*100%*	*100%*	*100%*
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Pitney Bowes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Pitney Bowes (QV4=13)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	16	11	11	13	4	7	13	11	1	1	-	-	-	-
Weighted total	11	7	7	9	2	5	10	7	*	2	-	-	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	6	6	6	6	2	4	6	4	-	2	-	-	-	-
	57%	82%	81%	72%	100%	77%	64%	65%	-%	100%	-%	-%	-%	-%
Very satisfied	5	1	1	2	-	1	4	2	*	-	-	-	-	-
	43%	18%	19%	28%	-%	23%	36%	35%	100%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	11	7	7	9	2	5	10	7	*	2	-	-	-	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Pitney Bowes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Pitney Bowes (QV4=13)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	16	4	-	-	-	-	-	-	-	4	2	4	3	-
Weighted total	11	2	-	-	-	-	-	-	-	3	*	5	*	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	6	2	-	-	-	-	-	-	-	*	*	5	*	-
	57%	*100%*	-%	-%	-%	-%	-%	-%	-%	*18%*	*100%*	*98%*	*65%*	-%
Very satisfied	5	-	-	-	-	-	-	-	-	2	-	*	*	-
	43%	-%	-%	-%	-%	-%	-%	-%	-%	*82%*	-%	*2%*	*35%*	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	11	2	-	-	-	-	-	-	-	3	*	5	*	-
	100%	*100%*	-%	-%	-%	-%	-%	-%	-%	*100%*	*100%*	*100%*	*100%*	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Pitney Bowes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Pitney Bowes (QV4=13)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	16	1	2	1	-	-	2	1	1	3	13	3	10
Weighted total	11	*	*	2	-	-	2	*	*	2	9	1	8
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	6	*	*	2	-	-	2	*	*	*	6	1	5
	57%	*100%*	*100%*	*100%*	-%	-%	*100%*	*100%*	*100%*	*29%*	*62%*	*88%*	*70%*
Very satisfied	5	-	-	-	-	-	-	-	-	1	4	*	2
	43%	-%	-%	-%	-%	-%	-%	-%	-%	*71%*	*38%*	*12%*	*30%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	11	*	*	2	-	-	2	*	*	2	9	1	8
	100%	*100%*	*100%*	*100%*	-%	-%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Pitney Bowes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Pitney Bowes (QV4=13)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	16	-	1	1	4	-	4	2	10	5	-
Weighted total	11	-	*	*	2	-	2	2	7	2	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	6	-	*	-	1	-	2	2	5	1	-
	57%	-%	*100%*	-%	*40%*	-%	*100%*	*100%*	*80%*	*30%*	-%
Very satisfied	5	-	-	*	1	-	-	-	1	1	-
	43%	-%	-%	*100%*	*60%*	-%	-%	-%	*20%*	*70%*	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	11	-	*	*	2	-	2	2	7	2	-
	100%	-%	*100%*	*100%*	*100%*	-%	*100%*	*100%*	*100%*	*100%*	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Pitney Bowes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Pitney Bowes (QV4=13)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	16	3	10	4	-	3	2	2	-	2	2	-	2	2	-
Weighted total	11	3	5	1	-	2	*	2	-	1	*	-	*	1	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	6	2	4	*	-	2	*	2	-	*	*	-	*	1	-
	57%	63%	75%	4%	-%	100%	100%	100%	-%	83%	72%	-%	72%	100%	-%
Very satisfied	5	1	1	1	-	-	-	-	-	*	*	-	*	-	-
	43%	37%	25%	96%	-%	-%	-%	-%	-%	17%	28%	-%	28%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	11	3	5	1	-	2	*	2	-	1	*	-	*	1	-
	100%	100%	100%	100%	-%	100%	100%	100%	-%	100%	100%	-%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 198 (continuation)

Pitney Bowes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Pitney Bowes (QV4=13)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	16	1	1	1	-	-	2	1	-	-	-	-
Weighted total	11	*	*	*	-	-	*	*	-	-	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	6	*	*	*	-	-	*	*	-	-	-	-
	57%	*100%*	*100%*	*100%*	-%	-%	*72%*	*100%*	-%	-%	-%	-%
Very satisfied	5	-	-	-	-	-	*	-	-	-	-	-
	43%	-%	-%	-%	-%	-%	*28%*	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	11	*	*	*	-	-	*	*	-	-	-	-
	100%	*100%*	*100%*	*100%*	-%	-%	*100%*	*100%*	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Pitney Bowes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Pitney Bowes (QV4=13)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	16	16	14	16	10	15	9	15	5	-	4	-	-	4
Weighted total	11	11	8	11	7	11	6	10	2	-	2	-	-	2
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	6	6	5	6	4	6	4	6	1	-	1	-	-	1
	57%	57%	55%	57%	64%	57%	77%	63%	30%	-%	39%	-%	-%	39%
Very satisfied	5	5	4	5	2	5	1	4	1	-	1	-	-	1
	43%	43%	45%	43%	36%	43%	23%	37%	70%	-%	61%	-%	-%	61%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	11	11	8	11	7	11	6	10	2	-	2	-	-	2
	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%	-%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Pitney Bowes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Pitney Bowes (QV4=13)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	16	16	-	-	16	-	14	2	3	2	10	11	5
Weighted total	11	11	-	-	11	-	10	1	1	1	8	9	2
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	6	6	-	-	6	-	6	-	*	-	6	6	1
	57%	57%	-%	-%	57%	-%	63%	-%	5%	-%	71%	63%	29%
Very satisfied	5	5	-	-	5	-	4	1	1	1	2	3	1
	43%	43%	-%	-%	43%	-%	37%	100%	95%	100%	29%	37%	71%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	11	11	-	-	11	-	10	1	1	1	8	9	2
	100%	100%	-%	-%	100%	-%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Pitney Bowes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Pitney Bowes (QV4=13)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	16	5	4	1	1	1	-	1	1	2	4	-	-
Weighted total	11	2	2	*	*	*	-	*	*	2	1	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	6	*	*	*	*	*	-	*	*	-	*	-	-
	57%	*4%*	*2%*	*100%*	*100%*	*100%*	-%	*100%*	*100%*	-%	*8%*	-%	-%
Very satisfied	5	2	2	-	-	-	-	-	-	2	1	-	-
	43%	*96%*	*98%*	-%	-%	-%	-%	-%	-%	*100%*	*92%*	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	11	2	2	*	*	*	-	*	*	2	1	-	-
	100%	*100%*	*100%*	*100%*	*100%*	*100%*	-%	*100%*	*100%*	*100%*	*100%*	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Pitney Bowes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Pitney Bowes (QV4=13)

		Month								Quarter			
	Total base	Jan' 2018	Feb' 2018	Apr' 2018	May' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d
Unweighted total	16	2	1	6	2	2	1	1	1	3	8	4	1
Weighted total	11	*	*	3	1	2	2	*	2	*	5	4	2
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	6	-	*	*	-	2	2	*	2	*	*	4	2
	57%	-%	*100%*	*3%*	-%	*100%*	*100%*	*100%*	*100%*	*56%*	*2%*	*100%*	*100%*
Very satisfied	5	*	-	3	1	-	-	-	-	*	4	-	-
	43%	*100%*	-%	*97%*	*100%*	-%	-%	-%	-%	*44%*	*98%*	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	11	*	*	3	1	2	2	*	2	*	5	4	2
	100%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

TNT Express (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use TNT Express (QV4=14)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	45	21	14	7	3	24	3	7	2	6	9
Weighted total	31	27	2	1	*	3	4	8	*	5	3
Very dissatisfied	*	-	-	*	*	*	-	-	-	-	*
	1%	-%	-%	*8%*	*26%*	*5%*	-%	-%	-%	-%	*1%*
Fairly dissatisfied	2	2	*	-	-	*	-	-	*	-	-
	7%	*7%*	*12%*	-%	-%	*8%*	-%	-%	*79%*	-%	-%
Neither satisfied nor dissatisfied	9	8	*	*	*	1	-	3	-	*	2
	29%	*31%*	*8%*	*35%*	*53%*	*19%*	-%	*39%*	-%	*3%*	*53%*
Fairly satisfied	9	8	1	*	*	2	2	2	*	1	1
	30%	*28%*	*61%*	*48%*	*22%*	*53%*	*49%*	*26%*	*21%*	*21%*	*37%*
Very satisfied	10	10	*	*	-	*	2	3	-	4	*
	33%	*35%*	*17%*	*10%*	-%	*13%*	*51%*	*35%*	-%	*75%*	*9%*
Don't Know (DO NOT READ OUT)	*	-	*	-	-	*	-	-	-	-	-
	**%*	-%	*3%*	-%	-%	*2%*	-%	-%	-%	-%	-%
NET: Satisfied	19	17	2	*	*	2	4	5	*	5	2
	63%	*63%*	*77%*	*57%*	*22%*	*66%*	*100%*	*61%*	*21%*	*97%*	*46%*
NET: Dissatisfied	2	2	*	*	*	*	-	-	*	-	*
	7%	*7%*	*12%*	*8%*	*26%*	*13%*	-%	-%	*79%*	-%	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

TNT Express (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use TNT Express (QV4=14)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	45	4	2	2	3	6	6	3	3	2	31	4	4	6
Weighted total	31	5	2	2	1	7	7	2	1	*	28	1	1	1
Very dissatisfied	*	-	-	-	-	*	-	-	-	-	*	-	-	*
	1%	-%	-%	-%	-%	*2%*	-%	-%	-%	-%	*%*	-%	-%	*4%*
Fairly dissatisfied	2	-	-	-	*	-	-	2	-	-	2	-	-	-
	7%	-%	-%	-%	*19%*	-%	-%	*92%*	-%	-%	*8%*	-%	-%	-%
Neither satisfied nor dissatisfied	9	2	-	-	-	2	5	-	*	-	9	-	-	*
	29%	*37%*	-%	-%	-%	*26%*	*74%*	-%	*27%*	-%	*32%*	-%	-%	*10%*
Fairly satisfied	9	-	2	1	1	*	2	*	-	*	7	1	1	1
	30%	-%	*88%*	*50%*	*81%*	*4%*	*24%*	*8%*	-%	*100%*	*24%*	*86%*	*100%*	*86%*
Very satisfied	10	3	*	1	-	4	*	-	1	-	10	*	-	-
	33%	*63%*	*12%*	*50%*	-%	*68%*	*1%*	-%	*73%*	-%	*36%*	*14%*	-%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-	-	*	-	-	-
	%	-%	-%	-%	-%	-%	*1%*	-%	-%	-%	*%*	-%	-%	-%
NET: Satisfied	19	3	2	2	1	5	2	*	1	*	16	1	1	1
	63%	*63%*	*100%*	*100%*	*81%*	*72%*	*25%*	*8%*	*73%*	*100%*	*60%*	*100%*	*100%*	*86%*
NET: Dissatisfied	2	-	-	-	*	*	-	2	-	-	2	-	-	*
	7%	-%	-%	-%	*19%*	*2%*	-%	*92%*	-%	-%	*8%*	-%	-%	*4%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

TNT Express (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use TNT Express (QV4=14)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	a	*b
Unweighted total	45	1	20	-	3	14	-	1	6	28	17	40	5
Weighted total	31	1	8	-	1	16	-	*	5	24	7	25	6
Very dissatisfied	*	-	*	-	*	-	-	-	-	*	*	*	-
	1%	-%	*1%*	-%	*20%*	-%	-%	-%	-%	*%	*1%*	*1%*	-%
Fairly dissatisfied	2	-	-	-	*	-	-	-	2	2	-	2	-
	7%	-%	-%	-%	*46%*	-%	-%	-%	*39%*	*9%*	-%	*8%*	-%
Neither satisfied nor dissatisfied	9	-	2	-	-	7	-	-	-	9	*	7	2
	29%	-%	*26%*	-%	-%	*42%*	-%	-%	-%	*36%*	*5%*	*29%*	*31%*
Fairly satisfied	9	-	6	-	*	2	-	-	2	6	3	8	1
	30%	-%	*72%*	-%	*34%*	*10%*	-%	-%	*36%*	*26%*	*44%*	*33%*	*19%*
Very satisfied	10	1	*	-	-	8	-	*	1	7	3	7	3
	33%	*100%*	*1%*	-%	-%	*47%*	-%	*100%*	*23%*	*28%*	*49%*	*29%*	*50%*
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	*	*	-	*	-
	%	-%	-%	-%	-%	-%	-%	-%	*1%*	*%	-%	*%	-%
NET: Satisfied	19	1	6	-	*	9	-	*	3	13	6	15	4
	63%	*100%*	*73%*	-%	*34%*	*58%*	-%	*100%*	*59%*	*55%*	*94%*	*62%*	*69%*
NET: Dissatisfied	2	-	*	-	*	-	-	-	2	2	*	2	-
	7%	-%	*1%*	-%	*66%*	-%	-%	-%	*39%*	*9%*	*1%*	*9%*	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

TNT Express (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use TNT Express (QV4=14)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	*c
Unweighted total	**45**	44	1	24	3	18
Weighted total	**31**	30	1	16	2	13
Very dissatisfied	*	*	-	*	-	*
	1%	*1%*	*-%*	*1%*	*-%*	**%*
Fairly dissatisfied	**2**	2	-	*	-	2
	7%	*7%*	*-%*	*2%*	*-%*	*14%*
Neither satisfied nor dissatisfied	**9**	9	-	6	2	2
	29%	*31%*	*-%*	*36%*	*90%*	*14%*
Fairly satisfied	**9**	9	-	4	*	5
	30%	*31%*	*-%*	*24%*	*10%*	*40%*
Very satisfied	**10**	9	1	6	-	4
	33%	*30%*	*100%*	*37%*	*-%*	*32%*
Don't Know (DO NOT READ OUT)	*	*	-	*	-	-
	***%**	**%*	*-%*	**%*	*-%*	*-%
NET: Satisfied	**19**	18	1	9	*	10
	63%	*62%*	*100%*	*61%*	*10%*	*72%*
NET: Dissatisfied	**2**	2	-	*	-	2
	7%	*8%*	*-%*	*2%*	*-%*	*14%*

Columns Tested: a,b - a,b,c

TNT Express (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use TNT Express (QV4=14)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	*c
Unweighted total	**45**	26	14	4	1	-	-	-	-	40	5	9	17	19
Weighted total	**31**	18	10	2	*	-	-	-	-	28	2	8	10	12
Very dissatisfied	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	1%	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*
Fairly dissatisfied	**2**	2	-	-	-	-	-	-	-	2	-	-	2	-
	7%	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*-%*	*-%*	*20%*	*-%*
Neither satisfied nor dissatisfied	**9**	4	4	2	-	-	-	-	-	7	2	2	2	5
	29%	*20%*	*36%*	*85%*	*-%*	*-%*	*-%*	*-%*	*-%*	*25%*	*83%*	*22%*	*18%*	*44%*
Fairly satisfied	**9**	4	5	-	*	-	-	-	-	9	*	1	3	5
	30%	*22%*	*51%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*32%*	*3%*	*9%*	*32%*	*43%*
Very satisfied	**10**	9	1	*	-	-	-	-	-	10	*	6	3	1
	33%	*47%*	*12%*	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*	*34%*	*14%*	*69%*	*29%*	*12%*
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*
NET: Satisfied	**19**	13	6	*	*	-	-	-	-	19	*	6	6	7
	63%	*69%*	*63%*	*15%*	*100%*	*-%*	*-%*	*-%*	*-%*	*67%*	*17%*	*78%*	*61%*	*55%*
NET: Dissatisfied	**2**	2	*	-	-	-	-	-	-	2	-	-	2	*
	7%	*11%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*-%*	*-%*	*20%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

TNT Express (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use TNT Express (QV4=14)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	c	d	*e	f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	**45**	30	25	33	32	13	33	26	5	-	2	-	-	-
Weighted total	**31**	16	14	19	20	7	21	16	1	-	2	-	-	-
Very dissatisfied	*	*	*	*	*	*	*	*	-	-	*	-	-	-
	1%	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	**%*	*-%*	*-%*	*6%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**2**	*	*	*	2	-	2	*	-	-	-	-	-	-
	7%	*2%*	*2%*	*1%*	*11%*	*-%*	*9%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**9**	2	4	4	6	*	6	4	-	-	-	-	-	-
	29%	*13%*	*27%*	*20%*	*29%*	*5%*	*27%*	*24%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly satisfied	**9**	7	8	8	7	5	8	5	1	-	2	-	-	-
	30%	*41%*	*55%*	*41%*	*38%*	*78%*	*38%*	*31%*	*100%*	*-%*	*94%*	*-%*	*-%*	*-%*
Very satisfied	**10**	7	2	7	4	1	5	7	-	-	-	-	-	-
	33%	*43%*	*15%*	*36%*	*22%*	*16%*	*26%*	*43%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	*	*	*	*	*	*	-	*	-	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**19**	14	10	15	12	6	13	12	1	-	2	-	-	-
	63%	*84%* d	*70%*	*77%*	*60%*	*94%*	*64%*	*74%*	*100%*	*-%*	*94%*	*-%*	*-%*	*-%*
NET: Dissatisfied	**2**	*	*	*	2	*	2	*	-	-	*	-	-	-
	7%	*3%*	*3%*	*2%*	*11%*	*1%*	*10%*	*2%*	*-%*	*-%*	*6%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

TNT Express (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use TNT Express (QV4=14)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	**45**	31	1	-	-	-	-	-	-	9	6	12	6	-
Weighted total	**31**	20	*	-	-	-	-	-	-	9	4	5	*	-
Very dissatisfied	*	*	-	-	-	-	-	-	-	-	-	*	*	-
	1%	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*9%*	*-%*
Fairly dissatisfied	**2**	2	-	-	-	-	-	-	-	-	-	*	-	-
	7%	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**9**	6	-	-	-	-	-	-	-	-	2	2	-	-
	29%	*29%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*48%*	*34%*	*-%*	*-%*
Fairly satisfied	**9**	7	*	-	-	-	-	-	-	2	2	3	*	-
	30%	*38%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*24%*	*52%*	*57%*	*69%*	*-%*
Very satisfied	**10**	4	-	-	-	-	-	-	-	7	-	*	*	-
	33%	*22%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*76%*	*-%*	*1%*	*21%*	*-%*
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	-	-	*	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*
NET: Satisfied	**19**	12	*	-	-	-	-	-	-	9	2	3	*	-
	63%	*60%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*	*52%*	*58%*	*91%*	*-%*
NET: Dissatisfied	**2**	2	-	-	-	-	-	-	-	-	-	*	*	-
	7%	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*9%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

TNT Express (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use TNT Express (QV4=14)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	45	13	2	11	5	1	21	3	8	25	20	28	5
Weighted total	31	6	2	11	1	*	14	*	6	18	13	14	5
Very dissatisfied	*	-	-	-	*	-	-	*	-	*	-	*	-
	1%	-%	-%	-%	*4%*	-%	-%	*18%*	-%	*1%*	-%	*1%*	-%
Fairly dissatisfied	**2**	*	-	2	-	-	2	-	*	2	-	*	-
	7%	*4%*	-%	*17%*	-%	-%	*13%*	-%	*5%*	*12%*	-%	*2%*	-%
Neither satisfied nor dissatisfied	**9**	*	2	4	*	-	2	*	3	5	4	2	2
	29%	*2%*	*100%*	*34%*	*13%*	-%	*16%*	*40%*	*60%*	*29%*	*30%*	*15%*	*37%*
Fairly satisfied	**9**	2	-	4	1	*	5	*	2	6	3	7	1
	30%	*41%*	-%	*37%*	*84%*	*100%*	*39%*	*42%*	*35%*	*35%*	*24%*	*46%*	*25%*
Very satisfied	**10**	3	-	1	-	-	4	-	-	4	6	5	2
	33%	*52%*	-%	*12%*	-%	-%	*32%*	-%	-%	*23%*	*46%*	*36%*	*38%*
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	-	-	*	*	-	*	-
	%	*1%*	-%	-%	-%	-%	-%	-%	*1%*	*%*	-%	*%*	-%
NET: Satisfied	**19**	5	-	5	1	*	10	*	2	10	9	12	3
	63%	*93%*	-%	*49%*	*84%*	*100%*	*71%*	*42%*	*35%*	*58%*	*70%*	*82%*	*63%*
NET: Dissatisfied	**2**	*	-	2	*	-	2	*	*	2	-	*	-
	7%	*4%*	-%	*17%*	*4%*	-%	*13%*	*18%*	*5%*	*13%*	-%	*3%*	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

TNT Express (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use TNT Express (QV4=14)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	**45**	11	18	26	2	9	23	13	24	8	-
Weighted total	**31**	6	12	13	2	6	14	6	12	6	-
Very dissatisfied	*	-	*	*	*	-	*	-	*	-	-
	1%	*-%*	**%*	*1%*	*3%*	*-%*	**%*	*-%*	*1%*	*-%*	*-%*
Fairly dissatisfied	**2**	2	-	*	-	2	*	-	*	-	-
	7%	*34%*	*-%*	*2%*	*-%*	*31%*	*2%*	*-%*	*2%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**9**	*	5	*	2	*	5	2	*	2	-
	29%	*5%*	*44%*	*3%*	*97%*	*6%*	*39%*	*37%*	*3%*	*35%*	*-%*
Fairly satisfied	**9**	3	4	7	-	3	5	1	7	4	-
	30%	*43%*	*29%*	*52%*	*-%*	*44%*	*35%*	*23%*	*54%*	*65%*	*-%*
Very satisfied	**10**	1	3	5	-	1	3	2	5	-	-
	33%	*17%*	*27%*	*41%*	*-%*	*18%*	*24%*	*39%*	*39%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	*	*	-	*	-	*	-	-	*	-	-
	****%***	*1%*	*-%*	**%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*
NET: Satisfied	**19**	4	7	12	-	4	8	4	11	4	-
	63%	*60%*	*56%*	*93%*	*-%*	*62%*	*59%*	*63%*	*93%*	*65%*	*-%*
NET: Dissatisfied	**2**	2	*	*	*	2	*	-	*	-	-
	7%	*34%*	**%*	*3%*	*3%*	*31%*	*2%*	*-%*	*3%*	*-%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

TNT Express (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use TNT Express (QV4=14)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	**45**	10	19	10	-	23	21	7	-	27	22	21	21	21	-
Weighted total	**31**	6	10	8	-	16	12	5	-	13	11	13	13	8	-
Very dissatisfied	*	-	*	-	-	-	*	-	-	*	*	*	*	*	-
	1%	*-%*	*2%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*1%*	**%*	*1%*	*2%*	*-%*
Fairly dissatisfied	**2**	-	*	-	-	2	2	-	-	*	*	2	*	*	-
	7%	*-%*	*3%*	*-%*	*-%*	*13%*	*18%*	*-%*	*-%*	*2%*	*2%*	*15%*	*2%*	*3%*	*-%*
Neither satisfied nor dissatisfied	**9**	2	2	3	-	6	2	2	-	2	2	4	2	2	-
	29%	*32%*	*18%*	*42%*	*-%*	*35%*	*19%*	*42%*	*-%*	*16%*	*18%*	*29%*	*17%*	*24%*	*-%*
Fairly satisfied	**9**	2	8	5	-	5	5	3	-	7	7	5	6	5	-
	30%	*38%*	*77%*	*58%*	*-%*	*33%*	*42%*	*57%*	*-%*	*50%*	*59%*	*39%*	*50%*	*65%*	*-%*
Very satisfied	**10**	2	*	-	-	3	2	-	-	4	2	2	4	*	-
	33%	*30%*	*1%*	*-%*	*-%*	*19%*	*21%*	*-%*	*-%*	*31%*	*18%*	*16%*	*30%*	*5%*	*-%*
Don't Know (DO NOT READ OUT)	*	-	-	*	-	-	-	*	-	*	*	*	*	*	-
	%	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	*1%*	**%*	**%*	*1%*	*-%*
NET: Satisfied	**19**	4	8	5	-	8	7	3	-	11	9	7	10	5	-
	63%	*68%*	*78%*	*58%*	*-%*	*52%*	*63%*	*57%*	*-%*	*80%*	*77%*	*55%*	*79%*	*70%*	*-%*
NET: Dissatisfied	**2**	-	*	-	-	2	2	-	-	*	*	2	*	*	-
	7%	*-%*	*4%*	*-%*	*-%*	*13%*	*18%*	*-%*	*-%*	*3%*	*4%*	*16%*	*3%*	*6%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 199 (continuation)

TNT Express (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use TNT Express (QV4=14)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	**45**	17	14	17	3	5	22	19	1	-	3	-
Weighted total	**31**	12	11	9	2	2	14	7	*	-	4	-
Very dissatisfied	*	*	-	-	-	-	*	*	-	-	-	-
	1%	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**2**	2	2	2	-	-	2	*	*	-	-	-
	7%	*17%*	*19%*	*24%*	*-%*	*-%*	*15%*	*4%*	*100%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**9**	2	2	2	2	*	2	*	-	-	2	-
	29%	*17%*	*15%*	*26%*	*98%*	*16%*	*14%*	*2%*	*-%*	*-%*	*43%*	*-%*
Fairly satisfied	**9**	6	6	2	*	2	6	5	-	-	2	-
	30%	*47%*	*53%*	*24%*	*2%*	*84%*	*41%*	*71%*	*-%*	*-%*	*57%*	*-%*
Very satisfied	**10**	2	1	2	-	-	4	1	-	-	-	-
	33%	*19%*	*12%*	*25%*	*-%*	*-%*	*29%*	*21%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	*	-	-	*	-	-	*	*	-	-	-	-
	****%***	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**19**	8	7	4	*	2	10	6	-	-	2	-
	63%	*66%*	*66%*	*49%*	*2%*	*84%*	*70%*	*91%*	*-%*	*-%*	*57%*	*-%*
NET: Dissatisfied	**2**	2	2	2	-	-	2	*	*	-	-	-
	7%	*17%*	*19%*	*24%*	*-%*	*-%*	*16%*	*6%*	*100%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

TNT Express (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use TNT Express (QV4=14)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	***c**	***d**	a	***b**	***a**	b
Unweighted total	**45**	40	37	40	39	44	30	42	17	-	30	2	7	31
Weighted total	**31**	26	24	26	26	30	21	26	15	-	19	1	4	19
Very dissatisfied	*	*	*	*	*	*	*	*	*	-	*	-	*	*
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*-%*	*1%*	*-%*	*3%*	**%*
Fairly dissatisfied	**2**	2	2	2	2	2	2	2	2	-	2	*	*	2
	7%	*8%*	*9%*	*8%*	*8%*	*7%*	*10%*	*8%*	*12%*	*-%*	*10%*	*35%*	*6%*	*9%*
Neither satisfied nor dissatisfied	**9**	9	9	9	9	9	7	9	7	-	2	-	2	4
	29%	*35%*	*37%*	*35%*	*34%*	*30%*	*34%*	*35%*	*48%*	*-%*	*11%*	*-%*	*40%*	*20%*
Fairly satisfied	**9**	9	7	9	7	9	6	9	6	-	7	*	2	5
	30%	*35%*	*30%*	*35%*	*26%*	*31%*	*26%*	*35%*	*39%*	*-%*	*35%*	*65%*	*51%*	*28%*
Very satisfied	**10**	6	6	6	8	9	6	6	-	-	8	-	-	8
	33%	*22%*	*23%*	*22%*	*32%*	*31%*	*29%*	*21%*	*-%*	*-%*	*43%*	*-%*	*-%*	*42%*
Don't Know (DO NOT READ OUT)	*	*	*	*	*	*	-	*	-	-	*	-	-	*
	****%***	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*
NET: Satisfied	**19**	14	13	14	15	18	12	15	6	-	15	*	2	14
	63%	*56%*	*53%*	*56%*	*57%*	*62%*	*56%*	*57%*	*39%*	*-%*	*79%*	*65%*	*51%*	*70%*
NET: Dissatisfied	**2**	2	2	2	2	2	2	2	2	-	2	*	*	2
	7%	*9%*	*9%*	*9%*	*9%*	*8%*	*10%*	*9%*	*13%*	*-%*	*10%*	*35%*	*9%*	*10%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

TNT Express (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use TNT Express (QV4=14)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	*b	*a	b	*c	*a	*b	*c	*a	*b
Unweighted total	45	31	6	16	29	5	32	8	17	2	24	27	18
Weighted total	31	25	3	12	18	5	21	5	13	2	14	15	15
Very dissatisfied	*	-	*	*	-	-	*	*	-	-	*	*	*
	1%	-%	*5%*	*1%*	-%	-%	*1%*	*1%*	-%	-%	*%*	*%*	*1%*
Fairly dissatisfied	2	2	*	2	*	-	2	*	2	-	*	2	-
	7%	*7%*	*11%*	*15%*	*1%*	-%	*9%*	*6%*	*14%*	-%	*2%*	*14%*	-%
Neither satisfied nor dissatisfied	9	5	2	5	4	2	5	2	4	2	4	4	5
	29%	*20%*	*83%*	*43%*	*20%*	*36%*	*26%*	*40%*	*28%*	*94%*	*27%*	*24%*	*35%*
Fairly satisfied	9	8	-	2	7	2	6	1	6	-	4	6	4
	30%	*32%*	-%	*15%*	*40%*	*30%*	*30%*	*30%*	*42%*	-%	*27%*	*38%*	*23%*
Very satisfied	10	10	-	3	7	2	7	1	2	*	6	4	6
	33%	*40%*	-%	*25%*	*38%*	*33%*	*35%*	*23%*	*17%*	*6%*	*44%*	*24%*	*42%*
Don't Know (DO NOT READ OUT)	*	-	*	*	-	-	*	-	-	-	*	-	*
	%	-%	*2%*	*%*	-%	-%	*%*	-%	-%	-%	*%*	-%	*%*
NET: Satisfied	19	18	-	5	14	3	14	2	8	*	10	9	10
	63%	*72%*	-%	*40%*	*78%*	*64%*	*65%*	*54%*	*59%*	*6%*	*71%*	*62%*	*64%*
NET: Dissatisfied	2	2	*	2	*	-	2	*	2	-	*	2	*
	7%	*7%*	*15%*	*16%*	*1%*	-%	*9%*	*7%*	*14%*	-%	*2%*	*14%*	*1%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

TNT Express (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use TNT Express (QV4=14)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	45	9	3	6	5	3	1	3	3	1	7	-	2
Weighted total	31	3	2	1	1	1	*	1	1	*	4	-	1
Very dissatisfied	*	*	*	-	-	-	-	-	*	-	*	-	-
	1%	*5%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*11%*	*-%*	*1%*	*-%*	*-%*
Fairly dissatisfied	2	-	-	-	-	-	-	-	-	-	-	-	-
	7%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	9	-	-	*	*	-	-	-	-	-	-	-	*
	29%	*-%*	*-%*	*11%*	*12%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*15%*
Fairly satisfied	9	2	2	*	1	*	*	*	1	*	2	-	-
	30%	*61%*	*94%*	*7%*	*84%*	*4%*	*100%*	*4%*	*89%*	*100%*	*48%*	*-%*	*-%*
Very satisfied	10	1	-	1	*	1	-	1	-	-	2	-	1
	33%	*33%*	*-%*	*78%*	*4%*	*96%*	*-%*	*96%*	*-%*	*-%*	*51%*	*-%*	*85%*
Don't Know (DO NOT READ OUT)	*	*	-	*	-	-	-	-	-	-	-	-	-
	**%*	*2%*	*-%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	19	3	2	1	1	1	*	1	1	*	4	-	1
	63%	*94%*	*94%*	*85%*	*88%*	*100%*	*100%*	*100%*	*89%*	*100%*	*99%*	*-%*	*85%*
NET: Dissatisfied	2	*	*	-	-	-	-	-	*	-	*	-	-
	7%	*5%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*11%*	*-%*	*1%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 199 (continuation)

TNT Express (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use TNT Express (QV4=14)

		Month										
	Total base	Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Unweighted total	45	5	4	1	12	1	8	3	3	5	1	2
Weighted total	31	2	4	*	6	1	3	2	5	3	2	2
Very dissatisfied	*	-	-	-	*	-	-	-	-	-	-	-
	1%	-%	-%	-%	*3%*	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	2	-	-	-	-	-	*	-	-	2	-	-
	7%	-%	-%	-%	-%	-%	*9%*	-%	-%	*65%*	-%	-%
Neither satisfied nor dissatisfied	9	*	3	-	*	-	2	-	3	-	-	-
	29%	*4%*	*85%*	-%	*3%*	-%	*70%*	-%	*67%*	-%	-%	-%
Fairly satisfied	9	*	1	*	2	-	1	2	2	1	-	*
	30%	*14%*	*15%*	*100%*	*37%*	-%	*20%*	*96%*	*33%*	*35%*	-%	*9%*
Very satisfied	10	2	-	-	3	1	-	*	-	-	2	2
	33%	*82%*	-%	-%	*56%*	*100%*	-%	*4%*	-%	-%	*100%*	*91%*
Don't Know (DO NOT READ OUT)	*	-	-	-	*	-	-	-	-	-	-	-
	**%*	-%	-%	-%	*1%*	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	19	2	1	*	5	1	1	2	2	1	2	2
	63%	*96%*	*15%*	*100%*	*93%*	*100%*	*20%*	*100%*	*33%*	*35%*	*100%*	*100%*
NET: Dissatisfied	2	-	-	-	*	-	*	-	-	2	-	-
	7%	-%	-%	-%	*3%*	-%	*9%*	-%	-%	*65%*	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

TNT Express (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use TNT Express (QV4=14)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		***a**	***b**	***c**	***d**
Unweighted total	**45**	10	13	14	8
Weighted total	**31**	7	7	10	7
Very dissatisfied	*	-	*	-	-
	1%	*-%*	*2%*	*-%*	*-%*
Fairly dissatisfied	**2**	-	-	*	2
	7%	*-%*	*-%*	*3%*	*27%*
Neither satisfied nor dissatisfied	**9**	4	*	5	-
	29%	*51%*	*2%*	*52%*	*-%*
Fairly satisfied	**9**	1	2	5	1
	30%	*21%*	*31%*	*44%*	*17%*
Very satisfied	**10**	2	4	*	4
	33%	*29%*	*63%*	*1%*	*56%*
Don't Know (DO NOT READ OUT)	*	-	*	-	-
	****%***	*-%*	*1%*	*-%*	*-%*
NET: Satisfied	**19**	3	6	5	5
	63%	*49%*	*94%*	*45%*	*73%*
NET: Dissatisfied	**2**	-	*	*	2
	7%	*-%*	*2%*	*3%*	*27%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Whistl (Previously known as TNT Post) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Whistl (QV4=15)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	4	2	1	1	-	2	-	2	-	-	1
Weighted total	1	1	*	*	-	*	-	1	-	-	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	*	*	-	-	*	-	*	-	-	-
	59%	*63%*	*100%*	*-%*	*-%*	*48%*	*-%*	*63%*	*-%*	*-%*	*-%*
Very satisfied	*	*	-	*	-	*	-	*	-	-	*
	41%	*37%*	*-%*	*100%*	*-%*	*52%*	*-%*	*37%*	*-%*	*-%*	*100%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	*	*	-	*	-	1	-	-	*
	100%	*100%*	*100%*	*100%*	*-%*	*100%*	*-%*	*100%*	*-%*	*-%*	*100%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 200 (continuation)

Whistl (Previously known as TNT Post) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Whistl (QV4=15)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	4	-	-	-	-	-	1	1	-	-	2	1	-	1
Weighted total	1	-	-	-	-	-	*	*	-	-	*	*	-	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	-	-	-	-	-	-	*	-	-	*	-	-	*
	59%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	*48%*	-%	-%	*100%*
Very satisfied	*	-	-	-	-	-	*	-	-	-	*	*	-	-
	41%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	*52%*	*100%*	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	-	-	-	*	*	-	-	*	*	-	*
	100%	-%	-%	-%	-%	-%	*100%*	*100%*	-%	-%	*100%*	*100%*	-%	*100%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Whistl (Previously known as TNT Post) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Whistl (QV4=15)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	4	-	1	-	-	1	-	1	1	1	3	4	-
Weighted total	1	-	*	-	-	*	-	*	*	*	1	1	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	-	*	-	-	-	-	*	-	-	1	1	-
	59%	-%	*100%*	-%	-%	-%	-%	*100%*	-%	-%	*82%*	*59%*	-%
Very satisfied	*	-	-	-	-	*	-	-	*	*	*	*	-
	41%	-%	-%	-%	-%	*100%*	-%	-%	*100%*	*100%*	*18%*	*41%*	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	*	-	-	*	-	*	*	*	1	1	-
	100%	-%	*100%*	-%	-%	*100%*	-%	*100%*	*100%*	*100%*	*100%*	*100%*	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Whistl (Previously known as TNT Post) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Whistl (QV4=15)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	4	4	-	2	-	2
Weighted total	1	1	-	1	-	*
Very dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	1	-	*	-	*
	59%	*59%*	*-%*	*78%*	*-%*	*30%*
Very satisfied	*	*	-	*	-	*
	41%	*41%*	*-%*	*22%*	*-%*	*70%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	-	1	-	*
	100%	*100%*	*-%*	*100%*	*-%*	*100%*
NET: Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

Whistl (Previously known as TNT Post) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Whistl (QV4=15)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	4	1	2	-	-	-	-	-	1	3	1	-	1	3
Weighted total	1	*	*	-	-	-	-	-	*	1	*	-	*	1
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	*	-	-	-	-	-	-	*	*	*	-	*	*
	59%	*100%*	-%	-%	-%	-%	-%	-%	*100%*	*53%*	*100%*	-%	*100%*	*23%*
Very satisfied	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	41%	-%	*100%*	-%	-%	-%	-%	-%	-%	*47%*	-%	-%	-%	*77%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	*	-	-	-	-	-	*	1	*	-	*	1
	100%	*100%*	*100%*	-%	-%	-%	-%	-%	*100%*	*100%*	*100%*	-%	*100%*	*100%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Whistl (Previously known as TNT Post) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Whistl (QV4=15)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	4	4	4	4	2	2	4	2	-	-	-	1	-	1
Weighted total	1	1	1	1	*	*	1	1	-	-	-	*	-	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	1	1	1	*	*	1	*	-	-	-	-	-	*
	59%	*59%*	*59%*	*59%*	*30%*	*30%*	*59%*	*78%*	*-%*	*-%*	*-%*	*-%*	*-%*	*100%*
Very satisfied	*	*	*	*	*	*	*	*	-	-	-	*	-	-
	41%	*41%*	*41%*	*41%*	*70%*	*70%*	*41%*	*22%*	*-%*	*-%*	*-%*	*100%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	1	1	*	*	1	1	-	-	-	*	-	*
	100%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*-%*	*-%*	*-%*	*100%*	*-%*	*100%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Whistl (Previously known as TNT Post) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Whistl (QV4=15)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	4	1	-	-	-	-	1	-	1	-	-	1	3	-
Weighted total	1	*	-	-	-	-	*	-	*	-	-	*	1	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	-	-	-	-	-	*	-	*	-	-	*	*	-
	59%	-%	-%	-%	-%	-%	100%	-%	100%	-%	-%	100%	23%	-%
Very satisfied	*	*	-	-	-	-	-	-	-	-	-	-	*	-
	41%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	77%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	-	-	-	-	*	-	*	-	-	*	1	-
	100%	100%	-%	-%	-%	-%	100%	-%	100%	-%	-%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Whistl (Previously known as TNT Post) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Whistl (QV4=15)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	4	-	-	1	1	-	1	1	-	-	4	-	4
Weighted total	1	-	-	*	*	-	*	*	-	-	1	-	1
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	-	-	-	*	-	-	*	-	-	1	-	1
	59%	-%	-%	-%	100%	-%	-%	100%	-%	-%	59%	-%	59%
Very satisfied	*	-	-	*	-	-	*	-	-	-	*	-	*
	41%	-%	-%	100%	-%	-%	100%	-%	-%	-%	41%	-%	41%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	*	*	-	*	*	-	-	1	-	1
	100%	-%	-%	100%	100%	-%	100%	100%	-%	-%	100%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Whistl (Previously known as TNT Post) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Whistl (QV4=15)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	4	1	1	1	2	1	1	2	4	1	-
Weighted total	1	*	*	*	*	*	*	*	1	*	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	*	-	-	*	*	-	*	1	*	-
	59%	*100%*	*-%*	*-%*	*48%*	*100%*	*-%*	*48%*	*59%*	*100%*	*-%*
Very satisfied	*	-	*	*	*	-	*	*	*	-	-
	41%	*-%*	*100%*	*100%*	*52%*	*-%*	*100%*	*52%*	*41%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	*	*	*	*	*	*	1	*	-
	100%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*-%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

WhistI (Previously known as TNT Post) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use WhistI (QV4=15)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	4	2	4	1	-	1	2	1	-	3	3	2	2	3	-
Weighted total	1	*	1	*	-	*	*	*	-	1	1	*	*	1	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	*	1	*	-	*	*	*	-	*	*	*	*	*	-
	59%	48%	59%	100%	-%	100%	30%	100%	-%	23%	23%	30%	48%	23%	-%
Very satisfied	*	*	*	-	-	-	*	-	-	*	*	*	*	*	-
	41%	52%	41%	-%	-%	-%	70%	-%	-%	77%	77%	70%	52%	77%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	1	*	-	*	*	*	-	1	1	*	*	1	-
	100%	100%	100%	100%	-%	100%	100%	100%	-%	100%	100%	100%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 200 (continuation)

Whistl (Previously known as TNT Post) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Whistl (QV4=15)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	4	-	1	1	-	-	2	3	1	-	-	-
Weighted total	1	-	*	*	-	-	*	1	*	-	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	-	-	*	-	-	*	*	-	-	-	-
	59%	-%	-%	*100%*	-%	-%	*48%*	*23%*	-%	-%	-%	-%
Very satisfied	*	-	*	-	-	-	*	*	*	-	-	-
	41%	-%	*100%*	-%	-%	-%	*52%*	*77%*	*100%*	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	*	*	-	-	*	1	*	-	-	-
	100%	-%	*100%*	*100%*	-%	-%	*100%*	*100%*	*100%*	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Whistl (Previously known as TNT Post) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Whistl (QV4=15)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	4	4	4	4	3	4	1	3	1	-	3	-	2	1
Weighted total	1	1	1	1	1	1	*	1	*	-	1	-	*	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	1	1	1	1	1	*	1	*	-	*	-	*	-
	59%	59%	59%	59%	82%	59%	100%	68%	100%	-%	23%	-%	30%	-%
Very satisfied	*	*	*	*	*	*	-	*	-	-	*	-	*	*
	41%	41%	41%	41%	18%	41%	-%	32%	-%	-%	77%	-%	70%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	1	1	1	1	*	1	*	-	1	-	*	*
	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%	-%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

WhistI (Previously known as TNT Post) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use WhistI (QV4=15)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	4	4	-	-	4	1	2	1	1	1	2	3	1
Weighted total	1	1	-	-	1	*	1	*	*	*	1	1	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	1	-	-	1	*	*	-	*	-	*	1	-
	59%	59%	-%	-%	59%	100%	63%	-%	100%	-%	63%	82%	-%
Very satisfied	*	*	-	-	*	-	*	*	-	*	*	*	*
	41%	41%	-%	-%	41%	-%	37%	100%	-%	100%	37%	18%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	-	-	1	*	1	*	*	*	1	1	*
	100%	100%	-%	-%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Whistl (Previously known as TNT Post) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Whistl (QV4=15)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	4	-	-	-	-	-	-	-	-	-	-	-	-
Weighted total	1	-	-	-	-	-	-	-	-	-	-	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	-	-	-	-	-	-	-	-	-	-	-	-
	59%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	*	-	-	-	-	-	-	-	-	-	-	-	-
	41%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	-	-	-	-	-	-	-	-	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Whistl (Previously known as TNT Post) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Whistl (QV4=15)

	Total base	Month			Quarter		
		Jan' 2018	Jun' 2018	Jul' 2018	Q1 2018	Q2 2018	Q3 2018
Significance Level: 95%		*a	*b	*c	*a	*b	*c
Unweighted total	4	2	1	1	2	1	1
Weighted total	1	1	*	*	1	*	*
Very dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	1	-	-	1	-	-
	59%	*100%*	-%	-%	*100%*	-%	-%
Very satisfied	*	-	*	*	-	*	*
	41%	-%	*100%*	*100%*	-%	*100%*	*100%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	*	*	1	*	*
	100%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*
NET: Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 201 Page 3475

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (1st) (QV4=98)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	***c**	***d**	e	a	b	***c**	***d**	***e**
Unweighted total	**236**	161	44	24	7	75	56	44	25	5	23
Weighted total	**209**	200	5	3	1	8	64	48	20	2	7
Very dissatisfied	**2**	2	-	-	-	-	2	-	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**5**	5	-	-	-	-	*	1	-	-	-
	2%	*2%*	*-%*	*-%*	*-%*	*-%*	**%*	*2%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**17**	15	1	1	-	2	5	2	1	2	2
	8%	*8%*	*19%* a	*24%*	*-%*	*18%* a	*8%*	*5%*	*4%*	*79%*	*28%*
Fairly satisfied	**70**	67	2	1	*	3	21	19	6	*	2
	34%	*33%*	*33%*	*34%*	*49%*	*35%*	*32%*	*39%*	*31%*	*10%*	*33%*
Very satisfied	**112**	108	2	1	*	4	36	26	12	*	3
	54%	*54%*	*49%*	*42%*	*51%*	*47%*	*57%*	*54%*	*60%*	*11%*	*39%*
Don't Know (DO NOT READ OUT)	**3**	3	-	-	-	-	-	-	1	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*	*-%*
NET: Satisfied	**182**	175	4	2	1	7	57	44	18	*	5
	87%	*87%*	*81%*	*76%*	*100%*	*82%*	*89%*	*93%*	*91%*	*21%*	*72%*
NET: Dissatisfied	**7**	7	-	-	-	-	2	1	-	-	-
	3%	*3%*	*-%*	*-%*	*-%*	*-%*	*3%*	*2%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (1st) (QV4=98)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	*h	*i	j	*k	l	*m
Unweighted total	236	23	5	33	3	15	33	17	18	9	156	25	31	24
Weighted total	209	29	3	30	3	15	44	24	25	13	185	7	11	6
Very dissatisfied	2	-	-	-	2	-	-	-	-	-	2	-	-	-
	1%	-%	-%	-%	63%	-%	-%	-%	-%	-%	1%	-%	-%	-%
Fairly dissatisfied	5	1	-	-	-	-	2	2	-	-	5	-	*	-
	2%	4%	-%	-%	-%	-%	4%	8%	-%	-%	3%	-%	3%	-%
Neither satisfied nor dissatisfied	17	*	3	4	1	*	2	3	2	*	15	-	*	2
	8%	1%	85%	12%	37%	1%	5%	12%	8%	1%	8%	-%	2%	30%
Fairly satisfied	70	13	*	11	-	5	16	5	10	3	64	1	4	1
	34%	45%	10%	37%	-%	31%	38%	23%	40%	22%	34%	15%	35%	24%
Very satisfied	112	15	*	16	-	10	23	12	11	10	97	6	6	3
	54%	50%	5%	51%	-%	68%	53%	52%	45%	77%	52%	85%	60%	46%
Don't Know (DO NOT READ OUT)	3	-	-	-	-	-	-	1	2	-	3	-	-	-
	1%	-%	-%	-%	-%	-%	-%	4%	8%	-%	2%	-%	-%	-%
NET: Satisfied	182	27	1	27	-	15	39	18	21	12	161	7	10	4
	87%	95%	15%	88%	-%	99%	91%	75%	85%	99%	87%	100%	95%	70%
NET: Dissatisfied	7	1	-	-	2	-	2	2	-	-	7	-	*	-
	3%	4%	-%	-%	63%	-%	4%	8%	-%	-%	4%	-%	3%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (1st) (QV4=98)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	***d**	e	***f**	***g**	h	a	b	a	b
Unweighted total	**236**	3	39	6	16	88	10	8	65	175	61	203	33
Weighted total	**209**	1	34	2	11	82	5	6	66	163	46	181	28
Very dissatisfied	**2**	-	-	-	-	2	-	-	-	-	2	2	-
	1%	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*4%* a	*1%*	*-%*
Fairly dissatisfied	**5**	-	2	-	-	3	-	-	-	3	2	5	-
	2%	*-%*	*5%*	*-%*	*-%*	*4%*	*-%*	*-%*	*-%*	*2%*	*4%*	*3%*	*-%*
Neither satisfied nor dissatisfied	**17**	*	1	-	*	9	2	*	5	16	1	17	-
	8%	*56%*	*3%*	*-%*	*1%*	*10%*	*35%*	*2%*	*7%*	*10%*	*2%*	*9%*	*-%*
Fairly satisfied	**70**	*	13	-	3	25	2	2	23	57	13	59	11
	34%	*11%*	*40%*	*-%*	*31%*	*31%*	*45%*	*35%*	*35%*	*35%*	*29%*	*33%*	*40%*
Very satisfied	**112**	*	16	2	8	42	1	4	38	85	27	97	15
	54%	*33%*	*46%*	*100%*	*68%*	*51%*	*20%*	*63%*	*57%*	*52%*	*59%*	*54%*	*53%*
Don't Know (DO NOT READ OUT)	**3**	-	2	-	-	1	-	-	-	2	1	1	2
	1%	*-%*	*6%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*2%*	*1%*	*7%* a
NET: Satisfied	**182**	*	29	2	11	68	3	6	61	142	40	156	26
	87%	*44%*	*86%*	*100%*	*99%*	*82%*	*65%*	*98%*	*93%*	*87%*	*88%*	*86%*	*93%*
NET: Dissatisfied	**7**	-	2	-	-	5	-	-	-	3	4	7	-
	3%	*-%*	*5%*	*-%*	*-%*	*6%* h	*-%*	*-%*	*-%*	*2%*	*8%* a	*4%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (1st) (QV4=98)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**236**	225	11	112	30	90
Weighted total	**209**	196	13	103	23	78
Very dissatisfied	**2**	-	2	-	-	-
	1%	*-%*	*14%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**5**	5	-	5	-	*
	2%	*3%*	*-%*	*5%*	*-%*	**%*
Neither satisfied nor dissatisfied	**17**	15	2	6	4	6
	8%	*8%*	*15%*	*5%*	*17%* a	*7%*
Fairly satisfied	**70**	67	3	38	10	21
	34%	*34%*	*27%*	*37%*	*44%*	*28%*
Very satisfied	**112**	106	6	54	9	47
	54%	*54%*	*44%*	*53%*	*39%*	*61%* b
Don't Know (DO NOT READ OUT)	**3**	3	-	-	-	3
	1%	*1%*	*-%*	*-%*	*-%*	*4%* a
NET: Satisfied	**182**	173	9	93	19	69
	87%	*88%*	*71%*	*90%*	*83%*	*89%*
NET: Dissatisfied	**7**	5	2	5	-	*
	3%	*3%*	*14%*	*5%*	*-%*	**%*

Columns Tested: a,b - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 201 (continuation)

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (1st) (QV4=98)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	236	125	84	19	4	1	3	-	-	209	27	45	80	111
Weighted total	209	127	69	10	2	*	1	-	-	195	13	47	80	82
Very dissatisfied	2	2	-	-	-	-	-	-	-	2	-	2	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*4%* c	*-%*	*-%*
Fairly dissatisfied	5	3	2	-	-	-	-	-	-	5	-	3	-	2
	2%	*2%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*6%* b	*-%*	*3%*
Neither satisfied nor dissatisfied	17	9	7	*	*	-	*	-	-	16	1	5	5	8
	8%	*7%*	*10%*	*4%*	*3%*	*-%*	*41%*	*-%*	*-%*	*8%*	*5%*	*10%*	*6%*	*9%*
Fairly satisfied	70	44	21	2	2	-	*	-	-	65	5	15	30	26
	34%	*35%*	*31%*	*22%*	*93%*	*-%*	*59%*	*-%*	*-%*	*33%*	*34%*	*31%*	*37%*	*31%*
Very satisfied	112	67	37	8	*	*	-	-	-	104	8	21	46	45
	54%	*52%*	*54%*	*74%*	*5%*	*100%*	*-%*	*-%*	*-%*	*53%*	*61%*	*45%*	*57%*	*55%*
Don't Know (DO NOT READ OUT)	3	2	1	-	-	-	-	-	-	3	-	2	-	1
	1%	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*4%*	*-%*	*1%*
NET: Satisfied	182	111	59	10	2	*	*	-	-	169	13	36	75	71
	87%	*87%*	*85%*	*96%*	*97%*	*100%*	*59%*	*-%*	*-%*	*87%*	*95%*	*76%*	*94%* a	*87%*
NET: Dissatisfied	7	5	2	-	-	-	-	-	-	7	-	5	-	2
	3%	*4%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*10%* bc	*-%*	*3%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (1st) (QV4=98)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	236	141	112	154	150	82	165	129	11	7	4	-	3	-
Weighted total	209	107	83	119	122	57	133	110	1	5	1	-	2	-
Very dissatisfied	2	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	5	2	2	2	3	2	4	2	-	-	-	-	-	-
	2%	*2%*	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	17	5	2	5	11	5	10	4	1	1	-	-	-	-
	8%	*5%*	*2%*	*4%*	*9%* b	*8%* b	*7%*	*4%*	*46%*	*13%*	*-%*	*-%*	*-%*	*-%*
Fairly satisfied	70	42	24	43	39	20	42	42	-	*	1	-	*	-
	34%	*39%*	*29%*	*36%*	*32%*	*35%*	*31%*	*38%*	*-%*	*3%*	*52%*	*-%*	*6%*	*-%*
Very satisfied	112	57	55	68	68	30	77	61	1	4	1	-	2	-
	54%	*53%*	*65%* a	*57%*	*56%*	*52%*	*58%*	*55%*	*54%*	*84%*	*48%*	*-%*	*94%*	*-%*
Don't Know (DO NOT READ OUT)	3	1	1	1	1	1	1	1	-	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	182	99	79	111	107	50	118	103	1	4	1	-	2	-
	87%	*93%*	*94%*	*93%*	*88%*	*87%*	*89%*	*94%*	*54%*	*87%*	*100%*	*-%*	*100%*	*-%*
NET: Dissatisfied	7	2	2	2	3	2	4	2	-	-	-	-	-	-
	3%	*2%*	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (1st) (QV4=98)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	236	132	10	4	3	-	1	-	1	35	40	38	41	-
Weighted total	209	110	5	3	4	-	*	-	*	32	29	38	20	-
Very dissatisfied	2	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	5	3	-	-	-	-	-	-	-	2	-	-	-	-
	2%	*3%*	-%	-%	-%	-%	-%	-%	-%	*6%*	-%	-%	-%	-%
Neither satisfied nor dissatisfied	17	10	*	-	-	-	-	-	-	2	*	2	1	-
	8%	*9%*	*5%*	-%	-%	-%	-%	-%	-%	*7%*	*1%*	*5%*	*5%*	-%
Fairly satisfied	70	32	3	*	4	-	*	-	*	9	16	11	7	-
	34%	*29%*	*55%*	*9%*	*99%*	-%	*100%*	-%	*100%*	*28%*	*56%* ac	*29%*	*34%*	-%
Very satisfied	112	63	2	3	*	-	-	-	-	19	13	25	11	-
	54%	*58%*	*39%*	*91%*	*1%*	-%	-%	-%	-%	*60%*	*43%*	*66%* b	*56%*	-%
Don't Know (DO NOT READ OUT)	3	1	-	-	-	-	-	-	-	-	-	-	1	-
	1%	*1%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*5%*	-%
NET: Satisfied	182	95	5	3	4	-	*	-	*	28	29	36	18	-
	87%	*87%*	*95%*	*100%*	*100%*	-%	*100%*	-%	*100%*	*87%*	*99%* a	*95%*	*90%*	-%
NET: Dissatisfied	7	3	-	-	-	-	-	-	-	2	-	-	-	-
	3%	*3%*	-%	-%	-%	-%	-%	-%	-%	*6%*	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (1st) (QV4=98)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	*c	a	b	a	b
Unweighted total	**236**	33	31	43	39	4	120	8	22	94	141	116	38
Weighted total	**209**	25	26	42	26	3	105	3	14	83	124	93	26
Very dissatisfied	**2**	-	-	-	-	-	-	-	-	2	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**5**	1	-	2	-	-	3	-	-	-	5	-	2
	2%	*4%*	*-%*	*4%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*4%*	*-%*	*7%* a
Neither satisfied nor dissatisfied	**17**	1	*	5	3	2	10	*	*	7	10	5	1
	8%	*3%*	*1%*	*11%*	*12%*	*73%*	*10%*	*4%*	*1%*	*8%*	*8%*	*5%*	*2%*
Fairly satisfied	**70**	10	11	10	8	*	34	*	5	31	38	34	9
	34%	*39%*	*43%*	*24%*	*30%*	*9%*	*32%*	*11%*	*36%*	*37%*	*31%*	*36%*	*35%*
Very satisfied	**112**	14	15	26	14	*	57	2	9	43	69	54	14
	54%	*54%*	*56%*	*61%*	*54%*	*18%*	*54%*	*85%*	*63%*	*52%*	*55%*	*57%*	*55%*
Don't Know (DO NOT READ OUT)	**3**	-	-	-	1	-	1	-	-	1	2	1	-
	1%	*-%*	*-%*	*-%*	*4%*	*-%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*-%*
NET: Satisfied	**182**	23	26	36	22	1	91	3	14	74	107	88	24
	87%	*93%*	*99%* **cd**	*85%*	*84%*	*27%*	*86%*	*96%*	*99%*	*88%*	*86%*	*94%*	*91%*
NET: Dissatisfied	**7**	1	-	2	-	-	3	-	-	2	5	-	2
	3%	*4%*	*-%*	*4%*	*-%*	*-%*	*3%*	*-%*	*-%*	*2%*	*4%*	*-%*	*7%* a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (1st) (QV4=98)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	236	38	85	108	20	37	113	55	127	32	1
Weighted total	209	30	69	89	10	28	94	38	95	15	2
Very dissatisfied	2	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	5	-	2	-	-	-	3	-	2	-	-
	2%	-%	3%	-%	-%	-%	3%	-%	2%	-%	-%
Neither satisfied nor dissatisfied	17	2	5	5	-	2	8	2	5	1	-
	8%	8%	8%	5%	-%	8%	9%	6%	5%	9%	-%
Fairly satisfied	70	10	24	34	1	8	31	18	38	6	2
	34%	34%	35%	39%	5%	29%	33%	46%	40%	42%	100%
Very satisfied	112	17	37	49	10	16	52	18	50	7	-
	54%	55%	54%	55%	95%	58%	55%	48%	52%	49%	-%
Don't Know (DO NOT READ OUT)	3	1	-	1	-	1	-	-	1	-	-
	1%	4%	-%	1%	-%	4%	-%	-%	1%	-%	-%
						b					
NET: Satisfied	182	27	62	83	10	25	83	36	87	14	2
	87%	89%	89%	94%	100%	88%	88%	94%	92%	91%	100%
NET: Dissatisfied	7	-	2	-	-	-	3	-	2	-	-
	3%	-%	3%	-%	-%	-%	3%	-%	2%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (1st) (QV4=98)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	236	49	97	28	-	116	88	37	3	112	89	77	91	85	4
Weighted total	209	32	70	10	-	94	66	29	4	89	69	57	69	63	1
Very dissatisfied	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	5	-	2	-	-	2	1	-	-	-	-	-	-	-	-
	2%	-%	*3%*	-%	-%	*2%*	*2%*	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	17	1	2	1	-	10	6	3	-	5	1	3	2	4	-
	8%	*4%*	*2%*	*8%*	-%	*10%*	*9%*	*9%*	-%	*5%*	*2%*	*5%*	*3%*	*7%*	-%
Fairly satisfied	70	9	22	1	-	32	26	10	2	33	19	19	26	22	*
	34%	*30%*	*32%*	*11%*	-%	*34%*	*39%*	*36%*	*49%*	*37%*	*27%*	*34%*	*38%*	*34%*	*24%*
Very satisfied	112	21	43	8	-	51	32	16	2	50	48	33	40	36	1
	54%	*67%*	*61%*	*81%*	-%	*54%*	*49%*	*56%*	*51%*	*56%*	*70%*	*59%*	*58%*	*57%*	*76%*
Don't Know (DO NOT READ OUT)	3	-	1	-	-	-	1	-	-	1	1	1	1	1	-
	1%	-%	*2%*	-%	-%	-%	*2%*	-%	-%	*1%*	*2%*	*2%*	*2%*	*2%*	-%
NET: Satisfied	182	31	66	9	-	82	58	26	4	84	67	53	66	58	1
	87%	*96%*	*93%*	*92%*	-%	*88%*	*88%*	*91%*	*100%*	*94%*	*97%*	*93%*	*95%*	*92%*	*100%*
NET: Dissatisfied	7	-	2	-	-	2	1	-	-	-	-	-	-	-	-
	3%	-%	*3%*	-%	-%	*2%*	*2%*	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 201 (continuation)

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (1st) (QV4=98)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	**236**	61	44	65	21	15	92	80	6	2	7	5
Weighted total	**209**	43	30	42	15	7	69	60	6	*	7	5
Very dissatisfied	**2**	-	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**5**	-	-	-	-	-	-	-	-	-	-	-
	2%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Neither satisfied nor dissatisfied	**17**	2	2	2	*	1	3	4	*	-	-	-
	8%	*6%*	*5%*	*5%*	*2%*	*18%*	*5%*	*7%*	*2%*	*-%*	*-%*	*-%*
Fairly satisfied	**70**	12	11	15	4	1	26	24	3	*	3	2
	34%	*29%*	*36%*	*36%*	*24%*	*18%*	*37%*	*40%*	*50%*	*26%*	*48%*	*32%*
Very satisfied	**112**	27	17	25	11	5	39	31	3	*	4	3
	54%	*63%*	*55%*	*59%*	*74%*	*64%*	*56%*	*51%*	*48%*	*74%*	*52%*	*68%*
Don't Know (DO NOT READ OUT)	**3**	1	1	-	-	-	1	1	-	-	-	-
	1%	*2%*	*4%*	*-%*	*-%*	*-%*	*2%*	*2%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**182**	39	28	40	15	6	65	55	6	*	7	5
	87%	*92%*	*91%*	*95%*	*98%*	*82%*	*94%*	*91%*	*98%*	*100%*	*100%*	*100%*
NET: Dissatisfied	**7**	-	-	-	-	-	-	-	-	-	-	-
	3%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (1st) (QV4=98)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**236**	211	181	215	205	229	161	216	76	3	141	5	34	125
Weighted total	**209**	179	147	184	174	204	142	186	53	4	120	3	33	101
Very dissatisfied	**2**	2	-	2	2	2	-	2	-	-	2	-	-	2
	1%	*1%*	*-%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*-%*	*2%*	*-%*	*-%*	*2%*
Fairly dissatisfied	**5**	5	1	5	3	5	2	5	-	-	2	-	-	2
	2%	*3%*	*1%*	*3%*	*2%*	*2%*	*1%*	*3%*	*-%*	*-%*	*2%*	*-%*	*-%*	*2%*
Neither satisfied nor dissatisfied	**17**	15	11	17	15	17	12	17	4	*	9	-	2	8
	8%	*8%*	*8%*	*9%*	*9%*	*8%*	*8%*	*9%*	*7%*	*4%*	*8%*	*-%*	*6%*	*8%*
Fairly satisfied	**70**	61	49	61	53	68	47	62	16	-	41	1	13	31
	34%	*34%*	*33%*	*33%*	*30%*	*33%*	*33%*	*34%*	*30%*	*-%*	*34%*	*32%*	*39%*	*31%*
Very satisfied	**112**	93	83	96	98	109	78	97	31	4	65	2	18	57
	54%	*52%*	*56%*	*52%*	*56%*	*54%*	*55%*	*52%*	*59%*	*96%*	*54%*	*68%*	*55%*	*56%*
Don't Know (DO NOT READ OUT)	**3**	3	3	3	3	3	3	3	2	-	1	-	-	1
	1%	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*4%*	*-%*	*1%*	*-%*	*-%*	*1%*
NET: Satisfied	**182**	154	132	157	151	177	125	159	47	4	106	3	31	88
	87%	*86%*	*89%*	*85%*	*87%*	*87%*	*88%*	*86%*	*89%*	*96%*	*88%*	*100%*	*94%*	*87%*
NET: Dissatisfied	**7**	7	1	7	5	7	2	7	-	-	4	-	-	4
	3%	*4%*	*1%*	*4%*	*3%*	*3%*	*1%*	*4%*	*-%*	*-%*	*3%*	*-%*	*-%*	*4%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (1st) (QV4=98)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	236	197	10	53	183	57	148	30	98	31	102	124	112
Weighted total	209	170	10	47	162	45	140	23	85	31	90	106	102
Very dissatisfied	2	-	2	-	2	-	-	2	2	-	-	2	-
	1%	-%	18%	-%	1%	-%	-%	8% ab	2%	-%	-%	2%	-%
Fairly dissatisfied	5	5	-	1	4	2	3	-	2	1	2	4	1
	2%	3%	-%	3%	2%	5%	2%	-%	2%	3%	2%	4%	1%
Neither satisfied nor dissatisfied	17	1	5	13	4	3	13	1	5	7	5	11	6
	8%	1%	45%	27% b	3%	7%	9%	4%	6%	21% ac	5%	11%	6%
Fairly satisfied	70	56	2	20	50	14	54	1	24	11	34	38	32
	34%	33%	19%	43%	31%	30% c	39% c	4%	29%	34%	38%	36%	31%
Very satisfied	112	107	2	13	99	23	70	19	52	13	46	49	62
	54%	63%	18%	27%	61% a	51%	50%	84% ab	61%	41%	52%	46%	61% a
Don't Know (DO NOT READ OUT)	3	1	-	-	3	3	-	-	-	-	3	2	1
	1%	1%	-%	-%	2%	7% b	-%	-%	-%	-%	3%	2%	1%
NET: Satisfied	182	163	4	33	149	36	125	20	76	24	80	87	95
	87%	96%	37%	70%	92% a	82%	89%	88%	90% b	75%	89%	82%	92% a
NET: Dissatisfied	7	5	2	1	5	2	3	2	4	1	2	6	1
	3%	3%	18%	3%	3%	5%	2%	8%	5%	3%	2%	5%	1%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (1st) (QV4=98)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	236	31	8	23	12	16	8	16	10	11	21	4	11
Weighted total	209	13	3	9	4	5	3	6	5	7	8	1	7
Very dissatisfied	2	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	5	-	-	-	-	-	-	-	-	-	*	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*4%*	-%	-%
Neither satisfied nor dissatisfied	17	1	-	2	1	1	1	*	1	*	*	-	1
	8%	*9%*	-%	*27%*	*25%*	*22%*	*40%*	*2%*	*23%*	*1%*	*2%*	-%	*16%*
Fairly satisfied	70	6	2	3	3	2	1	2	2	2	4	*	2
	34%	*48%*	*63%*	*36%*	*68%*	*39%*	*35%*	*33%*	*42%*	*33%*	*57%*	*7%*	*30%*
Very satisfied	112	6	1	3	*	2	1	4	2	4	3	1	3
	54%	*42%*	*37%*	*38%*	*7%*	*39%*	*25%*	*65%*	*36%*	*66%*	*38%*	*93%*	*53%*
Don't Know (DO NOT READ OUT)	3	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	182	12	3	6	3	4	2	6	4	7	7	1	5
	87%	*91%*	*100%*	*73%*	*75%*	*78%*	*60%*	*98%*	*77%*	*99%*	*95%*	*100%*	*84%*
NET: Dissatisfied	7	-	-	-	-	-	-	-	-	-	*	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*4%*	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 201 (continuation)

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (1st) (QV4=98)

		Month											
	Total base	Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		*a	*b	*c	d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	236	26	9	8	50	11	23	23	19	18	19	18	12
Weighted total	209	24	13	13	23	7	18	17	14	18	18	24	19
Very dissatisfied	2	-	-	-	-	-	-	-	-	-	-	-	2
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*9%*
Fairly dissatisfied	5	-	-	-	*	1	-	-	-	-	-	2	2
	2%	-%	-%	-%	*1%*	*15%*	-%	-%	-%	-%	-%	*8%*	*9%*
Neither satisfied nor dissatisfied	17	2	*	2	2	-	1	1	*	5	4	-	-
	8%	*9%*	*1%*	*14%*	*10%*	-%	*5%*	*5%*	*3%*	*25%*	*21%*	-%	-%
Fairly satisfied	70	7	4	8	9	2	7	9	8	3	2	10	2
	34%	*30%*	*30%*	*58%*	*38%*	*24%*	*40%*	*52%*	*54%*	*14%*	*12%*	*44%*	*10%*
Very satisfied	112	15	7	4	12	3	10	7	6	11	12	12	14
	54%	*61%*	*55%*	*27%*	*51%*	*47%*	*55%*	*43%*	*42%*	*61%*	*67%*	*49%*	*71%*
Don't Know (DO NOT READ OUT)	3	-	2	-	-	1	-	-	-	-	-	-	-
	1%	-%	*14%*	-%	-%	*15%*	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	182	22	11	11	20	5	17	16	14	14	14	22	16
	87%	*91%*	*85%*	*86%*	*89%*	*71%*	*95%*	*95%*	*97%*	*75%*	*79%*	*92%*	*81%*
NET: Dissatisfied	7	-	-	-	*	1	-	-	-	-	-	2	4
	3%	-%	-%	-%	*1%*	*15%*	-%	-%	-%	-%	-%	*8%*	*19%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (1st) (QV4=98)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**236**	43	84	60	49
Weighted total	**209**	50	48	49	61
Very dissatisfied	**2**	-	-	-	2
	1%	*-%*	*-%*	*-%*	*3%*
Fairly dissatisfied	**5**	-	1	-	4
	2%	*-%*	*3%*	*-%*	*6%*
Neither satisfied nor dissatisfied	**17**	4	3	6	4
	8%	*8%*	*7%*	*12%*	*6%*
Fairly satisfied	**70**	19	17	19	15
	34%	*38%*	*37%*	*39%*	*24%*
Very satisfied	**112**	25	25	24	38
	54%	*51%*	*52%*	*49%*	*61%*
Don't Know (DO NOT READ OUT)	**3**	2	1	-	-
	1%	*4%*	*2%*	*-%*	*-%*
NET: Satisfied	**182**	44	42	43	52
	87%	*88%*	*88%*	*88%*	*85%*
NET: Dissatisfied	**7**	-	1	-	5
	3%	*-%*	*3%*	*-%*	*9%*
					ac

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 202 Page 3491

Other (2nd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (2nd) (QV4=99)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	16	5	6	4	1	11	1	5	2	1	2
Weighted total	5	4	1	*	*	1	*	4	*	*	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	2	2	-	*	-	*	-	2	-	-	-
	38%	*46%*	*-%*	*34%*	*-%*	*10%*	*-%*	*49%*	*-%*	*-%*	*-%*
Fairly satisfied	1	*	*	-	-	*	-	*	-	-	-
	13%	*12%*	*24%*	*-%*	*-%*	*15%*	*-%*	*13%*	*-%*	*-%*	*-%*
Very satisfied	2	2	*	*	*	1	*	1	*	*	*
	49%	*42%*	*76%*	*66%*	*100%*	*75%*	*100%*	*38%*	*100%*	*100%*	*100%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	2	1	*	*	1	*	2	*	*	*
	62%	*54%*	*100%*	*66%*	*100%*	*90%*	*100%*	*51%*	*100%*	*100%*	*100%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 202 (continuation)

Other (2nd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (2nd) (QV4=99)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	16	-	1	3	-	-	1	1	1	-	7	3	3	3
Weighted total	5	-	*	3	-	-	*	*	*	-	3	*	*	1
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	2	-	-	2	-	-	-	*	-	-	2	-	-	-
	38%	-%	-%	*62%*	-%	-%	-%	*100%*	-%	-%	*56%*	-%	-%	-%
Fairly satisfied	1	-	-	*	-	-	-	-	-	-	*	-	*	*
	13%	-%	-%	*2%*	-%	-%	-%	-%	-%	-%	*2%*	-%	*20%*	*71%*
Very satisfied	2	-	*	1	-	-	*	-	*	-	1	*	*	*
	49%	-%	*100%*	*36%*	-%	-%	*100%*	-%	*100%*	-%	*42%*	*100%*	*80%*	*29%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	-	*	1	-	-	*	-	*	-	1	*	*	1
	62%	-%	*100%*	*38%*	-%	-%	*100%*	-%	*100%*	-%	*44%*	*100%*	*100%*	*100%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 202 (continuation)

Other (2nd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (2nd) (QV4=99)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	16	-	5	-	-	3	1	-	7	10	6	13	3
Weighted total	5	-	1	-	-	1	*	-	3	4	1	5	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	2	-	*	-	-	-	-	-	2	2	-	2	*
	38%	-%	16%	-%	-%	-%	-%	-%	67%	51%	-%	38%	40%
Fairly satisfied	1	-	*	-	-	-	-	-	1	*	*	1	-
	13%	-%	15%	-%	-%	-%	-%	-%	20%	4%	38%	14%	-%
Very satisfied	2	-	*	-	-	1	*	-	*	2	1	2	*
	49%	-%	68%	-%	-%	100%	100%	-%	13%	44%	62%	48%	60%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	-	1	-	-	1	*	-	1	2	1	3	*
	62%	-%	84%	-%	-%	100%	100%	-%	33%	49%	100%	62%	60%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Other (2nd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (2nd) (QV4=99)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	16	16	-	4	1	11
Weighted total	5	5	-	2	*	3
Very dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	2	2	-	*	-	2
	38%	*38%*	-%	*7%*	-%	*54%*
Fairly satisfied	1	1	-	-	-	1
	13%	*13%*	-%	-%	-%	*19%*
Very satisfied	2	2	-	1	*	1
	49%	*49%*	-%	*93%*	*100%*	*27%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	3	-	1	*	2
	62%	*62%*	-%	*93%*	*100%*	*46%*
NET: Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

Other (2nd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (2nd) (QV4=99)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	**16**	5	7	3	1	-	-	-	-	12	4	3	2	11
Weighted total	**5**	2	3	*	*	-	-	-	-	5	*	2	*	3
Very dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	**2**	*	2	-	-	-	-	-	-	2	-	-	*	2
	38%	*6%*	*67%*	-%	-%	-%	-%	-%	-%	*42%*	-%	-%	*51%*	*57%*
Fairly satisfied	**1**	*	1	-	-	-	-	-	-	1	-	-	*	1
	13%	*5%*	*20%*	-%	-%	-%	-%	-%	-%	*14%*	-%	-%	*49%*	*17%*
Very satisfied	**2**	2	*	*	*	-	-	-	-	2	*	2	-	1
	49%	*89%*	*13%*	*100%*	*100%*	-%	-%	-%	-%	*44%*	*100%*	*100%*	-%	*26%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	**3**	2	1	*	*	-	-	-	-	3	*	2	*	1
	62%	*94%*	*33%*	*100%*	*100%*	-%	-%	-%	-%	*58%*	*100%*	*100%*	*49%*	*43%*
NET: Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Other (2nd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (2nd) (QV4=99)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	16	9	9	12	11	7	15	8	-	2	1	-	1	-
Weighted total	5	3	3	4	3	2	5	1	-	2	*	-	*	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	2	2	2	2	2	2	2	-	-	2	-	-	-	-
	38%	60%	68%	52%	69%	74%	41%	-%	-%	95%	-%	-%	-%	-%
Fairly satisfied	1	1	*	1	*	*	1	1	-	-	-	-	-	-
	13%	18%	6%	18%	6%	6%	14%	45%	-%	-%	-%	-%	-%	-%
Very satisfied	2	1	1	1	1	*	2	1	-	*	*	-	*	-
	49%	22%	26%	30%	25%	20%	46%	55%	-%	5%	100%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	1	1	2	1	1	3	1	-	*	*	-	*	-
	62%	40%	32%	48%	31%	26%	59%	100%	-%	5%	100%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Other (2nd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (2nd) (QV4=99)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	16	8	2	-	1	-	-	-	-	4	3	3	2	-
Weighted total	5	3	*	-	*	-	-	-	-	1	*	2	*	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	2	2	-	-	-	-	-	-	-	-	-	2	-	-
	38%	73%	-%	-%	-%	-%	-%	-%	-%	-%	-%	90%	-%	-%
Fairly satisfied	1	*	*	-	-	-	-	-	-	*	*	*	-	-
	13%	4%	50%	-%	-%	-%	-%	-%	-%	52%	14%	5%	-%	-%
Very satisfied	2	1	*	-	*	-	-	-	-	*	*	*	*	-
	49%	23%	50%	-%	100%	-%	-%	-%	-%	48%	86%	5%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	1	*	-	*	-	-	-	-	1	*	*	*	-
	62%	27%	100%	-%	100%	-%	-%	-%	-%	100%	100%	10%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Other (2nd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (2nd) (QV4=99)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	16	1	2	5	3	-	10	-	1	6	10	10	2
Weighted total	5	*	*	1	2	-	3	-	*	2	3	3	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	2	-	*	-	2	-	2	-	-	2	-	2	-
	38%	-%	51%	-%	93%	-%	70%	-%	-%	80%	-%	54%	-%
Fairly satisfied	1	*	*	-	-	-	*	-	-	-	1	1	*
	13%	100%	49%	-%	-%	-%	6%	-%	-%	-%	25%	18%	35%
Very satisfied	2	-	-	1	*	-	1	-	*	*	2	1	*
	49%	-%	-%	100%	7%	-%	24%	-%	100%	20%	75%	28%	65%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	*	*	1	*	-	1	-	*	*	3	2	*
	62%	100%	49%	100%	7%	-%	30%	-%	100%	20%	100%	46%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Other (2nd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (2nd) (QV4=99)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	16	1	10	9	3	2	9	4	8	3	-
Weighted total	5	*	3	3	*	*	3	3	3	1	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	2	*	2	2	-	*	2	2	2	-	-
	38%	*100%*	*68%*	*56%*	*-%*	*52%*	*70%*	*69%*	*66%*	*-%*	*-%*
Fairly satisfied	1	-	*	1	*	-	*	*	1	*	-
	13%	*-%*	*6%*	*18%*	*22%*	*-%*	*6%*	*18%*	*20%*	*71%*	*-%*
Very satisfied	2	-	1	1	*	*	1	*	*	*	-
	49%	*-%*	*26%*	*26%*	*78%*	*48%*	*24%*	*13%*	*15%*	*29%*	*-%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	-	1	1	*	*	1	1	1	1	-
	62%	*-%*	*32%*	*44%*	*100%*	*48%*	*30%*	*31%*	*34%*	*100%*	*-%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Other (2nd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (2nd) (QV4=99)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	16	4	8	4	-	9	6	3	-	7	8	7	6	9	1
Weighted total	5	1	3	1	-	1	2	*	-	3	3	2	3	3	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	2	-	2	-	-	*	2	-	-	2	2	2	2	2	-
	38%	-%	70%	-%	-%	15%	75%	-%	-%	64%	70%	81%	65%	55%	-%
Fairly satisfied	1	*	*	*	-	*	*	-	-	*	*	*	1	1	*
	13%	31%	6%	10%	-%	22%	7%	-%	-%	17%	4%	4%	21%	18%	100%
Very satisfied	2	*	1	*	-	*	*	*	-	1	1	*	*	1	-
	49%	69%	24%	90%	-%	63%	19%	100%	-%	19%	27%	15%	14%	27%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	1	1	1	-	1	1	*	-	1	1	*	1	1	*
	62%	100%	30%	100%	-%	85%	25%	100%	-%	36%	30%	19%	35%	45%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 202 (continuation)

Other (2nd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (2nd) (QV4=99)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	16	3	4	5	1	1	7	9	-	1	-	1
Weighted total	5	*	1	1	*	*	3	3	-	*	-	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	2	-	-	*	-	-	2	2	-	-	-	-
	38%	*-%*	*-%*	*18%*	*-%*	*-%*	*59%*	*55%*	*-%*	*-%*	*-%*	*-%*
Fairly satisfied	1	-	*	*	-	-	1	1	-	-	-	-
	13%	*-%*	*18%*	*17%*	*-%*	*-%*	*18%*	*18%*	*-%*	*-%*	*-%*	*-%*
Very satisfied	2	*	*	*	*	*	1	1	-	*	-	*
	49%	*100%*	*82%*	*65%*	*100%*	*100%*	*23%*	*27%*	*-%*	*100%*	*-%*	*100%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	*	1	*	*	*	1	1	-	*	-	*
	62%	*100%*	*100%*	*82%*	*100%*	*100%*	*41%*	*45%*	*-%*	*100%*	*-%*	*100%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 202 (continuation)

Other (2nd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (2nd) (QV4=99)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	16	14	13	14	14	16	10	16	9	-	13	-	3	10
Weighted total	5	4	4	4	5	5	3	5	3	-	5	-	*	4
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	2	2	2	2	2	2	2	2	2	-	2	-	-	2
	38%	49%	53%	49%	38%	38%	59%	38%	54%	-%	42%	-%	-%	45%
Fairly satisfied	1	1	1	1	1	1	*	1	1	-	1	-	-	1
	13%	16%	18%	16%	13%	13%	5%	13%	18%	-%	14%	-%	-%	15%
Very satisfied	2	1	1	1	2	2	1	2	1	-	2	-	*	2
	49%	34%	29%	34%	49%	49%	36%	49%	28%	-%	44%	-%	100%	41%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	2	2	2	3	3	1	3	2	-	3	-	*	2
	62%	51%	47%	51%	62%	62%	41%	62%	46%	-%	58%	-%	100%	55%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Other (2nd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (2nd) (QV4=99)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	16	16	-	2	14	8	5	3	9	1	6	9	7
Weighted total	5	5	-	1	4	3	2	1	2	*	3	4	1
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	2	2	-	-	2	2	-	-	*	-	2	2	*
	38%	38%	-%	-%	43%	75%	-%	-%	7%	-%	53%	47%	9%
Fairly satisfied	1	1	-	*	*	-	*	1	1	-	-	*	1
	13%	13%	-%	90%	4%	-%	6%	84%	42%	-%	-%	3%	45%
Very satisfied	2	2	-	*	2	1	2	*	1	*	2	2	1
	49%	49%	-%	10%	54%	25%	94%	16%	52%	100%	47%	50%	46%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	3	-	1	3	1	2	1	1	*	2	2	1
	62%	62%	-%	100%	57%	25%	100%	100%	93%	100%	47%	53%	91%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Other (2nd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (2nd) (QV4=99)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	16	4	1	1	1	1	-	1	1	-	1	2	2
Weighted total	5	*	*	*	*	*	-	*	*	-	*	*	1
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	2	-	-	-	-	-	-	-	-	-	-	-	-
	38%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	*	*	-	-	-	-	-	-	-	*	-	-
	13%	12%	100%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%
Very satisfied	2	*	-	*	*	*	-	*	*	-	-	*	1
	49%	88%	-%	100%	100%	100%	-%	100%	100%	-%	-%	100%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	*	*	*	*	*	-	*	*	-	*	*	1
	62%	100%	100%	100%	100%	100%	-%	100%	100%	-%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 202 (continuation)

Other (2nd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (2nd) (QV4=99)

	Total base	Month						Quarter			
		Jan' 2018	Apr' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Oct' 2018	Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d
Unweighted total	16	3	6	1	3	1	2	3	7	4	2
Weighted total	5	*	2	*	1	*	2	*	2	1	2
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	2	-	-	-	-	-	2	-	-	-	2
	38%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	*100%*
Fairly satisfied	1	-	*	-	1	-	-	-	*	1	-
	13%	-%	*4%*	-%	*85%*	-%	-%	-%	*3%*	*74%*	-%
Very satisfied	2	*	2	*	*	*	-	*	2	*	-
	49%	*100%*	*96%*	*100%*	*15%*	*100%*	-%	*100%*	*97%*	*26%*	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	*	2	*	1	*	-	*	2	1	-
	62%	*100%*	*100%*	*100%*	*100%*	*100%*	-%	*100%*	*100%*	*100%*	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 203 Page 3506

Other (3rd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (3rd) (QV4=100)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	2	1	-	1	-	1	-	-	1	-	1
Weighted total	1	1	-	*	-	*	-	-	1	-	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	1	-	-	-	-	-	-	1	-	-
	92%	*100%*	-%	-%	-%	-%	-%	-%	*100%*	-%	-%
Very satisfied	*	-	-	*	-	*	-	-	-	-	*
	8%	-%	-%	*100%*	-%	*100%*	-%	-%	-%	-%	*100%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	-	*	-	*	-	-	1	-	*
	100%	*100%*	-%	*100%*	-%	*100%*	-%	-%	*100%*	-%	*100%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Other (3rd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (3rd) (QV4=100)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	2	-	-	-	-	-	1	-	-	-	1	-	-	1
Weighted total	1	-	-	-	-	-	*	-	-	-	*	-	-	1
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	-	-	-	-	-	-	-	-	-	-	-	-	1
	92%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*
Very satisfied	*	-	-	-	-	-	*	-	-	-	*	-	-	-
	8%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	*100%*	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	-	-	-	*	-	-	-	*	-	-	1
	100%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	*100%*	-%	-%	*100%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Other (3rd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (3rd) (QV4=100)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b
Unweighted total	2	-	1	-	1	-	-	-	-	2	-	2	-
Weighted total	1	-	*	-	1	-	-	-	-	1	-	1	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	-	-	-	1	-	-	-	-	1	-	1	-
	92%	-%	-%	-%	*100%*	-%	-%	-%	-%	*92%*	-%	*92%*	-%
Very satisfied	*	-	*	-	-	-	-	-	-	*	-	*	-
	8%	-%	*100%*	-%	-%	-%	-%	-%	-%	*8%*	-%	*8%*	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	*	-	1	-	-	-	-	1	-	1	-
	100%	-%	*100%*	-%	*100%*	-%	-%	-%	-%	*100%*	-%	*100%*	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Other (3rd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (3rd) (QV4=100)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	2	2	-	1	-	1
Weighted total	1	1	-	1	-	*
Very dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	1	-	1	-	-
	92%	*92%*	-%	*100%*	-%	-%
Very satisfied	*	*	-	-	-	*
	8%	*8%*	-%	-%	-%	*100%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	-	1	-	*
	100%	*100%*	-%	*100%*	-%	*100%*
NET: Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

Other (3rd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (3rd) (QV4=100)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted total	2	1	-	1	-	-	-	-	-	1	1	-	1	1
Weighted total	1	1	-	*	-	-	-	-	-	1	*	-	1	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	1	-	-	-	-	-	-	-	1	-	-	1	-
	92%	*100%*	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	*100%*	-%
Very satisfied	*	-	-	*	-	-	-	-	-	-	*	-	-	*
	8%	-%	-%	*100%*	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	*100%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	-	*	-	-	-	-	-	1	*	-	1	*
	100%	*100%*	-%	*100%*	-%	-%	-%	-%	-%	*100%*	*100%*	-%	*100%*	*100%*
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Other (3rd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (3rd) (QV4=100)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted total	2	2	1	2	2	1	2	2	-	-	-	-	-	-
Weighted total	1	1	*	1	1	*	1	1	-	-	-	-	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	1	-	1	1	-	1	1	-	-	-	-	-	-
	92%	92%	-%	92%	92%	-%	92%	92%	-%	-%	-%	-%	-%	-%
Very satisfied	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	8%	8%	100%	8%	8%	100%	8%	8%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	*	1	1	*	1	1	-	-	-	-	-	-
	100%	100%	100%	100%	100%	100%	100%	100%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Other (3rd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (3rd) (QV4=100)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted total	2	2	-	-	-	-	-	-	-	1	-	-	1	-
Weighted total	1	1	-	-	-	-	-	-	-	1	-	-	*	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	1	-	-	-	-	-	-	-	1	-	-	-	-
	92%	92%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%
Very satisfied	*	*	-	-	-	-	-	-	-	-	-	-	*	-
	8%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	-	-	-	-	-	-	-	1	-	-	*	-
	100%	100%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Other (3rd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (3rd) (QV4=100)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted total	2	-	-	2	-	-	2	-	-	1	1	2	-
Weighted total	1	-	-	1	-	-	1	-	-	*	1	1	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	-	-	1	-	-	1	-	-	-	1	1	-
	92%	-%	-%	92%	-%	-%	92%	-%	-%	-%	100%	92%	-%
Very satisfied	*	-	-	*	-	-	*	-	-	*	-	*	-
	8%	-%	-%	8%	-%	-%	8%	-%	-%	100%	-%	8%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	1	-	-	1	-	-	*	1	1	-
	100%	-%	-%	100%	-%	-%	100%	-%	-%	100%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Other (3rd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (3rd) (QV4=100)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Unweighted total	2	-	2	2	-	-	2	-	2	-	-
Weighted total	1	-	1	1	-	-	1	-	1	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	-	1	1	-	-	1	-	1	-	-
	92%	-%	*92%*	*92%*	-%	-%	*92%*	-%	*92%*	-%	-%
Very satisfied	*	-	*	*	-	-	*	-	*	-	-
	8%	-%	*8%*	*8%*	-%	-%	*8%*	-%	*8%*	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	1	1	-	-	1	-	1	-	-
	100%	-%	*100%*	*100%*	-%	-%	*100%*	-%	*100%*	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Other (3rd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (3rd) (QV4=100)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	2	1	-	-	-	2	1	1	-	2	1	-	1	1	-
Weighted total	1	*	-	-	-	1	1	*	-	1	*	-	*	1	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	-	-	-	-	1	1	-	-	1	-	-	-	1	-
	92%	-%	-%	-%	-%	92%	100%	-%	-%	92%	-%	-%	-%	100%	-%
Very satisfied	*	*	-	-	-	*	-	*	-	*	*	-	*	-	-
	8%	100%	-%	-%	-%	8%	-%	100%	-%	8%	100%	-%	100%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	-	-	-	1	1	*	-	1	*	-	*	1	-
	100%	100%	-%	-%	-%	100%	100%	100%	-%	100%	100%	-%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Other (3rd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (3rd) (QV4=100)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted total	2	1	-	-	1	-	1	1	-	-	-	-
Weighted total	1	*	-	-	*	-	*	1	-	-	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	-	-	-	-	-	-	1	-	-	-	-
	92%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%	-%	-%
Very satisfied	*	*	-	-	*	-	*	-	-	-	-	-
	8%	*100%*	-%	-%	*100%*	-%	*100%*	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	-	-	*	-	*	1	-	-	-	-
	100%	*100%*	-%	-%	*100%*	-%	*100%*	*100%*	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 203 (continuation)

Other (3rd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (3rd) (QV4=100)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted total	2	2	1	2	2	2	1	2	1	-	2	-	1	1
Weighted total	1	1	*	1	1	1	*	1	1	-	1	-	*	1
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	1	-	1	1	1	-	1	1	-	1	-	-	1
	92%	92%	-%	92%	92%	92%	-%	92%	100%	-%	92%	-%	-%	100%
Very satisfied	*	*	*	*	*	*	*	*	-	-	*	-	*	-
	8%	8%	100%	8%	8%	8%	100%	8%	-%	-%	8%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	*	1	1	1	*	1	1	-	1	-	*	1
	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%	-%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Other (3rd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (3rd) (QV4=100)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted total	2	2	-	1	1	1	1	-	-	2	-	2	-
Weighted total	1	1	-	*	1	*	1	-	-	1	-	1	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	1	-	-	1	-	1	-	-	1	-	1	-
	92%	*92%*	-%	-%	*100%*	-%	*100%*	-%	-%	*92%*	-%	*92%*	-%
Very satisfied	*	*	-	*	-	*	-	-	-	*	-	*	-
	8%	*8%*	-%	*100%*	-%	*100%*	-%	-%	-%	*8%*	-%	*8%*	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	-	*	1	*	1	-	-	1	-	1	-
	100%	*100%*	-%	*100%*	*100%*	*100%*	*100%*	-%	-%	*100%*	-%	*100%*	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Other (3rd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (3rd) (QV4=100)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	2	1	-	-	-	-	-	-	-	-	-	1	-
Weighted total	1	*	-	-	-	-	-	-	-	-	-	*	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	1	-	-	-	-	-	-	-	-	-	-	-	-
	92%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	*	*	-	-	-	-	-	-	-	-	-	*	-
	8%	*100%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	-	-	-	-	-	-	-	-	-	*	-
	100%	*100%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Other (3rd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (3rd) (QV4=100)

	Total base	Month		Quarter	
		Apr' 2018	Oct' 2018	Q2 2018	Q4 2018
Significance Level: 95%		*a	*b	*a	*b
Unweighted total	2	1	1	1	1
Weighted total	1	*	1	*	1
Very dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Fairly satisfied	1	-	1	-	1
	92%	-%	*100%*	-%	*100%*
Very satisfied	*	*	-	*	-
	8%	*100%*	-%	*100%*	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-
	-%	-%	-%	-%	-%
NET: Satisfied	1	*	1	*	1
	100%	*100%*	*100%*	*100%*	*100%*
NET: Dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b

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Table 204 Page 3521

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total	**2000**	1920	51	18	11	80	692	457	116	50	48
Disagree very strongly	**36**	35	1	1	*	2	18	9	2	*	1
	2%	*2%*	*1%*	*5%* **ab**	*3%*	*2%*	*3%*	*2%*	*2%*	*%*	*1%*
Disagree	**89**	85	2	*	1	3	34	14	6	*	3
	4%	*4%*	*5%*	*1%*	*6%* c	*4%*	*5%*	*3%*	*5%*	*%*	*6%* d
Neither Agree nor disagree	**499**	479	12	5	3	20	157	108	34	16	9
	25%	*25%*	*24%*	*29%*	*27%*	*26%*	*23%*	*24%*	*29%* e	*33%* **ae**	*18%*
Agree	**785**	751	22	8	4	34	285	192	49	17	17
	39%	*39%*	*44%*	*44%*	*37%*	*43%*	*41%*	*42%*	*42%*	*33%*	*36%*
Agree very strongly	**579**	559	13	4	3	20	194	133	25	17	19
	29%	*29%* **ce**	*26%*	*20%*	*26%*	*25%*	*28%*	*29%*	*21%*	*33%*	*39%* **abc**
Don't Know (DO NOT READ OUT)	**12**	11	*	*	-	*	3	1	*	-	-
	1%	*1%*	*%*	*1%*	*-%*	*%*	*%*	*%*	*%*	*-%*	*-%*
NET: Agree	**1364**	1310	36	12	7	54	479	325	74	33	36
	68%	*68%*	*70%*	*65%*	*64%*	*68%*	*69%*	*71%*	*64%*	*67%*	*74%* c
NET: Disagree	**125**	120	3	1	1	5	52	23	8	*	4
	6%	*6%*	*6%*	*6%*	*9%*	*6%*	*8%* d	*5%*	*7%* d	*1%*	*7%* d

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 204 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total	**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
Disagree very strongly	**36**	5	4	10	-	*	3	*	2	4	28	6	1	2
	2%	*2%*	*4%* **eg**	*3%* **efg**	*-%*	**%*	*1%*	**%*	*1%*	*2%*	*2%*	*5%* **efghjlm**	*1%*	*2%*
Disagree	**89**	7	6	13	1	9	16	7	10	6	75	4	3	6
	4%	*3%*	*5%*	*4%*	*2%*	*6%*	*5%*	*4%*	*6%*	*4%*	*4%*	*4%*	*3%*	*6%*
Neither Agree nor disagree	**499**	48	28	74	15	40	74	47	42	55	423	26	25	24
	25%	*22%*	*25%*	*25%*	*23%*	*25%*	*23%*	*23%*	*26%*	*33%* **afgj**	*25%*	*25%*	*26%*	*28%*
Agree	**785**	98	45	117	22	60	135	73	72	60	681	36	36	32
	39%	*44%* k	*39%*	*39%*	*34%*	*37%*	*42%*	*36%*	*44%*	*36%*	*40%*	*35%*	*37%*	*36%*
Agree very strongly	**579**	60	31	81	27	52	93	73	36	39	493	31	31	24
	29%	*27%*	*27%*	*27%*	*41%* **achijm**	*32%* h	*29%*	*37%* **chijm**	*22%*	*24%*	*29%*	*30%*	*32%* h	*27%*
Don't Know (DO NOT READ OUT)	**12**	2	-	3	-	-	3	-	2	1	10	-	1	1
	1%	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*
NET: Agree	**1364**	158	76	198	49	112	228	146	108	99	1174	67	67	56
	68%	*72%* i	*67%*	*67%*	*75%* i	*69%*	*70%* i	*73%* **im**	*66%*	*60%*	*69%* i	*65%*	*69%*	*64%*
NET: Disagree	**125**	12	10	23	1	9	19	7	12	10	103	10	5	7
	6%	*5%*	*9%*	*8%*	*2%*	*6%*	*6%*	*4%*	*7%*	*6%*	*6%*	*10%* **gjl**	*5%*	*8%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 204 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2398**	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total	**2000**	38	176	47	194	589	56	141	756	1548	452	1794	206
Disagree very strongly	**36**	2	2	*	*	7	*	2	23	29	7	35	2
	2%	*5%*	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	*3%*	*2%*	*2%*	*2%*	*1%*
		bde							**de**				
Disagree	**89**	*	8	2	11	33	2	3	31	70	19	76	13
	4%	**%*	*4%*	*4%*	*5%*	*6%*	*3%*	*2%*	*4%*	*4%*	*4%*	*4%*	*6%*
Neither Agree nor disagree	**499**	9	39	12	58	145	12	40	183	387	112	449	50
	25%	*23%*	*22%*	*26%*	*30%*	*25%*	*22%*	*28%*	*24%*	*25%*	*25%*	*25%*	*24%*
					b								
Agree	**785**	12	74	19	67	224	21	59	309	604	181	708	77
	39%	*30%*	*42%*	*41%*	*35%*	*38%*	*37%*	*42%*	*41%*	*39%*	*40%*	*39%*	*37%*
Agree very strongly	**579**	16	55	13	56	179	21	36	204	450	130	515	64
	29%	*42%*	*31%*	*28%*	*29%*	*30%*	*37%*	*25%*	*27%*	*29%*	*29%*	*29%*	*31%*
		gh											
Don't Know (DO NOT READ OUT)	**12**	-	-	-	2	1	*	2	7	9	3	10	2
	1%	*-%*	*-%*	*-%*	*1%*	**%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
NET: Agree	**1364**	28	128	33	124	403	42	95	512	1053	311	1224	140
	68%	*72%*	*73%*	*69%*	*64%*	*68%*	*74%*	*68%*	*68%*	*68%*	*69%*	*68%*	*68%*
			d										
NET: Disagree	**125**	2	9	2	11	40	2	4	54	99	26	111	14
	6%	*5%*	*5%*	*5%*	*5%*	*7%*	*4%*	*3%*	*7%*	*6%*	*6%*	*6%*	*7%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money
Base: All respondents

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2398**	2274	124	1449	371	549
Weighted total	**2000**	1874	126	1243	290	433
Disagree very strongly	**36**	36	*	21	9	7
	2%	*2%*	**%*	*2%*	*3%*	*2%*
Disagree	**89**	81	8	56	12	15
	4%	*4%*	*6%*	*5%*	*4%*	*3%*
Neither Agree nor disagree	**499**	481	18	290	93	101
	25%	*26%* b	*14%*	*23%*	*32%* **ac**	*23%*
Agree	**785**	733	52	499	107	171
	39%	*39%*	*41%*	*40%*	*37%*	*39%*
Agree very strongly	**579**	532	48	367	69	138
	29%	*28%*	*38%* a	*29%* b	*24%*	*32%* b
Don't Know (DO NOT READ OUT)	**12**	11	1	10	*	2
	1%	*1%*	**%*	*1%*	**%*	**%*
NET: Agree	**1364**	1265	100	866	176	309
	68%	*67%*	*79%* a	*70%* b	*61%*	*71%* b
NET: Disagree	**125**	117	8	78	21	22
	6%	*6%*	*6%*	*6%*	*7%*	*5%*

Columns Tested: a,b - a,b,c

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money
Base: All respondents

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**2398**	1908	413	60	8	5	3	-	1	2321	77	904	1004	490
Weighted total	**2000**	1695	267	30	5	3	1	-	*	1962	38	905	790	305
Disagree very strongly	**36**	29	5	2	-	-	-	-	-	35	2	17	12	7
	2%	*2%*	*2%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*4%*	*2%*	*2%*	*2%*
				ai										
Disagree	**89**	72	14	2	-	-	-	-	-	86	2	32	40	17
	4%	*4%*	*5%*	*8%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*6%*	*4%*	*5%*	*5%*
Neither Agree nor disagree	**499**	425	68	4	2	*	-	-	-	493	6	215	210	74
	25%	*25%*	*26%*	*13%*	*43%*	*13%*	*-%*	*-%*	*-%*	*25%*	*17%*	*24%*	*27%*	*24%*
		c	c							c				
Agree	**785**	665	103	13	2	2	1	-	-	768	18	360	305	120
	39%	*39%*	*39%*	*41%*	*51%*	*78%*	*100%*	*-%*	*-%*	*39%*	*46%*	*40%*	*39%*	*39%*
Agree very strongly	**579**	493	76	10	*	*	-	-	*	569	10	272	221	87
	29%	*29%*	*29%*	*32%*	*6%*	*10%*	*-%*	*-%*	*100%*	*29%*	*27%*	*30%*	*28%*	*28%*
Don't Know (DO NOT READ OUT)	**12**	11	*	*	-	-	-	-	-	12	*	9	2	*
	1%	*1%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*1%*	**%*	**%*
												c		
NET: Agree	**1364**	1157	179	22	3	2	1	-	*	1336	28	632	526	207
	68%	*68%*	*67%*	*73%*	*57%*	*87%*	*100%*	*-%*	*100%*	*68%*	*73%*	*70%*	*67%*	*68%*
NET: Disagree	**125**	101	20	4	-	-	-	-	-	121	4	50	52	24
	6%	*6%*	*7%*	*13%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*10%*	*6%*	*7%*	*8%*
				ai										

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money
Base: All respondents

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total	2398	1469	998	1607	769	623	1539	1412	108	42	30	9	4	1
Weighted total	2000	1088	703	1219	609	435	1190	1113	54	27	17	3	4	*
Disagree very strongly	36	11	9	12	11	9	20	9	1	*	1	*	2	-
	2%	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*%*	*4%* a	*2%*	*50%*	*-%*
Disagree	89	35	25	40	24	17	60	35	-	5	*	-	-	-
	4%	*3%*	*3%*	*3%*	*4%*	*4%*	*5%* **ac**	*3%*	*-%*	*19%* **abd**	*1%*	*-%*	*-%*	*-%*
Neither Agree nor disagree	499	275	179	304	159	113	306	283	14	5	1	1	*	-
	25%	*25%*	*26%*	*25%*	*26%*	*26%*	*26%*	*25%* d	*26%* d	*18%*	*6%*	*46%*	*3%*	*-%*
Agree	785	442	284	498	232	170	468	452	22	13	10	*	*	-
	39%	*41%*	*40%*	*41%*	*38%*	*39%*	*39%*	*41%*	*40%*	*47%*	*56%*	*10%*	*3%*	*-%*
Agree very strongly	579	324	207	363	181	124	333	335	16	4	6	1	2	*
	29%	*30%*	*29%*	*30%*	*30%*	*28%*	*28%*	*30%* c	*29%*	*15%*	*33%*	*41%*	*45%*	*100%*
Don't Know (DO NOT READ OUT)	12	2	*	2	1	2	3	*	2	-	-	-	-	-
	1%	*%*	*%*	*%*	*%*	*%* b	*%*	*%*	*3%* a	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Agree	1364	766	490	861	413	293	801	787	37	17	15	1	2	*
	68%	*70%*	*70%*	*71%* f	*68%*	*67%*	*67%*	*71%*	*69%*	*63%*	*89%* **abc**	*52%*	*48%*	*100%*
NET: Disagree	125	46	33	52	35	26	79	43	1	5	1	*	2	-
	6%	*4%*	*5%*	*4%*	*6%*	*6%*	*7%* **abc**	*4%*	*2%*	*19%* **ab**	*5%*	*2%*	*50%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 204 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	2398	733	17	11	4	1	3	-	4	487	391	399	316	13
Weighted total	2000	586	10	7	5	*	*	-	1	450	298	284	176	11
Disagree very strongly	36	11	-	-	-	-	-	-	-	6	1	2	3	-
	2%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*1%*	*2%*	*-%*
Disagree	89	22	1	1	-	-	-	-	-	18	14	5	3	-
	4%	*4%*	*11%*	*14%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%* cd	*5%* cd	*2%*	*2%*	*-%*
Neither Agree nor disagree	499	149	4	1	5	*	-	-	*	108	73	65	57	3
	25%	*25%*	*38%*	*17%*	*99%*	*100%*	*-%*	*-%*	*22%*	*24%*	*24%*	*23%*	*32%* abc	*25%*
Agree	785	228	3	*	-	-	*	-	*	197	116	110	69	5
	39%	*39%*	*31%*	*5%*	*-%*	*-%*	*70%*	*-%*	*55%*	*44%*	*39%*	*39%*	*39%*	*45%*
Agree very strongly	579	175	2	4	*	-	*	-	*	119	95	101	44	3
	29%	*30%*	*20%*	*64%*	*1%*	*-%*	*30%*	*-%*	*24%*	*27%*	*32%*	*36%* ad	*25%*	*30%*
Don't Know (DO NOT READ OUT)	12	1	*	-	-	-	-	-	-	2	*	-	-	-
	1%	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*
NET: Agree	1364	403	5	5	*	-	*	-	*	316	210	212	113	8
	68%	*69%*	*51%*	*69%*	*1%*	*-%*	*100%*	*-%*	*78%*	*70%*	*71%*	*75%* d	*64%*	*75%*
NET: Disagree	125	33	1	1	-	-	-	-	-	24	15	7	6	-
	6%	*6%*	*11%*	*14%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%* c	*5%*	*3%*	*3%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money
Base: All respondents

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
Disagree very strongly	**36**	3	3	5	*	-	7	*	5	29	8	11	2
	2%	*2%*	*2%*	*3%*	*1%*	*-%*	*2%*	**%*	*3%*	*2%*	*3%*	*1%*	*3%*
Disagree	**89**	7	8	4	4	1	18	*	6	73	15	35	5
	4%	*3%*	*5%*	*3%*	*5%*	*21%*	*4%*	*1%*	*3%*	*4%*	*6%*	*3%*	*9%* a
Neither Agree nor disagree	**499**	47	34	54	21	2	107	9	43	439	60	294	10
	25%	*22%*	*24%*	*32%* a	*25%*	*46%*	*26%*	*37%*	*25%*	*25%*	*23%*	*25%*	*19%*
Agree	**785**	85	48	65	34	1	163	10	59	678	107	473	24
	39%	*41%*	*35%*	*38%*	*39%*	*17%*	*40%*	*42%*	*34%*	*39%*	*42%*	*41%*	*45%*
Agree very strongly	**579**	67	46	42	25	1	116	5	58	514	64	350	13
	29%	*32%*	*33%*	*25%*	*30%*	*16%*	*28%*	*19%*	*34%*	*29%*	*25%*	*30%*	*25%*
Don't Know (DO NOT READ OUT)	**12**	-	1	*	*	-	1	-	*	11	1	2	*
	1%	*-%*	**%*	**%*	**%*	*-%*	**%*	*-%*	**%*	*1%*	**%*	**%*	**%*
NET: Agree	**1364**	152	95	107	59	2	279	15	117	1192	171	823	37
	68%	*73%* c	*68%*	*63%*	*69%*	*33%*	*68%*	*61%*	*68%*	*68%*	*67%*	*71%*	*69%*
NET: Disagree	**125**	10	10	9	5	1	25	*	11	102	23	46	6
	6%	*5%*	*7%*	*5%*	*6%*	*21%*	*6%*	*2%*	*6%*	*6%*	*9%* a	*4%*	*12%* a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money
Base: All respondents

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2398**	77	164	224	33	531	238	477	1370	220	1
Weighted total	**2000**	62	137	177	19	402	207	340	1009	122	2
Disagree very strongly	**36**	4	3	2	-	8	3	2	11	*	-
	2%	*6%*	*2%*	*1%*	*-%*	*2%*	*1%*	**%*	*1%*	**%*	*-%*
Disagree	**89**	1	2	*	*	18	6	3	34	4	-
	4%	*1%*	*2%*	**%*	*1%*	*5%*	*3%*	*1%*	*3%* a	*3%* a	*-%*
Neither Agree nor disagree	**499**	21	35	48	7	102	57	85	256	36	-
	25%	*34%*	*26%*	*27%*	*38%*	*25%*	*28%*	*25%*	*25%*	*30%*	*-%*
Agree	**785**	20	53	74	3	149	83	157	401	51	2
	39%	*32%*	*39%*	*42%* b	*16%*	*37%*	*40%*	*46%* b	*40%*	*42%*	*100%*
Agree very strongly	**579**	16	43	52	8	123	58	94	305	31	-
	29%	*27%*	*32%*	*30%*	*45%*	*31%*	*28%*	*28%*	*30%*	*25%*	*-%*
Don't Know (DO NOT READ OUT)	**12**	-	*	-	-	1	*	-	2	-	-
	1%	*-%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	*-%*
NET: Agree	**1364**	36	97	127	11	273	141	250	706	82	2
	68%	*59%*	*71%*	*72%*	*61%*	*68%*	*68%*	*74%*	*70%*	*67%*	*100%*
NET: Disagree	**125**	4	5	2	*	27	9	5	45	4	-
	6%	*7%*	*4%*	*1%*	*1%*	*7%*	*4%*	*1%*	*4%* a	*4%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money
Base: All respondents

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	2398	384	877	164	-	507	502	180	6	1409	943	594	1220	999	15
Weighted total	2000	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
Disagree very strongly	36	4	7	2	-	8	6	6	-	11	8	9	9	9	-
	2%	1%	1%	2%	-%	2%	2%	5% ab	-%	1%	1%	2%	1%	1%	-%
Disagree	89	10	19	6	-	17	10	5	-	30	20	17	24	16	-
	4%	3%	3%	7% b	-%	4%	3%	4%	-%	3%	3%	4%	3%	2%	-%
Neither Agree nor disagree	499	69	162	25	-	100	92	28	*	266	173	108	219	195	1
	25%	25%	27%	28%	-%	25%	25%	23%	2%	26%	26%	24%	24%	28% a	13%
Agree	785	123	232	31	-	154	148	43	4	422	266	169	360	295	2
	39%	45% bc	39%	34%	-%	39%	40%	36%	84%	40%	40%	38%	40%	43%	39%
Agree very strongly	579	71	182	27	-	115	114	38	1	313	201	144	293	176	3
	29%	26%	30%	30%	-%	29%	31%	32%	14%	30%	30%	32%	32% b	25%	49%
Don't Know (DO NOT READ OUT)	12	*	*	*	-	1	1	*	-	2	-	1	2	2	-
	1%	*%	*%	*%	-%	*%	*%	*%	-%	*%	-%	*%	*%	*%	-%
NET: Agree	1364	194	414	57	-	269	261	82	4	735	467	313	653	471	5
	68%	70%	69%	64%	-%	68%	70%	68%	98%	70%	70%	70%	72% b	68%	87%
NET: Disagree	125	14	26	8	-	25	16	11	-	41	28	26	34	25	-
	6%	5%	4%	9% b	-%	6%	4%	9% b	-%	4%	4%	6%	4%	4%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money
Base: All respondents

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2398**	423	297	367	117	92	1159	982	55	21	18	16
Weighted total	**2000**	291	204	274	75	52	860	688	37	16	19	11
Disagree very strongly	**36**	6	2	9	4	4	10	9	1	2	1	-
	2%	*2%*	*1%*	*3%* b	*5%* **ab**	*7%* **ab**	*1%*	*1%*	*3%*	*11%*	*7%*	*-%*
Disagree	**89**	7	4	11	*	1	25	18	3	-	1	*
	4%	*2%*	*2%*	*4%*	*1%*	*2%*	*3%*	*3%*	*9%*	*-%*	*6%*	*2%*
Neither Agree nor disagree	**499**	71	68	62	16	16	216	190	7	2	11	3
	25%	*24%*	*33%* **acd**	*23%*	*21%*	*31%*	*25%*	*28%*	*20%*	*11%*	*57%*	*23%*
Agree	**785**	111	79	111	31	23	335	286	16	9	4	6
	39%	*38%*	*38%*	*41%*	*42%*	*45%*	*39%*	*41%*	*43%*	*58%*	*21%*	*51%*
Agree very strongly	**579**	96	53	80	23	7	272	186	9	3	2	3
	29%	*33%* **be**	*26%* e	*29%* e	*31%* e	*14%*	*32%* b	*27%*	*24%*	*20%*	*10%*	*23%*
Don't Know (DO NOT READ OUT)	**12**	1	-	1	-	-	2	1	-	-	-	-
	1%	**%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*
NET: Agree	**1364**	206	131	191	54	31	607	471	24	12	6	9
	68%	*71%* e	*64%*	*70%*	*73%* e	*59%*	*71%*	*68%*	*67%*	*78%*	*31%*	*75%*
NET: Disagree	**125**	13	5	20	4	5	35	27	5	2	2	*
	6%	*4%*	*3%*	*7%* b	*6%*	*10%* **ab**	*4%*	*4%*	*13%*	*11%*	*12%*	*2%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money
Base: All respondents

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2398**	2133	1685	2163	1761	2322	1313	2167	561	4	1928	65	301	1938
Weighted total	**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
Disagree very strongly	**36**	33	26	33	23	36	15	31	7	-	14	11	14	17
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*-%*	*1%*	*21%* a	*6%* b	*1%*
Disagree	**89**	73	50	75	49	82	38	74	14	1	37	8	14	60
	4%	*4%*	*4%*	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	*22%*	*2%*	*15%* a	*5%*	*4%*
Neither Agree nor disagree	**499**	438	346	446	363	486	284	449	113	-	331	20	84	376
	25%	*25%*	*26%*	*25%*	*26%*	*25%*	*27%*	*25%*	*29%*	*-%*	*21%*	*38%* a	*33%* b	*24%*
Agree	**785**	658	497	672	561	748	428	685	144	*	650	9	86	631
	39%	*38%*	*38%*	*38%*	*40%*	*39%*	*40%*	*39%*	*37%*	*3%*	*42%* b	*17%*	*33%*	*40%* a
Agree very strongly	**579**	513	389	517	410	557	288	518	112	4	525	2	56	487
	29%	*30%*	*30%*	*29%*	*29%*	*29%*	*27%*	*29%*	*28%*	*75%*	*34%* b	*4%*	*22%*	*31%* a
Don't Know (DO NOT READ OUT)	**12**	9	4	9	5	11	5	7	2	-	8	3	3	8
	1%	*1%*	**%*	*1%*	**%*	*1%*	*1%*	**%*	**%*	*-%*	*1%*	*5%* a	*1%*	*1%*
NET: Agree	**1364**	1171	885	1189	970	1304	716	1202	256	4	1176	11	142	1118
	68%	*68%*	*68%*	*68%*	*69%*	*68%*	*68%*	*68%*	*65%*	*78%*	*75%* b	*21%*	*55%*	*71%* a
NET: Disagree	**125**	106	76	108	73	118	53	105	22	1	51	19	28	77
	6%	*6%*	*6%*	*6%*	*5%*	*6%*	*5%*	*6%*	*5%*	*22%*	*3%*	*36%* a	*11%* b	*5%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money
Base: All respondents

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2398**	418	17	97	392	257	1716	412	297	107	1967	1353	1045
Weighted total	**2000**	376	13	86	352	193	1472	320	259	98	1624	1093	907
Disagree very strongly	**36**	9	*	2	9	3	23	10	8	6	23	23	14
	2%	*2%*	*1%*	*2%*	*3%*	*2%*	*2%*	*3%* b	*3%* c	*6%* c	*1%*	*2%*	*1%*
Disagree	**89**	13	*	5	11	13	59	15	17	4	65	61	28
	4%	*4%*	*2%*	*5%*	*3%*	*7%* b	*4%*	*5%*	*7%* c	*4%*	*4%*	*6%* b	*3%*
Neither Agree nor disagree	**499**	89	6	24	87	51	352	95	54	28	414	283	216
	25%	*24%*	*48%*	*28%*	*25%*	*26%*	*24%*	*30%* b	*21%*	*29%*	*25%*	*26%*	*24%*
Agree	**785**	163	4	45	142	78	571	133	110	42	629	442	343
	39%	*43%*	*31%*	*52%* b	*40%*	*40%*	*39%*	*42%*	*43%*	*43%*	*39%*	*40%*	*38%*
Agree very strongly	**579**	101	2	10	100	49	461	65	70	17	487	277	302
	29%	*27%*	*18%*	*12%*	*28%* a	*25%*	*31%* **ac**	*20%*	*27%* b	*17%*	*30%* b	*25%*	*33%* a
Don't Know (DO NOT READ OUT)	**12**	1	-	-	2	*	5	3	*	1	7	7	5
	1%	**%*	*-%*	*-%*	*1%*	**%*	**%*	*1%*	**%*	*1%*	**%*	*1%*	*1%*
NET: Agree	**1364**	264	6	55	243	126	1032	198	180	59	1116	719	645
	68%	*70%*	*49%*	*64%*	*69%*	*65%*	*70%* c	*62%*	*70%*	*60%*	*69%*	*66%*	*71%* a
NET: Disagree	**125**	23	*	6	20	16	82	25	25	10	88	84	41
	6%	*6%*	*3%*	*7%*	*6%*	*8%*	*6%*	*8%*	*10%* c	*10%* c	*5%*	*8%* b	*5%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money
Base: All respondents

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2398**	387	59	177	91	126	57	208	134	112	256	36	134
Weighted total	**2000**	152	17	69	34	49	21	82	50	47	112	15	73
Disagree very strongly	**36**	1	1	*	*	*	*	*	1	1	2	*	*
	2%	*1%*	*9%* acd	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	**%*	**%*
Disagree	**89**	5	1	3	1	2	1	2	2	5	6	*	2
	4%	*3%*	*6%*	*4%*	*3%*	*4%*	*7%*	*3%*	*4%*	*10%* d	*6%*	*3%*	*2%*
Neither Agree nor disagree	**499**	35	6	17	10	11	7	17	14	6	28	4	15
	25%	*23%*	*34%*	*24%*	*28%*	*23%*	*33%* c	*20%*	*28%*	*12%*	*25%* a	*27%* a	*21%*
Agree	**785**	62	4	26	11	18	7	31	21	21	41	4	32
	39%	*41%* b	*25%*	*37%*	*34%*	*37%*	*35%*	*38%*	*42%*	*45%*	*37%*	*28%*	*44%*
Agree very strongly	**579**	49	4	23	11	17	5	31	13	15	33	6	24
	29%	*32%*	*26%*	*34%*	*34%*	*35%*	*24%*	*38%* d	*25%*	*31%*	*30%*	*43%*	*33%*
Don't Know (DO NOT READ OUT)	**12**	*	*	*	*	*	-	*	-	-	1	-	-
	1%	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*	*-%*
NET: Agree	**1364**	111	9	49	23	35	12	62	33	35	74	11	56
	68%	*73%* b	*51%*	*71%* b	*67%*	*72%*	*59%*	*76%* b	*67%*	*76%*	*66%*	*70%*	*77%* b
NET: Disagree	**125**	6	2	3	1	2	2	3	3	6	8	1	2
	6%	*4%*	*14%* acd	*5%*	*4%*	*5%*	*8%*	*3%*	*5%*	*13%* d	*8%* d	*3%*	*2%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money
Base: All respondents

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2398**	331	128	41	563	172	162	184	142	174	209	155	137
Weighted total	**2000**	289	154	57	261	123	116	150	141	209	187	184	130
Disagree very strongly	**36**	5	-	*	3	1	1	3	6	1	6	5	6
	2%	*2%*	*-%*	*1%*	*1%*	**%*	*1%*	*2%*	*4%*	**%*	*3%*	*3%*	*4%*
									bdei		b		**bdei**
Disagree	**89**	13	13	-	13	4	5	4	4	12	9	8	2
	4%	*5%*	*9%*	*-%*	*5%*	*3%*	*5%*	*3%*	*3%*	*6%*	*5%*	*4%*	*2%*
			ghl										
Neither Agree nor disagree	**499**	70	41	14	57	34	32	43	33	56	49	36	34
	25%	*24%*	*27%*	*24%*	*22%*	*27%*	*28%*	*28%*	*24%*	*27%*	*26%*	*20%*	*26%*
Agree	**785**	107	69	24	104	46	44	54	62	74	76	73	52
	39%	*37%*	*45%*	*43%*	*40%*	*37%*	*38%*	*36%*	*44%*	*36%*	*41%*	*40%*	*40%*
Agree very strongly	**579**	94	31	15	83	37	33	45	36	63	46	61	36
	29%	*33%*	*20%*	*26%*	*32%*	*30%*	*28%*	*30%*	*25%*	*30%*	*25%*	*33%*	*27%*
		bj			b	b		b		b		b	
Don't Know (DO NOT READ OUT)	**12**	-	-	4	1	2	-	2	*	2	1	1	-
	1%	*-%*	*-%*	*6%*	**%*	*2%*	*-%*	*1%*	**%*	*1%*	**%*	**%*	*-%*
				abdfghijkl		a							
NET: Agree	**1364**	201	100	39	187	82	77	99	97	138	122	134	88
	68%	*70%*	*65%*	*69%*	*72%*	*67%*	*67%*	*66%*	*69%*	*66%*	*65%*	*73%*	*68%*
NET: Disagree	**125**	18	13	*	17	5	6	7	10	13	15	13	8
	6%	*6%*	*9%*	*1%*	*6%*	*4%*	*6%*	*4%*	*7%*	*6%*	*8%*	*7%*	*6%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money
Base: All respondents

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2398**	500	897	500	501
Weighted total	**2000**	500	500	500	500
Disagree very strongly	**36**	5	5	10	16
	2%	*1%*	*1%*	*2%*	*3%*
					ab
Disagree	**89**	27	23	20	19
	4%	*5%*	*5%*	*4%*	*4%*
Neither Agree nor disagree	**499**	125	122	132	119
	25%	*25%*	*24%*	*26%*	*24%*
Agree	**785**	200	194	190	201
	39%	*40%*	*39%*	*38%*	*40%*
Agree very strongly	**579**	139	153	145	143
	29%	*28%*	*31%*	*29%*	*29%*
Don't Know (DO NOT READ OUT)	**12**	4	3	4	1
	1%	*1%*	*1%*	*1%*	**%*
NET: Agree	**1364**	340	347	334	344
	68%	*68%*	*69%*	*67%*	*69%*
NET: Disagree	**125**	32	28	30	35
	6%	*6%*	*6%*	*6%*	*7%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 205 Page 3537

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total	**2000**	1920	51	18	11	80	692	457	116	50	48
Increase	**193**	181	8	3	1	11	54	46	17	7	3
	10%	*9%*	*15%* a	*15%* a	*11%*	*14%* a	*8%*	*10%*	*14%* **ae**	*15%* a	*7%*
Stay about the same	**1472**	1420	33	12	6	51	521	340	77	33	33
	74%	*74%* **bcde**	*66%*	*64%*	*59%*	*64%*	*75%* c	*74%*	*66%*	*67%*	*70%*
Decrease	**320**	303	10	4	3	17	110	71	23	9	11
	16%	*16%*	*19%*	*21%*	*29%* **ab**	*21%* a	*16%*	*15%*	*20%*	*18%*	*24%* **ab**
Don't Know (DO NOT READ OUT)	**16**	15	*	-	*	*	7	-	-	-	-
	1%	*1%*	**%*	*-%*	*1%*	**%*	*1%* b	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?
Base: All respondents

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total	**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
Increase	**193**	25	12	28	5	12	27	15	17	26	166	11	8	7
	10%	*11%*	*11%*	*9%*	*7%*	*7%*	*8%*	*8%*	*10%*	*16%* **cefgjlm**	*10%*	*11%*	*8%*	*8%*
Stay about the same	**1472**	166	85	222	44	125	228	151	122	112	1255	76	74	67
	74%	*76%*	*74%*	*75%*	*68%*	*77%*	*70%*	*76%*	*74%*	*68%*	*73%*	*74%*	*76%*	*75%*
Decrease	**320**	29	16	42	16	25	67	31	21	27	275	15	15	15
	16%	*13%*	*14%*	*14%*	*25%* **ach**	*16%*	*21%* **achj**	*15%*	*13%*	*16%*	*16%*	*15%*	*15%*	*17%*
Don't Know (DO NOT READ OUT)	**16**	-	2	5	-	-	2	3	4	-	15	-	*	-
	1%	*-%*	*2%* **km**	*2%* **km**	*-%*	*-%*	*1%*	*1%* k	*2%* **aklm**	*-%*	*1%*	*-%*	**%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?
Base: All respondents

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2398**	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total	**2000**	38	176	47	194	589	56	141	756	1548	452	1794	206
Increase	**193**	2	19	1	15	70	4	17	66	155	38	172	21
	10%	*6%*	*11%* c	*2%*	*8%*	*12%* **ch**	*7%*	*12%* c	*9%*	*10%*	*8%*	*10%*	*10%*
Stay about the same	**1472**	30	121	42	145	429	44	97	562	1153	319	1318	153
	74%	*78%*	*69%*	*89%* **bdegh**	*75%*	*73%*	*79%*	*69%*	*74%*	*74%* b	*71%*	*73%*	*74%*
Decrease	**320**	6	36	4	33	87	7	26	120	229	91	287	32
	16%	*16%*	*20%* **ce**	*9%*	*17%*	*15%*	*13%*	*19%*	*16%*	*15%*	*20%* a	*16%*	*16%*
Don't Know (DO NOT READ OUT)	**16**	-	*	-	2	4	*	-	9	12	4	16	*
	1%	*-%*	**%*	*-%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	**%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?
Base: All respondents

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2398**	2274	124	1449	371	549
Weighted total	**2000**	1874	126	1243	290	433
Increase	**193**	186	7	66	40	87
	10%	*10%*	*5%*	*5%*	*14%* a	*20%* **ab**
Stay about the same	**1472**	1366	106	959	195	291
	74%	*73%*	*84%* a	*77%* **bc**	*67%*	*67%*
Decrease	**320**	308	11	212	49	54
	16%	*16%* b	*9%*	*17%* c	*17%*	*12%*
Don't Know (DO NOT READ OUT)	**16**	13	3	6	5	2
	1%	*1%*	*2%*	*1%*	*2%* **ac**	**%*

Columns Tested: a,b - a,b,c

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?
Base: All respondents

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**2398**	1908	413	60	8	5	3	-	1	2321	77	904	1004	490
Weighted total	**2000**	1695	267	30	5	3	1	-	*	1962	38	905	790	305
Increase	**193**	100	76	12	3	2	*	-	*	176	17	31	69	92
	10%	*6%*	*28%* **ai**	*38%* **ai**	*54%*	*78%*	*59%*	*-%*	*100%*	*9%* a	*43%* **abi**	*3%*	*9%* a	*30%* **ab**
Stay about the same	**1472**	1307	148	14	2	*	*	-	-	1455	17	720	588	164
	74%	*77%* **bcij**	*55%*	*46%*	*46%*	*18%*	*41%*	*-%*	*-%*	*74%* **bcj**	*44%*	*79%* **bc**	*74%* c	*54%*
Decrease	**320**	271	43	5	-	*	-	-	-	315	5	148	124	48
	16%	*16%*	*16%*	*16%*	*-%*	*4%*	*-%*	*-%*	*-%*	*16%*	*13%*	*16%*	*16%*	*16%*
Don't Know (DO NOT READ OUT)	**16**	16	-	-	-	-	-	-	-	16	-	7	9	-
	1%	*1%* b	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*1%* c	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?
Base: All respondents

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total	**2398**	1469	998	1607	769	623	1539	1412	108	42	30	9	4	1
Weighted total	**2000**	1088	703	1219	609	435	1190	1113	54	27	17	3	4	*
Increase	**193**	112	100	131	103	63	140	109	13	7	1	1	*	*
	10%	*10%*	*14%*	*11%*	*17%*	*15%*	*12%*	*10%*	*24%*	*27%*	*5%*	*41%*	*5%*	*100%*
			ac		**acf**	**ac**			**ad**	**ad**				
Stay about the same	**1472**	777	471	865	426	300	849	798	34	11	15	2	3	-
	74%	*71%*	*67%*	*71%*	*70%*	*69%*	*71%*	*72%*	*63%*	*42%*	*90%*	*59%*	*95%*	*-%*
		b		b			b	**bc**	c		**abc**			
Decrease	**320**	194	128	216	75	68	195	201	6	8	1	-	-	-
	16%	*18%*	*18%*	*18%*	*12%*	*16%*	*16%*	*18%*	*10%*	*31%*	*5%*	*-%*	*-%*	*-%*
		d	d	d			d	b		**abd**				
Don't Know (DO NOT READ OUT)	**16**	5	4	7	5	3	6	6	2	-	-	-	-	-
	1%	**%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*
									a					

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?
Base: All respondents

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**2398**	733	17	11	4	1	3	-	4	487	391	399	316	13
Weighted total	**2000**	586	10	7	5	*	*	-	1	450	298	284	176	11
Increase	**193**	90	7	3	2	-	*	-	*	25	31	36	34	6
	10%	*15%*	*72%*	*51%*	*31%*	*-%*	*87%*	*-%*	*68%*	*6%*	*10%* a	*13%* a	*19%* **abc**	*50%*
Stay about the same	**1472**	418	1	3	4	-	*	-	*	325	222	200	112	5
	74%	*71%*	*8%*	*48%*	*69%*	*-%*	*13%*	*-%*	*10%*	*72%* d	*74%* d	*70%*	*64%*	*48%*
Decrease	**320**	73	2	*	-	*	-	-	*	96	44	46	30	*
	16%	*12%*	*20%*	*2%*	*-%*	*100%*	*-%*	*-%*	*22%*	*21%* b	*15%*	*16%*	*17%*	*2%*
Don't Know (DO NOT READ OUT)	**16**	5	-	-	-	-	-	-	-	4	2	2	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*1%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?
Base: All respondents

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
Increase	**193**	12	17	44	28	3	87	1	15	148	45	119	12
	10%	*6%*	*12%* a	*26%* **ab**	*33%* **ab**	*51%*	*21%* **bc**	*3%*	*9%*	*8%*	*18%* a	*10%*	*22%* a
Stay about the same	**1472**	166	104	105	51	1	276	16	132	1298	174	834	29
	74%	*79%* **cd**	*74%* **cd**	*62%*	*59%*	*26%*	*67%*	*64%*	*77%* a	*74%* b	*68%*	*72%* b	*55%*
Decrease	**320**	27	19	21	7	1	44	8	22	284	36	204	13
	16%	*13%*	*14%*	*12%*	*8%*	*23%*	*11%*	*33%* **ac**	*13%*	*16%*	*14%*	*17%*	*24%*
Don't Know (DO NOT READ OUT)	**16**	4	-	-	-	-	3	-	2	15	-	7	-
	1%	*2%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	*-%*	*1%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?
Base: All respondents

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2398**	77	164	224	33	531	238	477	1370	220	1
Weighted total	**2000**	62	137	177	19	402	207	340	1009	122	2
Increase	**193**	10	31	29	2	61	42	41	105	15	-
	10%	*17%*	*22%*	*17%*	*11%*	*15%*	*20%*	*12%*	*10%*	*12%*	*-%*
Stay about the same	**1472**	45	91	125	13	285	141	235	712	84	2
	74%	*74%*	*67%*	*71%*	*68%*	*71%*	*68%*	*69%*	*71%*	*69%*	*100%*
Decrease	**320**	6	15	22	4	51	24	61	186	24	-
	16%	*10%*	*11%*	*12%*	*21%*	*13%*	*12%*	*18%*	*18%*	*19%*	*-%*
Don't Know (DO NOT READ OUT)	**16**	-	-	-	-	5	-	2	5	*	-
	1%	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	*%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?
Base: All respondents

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**2398**	384	877	164	-	507	502	180	6	1409	943	594	1220	999	15
Weighted total	**2000**	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
Increase	**193**	39	83	16	-	75	58	27	*	102	91	72	97	60	1
	10%	*14%*	*14%*	*18%*	*-%*	*19%*	*16%*	*22%* b	*11%*	*10%*	*14%* a	*16%* a	*11%*	*9%*	*20%*
Stay about the same	**1472**	195	399	57	-	268	262	78	2	753	449	316	653	495	3
	74%	*70%*	*66%*	*63%*	*-%*	*68%*	*71%*	*64%*	*47%*	*72%* b	*67%*	*71%*	*72%*	*71%*	*59%*
Decrease	**320**	43	116	18	-	47	47	16	2	185	124	55	150	133	1
	16%	*16%*	*19%*	*19%*	*-%*	*12%*	*13%*	*13%*	*39%*	*18%* c	*19%* c	*12%*	*17%*	*19%*	*20%*
Don't Know (DO NOT READ OUT)	**16**	*	4	*	-	4	3	-	*	5	4	5	7	4	-
	1%	**%*	*1%*	**%*	*-%*	*1%*	*1%*	*-%*	*3%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?
Base: All respondents

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2398**	423	297	367	117	92	1159	982	55	21	18	16
Weighted total	**2000**	291	204	274	75	52	860	688	37	16	19	11
Increase	**193**	46	31	40	18	15	95	60	5	6	7	8
	10%	*16%*	*15%*	*15%*	*24%* abc	*30%* abc	*11%*	*9%*	*14%*	*40%*	*37%*	*70%*
Stay about the same	**1472**	207	141	197	50	31	609	488	18	7	10	1
	74%	*71%* e	*69%*	*72%* e	*66%*	*59%*	*71%*	*71%*	*49%*	*42%*	*52%*	*12%*
Decrease	**320**	32	29	33	7	6	147	135	14	3	2	2
	16%	*11%*	*14%*	*12%*	*9%*	*11%*	*17%*	*20%*	*37%*	*18%*	*11%*	*18%*
Don't Know (DO NOT READ OUT)	**16**	5	3	4	*	-	9	5	-	-	-	-
	1%	*2%*	*2%*	*1%*	**%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 205 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2398**	2133	1685	2163	1761	2322	1313	2167	561	4	1928	65	301	1938
Weighted total	**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
Increase	**193**	173	139	175	156	185	122	168	53	*	124	14	52	117
	10%	*10%*	*11%*	*10%*	*11%*	*10%*	*11%*	*10%*	*13%* b	*3%*	*8%*	*27%* a	*20%* b	*7%*
Stay about the same	**1472**	1249	924	1272	1027	1410	758	1296	279	2	1184	25	168	1193
	74%	*72%*	*70%*	*73%*	*73%*	*73%* b	*72%*	*73%*	*71%*	*36%*	*76%* b	*46%*	*65%*	*75%* a
Decrease	**320**	289	240	293	221	310	172	289	60	3	246	14	37	256
	16%	*17%*	*18%* d	*17%*	*16%*	*16%*	*16%*	*16%*	*15%*	*61%*	*16%*	*27%* a	*14%*	*16%*
Don't Know (DO NOT READ OUT)	**16**	14	9	14	7	14	7	12	2	-	13	-	*	15
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*-%*	*1%*	*-%*	**%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?
Base: All respondents

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2398**	418	17	97	392	257	1716	412	297	107	1967	1353	1045
Weighted total	**2000**	376	13	86	352	193	1472	320	259	98	1624	1093	907
Increase	**193**	62	2	25	48	193	-	-	51	20	120	104	89
	10%	*16%*	*17%*	*29%* b	*14%*	*100%* **bc**	*-%*	*-%*	*20%* c	*21%* c	*7%*	*10%*	*10%*
Stay about the same	**1472**	263	6	55	247	-	1472	-	163	61	1240	732	739
	74%	*70%*	*51%*	*64%*	*70%*	*-%*	*100%* **ac**	*-%*	*63%*	*62%*	*76%* **ab**	*67%*	*81%* a
Decrease	**320**	52	4	6	56	-	-	320	43	17	258	252	67
	16%	*14%*	*32%*	*7%*	*16%* a	*-%*	*-%*	*100%* **ab**	*17%*	*17%*	*16%*	*23%* b	*7%*
Don't Know (DO NOT READ OUT)	**16**	-	-	-	1	-	-	-	2	-	6	4	12
	1%	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	**%*	*1%* a

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?
Base: All respondents

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2398**	387	59	177	91	126	57	208	134	112	256	36	134
Weighted total	**2000**	152	17	69	34	49	21	82	50	47	112	15	73
Increase	**193**	17	2	11	8	7	3	10	7	4	10	5	3
	10%	*11%*	*14%*	*15%*	*25%* a	*15%*	*14%*	*12%*	*13%*	*9%*	*9%* d	*31%* **abd**	*4%*
Stay about the same	**1472**	109	10	49	19	34	14	58	36	39	66	10	65
	74%	*72%* **bd**	*59%*	*70%* d	*57%*	*68%*	*69%*	*70%*	*71%*	*82%* b	*59%*	*69%*	*90%* **bc**
Decrease	**320**	26	5	10	6	8	4	15	8	4	36	-	5
	16%	*17%*	*27%* c	*14%*	*18%*	*17%*	*17%*	*18%*	*15%*	*9%*	*32%* **acd**	*-%*	*7%*
Don't Know (DO NOT READ OUT)	**16**	*	-	-	-	-	-	-	*	-	-	-	-
	1%	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?
Base: All respondents

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2398**	331	128	41	563	172	162	184	142	174	209	155	137
Weighted total	**2000**	289	154	57	261	123	116	150	141	209	187	184	130
Increase	**193**	28	18	8	22	11	17	18	17	17	16	22	1
	10%	*10%*	*11%*	*13%*	*8%*	*9%*	*15%*	*12%*	*12%*	*8%*	*8%*	*12%*	*1%*
		l	l	l	l	l	**dl**	l	l	l	l	l	
Stay about the same	**1472**	201	115	42	192	97	81	90	106	162	136	145	105
	74%	*70%*	*75%*	*75%*	*73%*	*79%*	*70%*	*60%*	*75%*	*78%*	*73%*	*79%*	*80%*
		g	g		g	**ag**	g		g	**ag**	g	**ag**	**afg**
Decrease	**320**	58	18	5	47	15	16	42	18	24	35	17	22
	16%	*20%*	*12%*	*9%*	*18%*	*13%*	*14%*	*28%*	*13%*	*11%*	*19%*	*9%*	*17%*
		beik			**ik**			**abcdefhijk**			**ik**		k
								l					
Don't Know (DO NOT READ OUT)	**16**	2	4	2	*	*	1	-	-	5	-	-	2
	1%	*1%*	*2%*	*3%*	**%*	**%*	*1%*	*-%*	*-%*	*2%*	*-%*	*-%*	*2%*
			dgj	**dghjk**			d			**dgjk**			d

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?
Base: All respondents

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2398**	500	897	500	501
Weighted total	**2000**	500	500	500	500
Increase	**193**	53	50	52	39
	10%	*11%*	*10%*	*10%*	*8%*
Stay about the same	**1472**	358	370	358	385
	74%	*72%*	*74%*	*72%*	*77%*
Decrease	**320**	82	79	85	74
	16%	*16%*	*16%*	*17%*	*15%*
Don't Know (DO NOT READ OUT)	**16**	7	1	5	2
	1%	*1%*	**%*	*1%*	**%*
		b			

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 206 Page 3553

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	***c**	***d**	e	a	b	***c**	***d**	***e**
Unweighted total	**257**	165	61	24	7	92	55	50	19	12	23
Weighted total	**193**	181	8	3	1	11	54	46	17	7	3
Parcels and packets	**103**	98	4	*	*	5	30	28	13	4	1
	53%	*54%*	*54%*	*17%*	*15%*	*41%*	*56%*	*60%*	*76%*	*57%*	*38%*
Letters	**71**	67	3	1	*	5	16	20	6	3	1
	37%	*37%*	*44%*	*40%*	*30%*	*42%*	*29%*	*43%*	*35%*	*45%*	*27%*
Large letters	**56**	52	2	1	*	4	10	15	4	3	1
	29%	*29%*	*27%*	*49%*	*21%*	*32%*	*18%*	*31%*	*22%*	*46%*	*28%*
Other everyday correspondence, such as invoices, one off bills etc.	**47**	45	2	*	*	2	10	17	1	1	1
	24%	*25%*	*23%*	*17%*	*21%*	*22%*	*19%*	*36%* a	*8%*	*14%*	*42%*
Order fulfilment (sending ordered goods to customers)	**40**	38	1	-	-	1	6	12	4	*	*
	21%	*21%*	*18%*	*-%*	*-%*	*12%*	*11%*	*25%*	*25%*	*5%*	*6%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**14**	13	1	*	*	1	3	5	2	*	-
	7%	*7%*	*9%*	*2%*	*22%*	*9%*	*5%*	*12%*	*10%*	*2%*	*-%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**12**	11	1	-	-	1	-	6	*	-	*
	6%	*6%*	*10%*	*-%*	*-%*	*7%*	*-%*	*14%* a	*3%*	*-%*	*4%*
Publications, such as magazines, periodicals, customer newsletters	**10**	9	*	-	-	*	3	5	-	-	*
	5%	*5%*	*3%*	*-%*	*-%*	*2%*	*5%*	*10%*	*-%*	*-%*	*8%*
Goods / business supplies / large packets ordered via lorry	**1**	1	-	-	-	-	1	-	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**1**	*	*	*	*	*	*	-	-	-	*
	****%***	**%*	*1%*	*2%*	*11%*	*2%*	*1%*	*-%*	*-%*	*-%*	*8%*
None of these (DO NOT READ OUT)	**7**	7	*	*	-	*	1	2	-	-	*
	4%	*4%*	*1%*	*14%*	*-%*	*4%*	*2%*	*4%*	*-%*	*-%*	*7%*
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 206 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	k	*l	*m
Unweighted total	**257**	24	11	26	6	12	27	16	21	21	164	37	28	28
Weighted total	**193**	25	12	28	5	12	27	15	17	26	166	11	8	7
Parcels and packets	**103**	17	4	13	2	7	16	10	8	15	90	5	4	3
	53%	*69%*	*34%*	*45%*	*39%*	*57%*	*57%*	*65%*	*45%*	*57%*	*54%*	*45%*	*55%*	*43%*
Letters	**71**	11	4	12	3	3	16	3	5	4	61	5	2	3
	37%	*46%*	*32%*	*45%*	*58%*	*30%*	*58%*	*20%*	*28%*	*15%*	*37%*	*45%*	*24%*	*40%*
Large letters	**56**	6	2	7	2	3	13	2	4	7	46	4	3	3
	29%	*23%*	*18%*	*27%*	*39%*	*26%*	*47%*	*14%*	*23%*	*28%*	*28%*	*35%*	*37%*	*39%*
Other everyday correspondence, such as invoices, one off bills etc.	**47**	8	8	7	2	*	11	*	2	2	40	4	2	2
	24%	*34%*	*64%*	*25%*	*39%*	*2%*	*39%*	*2%*	*11%*	*7%*	*24%*	*33%*	*24%*	*27%*
Order fulfilment (sending ordered goods to customers)	**40**	7	4	7	-	2	4	2	6	2	33	3	2	1
	21%	*30%*	*31%*	*26%*	*-%*	*19%*	*14%*	*11%*	*33%*	*7%*	*20%*	*27%*	*26%*	*16%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**14**	3	2	*	1	*	2	-	1	2	11	1	2	1
	7%	*11%*	*16%*	*1%*	*19%*	*1%*	*6%*	*-%*	*8%*	*8%*	*7%*	*7%*	*18%*	*8%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**12**	2	2	2	-	*	1	1	-	2	10	1	*	*
	6%	*7%*	*16%*	*7%*	*-%*	*2%*	*5%*	*8%*	*-%*	*7%*	*6%*	*7%*	*6%*	*7%*
Publications, such as magazines, periodicals, customer newsletters	**10**	2	2	-	1	-	-	-	1	2	8	1	1	*
	5%	*7%*	*16%*	*-%*	*19%*	*-%*	*-%*	*-%*	*8%*	*7%*	*5%*	*5%*	*12%*	*7%*
Goods / business supplies / large packets ordered via lorry	**1**	-	-	-	-	-	1	-	-	-	1	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**1**	-	-	*	-	-	-	-	-	-	*	-	*	*
	****%***	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*5%*	*1%*
None of these (DO NOT READ OUT)	**7**	-	2	2	*	2	1	*	*	-	7	-	-	*
	4%	*-%*	*15%*	*6%*	*3%*	*15%*	*4%*	*1%*	*1%*	*-%*	*4%*	*-%*	*-%*	*7%*
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%* j	*-%*	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 206 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	***b**	***c**	***d**	e	***f**	***g**	h	a	b	a	b
Unweighted total	**257**	5	26	5	15	85	6	23	92	185	72	226	31
Weighted total	**193**	2	19	1	15	70	4	17	66	155	38	172	21
Parcels and packets	**103**	1	12	*	3	45	4	5	33	80	23	91	12
	53%	*61%*	*66%*	*11%*	*22%*	*64%*	*89%*	*26%*	*50%*	*52%*	*60%*	*53%*	*58%*
Letters	**71**	1	9	*	9	12	2	16	23	52	20	62	9
	37%	*50%*	*48%*	*32%*	*58%*	*17%*	*51%*	*91%*	*35%* e	*34%*	*51%* a	*36%*	*45%*
Large letters	**56**	*	4	*	4	20	*	11	17	44	13	49	7
	29%	*14%*	*24%*	*37%*	*24%*	*29%*	*4%*	*61%*	*25%*	*28%*	*33%*	*29%*	*34%*
Other everyday correspondence, such as invoices, one off bills etc.	**47**	1	5	1	4	17	-	6	12	35	12	40	7
	24%	*61%*	*29%*	*85%*	*27%*	*25%*	*-%*	*35%*	*19%*	*23%*	*31%*	*23%*	*34%*
Order fulfilment (sending ordered goods to customers)	**40**	*	7	-	1	20	*	2	9	29	11	35	4
	21%	*14%*	*39%*	*-%*	*7%*	*29%* h	*2%*	*11%*	*14%*	*19%*	*28%*	*20%*	*22%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**14**	-	1	-	-	5	2	1	5	9	5	13	*
	7%	*-%*	*4%*	*-%*	*-%*	*7%*	*44%*	*7%*	*7%*	*6%*	*14%* a	*8%*	*2%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**12**	-	1	-	2	5	-	1	3	9	3	11	1
	6%	*-%*	*4%*	*-%*	*12%*	*7%*	*-%*	*7%*	*5%*	*6%*	*7%*	*6%*	*4%*
Publications, such as magazines, periodicals, customer newsletters	**10**	-	*	-	*	4	2	1	2	7	2	8	2
	5%	*-%*	*2%*	*-%*	*2%*	*6%*	*51%*	*5%*	*3%*	*5%*	*6%*	*5%*	*8%*
Goods / business supplies / large packets ordered via lorry	**1**	-	-	-	-	-	-	-	1	1	-	1	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*-%*	*1%*	*-%*
Other (PLEASE SPECIFY)	**1**	-	*	*	-	*	-	-	*	*	*	*	*
	****%***	*-%*	*1%*	*5%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	*1%*
None of these (DO NOT READ OUT)	**7**	-	-	-	-	2	-	1	5	7	1	7	*
	4%	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*3%*	*8%*	*4%*	*1%*	*4%*	**%*
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	-	-	-	*	-	*	-
	****%***	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	***b**	a	b	c
Unweighted total	**257**	250	7	89	52	116
Weighted total	**193**	186	7	66	40	87
Parcels and packets	**103**	99	4	31	20	52
	53%	*53%*	*60%*	*47%*	*48%*	*60%*
Letters	**71**	70	2	33	17	22
	37%	*37%*	*26%*	*50%* c	*41%* c	*25%*
Large letters	**56**	54	2	16	16	25
	29%	*29%*	*30%*	*24%*	*38%*	*28%*
Other everyday correspondence, such as invoices, one off bills etc.	**47**	45	2	22	11	15
	24%	*24%*	*36%*	*33%* c	*26%*	*17%*
Order fulfilment (sending ordered goods to customers)	**40**	40	-	5	1	33
	21%	*21%*	*-%*	*8%*	*3%*	*38%* **ab**
Advertising and promotional material, such as catalogues, brochures and direct mail	**14**	14	-	4	3	7
	7%	*7%*	*-%*	*7%*	*7%*	*8%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**12**	12	-	1	4	7
	6%	*6%*	*-%*	*1%*	*10%* a	*8%* a
Publications, such as magazines, periodicals, customer newsletters	**10**	10	-	4	-	6
	5%	*5%*	*-%*	*6%*	*-%*	*7%*
Goods / business supplies / large packets ordered via lorry	**1**	1	-	-	1	-
	1%	*1%*	*-%*	*-%*	*3%*	*-%*
Other (PLEASE SPECIFY)	**1**	1	-	*	-	*
	****%***	**%*	*-%*	**%*	*-%*	*1%*
None of these (DO NOT READ OUT)	**7**	7	-	2	1	4
	4%	*4%*	*-%*	*3%*	*3%*	*5%*
Don't Know (DO NOT READ OUT)	*	*	-	-	-	*
	****%***	**%*	*-%*	*-%*	*-%*	*1%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 206 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**257**	120	102	26	4	2	2	-	1	222	35	31	89	137
Weighted total	**193**	100	76	12	3	2	*	-	*	176	17	31	69	92
Parcels and packets	**103**	44	43	10	2	2	*	-	-	88	15	13	32	58
	53%	*44%*	*57%*	*91%*	*75%*	*100%*	*100%*	*-%*	*-%*	*50%*	*89%* **abi**	*41%*	*46%*	*63%* **ab**
Letters	**71**	42	25	2	*	2	-	-	*	67	4	12	30	29
	37%	*42%*	*33%*	*20%*	*4%*	*88%*	*-%*	*-%*	*100%*	*38%*	*26%*	*39%*	*43%*	*32%*
Large letters	**56**	30	21	2	*	2	*	-	-	51	5	9	21	26
	29%	*30%*	*28%*	*21%*	*4%*	*88%*	*100%*	*-%*	*-%*	*29%*	*28%*	*30%*	*30%*	*28%*
Other everyday correspondence, such as invoices, one off bills etc.	**47**	27	17	1	-	2	-	-	*	45	3	7	20	20
	24%	*27%*	*23%*	*5%*	*-%*	*88%*	*-%*	*-%*	*100%*	*25%*	*16%*	*24%*	*29%*	*21%*
Order fulfilment (sending ordered goods to customers)	**40**	8	24	3	2	2	*	-	-	32	7	-	8	32
	21%	*8%*	*32%* **ai**	*26%*	*96%*	*88%*	*30%*	*-%*	*-%*	*18%* a	*44%* **ai**	*-%*	*12%*	*34%* **ab**
Advertising and promotional material, such as catalogues, brochures and direct mail	**14**	8	3	1	-	2	-	-	-	11	3	4	4	6
	7%	*8%*	*3%*	*11%*	*-%*	*88%*	*-%*	*-%*	*-%*	*6%*	*19%* **bi**	*13%*	*6%*	*6%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**12**	2	7	*	-	2	-	-	*	9	2	2	*	10
	6%	*2%*	*9%* a	*4%*	*-%*	*88%*	*-%*	*-%*	*100%*	*5%*	*15%* **ai**	*6%*	*1%*	*10%* b
Publications, such as magazines, periodicals, customer newsletters	**10**	5	2	*	-	2	-	-	-	7	2	2	3	5
	5%	*5%*	*3%*	*4%*	*-%*	*88%*	*-%*	*-%*	*-%*	*4%*	*14%* **bi**	*7%*	*4%*	*5%*
Goods / business supplies / large packets ordered via lorry	**1**	1	-	-	-	-	-	-	-	1	-	-	1	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*2%*	*-%*
Other (PLEASE SPECIFY)	**1**	*	*	*	-	-	-	-	-	1	*	-	*	*
	****%***	**%*	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	*1%*
None of these (DO NOT READ OUT)	**7**	1	6	-	-	-	-	-	-	7	-	-	1	6
	4%	*1%*	*8%* a	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*-%*	*2%*	*7%*
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 05/02/19

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	***c**	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**257**	120	102	26	4	2	2	-	1	222	35	31	89	137
Weighted total	**193**	100	76	12	3	2	*	-	*	176	17	31	69	92
Refused (DO NOT READ OUT)														
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 206 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	257	163	153	187	140	95	197	149	20	7	5	3	2	1
Weighted total	193	112	100	131	103	63	140	109	13	7	1	1	*	*
Parcels and packets	103	58	53	67	79	35	71	55	7	4	*	1	*	-
	53%	*52%*	*53%*	*51%*	*77%* abcef	*56%*	*51%*	*51%*	*58%*	*48%*	*29%*	*96%*	*51%*	*-%*
Letters	71	65	48	67	37	23	52	55	6	5	*	*	*	*
	37%	*58%* def	*48%* df	*51%* def	*36%*	*37%*	*37%*	*51%*	*51%*	*75%*	*6%*	*4%*	*49%*	*100%*
Large letters	56	44	48	52	34	18	40	41	6	5	*	*	*	-
	29%	*39%* f	*48%* def	*40%* f	*32%*	*28%*	*29%*	*38%*	*44%*	*72%*	*29%*	*4%*	*100%*	*-%*
Other everyday correspondence, such as invoices, one off bills etc.	47	33	25	33	20	16	36	25	4	4	-	*	-	*
	24%	*29%* d	*25%*	*25%*	*19%*	*26%*	*25%*	*23%*	*32%*	*51%*	*-%*	*4%*	*-%*	*100%*
Order fulfilment (sending ordered goods to customers)	40	16	18	20	26	15	36	14	4	2	-	-	*	-
	21%	*14%*	*18%*	*15%*	*25%* ac	*24%*	*26%* ac	*12%*	*32%*	*25%*	*-%*	*-%*	*51%*	*-%*
Advertising and promotional material, such as catalogues, brochures and direct mail	14	9	8	10	6	9	9	6	3	-	*	-	-	-
	7%	*8%*	*8%*	*7%*	*6%*	*14%* df	*6%*	*5%*	*27%*	*-%*	*60%*	*-%*	*-%*	*-%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	12	9	8	9	8	11	8	5	2	2	-	-	-	*
	6%	*8%*	*8%*	*7%*	*8%*	*18%* abcdf	*6%*	*4%*	*19%*	*25%*	*-%*	*-%*	*-%*	*100%*
Publications, such as magazines, periodicals, customer newsletters	10	8	5	8	5	7	7	4	4	-	-	-	-	-
	5%	*7%*	*5%*	*6%*	*5%*	*11%*	*5%*	*3%*	*34%*	*-%*	*-%*	*-%*	*-%*	*-%*
Goods / business supplies / large packets ordered via lorry	1	1	-	1	-	-	1	1	-	-	-	-	-	-
	1%	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	1	*	*	*	*	*	1	*	-	-	*	-	-	-
	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	*6%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	7	6	6	7	5	5	6	5	2	-	-	-	-	-
	4%	*6%*	*6%*	*6%*	*5%*	*8%*	*4%*	*5%*	*18%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	*	*	*	*	-	-	*	*	-	-	-	-	-	-
	**%*	**%*	**%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 206 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**257**	163	153	187	140	95	197	149	20	7	5	3	2	1
Weighted total	**193**	112	100	131	103	63	140	109	13	7	1	1	*	*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 206 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	b	c	d	*e
Unweighted total	**257**	124	7	5	2	-	2	-	2	29	47	47	57	7
Weighted total	**193**	90	7	3	2	-	*	-	*	25	31	36	34	6
Parcels and packets	**103**	67	7	3	2	-	*	-	*	15	12	21	16	3
	53%	*74%*	*93%*	*100%*	*97%*	*-%*	*65%*	*-%*	*65%*	*60%*	*39%*	*58%*	*48%*	*56%*
Letters	**71**	33	2	*	2	-	*	-	*	8	18	17	23	2
	37%	*36%*	*23%*	*14%*	*100%*	*-%*	*35%*	*-%*	*35%*	*31%*	*59%*	*47%*	*69%* c	*28%*
Large letters	**56**	29	2	1	2	-	*	-	*	4	13	14	16	5
	29%	*32%*	*23%*	*17%*	*97%*	*-%*	*65%*	*-%*	*65%*	*14%*	*43%*	*39%*	*48%*	*94%*
Other everyday correspondence, such as invoices, one off bills etc.	**47**	18	2	*	-	-	*	-	*	2	10	8	12	-
	24%	*20%*	*23%*	*3%*	*-%*	*-%*	*35%*	*-%*	*35%*	*8%*	*34%*	*23%*	*35%*	*-%*
Order fulfilment (sending ordered goods to customers)	**40**	24	2	*	-	-	-	-	-	2	4	7	7	-
	21%	*26%*	*30%*	*14%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*12%*	*19%*	*21%*	*-%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**14**	4	2	-	-	-	-	-	-	2	5	1	2	-
	7%	*4%*	*23%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*15%* c	*3%*	*6%*	*-%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**12**	6	2	-	-	-	*	-	*	-	2	3	4	-
	6%	*7%*	*23%*	*-%*	*-%*	*-%*	*35%*	*-%*	*35%*	*-%*	*7%*	*9%*	*11%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	**10**	3	2	-	-	-	-	-	-	1	4	1	2	-
	5%	*4%*	*23%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*14%* c	*2%*	*6%*	*-%*
Goods / business supplies / large packets ordered via lorry	**1**	-	-	-	-	-	-	-	-	-	-	1	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**1**	*	-	-	-	-	-	-	-	-	*	*	*	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	*-%*
None of these (DO NOT READ OUT)	**7**	5	-	-	-	-	-	-	-	-	3	2	3	*
	4%	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*9%*	*5%*	*8%*	*1%*
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**257**	22	26	45	43	4	105	5	30	201	56	171	16
Weighted total	**193**	12	17	44	28	3	87	1	15	148	45	119	12
Parcels and packets	**103**	4	14	34	25	2	74	1	5	66	37	61	6
	53%	*36%*	*86%*	*76%*	*89%*	*95%*	*85%* c	*81%*	*31%*	*45%*	*82%* a	*51%*	*54%*
Letters	**71**	7	5	16	8	-	24	*	13	59	12	63	5
	37%	*59%*	*32%*	*37%*	*30%*	*-%*	*27%*	*19%*	*86%* a	*40%*	*27%*	*53%*	*40%*
Large letters	**56**	5	5	14	8	*	25	*	8	47	9	50	3
	29%	*44%*	*32%*	*32%*	*30%*	*9%*	*29%*	*15%*	*52%* a	*32%*	*20%*	*42%*	*24%*
Other everyday correspondence, such as invoices, one off bills etc.	**47**	1	2	9	8	-	18	*	2	41	7	30	2
	24%	*6%*	*14%*	*21%*	*27%*	*-%*	*20%*	*34%*	*14%*	*28%* b	*15%*	*26%*	*19%*
Order fulfilment (sending ordered goods to customers)	**40**	1	4	9	11	2	26	-	*	30	10	19	*
	21%	*5%*	*23%*	*21%*	*38%*	*74%*	*30%* c	*-%*	*1%*	*20%*	*22%*	*16%*	*3%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**14**	*	2	1	2	-	4	-	1	12	2	9	*
	7%	*4%*	*12%*	*3%*	*7%*	*-%*	*5%*	*-%*	*9%*	*8%*	*5%*	*8%*	*4%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**12**	*	2	2	4	-	7	*	1	10	2	9	*
	6%	*1%*	*10%*	*4%*	*15%*	*-%*	*8%*	*19%*	*4%*	*7%*	*4%*	*7%*	*1%*
Publications, such as magazines, periodicals, customer newsletters	**10**	-	2	1	2	-	4	-	1	8	2	8	-
	5%	*-%*	*12%*	*3%*	*7%*	*-%*	*5%*	*-%*	*5%*	*5%*	*4%*	*7%*	*-%*
Goods / business supplies / large packets ordered via lorry	**1**	-	-	-	-	-	-	-	-	1	-	1	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*
Other (PLEASE SPECIFY)	**1**	-	*	-	-	*	*	-	-	*	*	*	-
	****%***	*-%*	*1%*	*-%*	*-%*	*5%*	**%*	*-%*	*-%*	**%*	*1%*	**%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**257**	22	26	45	43	4	105	5	30	201	56	171	16
Weighted total	**193**	12	17	44	28	3	87	1	15	148	45	119	12
None of these (DO NOT READ OUT)	**7**	-	1	2	2	-	5	-	*	6	2	6	2
	4%	*-%*	*8%*	*4%*	*7%*	*-%*	*5%*	*-%*	*1%*	*4%*	*4%*	*5%*	*14%*
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	*	-	*	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 206 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	b	a	*b	a	b	a	b	c	*d
Unweighted total	257	18	35	41	7	87	53	68	152	34	-
Weighted total	193	10	31	29	2	61	42	41	105	15	-
Parcels and packets	103	9	28	26	2	43	36	22	56	10	-
	53%	*91%*	*92%*	*87%*	*87%*	*70%*	*86%* a	*52%*	*53%*	*67%*	*-%*
Letters	71	1	9	10	1	25	12	25	64	11	-
	37%	*7%*	*30%*	*35%*	*34%*	*41%*	*29%*	*60%*	*61%*	*78%*	*-%*
Large letters	56	1	6	7	1	24	9	18	42	8	-
	29%	*11%*	*21%*	*24%*	*28%*	*40%* b	*22%*	*44%*	*40%*	*55%*	*-%*
Other everyday correspondence, such as invoices, one off bills etc.	47	1	4	4	1	14	6	17	31	7	-
	24%	*9%*	*13%*	*15%*	*29%*	*22%*	*15%*	*41%*	*30%*	*50%* b	*-%*
Order fulfilment (sending ordered goods to customers)	40	-	11	5	1	16	10	8	15	4	-
	21%	*-%*	*36%*	*17%*	*26%*	*27%*	*23%*	*20%*	*14%*	*27%*	*-%*
Advertising and promotional material, such as catalogues, brochures and direct mail	14	*	2	4	-	4	2	4	9	3	-
	7%	*5%*	*6%*	*13%*	*-%*	*7%*	*4%*	*10%*	*9%*	*23%* b	*-%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	12	1	4	4	*	4	4	5	9	3	-
	6%	*6%*	*12%*	*14%*	*6%*	*7%*	*8%*	*13%*	*8%*	*23%* b	*-%*
Publications, such as magazines, periodicals, customer newsletters	10	*	2	2	-	3	2	3	8	3	-
	5%	*5%*	*6%*	*8%*	*-%*	*6%*	*4%*	*8%*	*7%*	*22%* b	*-%*
Goods / business supplies / large packets ordered via lorry	1	-	-	-	-	-	-	1	1	1	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*1%*	*7%* b	*-%*
Other (PLEASE SPECIFY)	1	*	*	*	-	*	*	*	*	*	-
	**%*	*1%*	**%*	*1%*	*-%*	**%*	**%*	**%*	**%*	*1%*	*-%*
None of these (DO NOT READ OUT)	7	-	*	*	-	3	2	4	2	*	-
	4%	*-%*	**%*	**%*	*-%*	*5%*	*4%*	*10%* b	*2%*	*1%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**257**	18	35	41	7	87	53	68	152	34	-
Weighted total	**193**	10	31	29	2	61	42	41	105	15	-
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 206 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**257**	66	129	31	-	101	85	43	1	150	138	101	139	105	5
Weighted total	**193**	39	83	16	-	75	58	27	*	102	91	72	97	60	1
Parcels and packets	**103**	19	44	12	-	60	45	24	*	51	48	55	50	31	1
	53%	*50%*	*52%*	*73%* **ab**	*-%*	*80%*	*78%*	*88%*	*100%*	*51%*	*53%*	*76%* **ab**	*51%*	*52%*	*83%*
Letters	**71**	21	43	9	-	25	22	7	*	62	43	28	55	39	1
	37%	*54%*	*52%*	*59%*	*-%*	*34%*	*38%*	*27%*	*100%*	*61%* **bc**	*47%*	*38%*	*57%*	*65%*	*58%*
Large letters	**56**	19	41	10	-	21	23	10	*	42	45	29	40	32	1
	29%	*48%*	*50%*	*59%*	*-%*	*28%*	*39%*	*36%*	*100%*	*42%*	*49%*	*40%*	*42%*	*52%*	*60%*
Other everyday correspondence, such as invoices, one off bills etc.	**47**	12	23	5	-	16	13	5	*	31	23	17	30	19	1
	24%	*32%*	*28%*	*34%*	*-%*	*22%*	*22%*	*17%*	*100%*	*30%*	*26%*	*24%*	*31%*	*31%*	*55%*
Order fulfilment (sending ordered goods to customers)	**40**	8	15	3	-	21	15	11	-	15	18	21	19	10	1
	21%	*21%*	*18%*	*20%*	*-%*	*28%*	*27%*	*40%*	*-%*	*15%*	*20%*	*30%* a	*20%*	*16%*	*58%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**14**	5	7	3	-	5	4	3	*	9	8	6	9	5	*
	7%	*13%*	*8%*	*16%*	*-%*	*7%*	*6%*	*10%*	*100%*	*9%*	*9%*	*8%*	*9%*	*8%*	*17%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**12**	5	6	3	-	6	6	3	*	9	8	8	9	8	-
	6%	*12%*	*7%*	*19%*	*-%*	*8%*	*10%*	*12%*	*100%*	*9%*	*9%*	*10%*	*9%*	*14%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	**10**	5	4	3	-	5	3	3	*	8	5	5	8	5	-
	5%	*12%*	*4%*	*17%* b	*-%*	*7%*	*6%*	*10%*	*100%*	*7%*	*6%*	*7%*	*8%*	*8%*	*-%*
Goods / business supplies / large packets ordered via lorry	**1**	-	-	-	-	-	-	-	-	1	-	-	1	1	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*2%*	*-%*
Other (PLEASE SPECIFY)	**1**	*	*	*	-	*	*	*	-	*	*	*	*	*	-
	****%***	**%*	**%*	*1%*	*-%*	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*
None of these (DO NOT READ OUT)	**7**	4	2	*	-	3	2	-	-	5	6	3	5	2	-
	4%	*9%* b	*3%*	*1%*	*-%*	*4%*	*4%*	*-%*	*-%*	*4%*	*6%*	*4%*	*5%*	*3%*	*-%*
Don't Know (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	*	*	-	*	*	-
	****%***	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*1%*	*1%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 05/02/19

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**257**	66	129	31	-	101	85	43	1	150	138	101	139	105	5
Weighted total	**193**	39	83	16	-	75	58	27	*	102	91	72	97	60	1
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	***e**	a	b	***a**	***b**	***c**	***d**
Unweighted total	**257**	72	47	65	30	24	134	105	6	10	6	8
Weighted total	**193**	46	31	40	18	15	95	60	5	6	7	8
Parcels and packets	**103**	37	25	29	15	13	50	32	4	4	7	8
	53%	*79%*	*81%*	*73%*	*83%*	*82%*	*53%*	*54%*	*68%*	*60%*	*100%*	*99%*
Letters	**71**	22	11	15	5	4	49	38	1	1	2	*
	37%	*47%*	*37%*	*37%*	*27%*	*24%*	*51%*	*63%*	*22%*	*8%*	*23%*	*4%*
Large letters	**56**	24	12	13	6	6	39	29	3	*	2	2
	29%	*51%* c	*39%*	*33%*	*33%*	*40%*	*42%*	*47%*	*51%*	*6%*	*30%*	*27%*
Other everyday correspondence, such as invoices, one off bills etc.	**47**	13	6	9	5	3	27	18	*	*	-	-
	24%	*28%*	*19%*	*23%*	*27%*	*22%*	*29%*	*30%*	*4%*	*2%*	*-%*	*-%*
Order fulfilment (sending ordered goods to customers)	**40**	14	7	10	9	8	20	8	2	-	1	*
	21%	*29%*	*22%*	*25%*	*52%* **abc**	*50%*	*21%*	*13%*	*39%*	*-%*	*15%*	*3%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**14**	6	3	4	3	2	7	4	*	*	-	-
	7%	*12%*	*10%*	*9%*	*15%*	*16%*	*8%*	*6%*	*1%*	*1%*	*-%*	*-%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**12**	6	3	4	3	3	7	7	*	2	-	-
	6%	*13%*	*11%*	*10%*	*17%*	*19%*	*8%*	*11%*	*3%*	*27%*	*-%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	**10**	5	3	3	3	2	6	4	-	*	-	-
	5%	*11%*	*10%*	*8%*	*15%*	*15%*	*7%*	*6%*	*-%*	*5%*	*-%*	*-%*
Goods / business supplies / large packets ordered via lorry	**1**	-	-	-	-	-	-	1	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**1**	*	*	*	-	-	*	*	-	-	-	-
	****%***	**%*	**%*	*1%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**7**	*	2	3	*	*	2	*	-	*	-	-
	4%	**%*	*6%*	*7%* a	**%*	**%*	*2%*	*1%*	*-%*	*4%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	*	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	*a	*b	*c	*d
Unweighted total	**257**	72	47	65	30	24	134	105	6	10	6	8
Weighted total	**193**	46	31	40	18	15	95	60	5	6	7	8
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 206 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**257**	238	197	239	210	249	166	236	87	1	179	17	65	163
Weighted total	**193**	173	139	175	156	185	122	168	53	*	124	14	52	117
Parcels and packets	**103**	91	74	92	90	98	69	89	29	*	64	9	34	52
	53%	*52%*	*53%*	*53%*	*57%*	*53%*	*56%*	*53%*	*55%*	*100%*	*52%*	*62%*	*66%* b	*44%*
Letters	**71**	67	57	67	57	69	43	68	20	-	52	6	15	50
	37%	*39%*	*41%*	*38%*	*36%*	*37%*	*35%*	*40%*	*38%*	*-%*	*42%*	*44%*	*29%*	*43%* a
Large letters	**56**	53	44	53	51	56	34	52	19	-	39	3	13	39
	29%	*30%*	*32%*	*30%*	*33%*	*30%*	*28%*	*31%*	*37%*	*-%*	*31%*	*24%*	*25%*	*33%*
Other everyday correspondence, such as invoices, one off bills etc.	**47**	38	32	38	37	45	35	38	14	-	34	3	10	33
	24%	*22%*	*23%*	*22%*	*24%*	*25%*	*28%*	*23%*	*27%*	*-%*	*28%*	*18%*	*20%*	*28%*
Order fulfilment (sending ordered goods to customers)	**40**	32	29	34	35	40	32	36	16	*	27	1	14	19
	21%	*18%*	*21%*	*19%*	*22%*	*21%*	*27%*	*21%*	*30%*	*100%*	*22%*	*6%*	*27%*	*17%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**14**	11	7	11	11	14	8	14	7	-	13	-	5	9
	7%	*6%*	*5%*	*6%*	*7%*	*7%*	*6%*	*8%*	*14%* a	*-%*	*10%*	*-%*	*9%*	*8%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**12**	10	9	10	11	12	10	10	8	-	9	1	6	5
	6%	*6%*	*7%*	*6%*	*7%*	*6%*	*9%*	*6%*	*15%* b	*-%*	*7%*	*8%*	*12%* b	*5%*
Publications, such as magazines, periodicals, customer newsletters	**10**	7	4	7	7	10	6	10	5	-	8	-	4	6
	5%	*4%*	*3%*	*4%*	*4%*	*5%*	*5%*	*6%*	*10%*	*-%*	*7%*	*-%*	*8%*	*5%*
Goods / business supplies / large packets ordered via lorry	**1**	1	-	1	1	1	1	1	1	-	-	1	-	1
	1%	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*-%*	*-%*	*8%*	*-%*	*1%*
Other (PLEASE SPECIFY)	**1**	1	1	1	1	1	1	1	*	-	*	-	-	1
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*-%*	*-%*	*%*
None of these (DO NOT READ OUT)	**7**	7	4	7	4	6	5	6	2	-	6	-	*	5
	4%	*4%*	*3%*	*4%*	*2%*	*3%*	*4%*	*3%*	*4%*	*-%*	*5%*	*-%*	*%*	*5%*
Don't Know (DO NOT READ OUT)	*	*	-	*	-	*	-	*	-	-	*	-	-	*
	%	*%*	*-%*	*%*	*-%*	*%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	a	***b**	a	b
Unweighted total	**257**	238	197	239	210	249	166	236	87	1	179	17	65	163
Weighted total	**193**	173	139	175	156	185	122	168	53	*	124	14	52	117
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	*b	*c	a	*b	c	a	b
Unweighted total	**257**	83	4	29	65	257	-	-	64	25	166	149	108
Weighted total	**193**	62	2	25	48	193	-	-	51	20	120	104	89
Parcels and packets	**103**	50	2	23	35	103	-	-	41	11	49	51	52
	53%	*80%*	*83%*	*93%*	*73%*	*53%*	*-%*	*-%*	*81%* c	*55%*	*41%*	*49%*	*59%*
Letters	**71**	15	-	6	11	71	-	-	4	2	65	44	28
	37%	*25%*	*-%*	*25%*	*23%*	*37%*	*-%*	*-%*	*8%*	*8%*	*55%* a	*42%*	*31%*
Large letters	**56**	11	-	5	9	56	-	-	8	4	44	35	21
	29%	*18%*	*-%*	*19%*	*18%*	*29%*	*-%*	*-%*	*16%*	*22%*	*36%* a	*34%*	*23%*
Other everyday correspondence, such as invoices, one off bills etc.	**47**	10	*	2	8	47	-	-	6	-	41	30	17
	24%	*16%*	*11%*	*8%*	*17%*	*24%*	*-%*	*-%*	*12%*	*-%*	*34%* a	*29%*	*19%*
Order fulfilment (sending ordered goods to customers)	**40**	16	*	7	12	40	-	-	15	6	19	12	28
	21%	*27%*	*6%*	*27%*	*25%*	*21%*	*-%*	*-%*	*29%* c	*31%*	*16%*	*12%*	*31%* a
Advertising and promotional material, such as catalogues, brochures and direct mail	**14**	3	2	3	1	14	-	-	2	3	9	5	9
	7%	*4%*	*76%*	*13%*	*2%*	*7%*	*-%*	*-%*	*5%*	*13%*	*7%*	*5%*	*10%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**12**	4	-	2	2	12	-	-	2	-	9	8	4
	6%	*7%*	*-%*	*7%*	*5%*	*6%*	*-%*	*-%*	*5%*	*-%*	*8%*	*8%*	*4%*
Publications, such as magazines, periodicals, customer newsletters	**10**	2	-	2	1	10	-	-	2	1	6	3	7
	5%	*4%*	*-%*	*7%*	*2%*	*5%*	*-%*	*-%*	*5%*	*7%*	*5%*	*3%*	*7%*
Goods / business supplies / large packets ordered via lorry	**1**	-	-	-	-	1	-	-	-	-	1	-	1
	1%	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*
Other (PLEASE SPECIFY)	**1**	1	-	*	*	1	-	-	*	-	*	*	*
	****%***	*1%*	*-%*	*2%*	**%*	**%*	*-%*	*-%*	*1%*	*-%*	**%*	**%*	**%*
None of these (DO NOT READ OUT)	**7**	2	*	*	2	7	-	-	2	-	5	4	3
	4%	*3%*	*6%*	*1%*	*3%*	*4%*	*-%*	*-%*	*3%*	*-%*	*5%*	*4%*	*3%*
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	-	-	-	-	*	*	-
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	*b	*c	a	*b	c	a	b
Unweighted total	**257**	83	4	29	65	257	-	-	64	25	166	149	108
Weighted total	**193**	62	2	25	48	193	-	-	51	20	120	104	89
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	257	47	6	27	17	20	9	25	19	15	15	15	12
Weighted total	193	17	2	11	8	7	3	10	7	4	10	5	3
Parcels and packets	103	8	*	9	7	5	2	6	4	2	5	1	2
	53%	*47%*	*2%*	*81%*	*81%*	*75%*	*77%*	*66%*	*62%*	*40%*	*53%*	*24%*	*77%*
Letters	71	7	1	3	2	3	*	4	3	*	4	1	2
	37%	*41%*	*52%*	*27%*	*26%*	*40%*	*3%*	*43%*	*37%*	*8%*	*35%*	*32%*	*63%*
Large letters	56	8	1	2	2	2	*	3	1	2	2	2	2
	29%	*45%*	*54%*	*15%*	*24%*	*22%*	*2%*	*29%*	*20%*	*38%*	*23%*	*46%*	*59%*
Other everyday correspondence, such as invoices, one off bills etc.	47	2	*	2	*	2	1	1	1	1	*	1	1
	24%	*12%*	*2%*	*17%*	*4%*	*21%*	*22%*	*15%*	*12%*	*28%*	*1%*	*15%*	*48%*
Order fulfilment (sending ordered goods to customers)	40	2	-	1	*	1	-	1	-	1	-	-	1
	21%	*10%*	*-%*	*14%*	*4%*	*20%*	*-%*	*15%*	*-%*	*14%*	*-%*	*-%*	*46%*
Advertising and promotional material, such as catalogues, brochures and direct mail	14	*	*	*	*	*	-	*	-	-	1	*	*
	7%	*1%*	*2%*	*1%*	*1%*	*2%*	*-%*	*1%*	*-%*	*-%*	*10%*	*1%*	*11%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	12	*	-	*	-	*	-	*	-	-	-	-	*
	6%	*1%*	*-%*	*1%*	*-%*	*2%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*5%*
Publications, such as magazines, periodicals, customer newsletters	10	1	1	-	-	-	-	1	-	-	-	1	-
	5%	*8%*	*44%*	*-%*	*-%*	*-%*	*-%*	*14%*	*-%*	*-%*	*-%*	*29%*	*-%*
Goods / business supplies / large packets ordered via lorry	1	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	1	*	-	-	-	-	-	-	-	*	*	-	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*3%*	*-%*	*-%*
None of these (DO NOT READ OUT)	7	*	-	*	-	*	-	*	-	*	-	*	-
	4%	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 206 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	257	38	15	5	60	15	26	26	18	17	14	17	6
Weighted total	193	28	18	8	22	11	17	18	17	17	16	22	1
Parcels and packets	103	11	7	4	10	4	10	10	15	10	13	8	*
	53%	*41%*	*38%*	*51%*	*48%*	*37%*	*60%*	*55%*	*87%*	*60%*	*82%*	*37%*	*27%*
Letters	71	10	8	4	7	6	7	1	5	7	4	11	*
	37%	*38%*	*48%*	*47%*	*32%*	*59%*	*43%*	*6%*	*32%*	*38%*	*25%*	*51%*	*27%*
Large letters	56	11	8	2	8	3	6	3	7	5	2	1	*
	29%	*40%*	*48%*	*29%*	*35%*	*30%*	*35%*	*18%*	*40%*	*28%*	*13%*	*3%*	*27%*
Other everyday correspondence, such as invoices, one off bills etc.	47	7	6	4	3	2	6	2	3	3	4	5	1
	24%	*27%*	*36%*	*47%*	*14%*	*19%*	*36%*	*11%*	*18%*	*19%*	*28%*	*25%*	*59%*
Order fulfilment (sending ordered goods to customers)	40	6	4	-	2	*	2	6	3	10	4	2	-
	21%	*23%* d	*23%*	*-%*	*8%*	*3%*	*13%*	*34%*	*20%*	*55%*	*23%*	*11%*	*-%*
Advertising and promotional material, such as catalogues, brochures and direct mail	14	3	-	-	1	1	1	2	2	1	2	-	*
	7%	*10%*	*-%*	*-%*	*6%*	*9%*	*8%*	*12%*	*14%*	*6%*	*12%*	*-%*	*6%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	12	3	-	-	*	1	1	2	2	1	2	-	-
	6%	*9%* d	*-%*	*-%*	*1%*	*10%*	*8%*	*11%*	*14%*	*4%*	*11%*	*-%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	10	2	-	-	1	1	*	-	2	*	2	-	-
	5%	*9%*	*-%*	*-%*	*6%*	*9%*	*2%*	*-%*	*14%*	*3%*	*12%*	*-%*	*-%*
Goods / business supplies / large packets ordered via lorry	1	-	-	-	-	1	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	1	*	-	-	*	-	-	*	-	-	-	-	-
	**%*	**%*	*-%*	*-%*	*2%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	7	4	-	-	*	1	-	2	*	-	-	-	-
	4%	*15%* d	*-%*	*-%*	*1%*	*10%*	*-%*	*10%*	*1%*	*-%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	*	-	-	-
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**257**	58	101	61	37
Weighted total	**193**	53	50	52	39
Parcels and packets	**103**	22	25	35	21
	53%	*42%*	*50%*	*67%* ab	*55%*
Letters	**71**	23	21	13	15
	37%	*43%* c	*42%* c	*25%*	*40%*
Large letters	**56**	22	17	15	3
	29%	*41%* d	*34%* d	*29%* d	*8%*
Other everyday correspondence, such as invoices, one off bills etc.	**47**	17	11	8	10
	24%	*33%* c	*23%*	*16%*	*27%*
Order fulfilment (sending ordered goods to customers)	**40**	10	4	19	6
	21%	*19%*	*9%*	*37%* abd	*16%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**14**	3	4	5	2
	7%	*5%*	*7%*	*11%*	*5%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**12**	3	3	5	2
	6%	*5%*	*5%*	*9%*	*5%*
Publications, such as magazines, periodicals, customer newsletters	**10**	2	3	3	2
	5%	*5%*	*5%*	*6%*	*5%*
Goods / business supplies / large packets ordered via lorry	**1**	-	1	-	-
	1%	*-%*	*2%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**1**	*	*	*	-
	****%***	**%*	*1%*	**%*	*-%*
None of these (DO NOT READ OUT)	**7**	4	1	2	-
	4%	*8%*	*2%*	*4%*	*-%*
Don't Know (DO NOT READ OUT)	*	-	-	*	-
	****%***	*-%*	*-%*	*1%*	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 207 Page 3577

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	e	a	b	***c**	***d**	e
Unweighted total	**412**	267	80	38	27	145	96	74	27	14	43
Weighted total	**320**	303	10	4	3	17	110	71	23	9	11
Letters	**195**	184	6	3	2	11	64	45	13	7	7
	61%	*61%*	*59%*	*78%* **ab**	*76%*	*67%*	*58%*	*64%*	*59%*	*77%*	*59%*
Other everyday correspondence, such as invoices, one off bills etc.	**130**	121	5	2	2	9	44	30	9	3	5
	41%	*40%*	*53%* a	*45%*	*64%*	*53%* a	*40%*	*43%*	*40%*	*30%*	*43%*
Large letters	**107**	100	3	2	2	7	34	28	5	*	3
	33%	*33%*	*35%*	*49%*	*54%*	*42%*	*31%*	*39%*	*23%*	*3%*	*29%*
Parcels and packets	**64**	60	2	1	1	3	30	11	3	1	2
	20%	*20%*	*19%*	*25%*	*23%*	*21%*	*27%*	*16%*	*13%*	*14%*	*22%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**58**	55	2	1	1	3	22	20	4	*	1
	18%	*18%*	*18%*	*21%*	*26%*	*20%*	*20%*	*29%* e	*20%*	*3%*	*7%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**52**	48	2	1	1	3	18	16	2	*	2
	16%	*16%*	*22%*	*16%*	*23%*	*21%*	*16%*	*22%*	*10%*	*1%*	*15%*
Order fulfilment (sending ordered goods to customers)	**35**	33	1	*	1	2	17	12	1	1	*
	11%	*11%*	*14%*	*4%*	*18%*	*12%*	*15%* e	*16%* e	*5%*	*10%*	*3%*
Publications, such as magazines, periodicals, customer newsletters	**31**	29	1	*	1	2	9	11	1	-	*
	10%	*10%*	*12%*	*10%*	*18%*	*13%*	*8%*	*16%* e	*5%*	*-%*	*3%*
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**7**	7	-	-	-	-	4	-	2	-	-
	2%	*2%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*7%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**47**	45	1	*	*	1	22	10	-	-	2
	15%	*15%* e	*9%*	*5%*	*7%*	*8%*	*20%*	*14%*	*-%*	*-%*	*20%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	e	a	b	***c**	***d**	e
Unweighted total	**412**	267	80	38	27	145	96	74	27	14	43
Weighted total	**320**	303	10	4	3	17	110	71	23	9	11
Don't Know (DO NOT READ OUT)	**2**	2	-	-	*	*	1	-	1	-	-
	1%	*1%*	-%	-%	*4%*	*1%*	*1%*	-%	*4%*	-%	-%
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 207 (continuation)

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	*h	*i	j	k	l	m
Unweighted total	412	31	13	40	15	25	65	35	19	24	267	49	41	55
Weighted total	320	29	16	42	16	25	67	31	21	27	275	15	15	15
Letters	195	19	8	23	11	14	43	18	11	16	163	11	9	11
	61%	67%	50%	54%	65%	55%	64%	60%	54%	59%	59%	71%	62%	78% cj
Other everyday correspondence, such as invoices, one off bills etc.	130	7	8	13	5	13	32	11	4	14	106	8	8	8
	41%	23%	52%	31%	29%	51%	47% a	35%	18%	54%	39%	54% acj	56% acj	51% ac
Large letters	107	12	6	18	3	9	23	6	3	10	90	6	5	5
	33%	40%	36%	43% g	20%	35%	35%	20%	16%	38%	33%	36%	37%	35%
Parcels and packets	64	7	6	9	2	1	15	3	4	8	54	3	4	3
	20%	22%	38%	21%	11%	6%	22%	10%	18%	30%	20%	22%	24%	20%
Advertising and promotional material, such as catalogues, brochures and direct mail	58	1	5	13	2	2	10	3	3	9	48	4	3	3
	18%	5%	31%	31% agj	11%	8%	15%	10%	12%	33%	18%	29% ag	18%	20%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	52	4	5	12	3	4	11	2	2	1	45	2	3	2
	16%	14%	33%	28% g	17%	16%	17%	6%	11%	3%	16%	14%	22%	12%
Order fulfilment (sending ordered goods to customers)	35	-	5	6	2	*	7	2	2	5	30	1	3	1
	11%	-%	33%	15% a	11%	1%	10%	6%	11%	20%	11%	9%	20% a	9%
Publications, such as magazines, periodicals, customer newsletters	31	1	2	10	*	*	8	-	*	2	23	3	3	2
	10%	4%	13%	23% agj	1%	1%	12% g	-%	2%	6%	9%	19% gj	23% agj	11% g
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	7	1	-	3	2	-	-	-	-	-	6	1	-	-
	2%	4%	-%	8% fm	11%	-%	-%	-%	-%	-%	2%	6% f	-%	-%
None of these (DO NOT READ OUT)	47	2	2	5	2	5	11	9	4	3	43	1	2	1
	15%	7%	12%	11%	11%	21%	17% k	28% akm	21%	11%	16% k	4%	15%	7%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 207 (continuation)

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	***e**	f	g	***h**	***i**	j	k	l	m
Unweighted total	**412**	31	13	40	15	25	65	35	19	24	267	49	41	55
Weighted total	**320**	29	16	42	16	25	67	31	21	27	275	15	15	15
Don't Know (DO NOT READ OUT)	**2**	1	-	-	1	-	-	*	-	-	2	-	*	-
	1%	*4%*	*-%*	*-%*	*6%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*	*2%*	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 207 (continuation)

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted total	412	10	47	8	50	104	12	37	143	259	153	360	52
Weighted total	320	6	36	4	33	87	7	26	120	229	91	287	32
Letters	195	4	22	3	25	48	6	16	71	144	51	173	22
	61%	*70%*	*61%*	*66%*	*76%* eh	*55%*	*77%*	*63%*	*59%*	*63%*	*56%*	*60%*	*69%*
Other everyday correspondence, such as invoices, one off bills etc.	130	1	20	2	16	37	1	12	40	92	38	121	9
	41%	*21%*	*55%* h	*42%*	*50%* h	*43%*	*11%*	*46%*	*34%*	*40%*	*42%*	*42%*	*29%*
Large letters	107	1	13	1	15	20	2	11	42	79	28	91	15
	33%	*24%*	*36%*	*30%*	*47%* e	*23%*	*27%*	*44%* e	*35%* e	*34%*	*31%*	*32%*	*48%* a
Parcels and packets	64	*	14	-	7	20	2	5	16	41	23	61	3
	20%	*8%*	*40%* deh	*-%*	*20%*	*23%* h	*26%*	*20%*	*13%*	*18%*	*25%*	*21%* b	*9%*
Advertising and promotional material, such as catalogues, brochures and direct mail	58	1	5	-	5	15	2	6	25	41	17	53	5
	18%	*13%*	*14%*	*-%*	*16%*	*17%*	*31%*	*22%*	*21%*	*18%*	*19%*	*19%*	*16%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	52	*	8	-	4	12	*	5	23	41	11	47	5
	16%	*1%*	*21%*	*-%*	*13%*	*13%*	*3%*	*20%*	*19%*	*18%*	*13%*	*16%*	*15%*
Order fulfilment (sending ordered goods to customers)	35	-	6	-	4	11	*	3	12	24	11	34	2
	11%	*-%*	*16%*	*-%*	*12%*	*12%*	*6%*	*10%*	*10%*	*11%*	*12%*	*12%*	*5%*
Publications, such as magazines, periodicals, customer newsletters	31	-	-	-	5	7	*	3	16	26	6	30	1
	10%	*-%*	*-%*	*-%*	*15%* b	*8%* b	*2%*	*11%* b	*13%* b	*11%*	*7%*	*11%*	*3%*
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	7	-	-	-	-	2	1	-	4	4	3	7	-
	2%	*-%*	*-%*	*-%*	*-%*	*2%*	*14%*	*-%*	*3%*	*2%*	*3%*	*2%*	*-%*
None of these (DO NOT READ OUT)	47	2	5	*	3	13	-	7	17	29	18	41	6
	15%	*30%*	*13%*	*4%*	*10%*	*15%*	*-%*	*27%* d	*14%*	*13%*	*20%*	*14%*	*18%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	d	e	***f**	g	h	a	b	a	b
Unweighted total	**412**	10	47	8	50	104	12	37	143	259	153	360	52
Weighted total	**320**	6	36	4	33	87	7	26	120	229	91	287	32
Don't Know (DO NOT READ OUT)	**2**	-	-	-	-	1	-	1	*	1	1	2	-
	1%	-%	-%	-%	-%	*1%*	-%	*5%* h	**%*	*1%*	*1%*	*1%*	-%
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 207 (continuation)

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	***b**	a	b	c
Unweighted total	**412**	404	8	256	67	84
Weighted total	**320**	308	11	212	49	54
Letters	**195**	191	4	133	33	26
	61%	*62%*	*32%*	*63%* c	*67%* c	*49%*
Other everyday correspondence, such as invoices, one off bills etc.	**130**	125	5	90	22	16
	41%	*40%*	*49%*	*43%* c	*45%*	*30%*
Large letters	**107**	105	2	73	19	14
	33%	*34%*	*17%*	*35%*	*38%*	*27%*
Parcels and packets	**64**	60	4	43	10	10
	20%	*19%*	*33%*	*21%*	*20%*	*19%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**58**	55	3	43	11	4
	18%	*18%*	*26%*	*20%* c	*23%* c	*8%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**52**	52	-	34	9	9
	16%	*17%*	*-%*	*16%*	*18%*	*17%*
Order fulfilment (sending ordered goods to customers)	**35**	33	2	22	7	6
	11%	*11%*	*17%*	*10%*	*15%*	*12%*
Publications, such as magazines, periodicals, customer newsletters	**31**	31	-	21	6	4
	10%	*10%*	*-%*	*10%*	*13%*	*8%*
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**7**	7	-	3	4	*
	2%	*2%*	*-%*	*1%*	*8%* **ac**	*1%*
None of these (DO NOT READ OUT)	**47**	44	3	28	5	12
	15%	*14%*	*26%*	*13%*	*11%*	*22%*
Don't Know (DO NOT READ OUT)	**2**	2	-	2	-	-
	1%	*1%*	*-%*	*1%*	*-%*	*-%*

Columns Tested: a,b - a,b,c

Produced by OLR
Issue date: 05/02/19

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	***b**	a	b	c
Unweighted total	**412**	404	8	256	67	84
Weighted total	**320**	308	11	212	49	54
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	412	324	77	10	-	1	-	-	-	401	11	148	176	88
Weighted total	320	271	43	5	-	*	-	-	-	315	5	148	124	48
Letters	195	161	31	3	-	*	-	-	-	192	3	91	70	34
	61%	*59%*	*72%* a	*53%*	*-%*	*100%*	*-%*	*-%*	*-%*	*61%*	*54%*	*62%*	*57%*	*70%* b
Other everyday correspondence, such as invoices, one off bills etc.	130	110	19	1	-	-	-	-	-	129	1	63	48	20
	41%	*41%*	*45%*	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*41%*	*11%*	*42%*	*38%*	*41%*
Large letters	107	90	16	1	-	-	-	-	-	106	1	45	44	17
	33%	*33%*	*38%*	*17%*	*-%*	*-%*	*-%*	*-%*	*-%*	*34%*	*17%*	*31%*	*36%*	*35%*
Parcels and packets	64	49	13	1	-	-	-	-	-	62	1	27	23	14
	20%	*18%*	*30%* **ai**	*25%*	*-%*	*-%*	*-%*	*-%*	*-%*	*20%*	*25%*	*18%*	*18%*	*30%* **ab**
Advertising and promotional material, such as catalogues, brochures and direct mail	58	52	5	*	-	-	-	-	-	58	*	28	24	6
	18%	*19%*	*13%*	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*	*18%*	*9%*	*19%*	*20%*	*12%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	52	42	9	*	-	*	-	-	-	51	1	21	21	10
	16%	*16%*	*21%*	*9%*	*-%*	*100%*	*-%*	*-%*	*-%*	*16%*	*11%*	*14%*	*17%*	*20%*
Order fulfilment (sending ordered goods to customers)	35	29	6	-	-	-	-	-	-	35	-	19	10	6
	11%	*11%*	*14%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*11%*	*-%*	*13%*	*8%*	*13%*
Publications, such as magazines, periodicals, customer newsletters	31	28	3	*	-	-	-	-	-	31	*	17	11	3
	10%	*10%*	*8%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*10%*	*4%*	*12%*	*9%*	*7%*
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	7	7	*	-	-	-	-	-	-	7	-	1	6	*
	2%	*2%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*1%*	*5%* a	*1%*
None of these (DO NOT READ OUT)	47	38	7	1	-	-	-	-	-	46	1	23	16	8
	15%	*14%*	*17%*	*20%*	*-%*	*-%*	*-%*	*-%*	*-%*	*14%*	*19%*	*16%*	*13%*	*17%*
Don't Know (DO NOT READ OUT)	2	2	-	-	-	-	-	-	-	2	-	2	*	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*2%*	**%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	***c**	***d**	***e**	***f**	***g**	***h**	i	***j**	a	b	c
Unweighted total	**412**	324	77	10	-	1	-	-	-	401	11	148	176	88
Weighted total	**320**	271	43	5	-	*	-	-	-	315	5	148	124	48
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 207 (continuation)

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**412**	273	187	296	107	106	283	266	14	13	3	-	-	-
Weighted total	**320**	194	128	216	75	68	195	201	6	8	1	-	-	-
Letters	**195**	127	80	138	41	39	119	127	4	6	1	-	-	-
	61%	*66%* d	*62%*	*64%*	*54%*	*58%*	*61%*	*63%*	*74%*	*66%*	*86%*	*-%*	*-%*	*-%*
Other everyday correspondence, such as invoices, one off bills etc.	**130**	68	43	77	20	27	86	71	3	2	*	-	-	-
	41%	*35%*	*34%*	*35%*	*27%*	*39%*	*44%* abcd	*35%*	*60%*	*28%*	*26%*	*-%*	*-%*	*-%*
Large letters	**107**	61	59	73	25	22	69	69	2	3	-	-	-	-
	33%	*31%*	*47%* acdef	*34%*	*33%*	*32%*	*36%*	*34%*	*31%*	*33%*	*-%*	*-%*	*-%*	*-%*
Parcels and packets	**64**	25	27	30	22	13	45	30	*	*	-	-	-	-
	20%	*13%*	*21%* ac	*14%*	*29%* ac	*19%*	*23%* ac	*15%*	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**58**	33	25	37	14	13	38	34	2	*	-	-	-	-
	18%	*17%*	*20%*	*17%*	*19%*	*19%*	*19%*	*17%*	*31%*	*5%*	*-%*	*-%*	*-%*	*-%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**52**	29	25	35	15	15	33	30	3	2	-	-	-	-
	16%	*15%*	*19%*	*16%*	*20%*	*21%*	*17%*	*15%*	*48%*	*27%*	*-%*	*-%*	*-%*	*-%*
Order fulfilment (sending ordered goods to customers)	**35**	14	15	19	12	7	26	19	-	-	-	-	-	-
	11%	*7%*	*11%*	*9%*	*15%* a	*10%*	*13%* a	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	**31**	14	13	18	7	7	15	16	2	*	-	-	-	-
	10%	*7%*	*10%*	*8%*	*10%*	*10%*	*8%*	*8%*	*30%*	*3%*	*-%*	*-%*	*-%*	*-%*
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**7**	3	2	3	-	2	3	3	-	-	-	-	-	-
	2%	*2%*	*2%*	*2%*	*-%*	*3%*	*2%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**47**	27	17	32	11	8	20	30	*	1	-	-	-	-
	15%	*14%*	*13%*	*15%*	*15%*	*12%*	*10%*	*15%*	*1%*	*13%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 05/02/19

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**412**	273	187	296	107	106	283	266	14	13	3	-	-	-
Weighted total	**320**	194	128	216	75	68	195	201	6	8	1	-	-	-
Don't Know (DO NOT READ OUT)	**2**	1	*	1	-	-	-	1	*	-	-	-	-	-
	1%	*1%*	**%*	*1%*	*-%*	*-%*	*-%*	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 207 (continuation)

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	412	102	3	1	-	1	-	-	1	97	64	75	59	1
Weighted total	320	73	2	*	-	*	-	-	*	96	44	46	30	*
Letters	195	40	*	*	-	*	-	-	*	61	30	28	19	*
	61%	*56%*	*3%*	*100%*	*-%*	*100%*	*-%*	*-%*	*100%*	*64%*	*67%*	*61%*	*62%*	*100%*
Other everyday correspondence, such as invoices, one off bills etc.	130	20	-	-	-	-	-	-	-	26	16	23 a	12	-
	41%	*28%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*28%*	*35%*	*49%* a	*40%*	*-%*
Large letters	107	25	*	-	-	-	-	-	-	34	13	13	12	*
	33%	*34%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*36%*	*30%*	*29%*	*41%*	*100%*
Parcels and packets	64	21	1	-	-	-	-	-	-	17	3	7	4	-
	20%	*28%*	*55%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*18%* b	*6%*	*14%*	*13%*	*-%*
Advertising and promotional material, such as catalogues, brochures and direct mail	58	14	-	-	-	-	-	-	-	16	9	8	4	-
	18%	*19%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*17%*	*20%*	*17%*	*15%*	*-%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	52	15	-	-	-	*	-	-	*	16	5	6	7	-
	16%	*21%*	*-%*	*-%*	*-%*	*100%*	*-%*	*-%*	*100%*	*17%*	*12%*	*13%*	*23%*	*-%*
Order fulfilment (sending ordered goods to customers)	35	12	-	-	-	-	-	-	-	10	4	2	3	-
	11%	*16%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*10%*	*9%*	*5%*	*10%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	31	7	-	-	-	-	-	-	-	9	5	1	3	-
	10%	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*9%*	*11%*	*3%*	*10%*	*-%*
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	7	-	-	-	-	-	-	-	-	3	-	-	1	-
	2%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*2%*	*-%*
None of these (DO NOT READ OUT)	47	10	1	-	-	-	-	-	-	21	3	6	1	-
	15%	*14%*	*45%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*22%* bd	*6%*	*14%*	*4%*	*-%*
Don't Know (DO NOT READ OUT)	2	-	-	-	-	-	-	-	-	-	1	*	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	**%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**412**	102	3	1	-	1	-	-	1	97	64	75	59	1
Weighted total	**320**	73	2	*	-	*	-	-	*	96	44	46	30	*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	c	a	b	a	*b
Unweighted total	**412**	42	19	28	16	2	52	10	44	373	39	279	17
Weighted total	**320**	27	19	21	7	1	44	8	22	284	36	204	13
Letters	**195**	20	6	14	1	*	18	4	17	174	21	127	10
	61%	*72%*	*30%*	*71%*	*11%*	*9%*	*41%*	*57%*	*78%* a	*61%*	*59%*	*62%*	*83%*
Other everyday correspondence, such as invoices, one off bills etc.	**130**	7	2	9	2	*	14	*	6	116	14	71	6
	41%	*25%*	*11%*	*45%*	*33%*	*9%*	*31%*	*2%*	*27%*	*41%*	*40%*	*35%*	*46%*
Large letters	**107**	15	3	5	2	*	10	3	11	95	12	67	6
	33%	*54%*	*14%*	*25%*	*35%*	*9%*	*23%*	*40%*	*50%* a	*33%*	*33%*	*33%*	*50%*
Parcels and packets	**64**	6	3	9	2	1	10	2	9	52	12	29	2
	20%	*24%*	*14%*	*45%*	*32%*	*91%*	*22%*	*22%*	*43%* a	*18%*	*34%* a	*14%*	*14%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**58**	8	2	2	2	*	8	2	3	53	5	34	3
	18%	*28%*	*12%*	*9%*	*30%*	*9%*	*18%*	*27%*	*14%*	*19%*	*14%*	*17%*	*23%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**52**	8	*	5	2	-	10	*	5	45	6	30	4
	16%	*28%*	*2%*	*23%*	*34%*	*-%*	*22%*	*4%*	*22%*	*16%*	*18%*	*15%*	*34%*
Order fulfilment (sending ordered goods to customers)	**35**	6	-	3	2	-	8	2	1	31	5	18	1
	11%	*24%*	*-%*	*15%*	*30%*	*-%*	*19%* c	*22%*	*3%*	*11%*	*13%*	*9%*	*10%*
Publications, such as magazines, periodicals, customer newsletters	**31**	4	*	1	2	-	4	*	3	27	4	16	2
	10%	*14%*	*1%*	*5%*	*28%*	*-%*	*9%*	*1%*	*12%*	*10%*	*11%*	*8%*	*15%*
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**7**	-	-	-	-	-	-	-	-	5	2	2	2
	2%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*5%*	*1%*	*13%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 207 (continuation)

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	c	a	b	a	*b
Unweighted total	**412**	42	19	28	16	2	52	10	44	373	39	279	17
Weighted total	**320**	27	19	21	7	1	44	8	22	284	36	204	13
None of these (DO NOT READ OUT)	**47**	1	7	1	2	-	8	*	2	40	7	32	-
	15%	*2%*	*39%*	*5%*	*30%*	*-%*	*19%*	*1%*	*11%*	*14%*	*18%*	*15%*	*-%*
Don't Know (DO NOT READ OUT)	**2**	-	-	-	-	-	-	-	-	2	-	1	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 207 (continuation)

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	a	*b	a	b	a	b	c	*d
Unweighted total	412	8	20	31	8	75	32	90	264	48	-
Weighted total	320	6	15	22	4	51	24	61	186	24	-
Letters	195	2	5	10	4	31	10	41	121	14	-
	61%	*32%*	*37%*	*47%*	*100%*	*60%*	*42%*	*68%*	*65%*	*59%*	*-%*
Other everyday correspondence, such as invoices, one off bills etc.	130	1	5	9	1	12	9	15	68	10	-
	41%	*10%*	*37%*	*40%*	*35%*	*23%*	*35%*	*25%*	*37%* a	*41%*	*-%*
Large letters	107	2	1	5	4	20	5	22	57	9	-
	33%	*29%*	*5%*	*22%*	*100%*	*40%* b	*19%*	*37%*	*31%*	*39%*	*-%*
Parcels and packets	64	2	4	4	2	15	6	9	23	5	-
	20%	*41%*	*30%*	*16%*	*47%*	*30%*	*26%*	*14%*	*12%*	*21%*	*-%*
Advertising and promotional material, such as catalogues, brochures and direct mail	58	-	*	4	1	13	1	14	33	9	-
	18%	*-%*	**%*	*18%*	*34%*	*25%* b	*5%*	*23%*	*18%*	*40%* **ab**	*-%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	52	-	*	3	1	14	2	10	29	7	-
	16%	*-%*	*1%*	*15%*	*34%*	*27%* b	*7%*	*16%*	*16%*	*30%* **ab**	*-%*
Order fulfilment (sending ordered goods to customers)	35	-	-	4	1	10	1	6	14	4	-
	11%	*-%*	*-%*	*18%*	*31%*	*21%* b	*4%*	*10%*	*7%*	*17%* b	*-%*
Publications, such as magazines, periodicals, customer newsletters	31	-	-	4	1	7	-	8	14	6	-
	10%	*-%*	*-%*	*18%*	*34%*	*14%* b	*-%*	*14%*	*8%*	*26%* b	*-%*
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	7	-	-	-	-	-	-	1	3	-	-
	2%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*	*-%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	***b**	a	***b**	a	b	a	b	c	***d**
Unweighted total	**412**	8	20	31	8	75	32	90	264	48	-
Weighted total	**320**	6	15	22	4	51	24	61	186	24	-
None of these (DO NOT READ OUT)	**47**	2	5	8	-	3	8	13	25	6	-
	15%	*34%*	*36%*	*39%*	*-%*	*6%*	*34%* a	*21%*	*14%*	*24%*	*-%*
Don't Know (DO NOT READ OUT)	**2**	-	-	-	-	-	-	*	1	*	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*1%*	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 207 (continuation)

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	412	65	175	35	-	67	79	27	1	260	178	85	203	207	1
Weighted total	320	43	116	18	-	47	47	16	2	185	124	55	150	133	1
Letters	195	31	71	12	-	25	27	5	2	120	78	32	92	79	1
	61%	*73%*	*61%*	*70%*	*-%*	*52%*	*57%*	*33%*	*100%*	*65%*	*63%*	*59%*	*62%*	*59%*	*100%*
Other everyday correspondence, such as invoices, one off bills etc.	130	15	43	6	-	12	11	3	2	64	42	12	51	46	-
	41%	*36%*	*37%*	*36%*	*-%*	*24%*	*24%*	*17%*	*100%*	*35%* c	*34%*	*22%*	*34%*	*34%*	*-%*
Large letters	107	22	54	12	-	13	19	4	-	58	57	22	55	43	1
	33%	*51%*	*46%*	*69%* b	*-%*	*27%*	*41%*	*26%*	*-%*	*31%*	*46%* a	*41%*	*37%*	*32%*	*100%*
Parcels and packets	64	9	23	8	-	17	9	6	-	23	26	15	24	17	-
	20%	*21%*	*20%*	*45%* **ab**	*-%*	*36%* b	*20%*	*36%*	*-%*	*13%*	*21%* a	*28%* a	*16%*	*13%*	*-%*
Advertising and promotional material, such as catalogues, brochures and direct mail	58	11	25	6	-	10	11	2	-	30	25	13	27	19	-
	18%	*26%*	*22%*	*32%*	*-%*	*20%*	*23%*	*12%*	*-%*	*16%*	*20%*	*23%*	*18%*	*14%*	*-%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	52	12	24	5	-	9	9	3	-	26	23	14	22	21	-
	16%	*27%*	*21%*	*30%*	*-%*	*19%*	*19%*	*17%*	*-%*	*14%*	*19%*	*25%* a	*15%*	*16%*	*-%*
Order fulfilment (sending ordered goods to customers)	35	9	14	5	-	7	8	4	-	13	15	10	17	8	-
	11%	*20%*	*12%*	*30%* b	*-%*	*15%*	*17%*	*23%*	*-%*	*7%*	*12%*	*19%* a	*12%*	*6%*	*-%*
Publications, such as magazines, periodicals, customer newsletters	31	7	13	5	-	5	7	4	-	13	13	7	15	9	-
	10%	*16%*	*11%*	*31%* b	*-%*	*10%*	*14%*	*22%*	*-%*	*7%*	*11%*	*13%*	*10%*	*6%*	*-%*
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	7	1	2	-	-	-	-	-	-	2	1	-	2	2	-
	2%	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*1%*	*1%*	*-%*
None of these (DO NOT READ OUT)	47	6	14	-	-	8	5	3	-	27	17	6	29	19	-
	15%	*13%* c	*12%* c	*-%*	*-%*	*17%*	*11%*	*19%*	*-%*	*15%*	*13%*	*10%*	*19%*	*14%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 05/02/19

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	***c**	***d**	a	b	c	a	b	***c**
Unweighted total	**412**	65	175	35	-	67	79	27	1	260	178	85	203	207	1
Weighted total	**320**	43	116	18	-	47	47	16	2	185	124	55	150	133	1
Don't Know (DO NOT READ OUT)	**2**	*	*	*	-	-	-	-	-	1	*	-	1	*	-
	1%	**%*	**%*	*1%*	-%	-%	-%	-%	-%	*1%*	**%*	-%	*1%*	**%*	-%
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 207 (continuation)

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	a	*b	*c	*d
Unweighted total	412	60	51	48	19	17	199	206	32	3	2	4
Weighted total	320	32	29	33	7	6	147	135	14	3	2	2
Letters	195	26	14	17	3	3	88	80	11	1	-	*
	61%	79% bc	50%	52%	44%	58%	60%	59%	83%	36%	-%	23%
Other everyday correspondence, such as invoices, one off bills etc.	130	9	6	6	3	1	54	49	4	1	-	*
	41%	28%	20%	19%	40%	16%	37%	36%	28%	36%	-%	11%
Large letters	107	13	11	10	3	2	56	44	3	1	-	-
	33%	40%	38%	30%	48%	28%	38%	33%	21%	36%	-%	-%
Parcels and packets	64	4	6	14	2	1	28	19	2	1	1	*
	20%	12%	19%	42% ab	35%	18%	19%	14%	13%	36%	53%	11%
Advertising and promotional material, such as catalogues, brochures and direct mail	58	7	8	3	1	2	29	23	5	-	-	-
	18%	22%	26% c	10%	15%	43%	20%	17%	39%	-%	-%	-%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	52	6	4	5	3	1	25	25	4	-	-	*
	16%	19%	14%	15%	41%	11%	17%	19%	30%	-%	-%	11%
Order fulfilment (sending ordered goods to customers)	35	7	6	4	2	2	17	10	2	-	-	*
	11%	20%	22%	14%	29%	30%	12%	8%	11%	-%	-%	11%
Publications, such as magazines, periodicals, customer newsletters	31	4	5	3	2	2	16	11	2	-	-	-
	10%	12%	16%	9%	30%	34%	11%	8%	17%	-%	-%	-%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	7	-	-	-	-	-	2	2	-	2	-	*
	2%	-%	-%	-%	-%	-%	1%	1%	-%	56%	-%	14%
None of these (DO NOT READ OUT)	47	3	3	7	1	*	27	17	*	*	1	1
	15%	8%	11%	22% a	17%	1%	18%	13%	1%	8%	47%	51%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	***d**	***e**	a	b	a	***b**	***c**	***d**
Unweighted total	**412**	60	51	48	19	17	199	206	32	3	2	4
Weighted total	**320**	32	29	33	7	6	147	135	14	3	2	2
Don't Know (DO NOT READ OUT)	**2**	-	-	-	-	-	1	*	-	-	-	-
	1%	-%	-%	-%	-%	-%	*1%*	***%**	-%	-%	-%	-%
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 207 (continuation)

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**412**	383	318	386	304	404	229	380	100	2	321	18	50	337
Weighted total	**320**	289	240	293	221	310	172	289	60	3	246	14	37	256
Letters	**195**	175	151	179	134	186	110	178	34	2	154	10	22	157
	61%	*61%*	*63%*	*61%*	*61%*	*60%*	*64%*	*62%*	*58%*	*63%*	*63%*	*70%*	*60%*	*61%*
Other everyday correspondence, such as invoices, one off bills etc.	**130**	114	94	118	83	127	79	122	27	-	102	6	11	107
	41%	*40%*	*39%*	*40%*	*38%*	*41%*	*46%*	*42%*	*46%*	*-%*	*42%*	*39%*	*30%*	*42%*
Large letters	**107**	93	83	96	77	103	67	98	22	-	81	7	15	83
	33%	*32%*	*34%*	*33%*	*35%*	*33%*	*39%*	*34%*	*38%*	*-%*	*33%*	*51%*	*41%*	*32%*
Parcels and packets	**64**	54	49	57	47	62	39	54	16	-	42	6	7	46
	20%	*19%*	*20%*	*19%*	*21%*	*20%*	*23%*	*19%*	*26%*	*-%*	*17%*	*39%*	*18%*	*18%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**58**	50	43	52	40	57	38	52	22	-	49	*	4	50
	18%	*17%*	*18%*	*18%*	*18%*	*18%*	*22%*	*18%*	*36%* **ab**	*-%*	*20%*	*1%*	*10%*	*19%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**52**	46	41	46	36	50	33	47	18	-	40	2	5	41
	16%	*16%*	*17%*	*16%*	*16%*	*16%*	*19%*	*16%*	*30%* **ab**	*-%*	*16%*	*14%*	*13%*	*16%*
Order fulfilment (sending ordered goods to customers)	**35**	30	26	32	27	35	24	34	15	-	23	3	3	28
	11%	*10%*	*11%*	*11%*	*12%*	*11%*	*14%*	*12%*	*25%* **ab**	*-%*	*9%*	*21%*	*7%*	*11%*
Publications, such as magazines, periodicals, customer newsletters	**31**	25	19	25	19	30	16	26	14	-	23	1	5	23
	10%	*9%*	*8%*	*9%*	*9%*	*10%*	*10%*	*9%*	*24%* **ab**	*-%*	*10%*	*5%*	*13%*	*9%*
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**7**	5	5	5	5	7	4	5	*	-	5	-	*	5
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	**%*	*-%*	*2%*	*-%*	*1%*	*2%*
None of these (DO NOT READ OUT)	**47**	40	25	40	30	46	22	39	9	1	38	1	3	40
	15%	*14%*	*11%*	*14%*	*13%*	*15%*	*13%*	*14%*	*15%*	*37%*	*15%*	*7%*	*9%*	*16%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	a	***b**	a	b
Unweighted total	**412**	383	318	386	304	404	229	380	100	2	321	18	50	337
Weighted total	**320**	289	240	293	221	310	172	289	60	3	246	14	37	256
Don't Know (DO NOT READ OUT)	**2**	2	2	2	2	2	1	2	1	-	2	-	-	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	-%	*1%*	-%	-%	*1%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	*b	c	a	*b	c	a	b
Unweighted total	**412**	57	5	10	61	-	-	412	56	20	333	338	74
Weighted total	**320**	52	4	6	56	-	-	320	43	17	258	252	67
Letters	**195**	27	2	1	33	-	-	195	20	9	165	167	27
	61%	*53%*	*53%*	*14%*	*59%*	*-%*	*-%*	*61%*	*46%*	*51%*	*64%* a	*66%* b	*41%*
Other everyday correspondence, such as invoices, one off bills etc.	**130**	24	*	1	25	-	-	130	15	5	109	114	16
	41%	*46%*	*3%*	*12%*	*45%*	*-%*	*-%*	*41%*	*36%*	*29%*	*42%*	*45%* b	*23%*
Large letters	**107**	18	*	1	18	-	-	107	13	5	88	85	21
	33%	*35%*	*9%*	*12%*	*32%*	*-%*	*-%*	*33%*	*30%*	*29%*	*34%*	*34%*	*32%*
Parcels and packets	**64**	18	-	3	19	-	-	64	14	4	46	44	19
	20%	*35%*	*-%*	*45%*	*34%*	*-%*	*-%*	*20%*	*34%* c	*23%*	*18%*	*18%*	*29%* a
Advertising and promotional material, such as catalogues, brochures and direct mail	**58**	12	*	*	12	-	-	58	10	1	48	48	10
	18%	*23%*	*3%*	*3%*	*21%*	*-%*	*-%*	*18%*	*22%*	*4%*	*19%*	*19%*	*15%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**52**	11	-	*	11	-	-	52	8	2	41	41	11
	16%	*21%*	*-%*	*2%*	*19%*	*-%*	*-%*	*16%*	*19%*	*12%*	*16%*	*16%*	*16%*
Order fulfilment (sending ordered goods to customers)	**35**	12	-	-	12	-	-	35	6	2	28	28	7
	11%	*23%*	*-%*	*-%*	*21%*	*-%*	*-%*	*11%*	*14%*	*10%*	*11%*	*11%*	*11%*
Publications, such as magazines, periodicals, customer newsletters	**31**	9	-	-	9	-	-	31	7	1	24	24	7
	10%	*17%*	*-%*	*-%*	*16%*	*-%*	*-%*	*10%*	*16%*	*4%*	*9%*	*10%*	*11%*
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**7**	2	-	-	2	-	-	7	*	-	7	7	-
	2%	*3%*	*-%*	*-%*	*3%*	*-%*	*-%*	*2%*	*1%*	*-%*	*3%*	*3%*	*-%*
None of these (DO NOT READ OUT)	**47**	13	2	3	12	-	-	47	10	6	30	27	20
	15%	*26%*	*47%*	*49%*	*22%*	*-%*	*-%*	*15%*	*24%* c	*37%*	*12%*	*11%*	*30%* a

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	*b	c	a	*b	c	a	b
Unweighted total	**412**	57	5	10	61	-	-	412	56	20	333	338	74
Weighted total	**320**	52	4	6	56	-	-	320	43	17	258	252	67
Don't Know (DO NOT READ OUT)	**2**	-	-	-	-	-	-	2	1	-	1	2	-
	1%	-%	-%	-%	-%	-%	-%	*1%*	*2%*	-%	*1%*	*1%*	-%
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 207 (continuation)

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	*d	*a	*b	c	*d	*a	b	*c	*d
Unweighted total	412	70	13	30	17	22	9	39	26	7	83	-	10
Weighted total	320	26	5	10	6	8	4	15	8	4	36	-	5
Letters	195	14	2	6	2	6	3	8	3	2	18	-	3
	61%	*53%*	*53%*	*62%*	*41%*	*67%*	*74%*	*54%*	*45%*	*51%*	*48%*	*-%*	*53%*
Other everyday correspondence, such as invoices, one off bills etc.	130	8	3	1	*	1	*	4	1	1	17	-	1
	41%	*30%* c	*73%*	*8%*	*4%*	*9%*	*3%*	*25%*	*11%*	*27%*	*48%*	*-%*	*19%*
Large letters	107	9	2	3	1	3	1	4	2	1	11	-	2
	33%	*35%*	*52%*	*32%*	*21%*	*35%*	*41%*	*27%*	*23%*	*24%*	*29%*	*-%*	*43%*
Parcels and packets	64	5	2	*	1	*	-	2	*	2	6	-	1
	20%	*17%* c	*49%*	*2%*	*20%*	*1%*	*-%*	*15%*	*2%*	*48%*	*16%*	*-%*	*20%*
Advertising and promotional material, such as catalogues, brochures and direct mail	58	4	1	1	*	1	*	1	*	-	6	-	-
	18%	*14%*	*26%*	*8%*	*3%*	*9%*	*8%*	*4%*	*5%*	*-%*	*16%*	*-%*	*-%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	52	6	4	1	*	1	*	2	1	-	7	-	*
	16%	*21%*	*93%*	*8%*	*4%*	*8%*	*10%*	*11%*	*17%*	*-%*	*20%*	*-%*	*2%*
Order fulfilment (sending ordered goods to customers)	35	2	1	*	*	*	-	1	*	-	4	-	1
	11%	*7%*	*24%*	*4%*	*2%*	*5%*	*-%*	*4%*	*2%*	*-%*	*11%*	*-%*	*19%*
Publications, such as magazines, periodicals, customer newsletters	31	2	1	*	*	*	-	*	*	-	3	-	-
	10%	*6%*	*23%*	*4%*	*2%*	*5%*	*-%*	*3%*	*2%*	*-%*	*8%*	*-%*	*-%*
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	7	1	-	-	-	-	-	1	1	-	1	-	-
	2%	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*14%*	*-%*	*4%*	*-%*	*-%*
None of these (DO NOT READ OUT)	47	6	-	3	2	3	1	4	1	2	6	-	1
	15%	*22%*	*-%*	*35%*	*40%*	*30%*	*26%*	*25%*	*18%*	*48%*	*17%*	*-%*	*22%*
Don't Know (DO NOT READ OUT)	2	*	-	-	-	-	-	*	*	-	-	-	*
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*4%*	*-%*	*-%*	*-%*	*6%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	***b**	c	***d**	***a**	***b**	c	***d**	***a**	b	***c**	***d**
Unweighted total	**412**	70	13	30	17	22	9	39	26	7	83	-	10
Weighted total	**320**	26	5	10	6	8	4	15	8	4	36	-	5
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 207 (continuation)

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	*e	*f	g	*h	*i	j	*k	*l
Unweighted total	412	65	14	3	102	21	23	46	22	27	41	19	29
Weighted total	320	58	18	5	47	15	16	42	18	24	35	17	22
Letters	195	42	12	3	22	13	8	31	11	12	25	10	6
	61%	*72%* d	*69%*	*67%*	*47%*	*84%*	*52%*	*73%* d	*58%*	*49%*	*71%* d	*57%*	*25%*
Other everyday correspondence, such as invoices, one off bills etc.	130	28	8	3	20	7	6	18	10	11	8	8	4
	41%	*48%* j	*46%*	*67%*	*41%* j	*45%*	*39%*	*43%* j	*52%*	*44%*	*22%*	*46%*	*16%*
Large letters	107	19	7	2	14	6	5	24	7	9	4	7	3
	33%	*33%* j	*37%*	*33%*	*29%* j	*38%*	*28%*	*57%* adj	*38%*	*39%*	*12%*	*42%*	*14%*
Parcels and packets	64	8	6	-	9	2	1	11	5	7	5	5	5
	20%	*14%*	*34%*	*-%*	*19%*	*11%*	*8%*	*25%*	*26%*	*29%*	*14%*	*32%*	*21%*
Advertising and promotional material, such as catalogues, brochures and direct mail	58	9	6	2	6	*	4	10	7	7	3	4	1
	18%	*15%*	*34%*	*33%*	*13%*	*2%*	*25%*	*23%*	*37%*	*28%*	*9%*	*26%*	*3%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	52	11	-	2	7	1	4	9	6	2	3	4	2
	16%	*18%*	*-%*	*33%*	*15%*	*9%*	*27%*	*20%*	*35%*	*10%*	*8%*	*23%*	*11%*
Order fulfilment (sending ordered goods to customers)	35	1	*	2	5	2	1	9	7	5	1	2	1
	11%	*1%*	*3%*	*33%*	*11%* a	*16%*	*6%*	*21%* aj	*36%*	*23%*	*2%*	*11%*	*3%*
Publications, such as magazines, periodicals, customer newsletters	31	4	1	2	3	*	2	6	5	4	4	-	1
	10%	*7%*	*5%*	*33%*	*6%*	*2%*	*10%*	*14%*	*26%*	*19%*	*10%*	*-%*	*3%*
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	7	2	-	-	1	-	-	-	3	-	-	-	1
	2%	*3%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*18%*	*-%*	*-%*	*-%*	*3%*
None of these (DO NOT READ OUT)	47	6	2	2	11	*	2	5	*	4	3	2	9
	15%	*9%*	*12%*	*33%*	*24%* aj	*2%*	*12%*	*12%*	*3%*	*17%*	*7%*	*12%*	*42%*
Don't Know (DO NOT READ OUT)	2	-	-	-	*	-	2	-	*	-	-	-	-
	1%	*-%*	*-%*	*-%*	*1%*	*-%*	*12%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 207 (continuation)

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	*e	*f	g	*h	*i	j	*k	*l
Unweighted total	**412**	65	14	3	102	21	23	46	22	27	41	19	29
Weighted total	**320**	58	18	5	47	15	16	42	18	24	35	17	22
Refused (DO NOT READ OUT)													
	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**412**	82	146	95	89
Weighted total	**320**	82	79	85	74
Letters	**195**	58	44	54	40
	61%	*71%* **bd**	*55%*	*63%*	*54%*
Other everyday correspondence, such as invoices, one off bills etc.	**130**	40	33	38	19
	41%	*49%* d	*41%* d	*45%* d	*26%*
Large letters	**107**	28	24	40	14
	33%	*34%* d	*30%*	*47%* **bd**	*19%*
Parcels and packets	**64**	14	12	22	15
	20%	*18%*	*15%*	*26%* b	*20%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**58**	17	10	23	8
	18%	*21%*	*13%*	*27%* **bd**	*11%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**52**	12	13	18	9
	16%	*15%*	*16%*	*21%*	*12%*
Order fulfilment (sending ordered goods to customers)	**35**	3	8	21	3
	11%	*3%*	*11%*	*25%* **abd**	*5%*
Publications, such as magazines, periodicals, customer newsletters	**31**	7	5	15	4
	10%	*9%*	*6%*	*18%* **bd**	*6%*
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**7**	2	1	3	1
	2%	*2%*	*2%*	*4%*	*1%*
None of these (DO NOT READ OUT)	**47**	9	14	10	14
	15%	*12%*	*17%*	*11%*	*19%*

Columns Tested: a,b,c,d

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**412**	82	146	95	89
Weighted total	**320**	82	79	85	74
Don't Know (DO NOT READ OUT)	**2**	-	2	*	-
	1%	-%	*3%*	**%*	-%
Refused (DO NOT READ OUT)	**-**	-	-	-	-
	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 208 Page 3609

QS2a. What would you say are the reasons for this increase?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	***c**	***d**	e	a	b	***c**	***d**	***e**
Unweighted total	**257**	165	61	24	7	92	55	50	19	12	23
Weighted total	**193**	181	8	3	1	11	54	46	17	7	3
Growth of business	**131**	122	6	2	1	8	36	30	14	7	3
	68%	*67%*	*73%*	*68%*	*63%*	*71%*	*67%*	*65%*	*84%*	*88%*	*78%*
Ability to reach more customers	**26**	25	*	*	*	1	12	7	*	*	-
	14%	*14%*	*6%*	*9%*	*22%*	*8%*	*23%*	*14%*	*3%*	*5%*	*-%*
More items being sent to existing clients	**4**	4	*	-	-	*	*	*	-	-	*
	2%	*2%*	*2%*	*-%*	*-%*	*1%*	*1%*	*1%*	*-%*	*-%*	*5%*
Increase use of direct mail for marketing	**3**	3	1	-	-	1	1	2	-	*	-
	2%	*1%*	*7%* a	*-%*	*-%*	*5%*	*2%*	*4%*	*-%*	*3%*	*-%*
Postal communications offer better quality than other forms of communications	**3**	3	*	-	-	*	1	2	-	-	-
	2%	*2%*	*3%*	*-%*	*-%*	*2%*	*2%*	*4%*	*-%*	*-%*	*-%*
Innovative services	**2**	2	-	-	-	-	1	1	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*3%*	*2%*	*-%*	*-%*	*-%*
Cheaper / Lower Prices	**2**	2	*	-	-	*	-	-	*	-	-
	1%	*1%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	-	*	*	-	*	-	-	-	-	*
	****%***	*-%*	*1%*	*8%*	*-%*	*2%* a	*-%*	*-%*	*-%*	*-%*	*2%*
Other (PLEASE SPECIFY)	**44**	42	1	1	*	2	11	13	3	2	1
	23%	*23%*	*14%*	*18%*	*14%*	*15%*	*20%*	*28%*	*16%*	*27%*	*21%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

QS2a. What would you say are the reasons for this increase?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	k	*l	*m
Unweighted total	**257**	24	11	26	6	12	27	16	21	21	164	37	28	28
Weighted total	**193**	25	12	28	5	12	27	15	17	26	166	11	8	7
Growth of business	**131**	14	8	20	4	9	22	8	12	15	111	7	7	5
	68%	*56%*	*67%*	*71%*	*81%*	*81%*	*81%*	*50%*	*70%*	*57%*	*67%*	*64%*	*84%*	*72%*
Ability to reach more customers	**26**	7	2	4	-	*	4	-	4	4	25	*	1	*
	14%	*29%*	*15%*	*13%*	*-%*	*3%*	*15%*	*-%*	*25%*	*15%*	*15%*	*3%*	*7%*	*1%*
More items being sent to existing clients	**4**	-	*	2	-	-	-	-	-	2	4	-	-	1
	2%	*-%*	*1%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*2%*	*-%*	*-%*	*11%*
Increase use of direct mail for marketing	**3**	-	-	-	1	-	2	-	*	*	3	-	*	-
	2%	*-%*	*-%*	*-%*	*19%*	*-%*	*6%*	*-%*	*1%*	*1%*	*2%*	*-%*	*1%*	*-%*
Postal communications offer better quality than other forms of communications	**3**	*	-	2	-	-	1	*	-	-	3	-	-	-
	2%	*1%*	*-%*	*6%*	*-%*	*-%*	*4%*	**%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*
Innovative services	**2**	1	-	-	-	-	-	-	-	1	2	*	-	-
	1%	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*1%*	*3%*	*-%*	*-%*
Cheaper / Lower Prices	**2**	1	-	-	-	-	-	-	-	1	2	*	-	-
	1%	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*1%*	**%*	*-%*	*-%*
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	-	*	-	-	-	*	-	-	-	*	-	-	-
	****%***	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**44**	5	2	6	1	4	1	8	2	7	37	5	1	1
	23%	*21%*	*17%*	*23%*	*19%*	*31%*	*4%*	*49%*	*14%*	*29%*	*22%*	*42%* j	*15%*	*16%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS2a. What would you say are the reasons for this increase?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted total	**257**	5	26	5	15	85	6	23	92	185	72	226	31
Weighted total	**193**	2	19	1	15	70	4	17	66	155	38	172	21
Growth of business	**131**	1	13	1	8	51	2	12	44	102	29	118	12
	68%	*50%*	*70%*	*63%*	*51%*	*73%*	*49%*	*67%*	*67%*	*66%*	*76%*	*69%*	*60%*
Ability to reach more customers	**26**	-	4	-	-	7	-	3	12	21	5	23	3
	14%	*-%*	*21%*	*-%*	*-%*	*10%*	*-%*	*20%*	*18%*	*14%*	*13%*	*13%*	*15%*
More items being sent to existing clients	**4**	-	-	-	*	4	-	-	*	3	1	3	2
	2%	*-%*	*-%*	*-%*	*1%*	*5%*	*-%*	*-%*	*1%*	*2%*	*3%*	*2%*	*9%* a
Increase use of direct mail for marketing	**3**	-	-	-	-	2	-	1	*	1	2	3	-
	2%	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*5%*	**%*	*1%*	*5%* a	*2%*	*-%*
Postal communications offer better quality than other forms of communications	**3**	-	-	-	-	-	*	2	1	3	*	1	2
	2%	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*10%*	*2%*	*2%*	**%*	*1%*	*8%* a
Innovative services	**2**	-	1	-	-	-	*	-	1	1	1	2	-
	1%	*-%*	*5%*	*-%*	*-%*	*-%*	*7%*	*-%*	*2%*	*1%*	*4%*	*1%*	*-%*
Cheaper / Lower Prices	**2**	-	*	-	-	1	-	1	-	2	*	1	1
	1%	*-%*	**%*	*-%*	*-%*	*2%*	*-%*	*5%*	*-%*	*1%*	**%*	*1%*	*5%*
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	-	-	-	-	*	-	-	*	*	*	*	-
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	*-%*
Other (PLEASE SPECIFY)	**44**	1	3	*	7	13	2	5	13	41	3	36	8
	23%	*50%*	*14%*	*37%*	*49%*	*19%*	*47%*	*27%*	*19%*	*26%* b	*8%*	*21%*	*37%* a

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QS2a. What would you say are the reasons for this increase?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	***b**	a	b	c
Unweighted total	**257**	250	7	89	52	116
Weighted total	**193**	186	7	66	40	87
Growth of business	**131**	130	1	35	29	66
	68%	*70%*	*13%*	*54%*	*73%* a	*76%* a
Ability to reach more customers	**26**	24	2	6	6	14
	14%	*13%*	*25%*	*9%*	*15%*	*16%*
More items being sent to existing clients	**4**	4	-	*	-	4
	2%	*2%*	*-%*	**%*	*-%*	*5%*
Increase use of direct mail for marketing	**3**	3	-	1	-	2
	2%	*2%*	*-%*	*2%*	*-%*	*2%*
Postal communications offer better quality than other forms of communications	**3**	3	-	*	3	-
	2%	*2%*	*-%*	**%*	*7%* **ac**	*-%*
Innovative services	**2**	2	-	1	1	*
	1%	*1%*	*-%*	*2%*	*2%*	**%*
Cheaper / Lower Prices	**2**	2	-	2	-	*
	1%	*1%*	*-%*	*3%*	*-%*	**%*
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	*	-	-	*	*
	****%***	**%*	*-%*	*-%*	*1%*	**%*
Other (PLEASE SPECIFY)	**44**	40	4	24	9	11
	23%	*21%*	*61%*	*37%* c	*22%*	*12%*

Columns Tested: a,b - a,b,c

QS2a. What would you say are the reasons for this increase?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**257**	120	102	26	4	2	2	-	1	222	35	31	89	137
Weighted total	**193**	100	76	12	3	2	*	-	*	176	17	31	69	92
Growth of business	**131**	56	60	10	2	2	*	-	*	116	14	16	40	75
	68%	*56%*	*79%* ai	*83%*	*96%*	*100%*	*30%*	*-%*	*100%*	*66%*	*87%* ai	*50%*	*58%*	*81%* ab
Ability to reach more customers	**26**	16	9	1	*	-	-	-	-	25	2	4	12	10
	14%	*16%*	*12%*	*12%*	*4%*	*-%*	*-%*	*-%*	*-%*	*14%*	*9%*	*12%*	*17%*	*11%*
More items being sent to existing clients	**4**	1	3	-	-	-	-	-	-	4	-	-	1	3
	2%	*1%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*1%*	*4%*
Increase use of direct mail for marketing	**3**	1	2	-	-	-	*	-	-	3	*	*	1	2
	2%	*1%*	*2%*	*-%*	*-%*	*-%*	*70%*	*-%*	*-%*	*2%*	*1%*	**%*	*1%*	*2%*
Postal communications offer better quality than other forms of communications	**3**	3	-	-	-	-	-	-	-	3	-	-	3	-
	2%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*4%* c	*-%*
Innovative services	**2**	2	-	-	-	-	-	-	-	2	-	1	1	-
	1%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*4%* c	*1%*	*-%*
Cheaper / Lower Prices	**2**	2	-	*	-	-	-	-	-	2	*	-	2	*
	1%	*2%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*	*3%*	**%*
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	*	-	*	-	-	-	-	-	*	*	-	*	*
	****%***	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	**%*
Other (PLEASE SPECIFY)	**44**	35	7	2	-	-	-	-	-	42	2	14	21	9
	23%	*35%* bij	*10%*	*13%*	*-%*	*-%*	*-%*	*-%*	*-%*	*24%* bj	*9%*	*45%* c	*30%* c	*10%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QS2a. What would you say are the reasons for this increase?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**257**	163	153	187	140	95	197	149	20	7	5	3	2	1
Weighted total	**193**	112	100	131	103	63	140	109	13	7	1	1	*	*
Growth of business	**131**	77	74	91	75	48	103	73	9	7	*	1	*	*
	68%	*69%*	*74%*	*70%*	*73%*	*75%*	*73%*	*67%*	*74%*	*100%*	*40%*	*100%*	*51%*	*100%*
Ability to reach more customers	**26**	10	12	14	16	9	17	10	1	2	*	1	*	-
	14%	*9%*	*12%*	*11%*	*15%*	*14%*	*12%*	*9%*	*9%*	*25%*	*31%*	*96%*	*49%*	*-%*
More items being sent to existing clients	**4**	2	2	2	2	-	4	2	-	-	-	-	-	-
	2%	*2%*	*2%*	*2%*	*2%*	*-%*	*3%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Increase use of direct mail for marketing	**3**	3	*	3	2	*	*	2	1	-	*	-	-	-
	2%	*3%* f	**%*	*2%*	*2%*	**%*	**%*	*2%*	*7%*	*-%*	*58%*	*-%*	*-%*	*-%*
Postal communications offer better quality than other forms of communications	**3**	3	2	3	*	2	1	3	-	-	-	-	-	-
	2%	*3%*	*2%*	*2%*	**%*	*3%* d	*1%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Innovative services	**2**	1	1	1	1	1	2	1	-	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Cheaper / Lower Prices	**2**	2	2	2	1	-	1	2	*	-	-	-	-	-
	1%	*2%*	*2%*	*2%*	*1%*	*-%*	*1%*	*2%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**44**	28	17	30	18	11	23	28	2	-	-	-	-	-
	23%	*25%* f	*17%*	*23%*	*18%*	*17%*	*17%*	*26%*	*17%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QS2a. What would you say are the reasons for this increase?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	b	c	d	*e
Unweighted total	**257**	124	7	5	2	-	2	-	2	29	47	47	57	7
Weighted total	**193**	90	7	3	2	-	*	-	*	25	31	36	34	6
Growth of business	**131**	62	7	3	2	-	*	-	*	14	25	24	25	4
	68%	*69%*	*100%*	*97%*	*100%*	*-%*	*35%*	*-%*	*35%*	*55%*	*81%*	*67%*	*73%*	*77%*
Ability to reach more customers	**26**	15	*	-	-	-	-	-	-	2	3	3	5	2
	14%	*17%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*8%*	*8%*	*14%*	*34%*
More items being sent to existing clients	**4**	2	-	-	-	-	-	-	-	-	*	2	-	-
	2%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*5%*	*-%*	*-%*
Increase use of direct mail for marketing	**3**	2	-	-	-	-	*	-	*	2	1	-	*	-
	2%	*2%*	*-%*	*-%*	*-%*	*-%*	*65%*	*-%*	*65%*	*7%*	*4%*	*-%*	*1%*	*-%*
Postal communications offer better quality than other forms of communications	**3**	*	-	-	-	-	-	-	-	-	-	1	2	*
	2%	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*5%*	*1%*
Innovative services	**2**	1	-	-	-	-	-	-	-	-	*	-	1	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*3%*	*-%*
Cheaper / Lower Prices	**2**	1	-	-	-	-	-	-	-	-	-	1	*	1
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	**%*	*17%*
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*
Other (PLEASE SPECIFY)	**44**	18	-	*	-	-	-	-	-	10	4	9	7	*
	23%	*20%*	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*41%*	*13%*	*25%*	*20%*	*5%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 208 (continuation)

QS2a. What would you say are the reasons for this increase?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**257**	22	26	45	43	4	105	5	30	201	56	171	16
Weighted total	**193**	12	17	44	28	3	87	1	15	148	45	119	12
Growth of business	**131**	7	11	33	21	2	66	1	8	95	36	83	8
	68%	*60%*	*69%*	*76%*	*74%*	*79%*	*75%* c	*85%*	*55%*	*64%*	*80%* a	*70%*	*72%*
Ability to reach more customers	**26**	2	3	5	6	-	14	-	2	24	2	14	-
	14%	*14%*	*17%*	*12%*	*21%*	*-%*	*16%*	*-%*	*12%*	*16%* b	*5%*	*12%*	*-%*
More items being sent to existing clients	**4**	*	-	2	-	-	2	-	*	4	-	2	-
	2%	*4%*	*-%*	*4%*	*-%*	*-%*	*2%*	*-%*	*1%*	*3%*	*-%*	*2%*	*-%*
Increase use of direct mail for marketing	**3**	-	2	-	-	*	2	-	-	3	-	3	-
	2%	*-%*	*10%*	*-%*	*-%*	*9%*	*2%*	*-%*	*-%*	*2%*	*-%*	*3%*	*-%*
Postal communications offer better quality than other forms of communications	**3**	-	*	-	-	-	-	-	*	3	-	3	-
	2%	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*2%*	*-%*	*3%*	*-%*
Innovative services	**2**	-	-	1	-	-	1	-	-	2	-	1	-
	1%	*-%*	*-%*	*2%*	*-%*	*-%*	*1%*	*-%*	*-%*	*2%*	*-%*	*1%*	*-%*
Cheaper / Lower Prices	**2**	-	-	1	*	-	1	-	-	2	-	2	-
	1%	*-%*	*-%*	*2%*	**%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*2%*	*-%*
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	-	-	-	*	-	*	-	-	*	-	*	-
	****%***	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
Other (PLEASE SPECIFY)	**44**	4	3	7	4	*	12	*	7	35	9	25	5
	23%	*37%*	*16%*	*15%*	*15%*	*12%*	*13%*	*15%*	*43%* a	*24%*	*19%*	*21%*	*43%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QS2a. What would you say are the reasons for this increase?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**257**	18	35	41	7	87	53	68	152	34	-
Weighted total	**193**	10	31	29	2	61	42	41	105	15	-
Growth of business	**131**	7	25	22	2	43	32	25	74	12	-
	68%	*68%*	*80%*	*74%*	*88%*	*71%*	*75%*	*60%*	*71%*	*80%* a	*-%*
Ability to reach more customers	**26**	1	7	4	1	10	6	5	10	*	-
	14%	*11%*	*21%*	*14%*	*55%*	*16%*	*14%*	*12%*	*10%*	*2%*	*-%*
More items being sent to existing clients	**4**	*	-	*	-	2	-	-	2	-	-
	2%	*2%*	*-%*	*1%*	*-%*	*3%*	*-%*	*-%*	*2%*	*-%*	*-%*
Increase use of direct mail for marketing	**3**	2	-	2	-	2	-	2	3	-	-
	2%	*18%*	*-%*	*6%*	*-%*	*3%*	*-%*	*5%*	*3%*	*-%*	*-%*
Postal communications offer better quality than other forms of communications	**3**	-	-	*	-	*	-	3	3	1	-
	2%	*-%*	*-%*	*1%*	*-%*	**%*	*-%*	*7%*	*3%*	*8%*	*-%*
Innovative services	**2**	1	-	1	-	1	-	-	1	-	-
	1%	*9%*	*-%*	*4%*	*-%*	*2%*	*-%*	*-%*	*1%*	*-%*	*-%*
Cheaper / Lower Prices	**2**	-	-	-	-	1	-	1	1	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*3%*	*1%*	*-%*	*-%*
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	-	-	-	-	*	-	*	*	*	-
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	**%*	**%*	*-%*
Other (PLEASE SPECIFY)	**44**	*	4	3	*	10	8	14	24	2	-
	23%	*4%*	*14%*	*9%*	*8%*	*16%*	*20%*	*34%*	*23%*	*16%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

QS2a. What would you say are the reasons for this increase?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**257**	66	129	31	-	101	85	43	1	150	138	101	139	105	5
Weighted total	**193**	39	83	16	-	75	58	27	*	102	91	72	97	60	1
Growth of business	**131**	30	62	13	-	55	42	22	*	68	67	52	68	44	1
	68%	*77%*	*75%*	*82%*	*-%*	*74%*	*73%*	*83%*	*100%*	*67%*	*74%*	*72%*	*70%*	*73%*	*63%*
Ability to reach more customers	**26**	3	10	2	-	9	12	5	-	10	12	15	14	12	-
	14%	*9%*	*12%*	*12%*	*-%*	*13%*	*21%*	*19%*	*-%*	*10%*	*13%*	*22%* a	*14%*	*20%*	*-%*
More items being sent to existing clients	**4**	-	2	-	-	*	2	-	-	2	2	2	*	*	-
	2%	*-%*	*3%*	*-%*	*-%*	**%*	*4%*	*-%*	*-%*	*2%*	*2%*	*3%*	**%*	**%*	*-%*
Increase use of direct mail for marketing	**3**	*	*	-	-	2	2	-	-	3	*	2	3	*	-
	2%	*1%*	*1%*	*-%*	*-%*	*3%*	*3%*	*-%*	*-%*	*3%*	*1%*	*3%*	*3%*	**%*	*-%*
Postal communications offer better quality than other forms of communications	**3**	-	2	-	-	-	*	-	-	3	2	*	3	3	-
	2%	*-%*	*2%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*3%*	*2%*	**%*	*3%*	*5%*	*-%*
Innovative services	**2**	*	1	*	-	-	1	-	-	1	1	1	1	1	-
	1%	*1%*	*1%*	*2%*	*-%*	*-%*	*2%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*2%*	*-%*
Cheaper / Lower Prices	**2**	*	2	*	-	1	*	*	-	2	2	1	2	2	-
	1%	**%*	*2%*	**%*	*-%*	*1%*	**%*	**%*	*-%*	*2%*	*2%*	*2%*	*2%*	*3%*	*-%*
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	*	*	*	-	*	*	*	-	*	*	*	*	*	-
	****%***	*1%*	**%*	**%*	*-%*	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*
Other (PLEASE SPECIFY)	**44**	6	15	3	-	15	8	3	-	24	16	10	21	11	*
	23%	*16%*	*18%*	*17%*	*-%*	*19%*	*14%*	*11%*	*-%*	*24%* c	*17%*	*13%*	*21%*	*19%*	*37%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 208 (continuation)

QS2a. What would you say are the reasons for this increase?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	*a	*b	*c	*d
Unweighted total	257	72	47	65	30	24	134	105	6	10	6	8
Weighted total	193	46	31	40	18	15	95	60	5	6	7	8
Growth of business	131	34	22	27	15	14	67	45	3	4	5	6
	68%	*72%*	*73%*	*68%*	*81%*	*91%*	*71%*	*74%*	*67%*	*63%*	*72%*	*76%*
Ability to reach more customers	26	8	6	5	2	4	15	12	1	-	2	2
	14%	*17%*	*21%*	*12%*	*12%*	*26%*	*15%*	*21%*	*28%*	*-%*	*30%*	*27%*
More items being sent to existing clients	4	2	-	*	-	-	2	*	2	-	-	-
	2%	*5%*	*-%*	**%*	*-%*	*-%*	*2%*	**%*	*32%*	*-%*	*-%*	*-%*
Increase use of direct mail for marketing	3	2	2	2	-	-	3	*	-	-	-	2
	2%	*4%*	*5%*	*5%*	*-%*	*-%*	*3%*	**%*	*-%*	*-%*	*-%*	*20%*
Postal communications offer better quality than other forms of communications	3	*	*	*	*	*	2	3	-	*	-	-
	2%	**%*	**%*	**%*	**%*	**%*	*2%*	*5%*	*-%*	*3%*	*-%*	*-%*
Innovative services	2	1	1	1	-	-	1	1	-	*	1	-
	1%	*2%*	*3%*	*2%*	*-%*	*-%*	*1%*	*2%*	*-%*	*5%*	*13%*	*-%*
Cheaper / Lower Prices	2	*	-	1	*	*	2	2	-	-	-	-
	1%	**%*	*-%*	*3%*	**%*	**%*	*2%*	*3%*	*-%*	*-%*	*-%*	*-%*
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	-	-	-	-	-	*	*	-	-	-	-
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	44	6	4	7	3	1	18	12	*	2	-	-
	23%	*13%*	*13%*	*18%*	*17%*	*7%*	*19%*	*19%*	*1%*	*34%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 208 (continuation)

QS2a. What would you say are the reasons for this increase?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**257**	238	197	239	210	249	166	236	87	1	179	17	65	163
Weighted total	**193**	173	139	175	156	185	122	168	53	*	124	14	52	117
Growth of business	**131**	116	101	118	111	126	88	113	39	*	80	11	44	69
	68%	*67%*	*72%*	*67%*	*71%*	*68%*	*72%*	*67%*	*73%*	*100%*	*64%*	*81%*	*85%* b	*59%*
Ability to reach more customers	**26**	20	20	22	22	26	19	23	7	-	22	1	5	21
	14%	*12%*	*14%*	*13%*	*14%*	*14%*	*15%*	*13%*	*14%*	*-%*	*18%*	*9%*	*10%*	*18%*
More items being sent to existing clients	**4**	4	4	4	4	4	2	3	1	-	4	-	2	3
	2%	*3%*	*3%*	*3%*	*3%*	*2%*	*2%*	*2%*	*1%*	*-%*	*4%*	*-%*	*4%*	*2%*
Increase use of direct mail for marketing	**3**	2	2	2	3	3	2	3	2	-	3	-	2	1
	2%	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*3%*	*-%*	*3%*	*-%*	*3%*	*1%*
Postal communications offer better quality than other forms of communications	**3**	3	2	3	3	3	3	3	1	-	2	1	-	3
	2%	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*	*2%*	*8%*	*-%*	*3%*
Innovative services	**2**	2	2	2	1	2	*	2	*	-	1	-	1	1
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	*-%*	*1%*	*-%*	*2%*	*1%*
Cheaper / Lower Prices	**2**	2	1	2	2	2	1	2	*	-	2	-	-	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*-%*	*2%*	*-%*	*-%*	*2%*
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	*	*	*	*	*	*	*	*	-	*	-	*	*
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	**%*	**%*
Other (PLEASE SPECIFY)	**44**	40	24	40	31	40	23	39	8	-	26	1	3	33
	23%	*23%*	*17%*	*23%*	*20%*	*22%*	*19%*	*23%*	*16%*	*-%*	*21%*	*10%*	*5%*	*28%* a

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QS2a. What would you say are the reasons for this increase?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	*b	*c	a	*b	c	a	b
Unweighted total	**257**	83	4	29	65	257	-	-	64	25	166	149	108
Weighted total	**193**	62	2	25	48	193	-	-	51	20	120	104	89
Growth of business	**131**	45	2	23	33	131	-	-	38	18	73	67	64
	68%	*72%*	*100%*	*91%*	*69%*	*68%*	*-%*	*-%*	*74%*	*89%*	*61%*	*64%*	*72%*
Ability to reach more customers	**26**	8	-	1	7	26	-	-	8	*	18	16	10
	14%	*12%*	*-%*	*4%*	*14%*	*14%*	*-%*	*-%*	*16%*	*1%*	*15%*	*15%*	*11%*
More items being sent to existing clients	**4**	2	-	-	2	4	-	-	4	-	1	2	2
	2%	*3%*	*-%*	*-%*	*4%*	*2%*	*-%*	*-%*	*7%* c	*-%*	*1%*	*2%*	*2%*
Increase use of direct mail for marketing	**3**	2	-	-	2	3	-	-	-	1	2	2	1
	2%	*3%*	*-%*	*-%*	*4%*	*2%*	*-%*	*-%*	*-%*	*5%*	*2%*	*2%*	*2%*
Postal communications offer better quality than other forms of communications	**3**	-	-	*	-	3	-	-	-	-	3	2	1
	2%	*-%*	*-%*	*1%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*2%*	*2%*	*1%*
Innovative services	**2**	1	-	-	1	2	-	-	1	-	1	2	*
	1%	*2%*	*-%*	*-%*	*3%*	*1%*	*-%*	*-%*	*2%*	*-%*	*1%*	*2%*	**%*
Cheaper / Lower Prices	**2**	-	-	-	-	2	-	-	-	-	2	*	2
	1%	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*2%*	**%*	*2%*
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	-	-	-	-	*	-	-	-	-	*	*	*
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	**%*
Other (PLEASE SPECIFY)	**44**	14	-	1	13	44	-	-	8	2	32	24	20
	23%	*23%*	*-%*	*4%*	*28%*	*23%*	*-%*	*-%*	*15%*	*9%*	*27%*	*23%*	*22%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QS2a. What would you say are the reasons for this increase?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	257	47	6	27	17	20	9	25	19	15	15	15	12
Weighted total	193	17	2	11	8	7	3	10	7	4	10	5	3
Growth of business	131	10	*	8	5	5	3	6	5	4	5	2	2
	68%	*59%*	*6%*	*73%*	*60%*	*73%*	*97%*	*66%*	*80%*	*88%*	*48%*	*48%*	*67%*
Ability to reach more customers	26	3	1	2	3	1	1	3	2	*	3	2	*
	14%	*19%*	*46%*	*20%*	*36%*	*16%*	*38%*	*32%*	*31%*	*3%*	*30%*	*42%*	*7%*
More items being sent to existing clients	4	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Increase use of direct mail for marketing	3	-	-	-	-	-	-	-	-	-	-	-	*
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*2%*
Postal communications offer better quality than other forms of communications	3	*	-	*	-	*	-	*	-	-	-	*	-
	2%	*%	-%	*1%*	-%	*1%*	-%	*1%*	-%	-%	-%	*1%*	-%
Innovative services	2	1	-	1	1	1	-	1	1	-	1	*	-
	1%	*7%*	-%	*9%*	*11%*	*13%*	-%	*12%*	*14%*	-%	*9%*	*6%*	-%
Cheaper / Lower Prices	2	*	-	-	*	-	-	*	-	-	-	-	*
	1%	*%	-%	-%	*1%*	-%	-%	*%	-%	-%	-%	-%	*2%*
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	*	-	*	*	*	-	*	*	-	*	*	-
	*%	*2%*	-%	*1%*	*1%*	*1%*	-%	*2%*	*1%*	-%	*2%*	*1%*	-%
Other (PLEASE SPECIFY)	44	4	1	1	1	1	*	1	*	1	2	1	1
	23%	*26%*	*50%*	*8%*	*16%*	*12%*	*2%*	*10%*	*5%*	*12%*	*21%*	*27%*	*23%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 208 (continuation)

QS2a. What would you say are the reasons for this increase?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	257	38	15	5	60	15	26	26	18	17	14	17	6
Weighted total	193	28	18	8	22	11	17	18	17	17	16	22	1
Growth of business	131	24	14	2	13	6	9	10	13	14	11	14	1
	68%	*88%* d	*77%*	*29%*	*59%*	*53%*	*51%*	*58%*	*79%*	*82%*	*72%*	*63%*	*73%*
Ability to reach more customers	26	*	2	4	5	1	4	2	2	4	2	-	-
	14%	*1%*	*13%*	*47%*	*25%* a	*10%*	*26%*	*11%*	*11%*	*20%*	*11%*	*-%*	*-%*
More items being sent to existing clients	4	-	*	-	-	-	*	-	2	-	-	2	*
	2%	*-%*	*3%*	*-%*	*-%*	*-%*	*2%*	*-%*	*10%*	*-%*	*-%*	*8%*	*15%*
Increase use of direct mail for marketing	3	*	-	-	*	1	-	-	2	-	-	-	-
	2%	*1%*	*-%*	*-%*	**%*	*9%*	*-%*	*-%*	*11%*	*-%*	*-%*	*-%*	*-%*
Postal communications offer better quality than other forms of communications	3	-	-	2	*	1	-	-	-	-	-	-	*
	2%	*-%*	*-%*	*22%*	**%*	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*15%*
Innovative services	2	-	-	-	1	-	1	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*6%*	*-%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Cheaper / Lower Prices	2	-	-	-	*	1	1	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	**%*	*9%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	-	-	-	*	-	-	-	-	-	-	-	-
	**%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	44	6	2	4	4	3	4	6	*	3	4	8	*
	23%	*21%*	*11%*	*47%*	*20%*	*29%*	*21%*	*32%*	*1%*	*18%*	*28%*	*37%*	*12%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

QS2a. What would you say are the reasons for this increase?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**257**	58	101	61	37
Weighted total	**193**	53	50	52	39
Growth of business	**131**	40	27	37	26
	68%	*76%* b	*55%*	*72%* b	*67%*
Ability to reach more customers	**26**	6	11	7	2
	14%	*12%*	*22%* d	*14%*	*5%*
More items being sent to existing clients	**4**	*	*	2	2
	2%	*1%*	*1%*	*3%*	*5%*
Increase use of direct mail for marketing	**3**	*	1	2	-
	2%	**%*	*2%*	*4%*	*-%*
Postal communications offer better quality than other forms of communications	**3**	2	1	-	*
	2%	*3%*	*2%*	*-%*	**%*
Innovative services	**2**	-	2	-	-
	1%	*-%*	*5%*	*-%*	*-%*
Cheaper / Lower Prices	**2**	-	2	-	-
	1%	*-%*	*4%*	*-%*	*-%*
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	-	*	-	-
	****%***	*-%*	*1%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**44**	11	11	9	13
	23%	*21%*	*22%*	*17%*	*32%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 209

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	e	a	b	***c**	***d**	e
Unweighted total	**412**	267	80	38	27	145	96	74	27	14	43
Weighted total	**320**	303	10	4	3	17	110	71	23	9	11
Use of new/digital communication methods	**135**	128	4	2	1	7	46	29	11	4	6
	42%	*42%*	*40%*	*45%*	*40%*	*41%*	*42%*	*41%*	*47%*	*39%*	*54%*
Increase use of emailing services	**108**	100	5	2	1	8	32	24	13	3	5
	34%	*33%*	*50%* a	*43%*	*48%*	*48%* a	*30%*	*35%*	*55%*	*37%*	*44%*
Postal costs	**36**	34	1	*	*	2	13	14	1	*	1
	11%	*11%*	*11%*	*8%*	*13%*	*11%*	*12%*	*20%*	*4%*	*3%*	*7%*
Downsizing the company	**11**	11	*	-	-	*	3	4	-	-	-
	3%	*4%*	*1%*	*-%*	*-%*	*1%*	*3%*	*6%*	*-%*	*-%*	*-%*
Because of the recession	**9**	9	-	*	-	*	3	-	-	-	-
	3%	*3%*	*-%*	*1%*	*-%*	**%*	*3%*	*-%*	*-%*	*-%*	*-%*
Retirement / closing the business	**6**	5	*	-	-	*	5	1	*	-	-
	2%	*2%*	*4%*	*-%*	*-%*	*2%*	*4%*	*1%*	*1%*	*-%*	*-%*
Environmental costs	**5**	5	-	-	-	-	2	*	-	2	-
	2%	*2%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*-%*	*20%*	*-%*
Increase use of social media	**5**	4	-	*	*	*	2	2	-	-	*
	1%	*1%*	*-%*	*2%*	*6%*	*2%*	*2%*	*2%*	*-%*	*-%*	**%*
Less effective than other communications media	**4**	4	*	-	*	1	*	-	-	*	1
	1%	*1%*	*4%*	*-%*	*7%*	*4%*	**%*	*-%*	*-%*	*3%*	*9%* **ab**
Electronic technology is more reliable / faster	**4**	4	-	-	-	-	*	-	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*
Security concerns	**3**	3	-	*	-	*	2	1	-	-	*
	1%	*1%*	*-%*	*4%*	*-%*	*1%*	*1%*	*2%*	*-%*	*-%*	*1%*
Relocation of staff / company	**3**	3	-	-	*	*	-	1	-	-	-
	1%	*1%*	*-%*	*-%*	*3%*	*1%*	*-%*	*2%*	*-%*	*-%*	*-%*
Poor customer service /unreliable service	**3**	3	-	-	-	-	3	-	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*
Too complicated - hard to understand what the best mailing option is	**2**	2	-	-	-	-	-	2	*	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*2%*	*-%*	*-%*
More BACS payments	**2**	2	-	-	-	-	-	-	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**31**	30	1	*	*	1	12	9	*	1	2
	10%	*10%*	*5%*	*6%*	*2%*	*5%*	*11%*	*13%*	**%*	*14%*	*17%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	e	a	b	***c**	***d**	e
Unweighted total	**412**	267	80	38	27	145	96	74	27	14	43
Weighted total	**320**	303	10	4	3	17	110	71	23	9	11
Don't Know	**2**	2	-	-	-	-	-	-	-	-	-
	1%	*1%*	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	*h	*i	j	k	l	m
Unweighted total	412	31	13	40	15	25	65	35	19	24	267	49	41	55
Weighted total	320	29	16	42	16	25	67	31	21	27	275	15	15	15
Use of new/digital communication methods	135	11	4	21	9	8	34	9	8	11	114	7	8	6
	42%	*39%*	*24%*	*50%*	*55%*	*31%*	*50%* g	*28%*	*40%*	*40%*	*42%*	*45%*	*55%* g	*41%*
Increase use of emailing services	108	13	3	13	3	8	25	11	8	10	94	5	4	5
	34%	*46%*	*20%*	*31%*	*17%*	*32%*	*37%*	*36%*	*36%*	*38%*	*34%*	*31%*	*27%*	*35%*
Postal costs	36	1	7	7	2	3	7	1	-	3	31	*	1	3
	11%	*5%*	*42%*	*16%* k	*11%*	*11%*	*11%*	*4%*	*-%*	*10%*	*11%* k	*2%*	*8%*	*23%* **agjk**
Downsizing the company	11	-	-	3	2	-	1	2	-	1	9	-	2	-
	3%	*-%*	*-%*	*8%* **km**	*11%*	*-%*	*2%*	*6%*	*-%*	*3%*	*3%*	*-%*	*13%* **afjkm**	*-%*
Because of the recession	9	2	-	1	-	-	*	2	3	-	8	1	-	-
	3%	*7%* f	*-%*	*3%*	*-%*	*-%*	**%*	*5%*	*14%*	*-%*	*3%*	*7%* **fm**	*-%*	*-%*
Retirement / closing the business	6	*	-	-	2	-	-	1	-	2	5	1	-	-
	2%	*1%*	*-%*	*-%*	*11%*	*-%*	*-%*	*4%*	*-%*	*6%*	*2%*	*4%*	*-%*	*-%*
Environmental costs	5	-	-	-	-	*	2	2	-	-	4	-	1	-
	2%	*-%*	*-%*	*-%*	*-%*	*1%*	*3%*	*6%*	*-%*	*-%*	*1%*	*-%*	*7%* j	*-%*
Increase use of social media	5	*	-	-	-	-	3	-	-	1	4	1	-	*
	1%	**%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*-%*	*3%*	*1%*	*4%*	*-%*	**%*
Less effective than other communications media	4	*	-	-	1	2	1	-	-	-	4	-	*	-
	1%	*1%*	*-%*	*-%*	*6%*	*7%*	*2%*	*-%*	*-%*	*-%*	*2%*	*-%*	*1%*	*-%*
Electronic technology is more reliable / faster	4	-	-	-	-	2	1	1	-	-	4	-	*	-
	1%	*-%*	*-%*	*-%*	*-%*	*7%*	*2%*	*3%*	*-%*	*-%*	*1%*	*-%*	*2%*	*-%*
Security concerns	3	-	-	2	-	-	-	-	1	-	3	-	-	*
	1%	*-%*	*-%*	*4%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*	*1%*	*-%*	*-%*	*1%*
Relocation of staff / company	3	1	*	2	-	-	-	-	-	-	3	-	-	-
	1%	*4%*	*1%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
Poor customer service /unreliable service	3	-	-	-	2	1	-	-	-	-	3	-	-	-
	1%	*-%*	*-%*	*-%*	*11%*	*4%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
Too complicated - hard to understand what the best mailing option is	2	-	-	-	-	-	-	-	1	-	1	-	-	1
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*	**%*	*-%*	*-%*	*7%* **fj**
More BACS payments	2	-	-	-	-	-	-	2	-	-	2	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%* j	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 05/02/19

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	***e**	f	g	***h**	***i**	j	k	l	m
Unweighted total	**412**	31	13	40	15	25	65	35	19	24	267	49	41	55
Weighted total	**320**	29	16	42	16	25	67	31	21	27	275	15	15	15
Other	**31**	2	4	5	2	2	6	3	2	2	28	2	1	*
	10%	*7%*	*25%*	*12%* m	*11%*	*7%*	*8%*	*11%*	*9%*	*8%*	*10%*	*11%*	*7%*	*2%*
Don't Know	**2**	-	-	-	-	2	-	-	-	-	2	-	-	-
	1%	-%	-%	-%	-%	*7%*	-%	-%	-%	-%	*1%*	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 209 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	d	e	***f**	g	h	a	b	a	b
Unweighted total	**412**	10	47	8	50	104	12	37	143	259	153	360	52
Weighted total	**320**	6	36	4	33	87	7	26	120	229	91	287	32
Use of new/digital communication methods	**135**	2	10	3	15	35	2	11	58	101	35	120	15
	42%	*29%*	*27%*	*62%*	*45%*	*40%*	*31%*	*43%*	*49%* b	*44%*	*38%*	*42%*	*48%*
Increase use of emailing services	**108**	*	14	2	17	28	3	13	30	82	26	99	9
	34%	*5%*	*39%*	*38%*	*53%* **eh**	*33%*	*43%*	*48%* h	*25%*	*36%*	*29%*	*34%*	*28%*
Postal costs	**36**	*	3	-	3	9	*	2	19	22	14	31	4
	11%	*1%*	*8%*	*-%*	*9%*	*10%*	*1%*	*7%*	*16%*	*10%*	*15%*	*11%*	*14%*
Downsizing the company	**11**	-	*	-	-	1	2	*	7	9	2	10	*
	3%	*-%*	*1%*	*-%*	*-%*	*1%*	*23%*	*1%*	*6%*	*4%*	*2%*	*4%*	*1%*
Because of the recession	**9**	-	2	-	-	4	-	1	2	5	4	9	-
	3%	*-%*	*5%*	*-%*	*-%*	*5%*	*-%*	*4%*	*1%*	*2%*	*4%*	*3%*	*-%*
Retirement / closing the business	**6**	*	2	-	-	*	-	-	3	2	4	6	-
	2%	*2%*	*5%* e	*-%*	*-%*	**%*	*-%*	*-%*	*3%*	*1%*	*4%* a	*2%*	*-%*
Environmental costs	**5**	-	2	-	1	2	-	-	*	4	1	5	-
	2%	*-%*	*5%* h	*-%*	*3%*	*2%*	*-%*	*-%*	**%*	*2%*	*1%*	*2%*	*-%*
Increase use of social media	**5**	-	1	-	1	*	-	-	3	4	1	4	*
	1%	*-%*	*2%*	*-%*	*3%*	**%*	*-%*	*-%*	*2%*	*2%*	*1%*	*2%*	**%*
Less effective than other communications media	**4**	-	*	-	*	3	-	1	*	2	3	2	3
	1%	*-%*	**%*	*-%*	**%*	*3%*	*-%*	*4%*	**%*	*1%*	*3%*	*1%*	*9%* a
Electronic technology is more reliable / faster	**4**	-	-	-	-	1	-	-	3	3	1	2	2
	1%	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*2%*	*1%*	*1%*	*1%*	*6%* a
Security concerns	**3**	-	-	-	-	-	-	-	3	3	-	2	1
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*-%*	*1%*	*3%*
Relocation of staff / company	**3**	-	-	-	-	3	-	-	-	2	1	3	-
	1%	*-%*	*-%*	*-%*	*-%*	*3%* h	*-%*	*-%*	*-%*	*1%*	*1%*	*1%*	*-%*
Poor customer service /unreliable service	**3**	-	-	-	-	3	-	-	-	1	2	3	-
	1%	*-%*	*-%*	*-%*	*-%*	*3%* h	*-%*	*-%*	*-%*	**%*	*2%*	*1%*	*-%*
Too complicated - hard to understand what the best mailing option is	**2**	-	-	-	-	2	-	*	-	2	*	2	-
	1%	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*2%*	*-%*	*1%*	*1%*	*1%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted total	**412**	10	47	8	50	104	12	37	143	259	153	360	52
Weighted total	**320**	6	36	4	33	87	7	26	120	229	91	287	32
More BACS payments	**2**	2	-	-	-	-	-	-	-	-	2	2	-
	1%	*28%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%* a	*1%*	*-%*
Other	**31**	2	5	-	1	9	*	-	14	19	12	31	*
	10%	*41%*	*13%* g	*-%*	*3%*	*10%* g	*3%*	*-%*	*12%* g	*8%*	*14%*	*11%* b	*1%*
Don't Know	**2**	-	-	-	-	2	-	-	-	2	-	2	-
	1%	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	412	404	8	256	67	84
Weighted total	320	308	11	212	49	54
Use of new/digital communication methods	135	135	-	93	24	18
	42%	*44%*	*-%*	*44%*	*49%*	*33%*
Increase use of emailing services	108	103	5	75	15	16
	34%	*33%*	*41%*	*36%*	*30%*	*29%*
Postal costs	36	35	1	20	7	7
	11%	*11%*	*9%*	*9%*	*15%*	*13%*
Downsizing the company	11	11	-	6	3	2
	3%	*3%*	*-%*	*3%*	*7%*	*3%*
Because of the recession	9	9	-	2	2	5
	3%	*3%*	*-%*	*1%*	*4%*	*10%* a
Retirement / closing the business	6	6	-	-	2	3
	2%	*2%*	*-%*	*-%*	*5%* a	*6%* a
Environmental costs	5	5	-	3	-	2
	2%	*2%*	*-%*	*1%*	*-%*	*3%*
Increase use of social media	5	4	1	4	-	1
	1%	*1%*	*9%*	*2%*	*-%*	*1%*
Less effective than other communications media	4	4	-	4	*	*
	1%	*1%*	*-%*	*2%*	*1%*	**%*
Electronic technology is more reliable / faster	4	4	-	2	2	-
	1%	*1%*	*-%*	*1%*	*4%*	*-%*
Security concerns	3	3	-	1	2	*
	1%	*1%*	*-%*	*1%*	*3%* a	**%*
Relocation of staff / company	3	3	-	*	2	1
	1%	*1%*	*-%*	**%*	*3%* a	*2%* a
Poor customer service /unreliable service	3	1	2	1	-	-
	1%	**%*	*16%*	**%*	*-%*	*-%*
Too complicated - hard to understand what the best mailing option is	2	2	-	2	*	-
	1%	*1%*	*-%*	*1%*	*1%*	*-%*
More BACS payments	2	2	-	-	-	2
	1%	*1%*	*-%*	*-%*	*-%*	*3%* a

Columns Tested: a,b - a,b,c

Produced by OLR
Issue date: 05/02/19

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**412**	404	8	256	67	84
Weighted total	**320**	308	11	212	49	54
Other	**31**	27	4	21	7	3
	10%	*9%*	*33%*	*10%*	*14%*	*6%*
Don't Know	**2**	2	-	2	-	-
	1%	*1%*	-%	*1%*	-%	-%

Columns Tested: a,b - a,b,c

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	**412**	324	77	10	-	1	-	-	-	401	11	148	176	88
Weighted total	**320**	271	43	5	-	*	-	-	-	315	5	148	124	48
Use of new/digital communication methods	**135**	117	18	*	-	-	-	-	-	135	*	66	51	18
	42%	*43%*	*41%*	*6%*	-%	-%	-%	-%	-%	*43%*	*6%*	*45%*	*41%*	*37%*
Increase use of emailing services	**108**	91	14	2	-	*	-	-	-	106	2	50	41	17
	34%	*34%*	*33%*	*45%*	-%	*100%*	-%	-%	-%	*34%*	*46%*	*34%*	*33%*	*35%*
Postal costs	**36**	30	5	1	-	-	-	-	-	34	1	12	18	6
	11%	*11%*	*11%*	*24%*	-%	-%	-%	-%	-%	*11%*	*23%*	*8%*	*14%*	*12%*
Downsizing the company	**11**	10	*	1	-	-	-	-	-	10	1	5	5	1
	3%	*4%*	*1%*	*19%*	-%	-%	-%	-%	-%	*3%*	*18%*	*3%*	*4%*	*3%*
Because of the recession	**9**	6	3	-	-	-	-	-	-	9	-	3	3	3
	3%	*2%*	*7%* a	-%	-%	-%	-%	-%	-%	*3%*	-%	*2%*	*3%*	*6%*
Retirement / closing the business	**6**	3	2	-	-	-	-	-	-	6	-	-	3	2
	2%	*1%*	*5%* a	-%	-%	-%	-%	-%	-%	*2%*	-%	-%	*3%* a	*4%* a
Environmental costs	**5**	3	2	-	-	-	-	-	-	5	-	2	1	2
	2%	*1%*	*4%*	-%	-%	-%	-%	-%	-%	*2%*	-%	*2%*	*1%*	*4%*
Increase use of social media	**5**	5	-	-	-	-	-	-	-	5	-	4	1	-
	1%	*2%*	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	*3%*	*1%*	-%
Less effective than other communications media	**4**	4	-	*	-	-	-	-	-	4	*	*	4	*
	1%	*2%*	-%	*2%*	-%	-%	-%	-%	-%	*1%*	*2%*	*%*	*3%* a	*%*
Electronic technology is more reliable / faster	**4**	4	-	-	-	-	-	-	-	4	-	2	2	-
	1%	*2%*	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	*1%*	*2%*	-%
Security concerns	**3**	3	-	*	-	-	-	-	-	3	*	-	3	*
	1%	*1%*	-%	*3%*	-%	-%	-%	-%	-%	*1%*	*3%*	-%	*2%*	*%*
Relocation of staff / company	**3**	3	-	-	-	-	-	-	-	3	-	1	2	-
	1%	*1%*	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	*1%*	*1%*	-%
Poor customer service /unreliable service	**3**	3	-	-	-	-	-	-	-	3	-	3	-	-
	1%	*1%*	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	*2%*	-%	-%
Too complicated - hard to understand what the best mailing option is	**2**	1	1	-	-	-	-	-	-	2	-	-	1	1
	1%	*%*	*2%*	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	*1%*	*2%*
More BACS payments	**2**	2	-	-	-	-	-	-	-	2	-	2	-	-
	1%	*1%*	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	*1%*	-%	-%
Other	**31**	25	6	*	-	-	-	-	-	31	*	10	14	6
	10%	*9%*	*14%*	*7%*	-%	-%	-%	-%	-%	*10%*	*7%*	*7%*	*11%*	*13%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 05/02/19

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	**412**	324	77	10	-	1	-	-	-	401	11	148	176	88
Weighted total	**320**	271	43	5	-	*	-	-	-	315	5	148	124	48
Don't Know	**2**	2	-	-	-	-	-	-	-	2	-	2	-	-
	1%	*1%*	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	*1%*	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**412**	273	187	296	107	106	283	266	14	13	3	-	-	-
Weighted total	**320**	194	128	216	75	68	195	201	6	8	1	-	-	-
Use of new/digital communication methods	**135**	74	53	84	24	26	75	79	2	2	*	-	-	-
	42%	*38%*	*41%*	*39%*	*33%*	*38%*	*38%*	*39%*	*44%*	*25%*	*13%*	*-%*	*-%*	*-%*
Increase use of emailing services	**108**	84	42	86	24	22	66	80	3	2	1	-	-	-
	34%	*43%* bef	*33%*	*40%*	*32%*	*32%*	*34%*	*40%*	*46%*	*29%*	*87%*	*-%*	*-%*	*-%*
Postal costs	**36**	16	12	21	11	9	24	17	2	2	-	-	-	-
	11%	*8%*	*10%*	*10%*	*14%*	*14%*	*12%*	*9%*	*30%*	*27%*	*-%*	*-%*	*-%*	*-%*
Downsizing the company	**11**	9	5	10	4	4	9	9	2	-	-	-	-	-
	3%	*5%*	*4%*	*5%*	*5%*	*5%*	*4%*	*4%*	*30%*	*-%*	*-%*	*-%*	*-%*	*-%*
Because of the recession	**9**	2	3	5	2	2	6	5	-	-	-	-	-	-
	3%	*1%*	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Retirement / closing the business	**6**	2	2	2	3	1	3	2	-	-	-	-	-	-
	2%	*1%*	*2%*	*1%*	*3%*	*1%*	*2%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Environmental costs	**5**	3	3	3	2	2	3	3	-	-	-	-	-	-
	2%	*2%*	*2%*	*1%*	*3%*	*3%*	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Increase use of social media	**5**	3	1	3	*	2	2	2	-	-	1	-	-	-
	1%	*1%*	*1%*	*1%*	**%*	*2%*	*1%*	*1%*	*-%*	*-%*	*74%*	*-%*	*-%*	*-%*
Less effective than other communications media	**4**	4	4	4	*	1	3	4	-	*	-	-	-	-
	1%	*2%*	*3%*	*2%*	**%*	*2%*	*1%*	*2%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*
Electronic technology is more reliable / faster	**4**	3	1	4	2	-	*	4	-	-	-	-	-	-
	1%	*2%*	*1%*	*2%* f	*3%* f	*-%*	**%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Security concerns	**3**	3	3	3	2	3	3	3	-	*	-	-	-	-
	1%	*1%*	*2%*	*1%*	*2%*	*4%*	*1%*	*1%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*
Relocation of staff / company	**3**	1	*	1	-	2	1	1	-	-	-	-	-	-
	1%	*1%*	**%*	*1%*	*-%*	*2%* b	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Poor customer service /unreliable service	**3**	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Too complicated - hard to understand what the best mailing option is	**2**	2	2	2	*	1	2	2	-	*	-	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*-%*	*6%*	*-%*	*-%*	*-%*	*-%*
More BACS payments	**2**	2	-	2	-	-	-	2	-	-	-	-	-	-
	1%	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**31**	17	12	19	11	9	27	17	1	2	-	-	-	-
	10%	*9%*	*9%*	*9%*	*15%*	*13%*	*14%*	*9%*	*10%*	*20%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 05/02/19

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**412**	273	187	296	107	106	283	266	14	13	3	-	-	-
Weighted total	**320**	194	128	216	75	68	195	201	6	8	1	-	-	-
Don't Know	**2**	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	412	102	3	1	-	1	-	-	1	97	64	75	59	1
Weighted total	320	73	2	*	-	*	-	-	*	96	44	46	30	*
Use of new/digital communication methods	135	24	-	-	-	-	-	-	-	36	14	19	15	-
	42%	*34%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*38%*	*31%*	*41%*	*49%* b	*-%*
Increase use of emailing services	108	24	*	*	-	*	-	-	*	34	18	22	12	*
	34%	*33%*	*3%*	*100%*	*-%*	*100%*	*-%*	*-%*	*100%*	*36%*	*40%*	*47%*	*39%*	*100%*
Postal costs	36	10	1	-	-	-	-	-	-	10	4	2	6	-
	11%	*13%*	*52%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*11%*	*8%*	*3%*	*19%* c	*-%*
Downsizing the company	11	3	1	-	-	-	-	-	-	4	4	1	1	-
	3%	*4%*	*45%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*9%*	*3%*	*3%*	*-%*
Because of the recession	9	2	-	-	-	-	-	-	-	3	2	-	-	-
	3%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*4%*	*-%*	*-%*	*-%*
Retirement / closing the business	6	3	-	-	-	-	-	-	-	2	-	*	*	-
	2%	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	**%*	*1%*	*-%*
Environmental costs	5	2	-	-	-	-	-	-	-	2	-	1	-	-
	2%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*2%*	*-%*	*-%*
Increase use of social media	5	*	-	-	-	-	-	-	-	3	-	*	*	-
	1%	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	**%*	**%*	*-%*
Less effective than other communications media	4	*	-	-	-	-	-	-	-	1	*	1	2	-
	1%	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*3%*	*6%*	*-%*
Electronic technology is more reliable / faster	4	2	-	-	-	-	-	-	-	2	2	-	-	-
	1%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*5%*	*-%*	*-%*	*-%*
Security concerns	3	2	-	-	-	-	-	-	-	-	3	-	*	-
	1%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%* ac	*-%*	**%*	*-%*
Relocation of staff / company	3	-	-	-	-	-	-	-	-	1	-	*	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*	*-%*
Poor customer service /unreliable service	3	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Too complicated - hard to understand what the best mailing option is	2	*	-	-	-	-	-	-	-	*	-	1	*	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*2%*	*2%*	*-%*
More BACS payments	2	-	-	-	-	-	-	-	-	2	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*
Other	31	11	-	-	-	-	-	-	-	4	6	6	3	-
	10%	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*15%* a	*12%*	*10%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**412**	102	3	1	-	1	-	-	1	97	64	75	59	1
Weighted total	**320**	73	2	*	-	*	-	-	*	96	44	46	30	*
Don't Know	**2**	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	c	a	b	a	*b
Unweighted total	**412**	42	19	28	16	2	52	10	44	373	39	279	17
Weighted total	**320**	27	19	21	7	1	44	8	22	284	36	204	13
Use of new/digital communication methods	**135**	11	3	7	4	*	14	*	10	122	14	77	7
	42%	*39%*	*14%*	*36%*	*53%*	*9%*	*32%*	*4%*	*46%*	*43%*	*38%*	*38%*	*54%*
Increase use of emailing services	**108**	10	8	5	1	-	14	6	5	98	10	81	5
	34%	*38%*	*43%*	*24%*	*10%*	*-%*	*31%*	*75%*	*21%*	*35%*	*27%*	*40%*	*39%*
Postal costs	**36**	2	4	3	1	1	7	*	3	30	6	19	2
	11%	*7%*	*21%*	*13%*	*18%*	*91%*	*17%*	*1%*	*15%*	*10%*	*16%*	*9%*	*17%*
Downsizing the company	**11**	3	-	*	1	-	2	-	2	9	2	8	2
	3%	*10%*	*-%*	*1%*	*14%*	*-%*	*5%*	*-%*	*8%*	*3%*	*6%*	*4%*	*17%*
Because of the recession	**9**	*	*	1	-	-	2	-	*	7	2	5	-
	3%	**%*	*3%*	*5%*	*-%*	*-%*	*4%*	*-%*	**%*	*2%*	*5%*	*2%*	*-%*
Retirement / closing the business	**6**	-	2	1	*	-	2	-	-	4	2 a	2	-
	2%	*-%*	*9%*	*3%*	*3%*	*-%*	*4%*	*-%*	*-%*	*1%*	*5%*	*1%*	*-%*
Environmental costs	**5**	*	-	2	-	-	2	-	*	5	-	3	-
	2%	*2%*	*-%*	*9%*	*-%*	*-%*	*4%*	*-%*	*2%*	*2%*	*-%*	*2%*	*-%*
Increase use of social media	**5**	-	-	-	*	-	-	-	*	5	-	3	-
	1%	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*2%*	*-%*	*1%*	*-%*
Less effective than other communications media	**4**	*	*	-	-	-	-	-	*	4	-	4	-
	1%	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*	*-%*	*2%*	*-%*
Electronic technology is more reliable / faster	**4**	1	1	-	-	-	1	-	1	4	-	4	-
	1%	*4%*	*6%*	*-%*	*-%*	*-%*	*2%*	*-%*	*5%*	*1%*	*-%*	*2%*	*-%*
Security concerns	**3**	2	-	-	*	-	2	-	-	3	-	3	-
	1%	*6%*	*-%*	*-%*	*2%*	*-%*	*4%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*
Relocation of staff / company	**3**	-	-	-	-	-	-	-	-	3	-	1	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*
Poor customer service /unreliable service	**3**	-	-	-	-	-	-	-	-	3	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
Too complicated - hard to understand what the best mailing option is	**2**	-	-	*	-	-	-	-	*	2	*	2	-
	1%	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*1%*	*1%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	c	a	b	a	*b
Unweighted total	**412**	42	19	28	16	2	52	10	44	373	39	279	17
Weighted total	**320**	27	19	21	7	1	44	8	22	284	36	204	13
More BACS payments	**2**	-	-	-	-	-	-	-	-	2	-	2	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	*1%*	-%
Other	**31**	2	4	4	2	-	8	2	2	25	6	19	-
	10%	*6%*	*20%*	*19%*	*27%*	-%	*17%*	*21%*	*9%*	*9%*	*15%*	*10%*	-%
Don't Know	**2**	-	-	-	-	-	-	-	-	-	2 a	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*5%*	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 209 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	a	*b	a	b	a	b	c	*d
Unweighted total	412	8	20	31	8	75	32	90	264	48	-
Weighted total	320	6	15	22	4	51	24	61	186	24	-
Use of new/digital communication methods	135	-	5	8	*	17	7	23	72	13	-
	42%	-%	*32%*	*35%*	*6%*	*34%*	*29%*	*38%*	*39%*	*56%* ab	-%
Increase use of emailing services	108	1	6	11	2	17	7	19	80	5	-
	34%	*9%*	*38%*	*49%*	*53%*	*33%*	*30%*	*31%*	*43%* ac	*23%*	-%
Postal costs	36	3	2	1	-	8	3	8	16	2	-
	11%	*49%*	*13%*	*4%*	-%	*15%*	*13%*	*12%*	*9%*	*10%*	-%
Downsizing the company	11	1	*	1	-	4	*	6	8	2	-
	3%	*16%*	*1%*	*5%*	-%	*8%*	*%*	*10%* b	*4%*	*7%*	-%
Because of the recession	9	1	-	-	1	1	1	-	2	-	-
	3%	*18%*	-%	-%	*28%*	*1%*	*4%*	-%	*1%*	-%	-%
Retirement / closing the business	6	-	2	2	-	1	2	2	*	*	-
	2%	-%	*13%*	*9%*	-%	*1%*	*8%*	*3%* b	*%*	*1%*	-%
Environmental costs	5	*	-	1	-	2	-	1	3	-	-
	2%	*8%*	-%	*4%*	-%	*5%*	-%	*2%*	*2%*	-%	-%
Increase use of social media	5	-	-	-	-	*	-	*	3	-	-
	1%	-%	-%	-%	-%	*%*	-%	*%*	*1%*	-%	-%
Less effective than other communications media	4	-	-	1	-	*	-	2	4	1	-
	1%	-%	-%	*4%*	-%	*1%*	-%	*4%*	*2%*	*4%*	-%
Electronic technology is more reliable / faster	4	-	-	*	-	2	-	1	3	2	-
	1%	-%	-%	*1%*	-%	*4%*	-%	*2%*	*2%*	*9%* ab	-%
Security concerns	3	-	*	*	-	2	*	-	3	3	-
	1%	-%	*1%*	*1%*	-%	*3%*	*1%*	-%	*2%*	*11%* ab	-%
Relocation of staff / company	3	-	-	-	-	-	-	-	1	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%
Poor customer service /unreliable service	3	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	***b**	a	***b**	a	b	a	b	c	***d**
Unweighted total	**412**	8	20	31	8	75	32	90	264	48	-
Weighted total	**320**	6	15	22	4	51	24	61	186	24	-
Too complicated - hard to understand what the best mailing option is	**2**	-	*	-	*	-	*	2	2	*	-
	1%	*-%*	*3%*	*-%*	*13%*	*-%*	*2%*	*3%*	*1%*	*2%*	*-%*
More BACS payments	**2**	-	-	-	-	-	-	2	2	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*1%*	*-%*	*-%*
Other	**31**	-	2	2	-	6	6	4	17	2	-
	10%	*-%*	*13%*	*9%*	*-%*	*11%*	*23%*	*7%*	*9%*	*9%*	*-%*
Don't Know	**2**	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	**412**	65	175	35	-	67	79	27	1	260	178	85	203	207	1
Weighted total	**320**	43	116	18	-	47	47	16	2	185	124	55	150	133	1
Use of new/digital communication methods	**135**	19	50	10	-	15	16	10	-	68	50	18	60	49	1
	42%	*43%*	*43%*	*56%*	*-%*	*32%*	*33%*	*64%*	*-%*	*37%*	*40%*	*33%*	*40%*	*37%*	*100%*
Increase use of emailing services	**108**	14	38	2	-	12	18	*	2	81	42	19	56	52	-
	34%	*33%* c	*33%* c	*10%*	*-%*	*25%*	*38%*	*2%*	*100%*	*44%* b	*34%*	*35%*	*37%*	*39%*	*-%*
Postal costs	**36**	3	12	1	-	7	6	3	-	14	12	8	16	10	-
	11%	*6%*	*11%*	*4%*	*-%*	*15%*	*14%*	*19%*	*-%*	*8%*	*10%*	*14%*	*11%*	*8%*	*-%*
Downsizing the company	**11**	2	3	-	-	1	4	*	-	7	4	3	6	8	-
	3%	*4%*	*2%*	*-%*	*-%*	*3%*	*8%*	*1%*	*-%*	*4%*	*3%*	*5%*	*4%*	*6%*	*-%*
Because of the recession	**9**	1	1	3	-	1	2	1	-	2	3	2	1	2	-
	3%	*2%*	*1%*	*17%* **ab**	*-%*	*2%*	*3%*	*7%*	*-%*	*1%*	*2%*	*3%*	*1%*	*1%*	*-%*
Retirement / closing the business	**6**	2	*	*	-	3	*	*	-	2	2	1	2	2	-
	2%	*5%* b	**%*	*1%*	*-%*	*5%*	*1%*	*1%*	*-%*	*1%*	*2%*	*2%*	*1%*	*2%*	*-%*
Environmental costs	**5**	1	3	-	-	2	*	-	-	3	3	2	3	1	-
	2%	*2%*	*2%*	*-%*	*-%*	*5%*	*1%*	*-%*	*-%*	*2%*	*2%*	*4%*	*2%*	*1%*	*-%*
Increase use of social media	**5**	*	1	-	-	-	*	-	-	3	1	*	2	2	-
	1%	**%*	*1%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*1%*	**%*	*1%*	*1%*	*-%*
Less effective than other communications media	**4**	1	4	1	-	-	*	*	-	4	4	*	4	4	-
	1%	*3%*	*4%*	*5%*	*-%*	*-%*	*1%*	*1%*	*-%*	*2%*	*3%*	**%*	*3%*	*3%*	*-%*
Electronic technology is more reliable / faster	**4**	-	1	-	-	1	2	-	-	3	1	2	3	1	-
	1%	*-%*	*1%*	*-%*	*-%*	*2%*	*4%*	*-%*	*-%*	*2%*	*1%*	*4%*	*2%*	*1%*	*-%*
Security concerns	**3**	-	3	3	-	2	2	2	-	3	3	2	2	3	-
	1%	*-%*	*2%*	*15%* **ab**	*-%*	*3%*	*4%*	*10%*	*-%*	*2%*	*2%*	*3%*	*1%*	*2%*	*-%*
Relocation of staff / company	**3**	-	*	-	-	-	-	-	-	1	*	-	1	*	-
	1%	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*	*1%*	**%*	*-%*
Poor customer service /unreliable service	**3**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Too complicated - hard to understand what the best mailing option is	**2**	2	2	*	-	*	*	*	-	2	2	*	*	2	-
	1%	*4%*	*1%*	*3%*	*-%*	*1%*	*1%*	*3%*	*-%*	*1%*	*1%*	*1%*	**%*	*2%*	*-%*
More BACS payments	**2**	-	-	-	-	-	-	-	-	2	-	-	2	2	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*1%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 05/02/19

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	**412**	65	175	35	-	67	79	27	1	260	178	85	203	207	1
Weighted total	**320**	43	116	18	-	47	47	16	2	185	124	55	150	133	1
Other	**31**	2	12	*	-	9	4	4	-	17	12	6	14	15	-
	10%	*5%*	*10%*	*2%*	*-%*	*19%* b	*8%*	*26%*	*-%*	*9%*	*10%*	*10%*	*9%*	*11%*	*-%*
Don't Know	**2**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	a	*b	*c	*d
Unweighted total	**412**	60	51	48	19	17	199	206	32	3	2	4
Weighted total	**320**	32	29	33	7	6	147	135	14	3	2	2
Use of new/digital communication methods	**135**	12	11	7	4	4	60	52	1	3	-	-
	42%	*38%*	*40%* c	*21%*	*66%*	*71%*	*40%*	*39%*	*10%*	*100%*	*-%*	*-%*
Increase use of emailing services	**108**	11	9	6	*	*	54	49	6	-	-	*
	34%	*36%*	*31%*	*19%*	*6%*	*7%*	*37%*	*37%*	*44%*	*-%*	*-%*	*23%*
Postal costs	**36**	3	4	6	-	*	17	12	2	2	1	-
	11%	*8%*	*14%*	*17%*	*-%*	*1%*	*12%*	*9%*	*17%*	*56%*	*53%*	*-%*
Downsizing the company	**11**	1	2	3	-	-	5	7	-	-	1	-
	3%	*4%*	*8%*	*8%*	*-%*	*-%*	*3%*	*5%*	*-%*	*-%*	*47%*	*-%*
Because of the recession	**9**	2	*	1	1	-	3	2	-	-	-	1
	3%	*5%*	**%*	*3%*	*16%*	*-%*	*2%*	*1%*	*-%*	*-%*	*-%*	*51%*
Retirement / closing the business	**6**	-	*	3	*	*	*	*	-	1	-	-
	2%	*-%*	*1%*	*8%* a	*3%*	*4%*	**%*	**%*	*-%*	*36%*	*-%*	*-%*
Environmental costs	**5**	*	-	2	-	-	3	*	2	-	-	-
	2%	*2%*	*-%*	*7%*	*-%*	*-%*	*2%*	**%*	*13%*	*-%*	*-%*	*-%*
Increase use of social media	**5**	*	-	-	-	-	2	2	*	-	-	-
	1%	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*
Less effective than other communications media	**4**	*	*	*	*	*	4	4	*	-	-	-
	1%	*1%*	*1%*	**%*	*2%*	*2%*	*3%*	*3%*	*1%*	*-%*	*-%*	*-%*
Electronic technology is more reliable / faster	**4**	2	2	1	-	-	3	1	1	-	-	-
	1%	*7%*	*7%*	*3%*	*-%*	*-%*	*2%*	*1%*	*8%*	*-%*	*-%*	*-%*
Security concerns	**3**	2	2	2	-	2	2	3	*	-	-	-
	1%	*5%*	*6%*	*5%*	*-%*	*29%*	*1%*	*2%*	*1%*	*-%*	*-%*	*-%*
Relocation of staff / company	**3**	-	-	-	-	-	1	*	-	2	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*	*56%*	*-%*	*-%*
Poor customer service /unreliable service	**3**	-	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Too complicated - hard to understand what the best mailing option is	**2**	*	*	*	-	*	*	2	1	-	-	-
	1%	*2%*	*2%*	*2%*	*-%*	*9%*	**%*	*2%*	*8%*	*-%*	*-%*	*-%*
More BACS payments	**2**	-	-	-	-	-	2	2	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	***d**	***e**	a	b	a	***b**	***c**	***d**
Unweighted total	**412**	60	51	48	19	17	199	206	32	3	2	4
Weighted total	**320**	32	29	33	7	6	147	135	14	3	2	2
Other	**31**	4	6	4	2	2	14	16	1	-	-	1
	10%	*11%*	*19%*	*12%*	*34%*	*39%*	*9%*	*12%*	*11%*	*-%*	*-%*	*26%*
Don't Know	**2**	-	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 209 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**412**	383	318	386	304	404	229	380	100	2	321	18	50	337
Weighted total	**320**	289	240	293	221	310	172	289	60	3	246	14	37	256
Use of new/digital communication methods	**135**	116	99	117	87	130	86	119	34	-	102	5	16	109
	42%	*40%*	*41%*	*40%*	*40%*	*42%*	*50%* b	*41%*	*56%* b	*-%*	*41%*	*36%*	*42%*	*43%*
Increase use of emailing services	**108**	103	87	104	74	105	48	103	18	3	90	2	15	86
	34%	*36%*	*36%*	*36%*	*34%*	*34%*	*28%*	*35%* a	*30%*	*100%*	*37%*	*15%*	*42%*	*34%*
Postal costs	**36**	34	26	34	21	36	20	33	8	1	24	3	7	22
	11%	*12%*	*11%*	*12%*	*10%*	*11%*	*12%*	*11%*	*13%*	*37%*	*10%*	*22%*	*20%* b	*9%*
Downsizing the company	**11**	11	7	11	7	11	6	11	2	-	8	*	1	7
	3%	*4%*	*3%*	*4%*	*3%*	*3%*	*3%*	*4%*	*3%*	*-%*	*3%*	*2%*	*3%*	*3%*
Because of the recession	**9**	8	6	8	8	9	4	7	2	-	5	-	-	7
	3%	*3%*	*3%*	*3%*	*4%*	*3%*	*2%*	*2%*	*4%*	*-%*	*2%*	*-%*	*-%*	*3%*
Retirement / closing the business	**6**	6	3	6	5	6	5	3	*	-	6	-	-	6
	2%	*2%*	*1%*	*2%*	*2%*	*2%*	*3%*	*1%*	**%*	*-%*	*2%*	*-%*	*-%*	*2%*
Environmental costs	**5**	5	5	5	5	5	5	5	*	-	3	2	-	5
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*1%*	*-%*	*1%*	*13%*	*-%*	*2%*
Increase use of social media	**5**	4	2	4	3	5	2	4	*	-	3	-	-	5
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*-%*	*1%*	*-%*	*-%*	*2%*
Less effective than other communications media	**4**	4	4	4	3	4	4	4	1	-	4	-	*	4
	1%	*2%*	*2%*	*1%*	*1%*	*1%*	*3%*	*2%*	*2%*	*-%*	*2%*	*-%*	**%*	*2%*
Electronic technology is more reliable / faster	**4**	4	4	4	4	4	1	3	2	-	2	-	1	3
	1%	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*3%*	*-%*	*1%*	*-%*	*3%*	*1%*
Security concerns	**3**	3	3	3	1	3	-	3	2	-	3	-	-	3
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*3%* a	*-%*	*1%*	*-%*	*-%*	*1%*
Relocation of staff / company	**3**	1	1	1	1	3	1	1	-	-	3	-	-	3
	1%	**%*	**%*	**%*	*1%*	*1%*	*1%*	**%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*
Poor customer service /unreliable service	**3**	3	-	3	3	3	-	3	-	-	2	1	-	3
	1%	*1%*	*-%*	*1%*	*1%* b	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*	*7%*	*-%*	*1%*
Too complicated - hard to understand what the best mailing option is	**2**	2	1	2	2	2	2	2	-	-	2	-	-	2
	1%	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**412**	383	318	386	304	404	229	380	100	2	321	18	50	337
Weighted total	**320**	289	240	293	221	310	172	289	60	3	246	14	37	256
More BACS payments	**2**	2	2	2	2	2	-	2	-	-	2	-	-	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*
Other	**31**	25	23	27	17	29	14	27	3	-	20	2	3	24
	10%	*9%*	*9%*	*9%*	*8%*	*9%*	*8%*	*9%*	*5%*	*-%*	*8%*	*11%*	*8%*	*9%*
Don't Know	**2**	2	-	2	-	-	-	2	-	-	-	-	-	-
	1%	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	*b	c	a	*b	c	a	b
Unweighted total	**412**	57	5	10	61	-	-	412	56	20	333	338	74
Weighted total	**320**	52	4	6	56	-	-	320	43	17	258	252	67
Use of new/digital communication methods	**135**	19	*	1	20	-	-	135	15	5	114	113	23
	42%	*36%*	*3%*	*11%*	*35%*	*-%*	*-%*	*42%*	*35%*	*30%*	*44%*	*45%*	*34%*
Increase use of emailing services	**108**	16	2	*	20	-	-	108	12	5	91	97	11
	34%	*30%*	*53%*	*5%*	*35%*	*-%*	*-%*	*34%*	*27%*	*31%*	*35%*	*38%* b	*16%*
Postal costs	**36**	8	-	-	9	-	-	36	6	2	27	27	9
	11%	*16%*	*-%*	*-%*	*16%*	*-%*	*-%*	*11%*	*14%*	*10%*	*11%*	*10%*	*14%*
Downsizing the company	**11**	3	-	1	2	-	-	11	2	*	9	3	8
	3%	*6%*	*-%*	*16%*	*4%*	*-%*	*-%*	*3%*	*4%*	*2%*	*3%*	*1%*	*11%* a
Because of the recession	**9**	2	-	2	2	-	-	9	1	3	5	3	6
	3%	*4%*	*-%*	*33%*	*4%*	*-%*	*-%*	*3%*	*2%*	*18%*	*2%*	*1%*	*8%* a
Retirement / closing the business	**6**	2	-	*	2	-	-	6	1	2	3	5	1
	2%	*4%*	*-%*	*4%*	*3%*	*-%*	*-%*	*2%*	*2%*	*10%*	*1%*	*2%*	*1%*
Environmental costs	**5**	1	-	-	1	-	-	5	-	-	5	5	-
	2%	*2%*	*-%*	*-%*	*2%*	*-%*	*-%*	*2%*	*-%*	*-%*	*2%*	*2%*	*-%*
Increase use of social media	**5**	-	-	-	-	-	-	5	-	-	5	5	*
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*2%*	*2%*	**%*
Less effective than other communications media	**4**	1	-	-	1	-	-	4	-	-	4	4	-
	1%	*2%*	*-%*	*-%*	*2%*	*-%*	*-%*	*1%*	*-%*	*-%*	*2%*	*2%*	*-%*
Electronic technology is more reliable / faster	**4**	*	-	-	*	-	-	4	-	1	3	4	*
	1%	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*6%*	*1%*	*2%*	**%*
Security concerns	**3**	-	-	*	-	-	-	3	-	-	3	1	2
	1%	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	**%*	*3%*
Relocation of staff / company	**3**	-	-	-	-	-	-	3	*	-	3	3	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*	*1%*	*1%*	*-%*
Poor customer service /unreliable service	**3**	-	2	-	2	-	-	3	3	-	-	2	1
	1%	*-%*	*44%*	*-%*	*3%*	*-%*	*-%*	*1%*	*6%* c	*-%*	*-%*	*1%*	*1%*
Too complicated - hard to understand what the best mailing option is	**2**	*	-	-	*	-	-	2	-	-	2	2	-
	1%	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*1%*	*-%*
More BACS payments	**2**	-	-	-	-	-	-	2	-	-	2	-	2
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*3%* a

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Produced by OLR
Issue date: 05/02/19

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	*b	c	a	*b	c	a	b
Unweighted total	**412**	57	5	10	61	-	-	412	56	20	333	338	74
Weighted total	**320**	52	4	6	56	-	-	320	43	17	258	252	67
Other	**31**	7	-	2	6	-	-	31	6	2	23	20	10
	10%	*14%*	*-%*	*31%*	*10%*	*-%*	*-%*	*10%*	*14%*	*11%*	*9%*	*8%*	*16%* a
Don't Know	**2**	2	-	-	2	-	-	2	2	-	-	2	-
	1%	*3%*	*-%*	*-%*	*3%*	*-%*	*-%*	*1%*	*4%* c	*-%*	*-%*	*1%*	*-%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 209 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	*d	*a	*b	c	*d	*a	b	*c	*d
Unweighted total	412	70	13	30	17	22	9	39	26	7	83	-	10
Weighted total	320	26	5	10	6	8	4	15	8	4	36	-	5
Use of new/digital communication methods	135	6	2	1	*	1	*	3	1	-	11	-	3
	42%	*24%*	*49%*	*15%*	*2%*	*17%*	*8%*	*18%*	*8%*	*-%*	*29%*	*-%*	*62%*
Increase use of emailing services	108	11	*	3	1	2	*	6	3	1	16	-	2
	34%	*43%*	*8%*	*27%*	*11%*	*28%*	*9%*	*43%*	*37%*	*28%*	*45%*	*-%*	*31%*
Postal costs	36	3	-	3	4	3	2	3	2	*	4	-	-
	11%	*13%*	*-%*	*33%* a	*69%*	*37%*	*59%*	*22%*	*28%*	*1%*	*12%*	*-%*	*-%*
Downsizing the company	11	1	-	1	1	*	1	*	1	1	1	-	*
	3%	*5%*	*-%*	*13%*	*15%*	*3%*	*26%*	*2%*	*16%*	*22%*	*2%*	*-%*	*6%*
Because of the recession	9	1	1	1	*	1	-	-	-	1	1	-	*
	3%	*4%*	*23%*	*11%*	*1%*	*13%*	*-%*	*-%*	*-%*	*26%*	*3%*	*-%*	*1%*
Retirement / closing the business	6	-	-	-	-	-	-	-	-	-	-	-	-
	2%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Environmental costs	5	-	-	-	-	-	-	-	-	-	-	-	-
	2%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Increase use of social media	5	1	-	*	-	*	-	1	-	1	-	-	-
	1%	*4%*	*-%*	*1%*	*-%*	*1%*	*-%*	*7%*	*-%*	*24%*	*-%*	*-%*	*-%*
Less effective than other communications media	4	2	1	*	-	*	-	1	1	-	2	-	-
	1%	*8%*	*20%*	*1%*	*-%*	*1%*	*-%*	*8%*	*12%*	*-%*	*6%*	*-%*	*-%*
Electronic technology is more reliable / faster	4	1	-	1	1	1	1	1	1	-	1	-	-
	1%	*4%*	*-%*	*11%*	*18%*	*13%*	*30%*	*7%*	*14%*	*-%*	*3%*	*-%*	*-%*
Security concerns	3	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Relocation of staff / company	3	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Poor customer service /unreliable service	3	-	-	-	-	-	-	-	-	-	-	-	1
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*19%*
Too complicated - hard to understand what the best mailing option is	2	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
More BACS payments	2	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	31	1	-	*	*	*	-	*	-	-	3	-	-
	10%	*5%*	*-%*	*2%*	*2%*	*1%*	*-%*	*1%*	*-%*	*-%*	*7%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	*d	*a	*b	c	*d	*a	b	*c	*d
Unweighted total	**412**	70	13	30	17	22	9	39	26	7	83	-	10
Weighted total	**320**	26	5	10	6	8	4	15	8	4	36	-	5
Don't Know	**2**	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 209 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	*e	*f	g	*h	*i	j	*k	*l
Unweighted total	412	65	14	3	102	21	23	46	22	27	41	19	29
Weighted total	320	58	18	5	47	15	16	42	18	24	35	17	22
Use of new/digital communication methods	135	32	8	3	14	6	7	21	12	15	7	8	3
	42%	*54%* dj	*43%*	*67%*	*29%*	*38%*	*40%*	*49%* dj	*68%*	*61%*	*21%*	*50%*	*14%*
Increase use of emailing services	108	18	6	3	20	6	5	14	4	2	19	*	9
	34%	*31%*	*32%*	*67%*	*42%*	*39%*	*31%*	*34%*	*24%*	*10%*	*54%* a	*1%*	*42%*
Postal costs	36	2	-	-	6	1	2	6	8	5	2	1	4
	11%	*4%*	*-%*	*-%*	*12%*	*4%*	*13%*	*13%*	*45%*	*19%*	*5%*	*4%*	*17%*
Downsizing the company	11	2	*	-	2	-	1	2	-	2	2	-	-
	3%	*3%*	*3%*	*-%*	*4%*	*-%*	*7%*	*4%*	*-%*	*9%*	*6%*	*-%*	*-%*
Because of the recession	9	*	-	-	2	-	-	2	-	-	3	-	2
	3%	*1%*	*-%*	*-%*	*5%*	*-%*	*-%*	*4%*	*-%*	*-%*	*7%*	*-%*	*9%*
Retirement / closing the business	6	3	-	-	-	1	-	-	*	*	1	-	-
	2%	*6%* d	*-%*	*-%*	*-%*	*7%*	*-%*	*-%*	*1%*	*1%*	*2%*	*-%*	*-%*
Environmental costs	5	-	*	-	-	-	*	-	*	-	-	4	-
	2%	*-%*	*3%*	*-%*	*-%*	*-%*	*2%*	*-%*	*3%*	*-%*	*-%*	*21%*	*-%*
Increase use of social media	5	2	-	-	1	-	1	-	-	-	1	-	*
	1%	*3%*	*-%*	*-%*	*2%*	*-%*	*6%*	*-%*	*-%*	*-%*	*2%*	*-%*	**%*
Less effective than other communications media	4	2	-	-	2	-	-	-	-	*	-	*	-
	1%	*4%*	*-%*	*-%*	*4%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	*-%*
Electronic technology is more reliable / faster	4	-	-	-	1	1	*	-	-	-	2	-	-
	1%	*-%*	*-%*	*-%*	*2%*	*7%*	*2%*	*-%*	*-%*	*-%*	*5%*	*-%*	*-%*
Security concerns	3	-	-	-	-	-	1	-	2	*	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*-%*	*9%*	*1%*	*-%*	*-%*	*-%*
Relocation of staff / company	3	-	-	-	-	1	-	-	2	-	*	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*7%*	*-%*	*-%*	*9%*	*-%*	**%*	*-%*	*-%*
Poor customer service /unreliable service	3	-	-	-	1	-	-	-	-	-	-	-	2
	1%	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*
Too complicated - hard to understand what the best mailing option is	2	1	-	-	-	1	-	-	-	-	-	-	-
	1%	*2%*	*-%*	*-%*	*-%*	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
More BACS payments	2	2	-	-	-	-	-	-	-	-	-	-	-
	1%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	31	4	3	-	3	*	*	6	*	7	-	4	2
	10%	*7%*	*19%*	*-%*	*5%*	*2%*	*2%*	*14%* j	*3%*	*30%*	*-%*	*23%*	*11%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	*b	*c	d	*e	*f	g	*h	*i	j	*k	*l
Unweighted total	**412**	65	14	3	102	21	23	46	22	27	41	19	29
Weighted total	**320**	58	18	5	47	15	16	42	18	24	35	17	22
Don't Know	**2**	2	-	-	-	-	-	-	-	-	-	-	-
	1%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**412**	82	146	95	89
Weighted total	**320**	82	79	85	74
Use of new/digital communication methods	**135**	43	26	48	19
	42%	*53%* bd	*33%*	*56%* bd	*25%*
Increase use of emailing services	**108**	28	31	21	28
	34%	*34%*	*39%* c	*25%*	*38%*
Postal costs	**36**	2	8	18	6
	11%	*3%*	*10%* a	*22%* abd	*9%*
Downsizing the company	**11**	2	3	4	2
	3%	*3%*	*4%*	*4%*	*3%*
Because of the recession	**9**	*	2	2	5
	3%	*1%*	*3%*	*2%*	*6%*
Retirement / closing the business	**6**	3	1	*	1
	2%	*4%*	*1%*	*%*	*1%*
Environmental costs	**5**	*	*	*	4
	2%	*1%*	*%*	*1%*	*5%* b
Increase use of social media	**5**	2	2	-	1
	1%	*2%*	*3%*	*-%*	*1%*
Less effective than other communications media	**4**	2	2	*	*
	1%	*3%*	*3%*	*%*	*%*
Electronic technology is more reliable / faster	**4**	-	2	-	2
	1%	*-%*	*3%*	*-%*	*2%*
Security concerns	**3**	-	1	2	-
	1%	*-%*	*1%*	*2%*	*-%*
Relocation of staff / company	**3**	-	1	2	*
	1%	*-%*	*1%*	*2%*	*%*
Poor customer service /unreliable service	**3**	-	1	-	2
	1%	*-%*	*1%*	*-%*	*2%*
Too complicated - hard to understand what the best mailing option is	**2**	1	1	-	-
	1%	*1%*	*1%*	*-%*	*-%*
More BACS payments	**2**	2	-	-	-
	1%	*2%*	*-%*	*-%*	*-%*
Other	**31**	8	3	14	6
	10%	*9%*	*4%*	*16%* b	*9%*

Columns Tested: a,b,c,d

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**412**	82	146	95	89
Weighted total	**320**	82	79	85	74
Don't Know	**2**	2	-	-	-
	1%	*2%*	-%	-%	-%

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 210 Page 3657

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total	**2000**	1920	51	18	11	80	692	457	116	50	48
Yes, and we have tried another provider	**259**	248	7	2	1	10	95	70	18	4	6
	13%	*13%*	*14%*	*12%*	*12%*	*13%*	*14%*	*15%*	*16%*	*7%*	*12%*
Yes, but we have not tried another provider	**98**	95	2	1	*	3	38	17	3	4	6
	5%	*5%*	*5%*	*3%*	*4%*	*4%*	*5%*	*4%*	*3%*	*8%*	*12%* **abc**
No	**1624**	1560	40	15	9	64	557	369	95	40	36
	81%	*81%*	*79%*	*82%*	*82%*	*80%*	*80%*	*81%*	*81%*	*81%*	*76%*
Don't Know	**19**	18	1	1	*	2	3	1	*	2	*
	1%	*1%*	*2%* a	*3%* a	*2%*	*2%* a	**%*	**%*	**%*	*3%* **ab**	**%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total	**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
Yes, and we have tried another provider	**259**	30	9	44	4	25	46	23	21	23	224	11	16	8
	13%	*14%*	*8%*	*15%*	*6%*	*15%*	*14%*	*12%*	*13%*	*14%*	*13%*	*10%*	*16%*	*9%*
													dkm	
Yes, but we have not tried another provider	**98**	9	4	16	1	7	16	12	16	5	86	5	4	4
	5%	*4%*	*4%*	*5%*	*1%*	*4%*	*5%*	*6%*	*10%*	*3%*	*5%*	*4%*	*4%*	*4%*
									adijklm					
No	**1624**	179	100	233	60	127	261	162	124	137	1383	87	78	76
	81%	*82%*	*87%*	*78%*	*92%*	*79%*	*81%*	*81%*	*75%*	*83%*	*81%*	*85%*	*80%*	*86%*
			h		**acefghjl**							**ch**		**ch**
Don't Know	**19**	1	2	5	*	3	*	3	4	*	18	*	-	1
	1%	*1%*	*2%*	*2%*	**%*	*2%*	**%*	*1%*	*2%*	**%*	*1%*	**%*	*-%*	*1%*
			fl	**fl**		**fl**		l	**fl**					

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2398**	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total	**2000**	38	176	47	194	589	56	141	756	1548	452	1794	206
Yes, and we have tried another provider	**259**	*	34	2	4	115	2	9	92	207	52	232	26
	13%	*1%*	*19%*	*3%*	*2%*	*20%*	*4%*	*6%*	*12%*	*13%*	*11%*	*13%*	*13%*
			acdfgh			**acdfgh**		d	**acdfg**				
Yes, but we have not tried another provider	**98**	2	12	5	7	34	2	8	28	81	17	93	5
	5%	*5%*	*7%*	*10%*	*3%*	*6%*	*3%*	*5%*	*4%*	*5%*	*4%*	*5%*	*2%*
			h	**dh**								b	
No	**1624**	36	127	41	182	436	52	123	627	1241	383	1451	173
	81%	*94%*	*72%*	*86%*	*94%*	*74%*	*93%*	*87%*	*83%*	*80%*	*85%*	*81%*	*84%*
		beh		**be**	**begh**		**beh**	**be**	**be**		a		
Don't Know	**19**	-	2	-	1	5	-	2	9	19	*	18	2
	1%	*-%*	*1%*	*-%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*
										b			

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2398**	2274	124	1449	371	549
Weighted total	**2000**	1874	126	1243	290	433
Yes, and we have tried another provider	**259**	246	13	130	33	89
	13%	*13%*	*10%*	*10%*	*11%*	*21%*
						ab
Yes, but we have not tried another provider	**98**	98	-	35	14	47
	5%	*5%*	*-%*	*3%*	*5%*	*11%*
		b			a	**ab**
No	**1624**	1513	111	1068	241	292
	81%	*81%*	*87%*	*86%*	*83%*	*67%*
				c	c	
Don't Know	**19**	17	3	10	2	5
	1%	*1%*	*2%*	*1%*	*1%*	*1%*

Columns Tested: a,b - a,b,c

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**2398**	1908	413	60	8	5	3	-	1	2321	77	904	1004	490
Weighted total	**2000**	1695	267	30	5	3	1	-	*	1962	38	905	790	305
Yes, and we have tried another provider	**259**	179	62	14	3	1	*	-	*	241	17	68	111	80
	13%	*11%*	*23%* **ai**	*46%* **abi**	*54%*	*19%*	*41%*	*-%*	*100%*	*12%*	*45%* **abi**	*7%*	*14%* a	*26%* **ab**
Yes, but we have not tried another provider	**98**	62	28	6	2	-	*	-	-	90	8	21	41	36
	5%	*4%*	*11%* **ai**	*19%* **ai**	*39%*	*-%*	*18%*	*-%*	*-%*	*5%*	*20%* **abi**	*2%*	*5%* a	*12%* **ab**
No	**1624**	1435	176	10	*	2	*	-	-	1611	13	807	628	189
	81%	*85%* **bcij**	*66%* **cj**	*34%*	*7%*	*81%*	*41%*	*-%*	*-%*	*82%* **bcj**	*34%*	*89%* **bc**	*79%* c	*62%*
Don't Know	**19**	19	*	*	-	-	-	-	-	19	*	9	10	*
	1%	*1%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*1%*	*1%* c	**%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total	**2398**	1469	998	1607	769	623	1539	1412	108	42	30	9	4	1
Weighted total	**2000**	1088	703	1219	609	435	1190	1113	54	27	17	3	4	*
Yes, and we have tried another provider	**259**	103	95	131	149	61	170	122	2	1	3	1	2	*
	13%	*9%*	*14%*	*11%*	*25%*	*14%*	*14%*	*11%*	*4%*	*5%*	*16%*	*38%*	*48%*	*100%*
			ac		**abcef**	**ac**	**ac**	b			b			
Yes, but we have not tried another provider	**98**	58	46	69	53	32	72	59	3	3	1	*	2	-
	5%	*5%*	*7%*	*6%*	*9%*	*7%*	*6%*	*5%*	*6%*	*13%*	*6%*	*2%*	*52%*	*-%*
					acf					a				
No	**1624**	917	556	1008	402	341	940	923	47	22	13	2	-	-
	81%	*84%*	*79%*	*83%*	*66%*	*79%*	*79%*	*83%*	*87%*	*81%*	*77%*	*60%*	*-%*	*-%*
		bdef	d	**bdef**		d	d							
Don't Know	**19**	10	6	11	5	1	8	9	2	1	*	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	*3%*	*2%*	*1%*	*-%*	*-%*	*-%*
									a					

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**2398**	733	17	11	4	1	3	-	4	487	391	399	316	13
Weighted total	**2000**	586	10	7	5	*	*	-	1	450	298	284	176	11
Yes, and we have tried another provider	**259**	136	9	5	-	-	*	-	*	42	32	41	14	2
	13%	*23%*	*84%*	*68%*	*-%*	*-%*	*30%*	*-%*	*24%*	*9%*	*11%*	*14%* **ad**	*8%*	*21%*
Yes, but we have not tried another provider	**98**	50	1	*	2	-	-	-	-	23	18	12	14	2
	5%	*8%*	*11%*	*2%*	*35%*	*-%*	*-%*	*-%*	*-%*	*5%*	*6%*	*4%*	*8%* c	*17%*
No	**1624**	396	*	2	4	*	*	-	*	378	247	228	146	7
	81%	*67%*	*3%*	*30%*	*65%*	*100%*	*70%*	*-%*	*76%*	*84%*	*83%*	*81%*	*83%*	*62%*
Don't Know	**19**	5	*	-	-	-	-	-	-	7	1	2	1	-
	1%	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	**%*	*1%*	**%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
Yes, and we have tried another provider	**259**	33	32	51	31	2	122	6	20	138	120	116	15
	13%	*16%*	*23%*	*30%* a	*36%* **ab**	*38%*	*30%* c	*27%* c	*12%*	*8%*	*47%* a	*10%*	*29%* a
Yes, but we have not tried another provider	**98**	14	9	19	9	2	44	-	9	62	36	57	12
	5%	*7%*	*6%*	*11%*	*11%*	*38%*	*11%* **bc**	*-%*	*5%*	*4%*	*14%* a	*5%*	*22%* a
No	**1624**	158	98	98	45	1	243	18	140	1530	94	984	23
	81%	*76%* **cd**	*70%* **cd**	*58%*	*53%*	*24%*	*59%*	*73%*	*82%* a	*88%* b	*37%*	*84%* b	*43%*
Don't Know	**19**	4	*	1	*	-	3	-	2	15	4	8	4
	1%	*2%*	**%*	*1%*	**%*	*-%*	*1%*	*-%*	*1%*	*1%*	*2%*	*1%*	*7%* a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2398**	77	164	224	33	531	238	477	1370	220	1
Weighted total	**2000**	62	137	177	19	402	207	340	1009	122	2
Yes, and we have tried another provider	**259**	23	59	59	10	62	87	45	88	21	2
	13%	*38%*	*43%*	*33%*	*53%* a	*16%*	*42%* a	*13%* b	*9%*	*18%* b	*100%*
Yes, but we have not tried another provider	**98**	8	14	20	1	25	28	22	49	11	-
	5%	*13%*	*10%*	*11%*	*4%*	*6%*	*13%* a	*7%*	*5%*	*9%* b	*-%*
No	**1624**	30	63	98	8	311	91	267	863	86	-
	81%	*49%*	*46%*	*56%*	*42%*	*77%* b	*44%*	*78%* c	*86%* **ac**	*71%*	*-%*
Don't Know	**19**	*	*	*	*	4	2	6	8	4	-
	1%	**%*	**%*	**%*	*1%*	*1%*	*1%*	*2%*	*1%*	*3%* b	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**2398**	384	877	164	-	507	502	180	6	1409	943	594	1220	999	15
Weighted total	**2000**	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
Yes, and we have tried another provider	**259**	44	77	22	-	116	77	37	2	92	86	88	87	74	*
	13%	*16%*	*13%*	*24%* **ab**	*-%*	*29%* b	*21%*	*31%* b	*56%*	*9%*	*13%* a	*20%* **ab**	*10%*	*11%*	*4%*
Yes, but we have not tried another provider	**98**	19	34	6	-	36	31	16	*	50	42	30	47	34	-
	5%	*7%*	*6%*	*6%*	*-%*	*9%*	*8%*	*13%*	*2%*	*5%*	*6%*	*7%*	*5%*	*5%*	*-%*
No	**1624**	210	485	59	-	240	258	67	2	895	536	326	766	580	5
	81%	*76%* c	*81%* c	*65%*	*-%*	*61%*	*69%* **ac**	*56%*	*42%*	*86%* **bc**	*80%* c	*73%*	*84%*	*84%*	*96%*
Don't Know	**19**	4	6	4	-	2	5	*	-	8	4	4	7	4	-
	1%	*1%*	*1%*	*4%* **ab**	*-%*	*1%*	*1%*	**%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 210 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2398**	423	297	367	117	92	1159	982	55	21	18	16
Weighted total	**2000**	291	204	274	75	52	860	688	37	16	19	11
Yes, and we have tried another provider	**259**	49	50	71	21	19	88	74	9	2	12	7
	13%	*17%*	*25%* a	*26%* a	*29%* a	*37%* **abc**	*10%*	*11%*	*24%*	*14%*	*63%*	*63%*
Yes, but we have not tried another provider	**98**	23	14	24	11	7	47	30	2	3	*	2
	5%	*8%*	*7%*	*9%*	*14%* **ab**	*15%* **ab**	*5%*	*4%*	*6%*	*17%*	**%*	*14%*
No	**1624**	215	139	178	43	25	716	580	26	11	7	3
	81%	*74%* **cde**	*68%* **de**	*65%* e	*57%*	*48%*	*83%*	*84%*	*70%*	*69%*	*37%*	*24%*
Don't Know	**19**	5	2	2	-	-	9	4	-	-	-	-
	1%	*2%*	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2398**	2133	1685	2163	1761	2322	1313	2167	561	4	1928	65	301	1938
Weighted total	**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
Yes, and we have tried another provider	**259**	220	172	227	202	244	164	226	80	2	144	13	61	125
	13%	*13%*	*13%*	*13%*	*14%*	*13%*	*15%* b	*13%*	*20%* **ab**	*39%*	*9%*	*24%* a	*24%* b	*8%*
Yes, but we have not tried another provider	**98**	93	76	93	83	96	57	87	30	2	61	6	26	50
	5%	*5%*	*6%*	*5%*	*6%*	*5%*	*5%*	*5%*	*8%* b	*38%*	*4%*	*12%* a	*10%* b	*3%*
No	**1624**	1396	1052	1418	1115	1562	828	1438	279	1	1348	34	166	1394
	81%	*81%*	*80%*	*81%*	*79%*	*81%*	*78%* c	*81%* **ac**	*71%*	*22%*	*86%* b	*65%*	*65%*	*88%* a
Don't Know	**19**	15	11	15	11	18	11	13	4	-	13	-	4	11
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*1%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 210 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	2398	418	17	97	392	257	1716	412	297	107	1967	1353	1045
Weighted total	2000	376	13	86	352	193	1472	320	259	98	1624	1093	907
Yes, and we have tried another provider	259	155	3	45	133	51	163	43	259	-	-	148	111
	13%	*41%*	*23%*	*52%* b	*38%*	*26%* bc	*11%*	*13%*	*100%* bc	*-%*	*-%*	*14%*	*12%*
Yes, but we have not tried another provider	98	30	5	18	30	20	61	17	-	98	-	60	38
	5%	*8%*	*42%*	*20%* b	*9%*	*10%* bc	*4%*	*5%*	*-%*	*100%* ac	*-%*	*6%*	*4%*
No	1624	188	4	24	184	120	1240	258	-	-	1624	875	749
	81%	*50%*	*33%*	*27%*	*52%* a	*62%*	*84%* a	*81%* a	*-%*	*-%*	*100%* ab	*80%*	*83%*
Don't Know	19	3	*	*	5	2	8	2	-	-	-	10	10
	1%	*1%*	*2%*	**%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*	*1%*	*1%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2398**	387	59	177	91	126	57	208	134	112	256	36	134
Weighted total	**2000**	152	17	69	34	49	21	82	50	47	112	15	73
Yes, and we have tried another provider	**259**	21	5	16	11	8	6	11	7	9	18	1	9
	13%	*14%*	*27%* a	*22%* a	*34%* **ac**	*16%*	*31%* **acd**	*14%*	*13%*	*19%*	*16%*	*6%*	*13%*
Yes, but we have not tried another provider	**98**	8	1	7	3	6	2	5	3	2	7	*	*
	5%	*5%*	*6%*	*11%* a	*10%*	*13%* c	*11%*	*6%*	*7%*	*5%* d	*7%* d	*%*	*%*
No	**1624**	122	11	46	19	35	12	66	40	36	87	14	62
	81%	*80%* **bcd**	*65%*	*67%*	*56%*	*72%*	*58%*	*80%* b	*79%* b	*77%*	*78%*	*93%* **ab**	*85%*
Don't Know	**19**	*	*	*	*	*	-	-	*	*	-	*	1
	1%	*%*	*2%*	*%*	*%*	*%*	-%	-%	*1%*	*%*	-%	*1%*	*1%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2398**	331	128	41	563	172	162	184	142	174	209	155	137
Weighted total	**2000**	289	154	57	261	123	116	150	141	209	187	184	130
Yes, and we have tried another provider	**259**	24	24	4	40	11	17	22	19	28	21	30	17
	13%	*8%*	*15%* a	*7%*	*15%* **ae**	*9%*	*15%* a	*15%* a	*13%*	*14%*	*11%*	*17%* **ae**	*13%*
Yes, but we have not tried another provider	**98**	14	4	5	11	8	2	7	9	14	6	9	8
	5%	*5%*	*3%*	*9%* f	*4%*	*7%* f	*2%*	*5%*	*7%* f	*7%* f	*3%*	*5%*	*6%*
No	**1624**	249	125	44	209	104	94	117	111	162	160	144	105
	81%	*86%* **dghik**	*81%*	*78%*	*80%*	*85%*	*81%*	*78%*	*79%*	*78%*	*86%* i	*79%*	*81%*
Don't Know	**19**	2	2	3	1	-	2	3	2	4	-	*	*
	1%	*1%*	*1%*	*6%* **adejkl**	*1%*	*-%*	*2%* j	*2%* j	*1%*	*2%*	*-%*	**%*	**%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2398**	500	897	500	501
Weighted total	**2000**	500	500	500	500
Yes, and we have tried another provider	**259**	52	69	70	69
	13%	*10%*	*14%*	*14%*	*14%*
Yes, but we have not tried another provider	**98**	23	21	31	22
	5%	*5%*	*4%*	*6%*	*4%*
No	**1624**	418	406	391	409
	81%	*84%* c	*81%*	*78%*	*82%*
Don't Know	**19**	7	4	8	*
	1%	*1%* d	*1%*	*2%* d	**%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 211 Page 3673

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1967**	1387	364	135	81	580	512	367	112	69	117
Weighted total	**1624**	1560	40	15	9	64	557	369	95	40	36
We don't mail large enough volumes	**419**	409	6	2	1	10	183	96	20	8	4
	26%	*26%*	*15%*	*16%*	*15%*	*15%*	*33%*	*26%*	*21%*	*20%*	*10%*
		bcde					**bcde**	e	e		
Our chosen provider is reliable enough for our needs	**379**	362	12	3	2	17	118	77	21	15	11
	23%	*23%*	*29%*	*23%*	*24%*	*27%*	*21%*	*21%*	*22%*	*37%*	*30%*
			a							**abc**	**ab**
We are near a Post Office	**238**	231	5	2	*	7	89	57	10	6	7
	15%	*15%*	*12%*	*12%*	*1%*	*10%*	*16%*	*16%*	*11%*	*14%*	*19%*
		de	d	d		d					
Support Royal Mail / local Post Office / I'm against privatisation	**135**	130	2	2	*	4	50	31	3	1	4
	8%	*8%*	*5%*	*13%*	*5%*	*7%*	*9%*	*8%*	*3%*	*1%*	*11%*
				bde			**cd**	d			**cd**
Our chosen provider is fast enough for our needs	**91**	88	2	*	1	3	33	16	*	3	1
	6%	*6%*	*6%*	*2%*	*7%*	*5%*	*6%*	*4%*	*%*	*7%*	*2%*
					c		c	c		c	
Convenience / easier / suits our needs	**89**	86	2	1	*	3	28	26	6	2	1
	6%	*6%*	*4%*	*6%*	*3%*	*5%*	*5%*	*7%*	*6%*	*5%*	*2%*
Our chosen provider is safe enough for our needs	**81**	80	1	*	*	2	33	14	*	3	*
	5%	*5%*	*4%*	*1%*	*1%*	*3%*	*6%*	*4%*	*%*	*7%*	*1%*
		ce					**ce**			**ce**	
Happy / satisfied with the service from current provider	**74**	71	2	1	1	3	20	21	9	2	1
	5%	*5%*	*6%*	*4%*	*6%*	*5%*	*4%*	*6%*	*9%*	*4%*	*4%*
									a		
Unaware of other providers	**56**	52	3	1	*	4	11	14	6	2	2
	3%	*3%*	*6%*	*6%*	*2%*	*6%*	*2%*	*4%*	*6%*	*6%*	*6%*
			a			a			a		a
Not considered / haven't thought about it / no time / it's not my decision	**41**	40	1	*	*	2	16	8	1	1	*
	3%	*3%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*1%*	*3%*	*%*
Our customers prefer our chosen provider	**39**	37	2	*	*	2	16	6	2	*	*
	2%	*2%*	*4%*	*1%*	*1%*	*3%*	*3%*	*2%*	*2%*	*1%*	*1%*
			a								

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1967**	1387	364	135	81	580	512	367	112	69	117
Weighted total	**1624**	1560	40	15	9	64	557	369	95	40	36
No need to change - no demand / requirement to change	**37**	36	*	*	*	1	18	5	3	-	1
	2%	*2%*	*1%*	*2%*	*2%*	*1%*	*3%*	*1%*	*3%*	*-%*	*2%*
Don't know enough about what other providers offer	**32**	30	1	*	1	2	12	10	4	*	1
	2%	*2%*	*3%*	*2%*	*7%* **ac**	*3%*	*2%*	*3%*	*4%*	*%*	*3%*
Others more expensive than our current providers	**28**	27	1	1	*	2	9	7	2	1	*
	2%	*2%*	*2%*	*4%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*
Don't know enough about other providers and their services	**19**	18	*	*	*	1	6	7	1	-	1
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*-%*	*3%*
Other operators do not provide the service I need	**14**	14	*	-	*	*	4	6	1	*	-
	1%	*1%*	*%*	*-%*	*1%*	*%*	*1%*	*2%*	*1%*	*1%*	*-%*
Always been with them / always use them	**13**	13	*	*	*	*	6	3	*	-	*
	1%	*1%*	*%*	*%*	*3%* b	*1%*	*1%*	*1%*	*%*	*-%*	*1%*
Other providers don't pick up mail in this area	**12**	12	*	*	-	1	4	6	*	*	*
	1%	*1%*	*1%*	*2%*	*-%*	*1%*	*1%*	*2%*	*%*	*%*	*%*
Mainly doing it electronically / on the internet	**9**	9	*	-	-	*	5	-	1	-	*
	1%	*1%*	*%*	*-%*	*-%*	*%*	*1%*	*-%*	*1%*	*-%*	*%*
Other providers could not deliver to all the areas we need	**8**	8	*	*	-	*	3	3	2	-	*
	1%	*1%*	*%*	*%*	*-%*	*%*	*1%*	*1%*	*2%*	*-%*	*%*
Close to a post box	**7**	7	-	-	-	-	2	5	-	-	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*%*	*1%*	*-%*	*-%*	*-%*
Loyalty	*	*	-	-	-	-	-	*	-	-	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*
There aren't any others in this area / no competition - they have the monopoly	**4**	4	*	*	-	*	2	1	-	-	*
	%	*%*	*%*	*%*	*-%*	*%*	*%*	*%*	*-%*	*-%*	*1%*
Effort involved in switching outweighs the benefit	**40**	39	1	1	*	2	5	13	6	4	2
	2%	*2%*	*2%*	*4%*	*2%*	*2%*	*1%*	*3%* a	*6%* a	*9%* **ab**	*5%* a

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 211 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1967**	1387	364	135	81	580	512	367	112	69	117
Weighted total	**1624**	1560	40	15	9	64	557	369	95	40	36
No reason	**12**	11	1	*	-	1	3	1	1	-	*
	1%	*1%*	*2%* a	*3%* a	*-%*	*2%* a	*1%*	**%*	*1%*	*-%*	**%*
Other	**40**	38	1	1	*	2	16	6	2	-	*
	2%	*2%*	*3%*	*3%*	*1%*	*3%*	*3%*	*2%*	*2%*	*-%*	**%*
Don't know	**87**	80	3	1	2	7	21	13	6	2	2
	5%	*5%*	*8%* a	*8%*	*25%* **abce**	*10%* a	*4%*	*3%*	*6%*	*6%*	*6%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 211 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1967**	149	73	206	55	120	237	146	111	130	1227	263	237	240
Weighted total	**1624**	179	100	233	60	127	261	162	124	137	1383	87	78	76
We don't mail large enough volumes	**419**	48	31	58	17	38	68	48	30	27	365	21	17	16
	26%	*27%*	*31%*	*25%*	*29%*	*30%* m	*26%*	*29%* m	*24%*	*19%*	*26%*	*25%*	*21%*	*20%*
Our chosen provider is reliable enough for our needs	**379**	54	25	63	10	21	64	29	29	37	333	13	15	18
	23%	*30%* **degkl**	*25%* k	*27%* **ek**	*16%*	*17%*	*24%* k	*18%*	*24%* k	*27%* k	*24%* k	*15%*	*19%*	*24%* k
We are near a Post Office	**238**	19	9	31	16	23	39	26	19	15	197	12	14	14
	15%	*11%*	*9%*	*13%*	*27%* **abcfijk**	*18%*	*15%*	*16%*	*15%*	*11%*	*14%*	*13%*	*18%* a	*19%* **ai**
Support Royal Mail / local Post Office / I'm against privatisation	**135**	15	7	20	11	2	21	11	14	16	117	7	4	6
	8%	*8%* e	*7%* e	*9%* e	*18%* **acefgjklm**	*2%*	*8%* e	*7%* e	*11%* e	*12%* **el**	*8%* e	*9%* e	*5%*	*8%* e
Our chosen provider is fast enough for our needs	**91**	18	8	14	4	7	8	9	4	7	79	5	4	3
	6%	*10%* **fhjm**	*8%*	*6%*	*7%*	*5%*	*3%*	*6%*	*3%*	*5%*	*6%*	*6%*	*5%*	*5%*
Convenience / easier / suits our needs	**89**	15	8	7	5	5	15	6	9	8	77	5	4	3
	6%	*8%* c	*8%*	*3%*	*8%*	*4%*	*6%*	*4%*	*7%*	*6%*	*6%*	*6%*	*6%*	*5%*
Our chosen provider is safe enough for our needs	**81**	16	6	14	3	6	8	9	2	7	71	3	3	4
	5%	*9%* **fhkl**	*6%*	*6%*	*4%*	*4%*	*3%*	*6%*	*2%*	*5%*	*5%*	*4%*	*4%*	*5%*
Happy / satisfied with the service from current provider	**74**	5	4	6	1	10	16	9	4	7	62	4	5	3
	5%	*3%*	*4%*	*3%*	*2%*	*8%* c	*6%*	*5%*	*4%*	*5%*	*4%*	*4%*	*7%* c	*4%*
Unaware of other providers	**56**	5	*	8	1	8	5	5	*	7	39	6	5	5
	3%	*3%*	**%*	*4%*	*2%*	*6%* **bfhj**	*2%*	*3%*	**%*	*5%* h	*3%*	*7%* **bfhj**	*7%* **bfhj**	*7%* **bfhj**
Not considered / haven't thought about it / no time / it's not my decision	**41**	2	5	5	*	-	8	9	4	4	37	1	1	2
	3%	*1%*	*5%* e	*2%*	**%*	*-%*	*3%*	*5%* **aek**	*3%*	*3%* e	*3%*	*1%*	*2%*	*2%*
Our customers prefer our chosen provider	**39**	2	3	11	-	4	1	6	*	4	32	3	3	2
	2%	*1%*	*3%*	*5%* **afhj**	*-%*	*3%*	*1%*	*4%* **fh**	**%*	*3%*	*2%*	*3%* f	*3%* f	*3%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 211 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1967**	149	73	206	55	120	237	146	111	130	1227	263	237	240
Weighted total	**1624**	179	100	233	60	127	261	162	124	137	1383	87	78	76
No need to change - no demand / requirement to change	**37**	2	-	6	1	2	12	*	4	2	28	3	3	3
	2%	*1%*	*-%*	*2%*	*2%*	*1%*	*5%*	**%*	*3%*	*1%*	*2%*	*3%*	*4%*	*4%*
							gj		g			g	g	g
Don't know enough about what other providers offer	**32**	4	2	5	-	2	5	3	2	5	28	1	1	1
	2%	*2%*	*2%*	*2%*	*-%*	*2%*	*2%*	*2%*	*2%*	*4%*	*2%*	*2%*	*2%*	*2%*
Others more expensive than our current providers	**28**	2	4	1	2	3	6	3	2	-	22	2	1	3
	2%	*1%*	*4%*	*1%*	*3%*	*2%*	*2%*	*2%*	*2%*	*-%*	*2%*	*2%*	*1%*	*4%*
			ci											**cij**
Don't know enough about other providers and their services	**19**	3	-	5	-	*	2	1	1	*	12	3	1	3
	1%	*2%*	*-%*	*2%*	*-%*	**%*	*1%*	*1%*	*1%*	**%*	*1%*	*4%*	*1%*	*4%*
												efij		**efij**
Other operators do not provide the service I need	**14**	3	2	3	-	-	1	-	*	-	9	3	1	1
	1%	*2%*	*2%*	*1%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*1%*	*4%*	*2%*	*1%*
												efgij		
Always been with them / always use them	**13**	2	1	2	-	-	4	*	-	-	9	3	1	1
	1%	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*	**%*	*-%*	*-%*	*1%*	*3%*	*1%*	*1%*
												gij		
Other providers don't pick up mail in this area	**12**	-	-	-	2	-	2	2	-	1	6	2	2	2
	1%	*-%*	*-%*	*-%*	*3%*	*-%*	*1%*	*1%*	*-%*	*1%*	**%*	*2%*	*3%*	*3%*
					acj							**cj**	**acj**	**acj**
Mainly doing it electronically / on the internet	**9**	-	-	2	3	-	2	2	-	-	8	-	1	-
	1%	*-%*	*-%*	*1%*	*4%*	*-%*	*1%*	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*
					acefhijkm									
Other providers could not deliver to all the areas we need	**8**	-	-	-	-	-	3	3	-	-	6	1	1	*
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*	*-%*	*-%*	**%*	*1%*	*1%*	**%*
Close to a post box	**7**	2	-	2	-	2	2	-	-	-	7	-	-	*
	****%***	*1%*	*-%*	*1%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*
Loyalty	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*
													j	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 211 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1967**	149	73	206	55	120	237	146	111	130	1227	263	237	240
Weighted total	**1624**	179	100	233	60	127	261	162	124	137	1383	87	78	76
There aren't any others in this area / no competition - they have the monopoly	**4**	-	-	-	-	-	-	-	1	-	1	1	1	1
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%* j	*-%*	**%*	*1%* j	*1%* j	*1%* j
Effort involved in switching outweighs the benefit	**40**	1	4	8	-	5	6	8	4	2	37	1	1	*
	2%	*1%*	*4%* m	*3%* m	*-%*	*4%* m	*2%*	*5%* **akm**	*3%* m	*2%*	*3%* m	*1%*	*2%*	**%*
No reason	**12**	2	-	3	-	1	1	1	1	*	10	1	-	1
	1%	*1%*	*-%*	*1%*	*-%*	*1%*	**%*	*1%*	*1%*	**%*	*1%*	*2%*	*-%*	*1%*
Other	**40**	7	4	7	2	3	8	2	2	*	34	2	3	1
	2%	*4%* i	*4%* i	*3%*	*3%*	*2%*	*3%*	*1%*	*2%*	**%*	*2%*	*2%*	*3%* i	*2%*
Don't know	**87**	10	3	15	1	10	8	12	3	10	71	5	4	7
	5%	*6%*	*3%*	*6%*	*1%*	*8%* **fh**	*3%*	*7%*	*2%*	*7%*	*5%*	*6%*	*6%*	*9%* **dfhj**

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QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
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	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1967**	55	177	47	216	474	74	138	786	1371	596	1699	268
Weighted total	**1624**	36	127	41	182	436	52	123	627	1241	383	1451	173
We don't mail large enough volumes	**419**	7	29	13	39	109	11	32	180	326	93	380	38
	26%	*19%*	*23%*	*32%*	*21%*	*25%*	*21%*	*26%*	*29%* d	*26%*	*24%*	*26%*	*22%*
Our chosen provider is reliable enough for our needs	**379**	8	28	9	48	105	10	24	147	286	93	355	24
	23%	*22%*	*22%*	*23%*	*26%*	*24%*	*19%*	*19%*	*23%*	*23%*	*24%*	*24%* b	*14%*
We are near a Post Office	**238**	5	17	7	27	79	8	17	78	190	48	203	34
	15%	*15%*	*13%*	*17%*	*15%*	*18%* h	*15%*	*14%*	*12%*	*15%*	*13%*	*14%*	*20%* a
Support Royal Mail / local Post Office / I'm against privatisation	**135**	3	10	2	16	28	12	8	55	104	31	113	22
	8%	*9%*	*8%*	*6%*	*9%*	*7%*	*23%* **abcdegh**	*6%*	*9%*	*8%*	*8%*	*8%*	*13%* a
Our chosen provider is fast enough for our needs	**91**	1	9	3	20	24	5	6	25	63	28	84	7
	6%	*2%*	*7%*	*6%*	*11%* **aegh**	*5%*	*10%* h	*5%*	*4%*	*5%*	*7%* a	*6%*	*4%*
Convenience / easier / suits our needs	**89**	1	8	4	6	24	4	11	32	72	18	75	14
	6%	*3%*	*6%*	*11%* d	*3%*	*5%*	*8%*	*9%* d	*5%*	*6%*	*5%*	*5%*	*8%* a
Our chosen provider is safe enough for our needs	**81**	-	6	2	16	26	2	6	23	58	23	77	4
	5%	*-%*	*5%*	*6%*	*9%* **ah**	*6%*	*4%*	*5%*	*4%*	*5%*	*6%*	*5%*	*3%*
Happy / satisfied with the service from current provider	**74**	2	6	3	10	22	*	7	23	49	25	69	6
	5%	*7%* f	*5%*	*7%* f	*6%* f	*5%*	**%*	*6%* f	*4%*	*4%*	*7%* a	*5%*	*3%*
Unaware of other providers	**56**	1	6	2	3	13	*	10	21	46	9	51	4
	3%	*2%*	*5%*	*5%*	*2%*	*3%*	**%*	*8%* **defh**	*3%*	*4%*	*2%*	*4%*	*3%*
Not considered / haven't thought about it / no time / it's not my decision	**41**	2	3	2	2	8	*	6	18	32	9	37	5
	3%	*5%*	*3%*	*5%*	*1%*	*2%*	**%*	*5%* **de**	*3%*	*3%*	*2%*	*3%*	*3%*
Our customers prefer our chosen provider	**39**	*	4	-	8	10	*	-	17	28	11	35	4
	2%	*1%*	*3%* g	*-%*	*4%* g	*2%*	**%*	*-%*	*3%*	*2%*	*3%*	*2%*	*3%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1967**	55	177	47	216	474	74	138	786	1371	596	1699	268
Weighted total	**1624**	36	127	41	182	436	52	123	627	1241	383	1451	173
No need to change - no demand / requirement to change	**37**	-	*	1	4	8	*	2	22	28	9	33	4
	2%	*-%*	**%*	*1%*	*2%*	*2%*	**%*	*1%*	*3%* b	*2%*	*2%*	*2%*	*2%*
Don't know enough about what other providers offer	**32**	-	4	-	6	11	2	2	8	25	7	31	1
	2%	*-%*	*3%*	*-%*	*3%* h	*2%*	*4%*	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*
Others more expensive than our current providers	**28**	*	3	*	6	7	*	*	11	24	4	24	4
	2%	**%*	*2%*	*1%*	*3%*	*2%*	**%*	**%*	*2%*	*2%*	*1%*	*2%*	*2%*
Don't know enough about other providers and their services	**19**	-	*	-	4	6	*	2	8	15	4	17	2
	1%	*-%*	**%*	*-%*	*2%*	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Other operators do not provide the service I need	**14**	3	2	-	-	3	-	*	6	8	6	13	1
	1%	*8%* **bdefgh**	*1%*	*-%*	*-%*	*1%*	*-%*	**%*	*1%*	*1%*	*2%*	*1%*	*1%*
Always been with them / always use them	**13**	-	*	2	*	2	-	-	9	10	3	11	2
	1%	*-%*	**%*	*4%* **bdeg**	**%*	**%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*
Other providers don't pick up mail in this area	**12**	2	2	-	3	3	-	*	2	6	6	10	2
	1%	*4%* **egh**	*2%* h	*-%*	*2%* h	*1%*	*-%*	**%*	**%*	*1%*	*2%* a	*1%*	*1%*
Mainly doing it electronically / on the internet	**9**	-	-	-	1	1	-	*	7	7	1	9	*
	1%	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	*1%*	*1%*	**%*	*1%*	**%*
Other providers could not deliver to all the areas we need	**8**	1	2	-	-	1	-	-	5	6	2	8	-
	1%	*2%* e	*1%* e	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	**%*	*1%*	*1%*	*-%*
Close to a post box	**7**	-	-	2	-	2	-	-	4	6	2	7	-
	****%***	*-%*	*-%*	*4%* **bdegh**	*-%*	**%*	*-%*	*-%*	*1%*	**%*	**%*	*1%*	*-%*
Loyalty	*	-	-	-	-	*	-	-	-	*	-	*	-
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

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QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1967**	55	177	47	216	474	74	138	786	1371	596	1699	268
Weighted total	**1624**	36	127	41	182	436	52	123	627	1241	383	1451	173
There aren't any others in this area / no competition - they have the monopoly	**4**	-	-	-	1	1	1	*	1	2	2	4	*
	%	*-%*	*-%*	*-%*	**%*	**%*	*3%* **beh**	**%*	**%*	**%*	**%*	**%*	**%*
Effort involved in switching outweighs the benefit	**40**	2	8	*	2	11	2	8	8	28	12	35	5
	2%	*5%* h	*6%* **deh**	**%*	*1%*	*2%*	*3%*	*6%* **deh**	*1%*	*2%*	*3%*	*2%*	*3%*
No reason	**12**	-	*	1	4	3	1	1	2	9	2	11	1
	1%	*-%*	**%*	*3%* h	*2%* h	*1%*	*2%* h	*1%*	**%*	*1%*	*1%*	*1%*	*1%*
Other	**40**	3	3	*	2	13	2	2	17	22	18	36	4
	2%	*8%* **bdgh**	*2%*	*1%*	*1%*	*3%*	*3%*	*2%*	*3%*	*2%*	*5%* a	*2%*	*2%*
Don't know	**87**	3	8	3	16	23	3	4	28	70	17	73	14
	5%	*7%*	*6%*	*7%*	*9%* **gh**	*5%*	*5%*	*3%*	*4%*	*6%*	*4%*	*5%*	*8%* a

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1967**	1856	111	1240	318	389
Weighted total	**1624**	1513	111	1068	241	292
We don't mail large enough volumes	**419**	390	29	328	43	37
	26%	*26%*	*26%*	*31%* **bc**	*18%* c	*13%*
Our chosen provider is reliable enough for our needs	**379**	357	22	224	60	92
	23%	*24%*	*20%*	*21%*	*25%*	*32%* **ab**
We are near a Post Office	**238**	220	18	163	39	35
	15%	*15%*	*16%*	*15%*	*16%*	*12%*
Support Royal Mail / local Post Office / I'm against privatisation	**135**	124	11	92	16	26
	8%	*8%*	*10%*	*9%*	*7%*	*9%*
Our chosen provider is fast enough for our needs	**91**	77	14	59	12	20
	6%	*5%*	*13%* a	*6%*	*5%*	*7%*
Convenience / easier / suits our needs	**89**	83	6	58	20	11
	6%	*6%*	*5%*	*5%*	*8%* **ac**	*4%*
Our chosen provider is safe enough for our needs	**81**	70	11	50	11	20
	5%	*5%*	*10%* a	*5%*	*5%*	*7%*
Happy / satisfied with the service from current provider	**74**	67	7	44	19	11
	5%	*4%*	*6%*	*4%*	*8%* **ac**	*4%*
Unaware of other providers	**56**	49	7	34	8	13
	3%	*3%*	*6%*	*3%*	*3%*	*4%*
Not considered / haven't thought about it / no time / it's not my decision	**41**	39	3	15	10	16
	3%	*3%*	*3%*	*1%*	*4%* a	*6%* a
Our customers prefer our chosen provider	**39**	35	5	20	8	11
	2%	*2%*	*4%*	*2%*	*4%*	*4%* a

Columns Tested: a,b - a,b,c

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
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Significance Level: 95%		a	b	a	b	c
Unweighted total	**1967**	1856	111	1240	318	389
Weighted total	**1624**	1513	111	1068	241	292
No need to change - no demand / requirement to change	**37**	32	5	27	1	6
	2%	*2%*	*4%*	*2%* b	**%*	*2%* b
Don't know enough about what other providers offer	**32**	32	-	20	2	10
	2%	*2%*	*-%*	*2%*	*1%*	*4%* b
Others more expensive than our current providers	**28**	27	2	13	3	12
	2%	*2%*	*1%*	*1%*	*1%*	*4%* **ab**
Don't know enough about other providers and their services	**19**	18	1	8	5	6
	1%	*1%*	*1%*	*1%*	*2%* a	*2%*
Other operators do not provide the service I need	**14**	14	-	3	3	8
	1%	*1%*	*-%*	**%*	*1%* a	*3%* a
Always been with them / always use them	**13**	13	-	5	3	5
	1%	*1%*	*-%*	**%*	*1%*	*2%* a
Other providers don't pick up mail in this area	**12**	12	*	5	5	2
	1%	*1%*	**%*	**%*	*2%* a	*1%*
Mainly doing it electronically / on the internet	**9**	9	-	9	-	*
	1%	*1%*	*-%*	*1%*	*-%*	**%*
Other providers could not deliver to all the areas we need	**8**	8	*	3	*	4
	1%	*1%*	**%*	**%*	**%*	*2%* a
Close to a post box	**7**	7	-	7	-	-
	****%***	**%*	*-%*	*1%*	*-%*	*-%*
Loyalty	*	*	-	*	-	-
	****%***	**%*	*-%*	**%*	*-%*	*-%*

Columns Tested: a,b - a,b,c

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1967**	1856	111	1240	318	389
Weighted total	**1624**	1513	111	1068	241	292
There aren't any others in this area / no competition - they have the monopoly	**4**	4	*	2	1	*
	%	*%*	*%*	*%*	*%*	*%*
Effort involved in switching outweighs the benefit	**40**	39	1	25	3	11
	2%	*3%*	*1%*	*2%*	*1%*	*4%*
No reason	**12**	11	1	8	3	*
	1%	*1%*	*1%*	*1%*	*1%* c	*%*
Other	**40**	35	5	26	4	8
	2%	*2%*	*5%*	*2%*	*2%*	*3%*
Don't know	**87**	79	7	56	17	10
	5%	*5%*	*7%*	*5%*	*7%* c	*3%*

Columns Tested: a,b - a,b,c

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**1967**	1640	291	29	3	3	1	-	-	1931	36	807	833	327
Weighted total	**1624**	1435	176	10	*	2	*	-	-	1611	13	807	628	189
We don't mail large enough volumes	**419**	407	9	*	-	2	-	-	-	416	2	292	115	11
	26%	*28%*	*5%*	*3%*	*-%*	*84%*	*-%*	*-%*	*-%*	*26%*	*16%*	*36%*	*18%*	*6%*
		b								b	b	**bc**	c	
Our chosen provider is reliable enough for our needs	**379**	312	63	3	*	-	*	-	-	375	4	148	164	67
	23%	*22%*	*36%*	*33%*	*52%*	*-%*	*100%*	*-%*	*-%*	*23%*	*29%*	*18%*	*26%*	*35%*
			ai										a	**ab**
We are near a Post Office	**238**	219	19	*	-	-	-	-	-	238	*	119	100	19
	15%	*15%*	*11%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*15%*	**%*	*15%*	*16%*	*10%*
		bj								j		c	c	
Support Royal Mail / local Post Office / I'm against privatisation	**135**	122	13	*	-	-	-	-	-	134	*	68	54	13
	8%	*8%*	*7%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*4%*	*8%*	*9%*	*7%*
Our chosen provider is fast enough for our needs	**91**	69	21	*	-	-	-	-	-	91	*	32	38	22
	6%	*5%*	*12%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*4%*	*4%*	*6%*	*12%*
			ai										a	**ab**
Convenience / easier / suits our needs	**89**	75	15	*	-	-	-	-	-	89	*	45	30	15
	6%	*5%*	*8%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*2%*	*6%*	*5%*	*8%*
			a											b
Our chosen provider is safe enough for our needs	**81**	60	21	*	-	-	-	-	-	81	*	24	36	21
	5%	*4%*	*12%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*2%*	*3%*	*6%*	*11%*
			ai										a	**ab**
Happy / satisfied with the service from current provider	**74**	59	15	-	*	-	-	-	-	74	*	27	32	15
	5%	*4%*	*9%*	*-%*	*48%*	*-%*	*-%*	*-%*	*-%*	*5%*	*1%*	*3%*	*5%*	*8%*
			ai											a
Unaware of other providers	**56**	42	13	*	-	-	-	-	-	55	*	19	24	13
	3%	*3%*	*7%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*4%*	*2%*	*4%*	*7%*
			ai											**ab**
Not considered / haven't thought about it / no time / it's not my decision	**41**	29	10	2	-	-	-	-	-	39	2	13	17	12
	3%	*2%*	*6%*	*21%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*17%*	*2%*	*3%*	*7%*
			ai								**abi**			**ab**
Our customers prefer our chosen provider	**39**	33	6	*	-	-	-	-	-	39	*	14	19	7
	2%	*2%*	*4%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*2%*	*3%*	*3%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 05/02/19

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**1967**	1640	291	29	3	3	1	-	-	1931	36	807	833	327
Weighted total	**1624**	1435	176	10	*	2	*	-	-	1611	13	807	628	189
No need to change - no demand / requirement to change	**37**	33	4	-	-	-	-	-	-	37	-	27	6	4
	2%	*2%*	*2%*	-%	-%	-%	-%	-%	-%	*2%*	-%	*3%* b	*1%*	*2%*
Don't know enough about what other providers offer	**32**	30	2	*	-	-	-	-	-	32	*	16	14	2
	2%	*2%*	*1%*	*2%*	-%	-%	-%	-%	-%	*2%*	*1%*	*2%*	*2%*	*1%*
Others more expensive than our current providers	**28**	19	7	2	-	-	-	-	-	26	2	6	14	9
	2%	*1%*	*4%* **ai**	*17%*	-%	-%	-%	-%	-%	*2%*	*14%* **abi**	*1%*	*2%* a	*5%* **ab**
Don't know enough about other providers and their services	**19**	13	6	-	-	*	-	-	-	19	*	6	6	6
	1%	*1%*	*3%* **ai**	-%	-%	*5%*	-%	-%	-%	*1%*	*1%*	*1%*	*1%*	*3%* **ab**
Other operators do not provide the service I need	**14**	8	6	*	-	-	-	-	-	14	*	2	6	6
	1%	*1%*	*3%* **ai**	*3%*	-%	-%	-%	-%	-%	*1%*	*2%*	**%*	*1%* a	*3%* **ab**
Always been with them / always use them	**13**	10	3	-	-	-	-	-	-	13	-	5	6	3
	1%	*1%*	*2%*	-%	-%	-%	-%	-%	-%	*1%*	-%	*1%*	*1%*	*1%*
Other providers don't pick up mail in this area	**12**	12	1	-	-	-	-	-	-	12	-	5	7	1
	1%	*1%*	**%*	-%	-%	-%	-%	-%	-%	*1%*	-%	*1%*	*1%*	**%*
Mainly doing it electronically / on the internet	**9**	9	-	*	-	-	-	-	-	9	*	5	3	*
	1%	*1%*	-%	*1%*	-%	-%	-%	-%	-%	*1%*	*1%*	*1%*	*1%*	**%*
Other providers could not deliver to all the areas we need	**8**	5	4	-	-	-	-	-	-	8	-	2	3	4
	1%	**%*	*2%* **ai**	-%	-%	-%	-%	-%	-%	*1%*	-%	**%*	**%*	*2%* **ab**
Close to a post box	**7**	7	-	-	-	-	-	-	-	7	-	6	2	-
	****%***	*1%*	-%	-%	-%	-%	-%	-%	-%	**%*	-%	*1%*	**%*	-%
Loyalty	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	****%***	**%*	-%	-%	-%	-%	-%	-%	-%	**%*	-%	-%	**%*	-%
There aren't any others in this area / no competition - they have the monopoly	**4**	4	*	-	-	-	-	-	-	4	-	2	2	*
	****%***	**%*	**%*	-%	-%	-%	-%	-%	-%	**%*	-%	**%*	**%*	**%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
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QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**1967**	1640	291	29	3	3	1	-	-	1931	36	807	833	327
Weighted total	**1624**	1435	176	10	*	2	*	-	-	1611	13	807	628	189
Effort involved in switching outweighs the benefit	**40**	35	6	*	-	-	-	-	-	40	*	19	16	6
	2%	*2%*	*3%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*2%*	*3%*	*3%*
No reason	**12**	12	*	*	-	-	-	-	-	12	*	3	8	*
	1%	*1%*	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	**%*	*1%* a	**%*
Other	**40**	34	4	2	-	-	-	-	-	38	2	16	19	6
	2%	*2%*	*2%*	*17%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*13%* **abi**	*2%*	*3%*	*3%*
Don't know	**87**	80	6	*	-	*	-	-	-	86	1	48	32	7
	5%	*6%*	*3%*	*4%*	*-%*	*11%*	*-%*	*-%*	*-%*	*5%*	*5%*	*6%*	*5%*	*4%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 211 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	1967	1241	804	1339	529	492	1245	1182	94	34	21	7	-	-
Weighted total	1624	917	556	1008	402	341	940	923	47	22	13	2	-	-
We don't mail large enough volumes	419	193	90	210	41	47	195	197	8	*	4	-	-	-
	26%	*21%*	*16%*	*21%*	*10%*	*14%*	*21%*	*21%*	*17%*	*1%*	*27%*	*-%*	*-%*	*-%*
		bde	d	bde			bde	c	c					
Our chosen provider is reliable enough for our needs	379	251	162	280	137	93	260	255	13	6	5	*	-	-
	23%	*27%*	*29%*	*28%*	*34%*	*27%*	*28%*	*28%*	*28%*	*27%*	*39%*	*6%*	*-%*	*-%*
					acef									
We are near a Post Office	238	121	70	133	59	32	121	127	4	*	2	-	-	-
	15%	*13%*	*13%*	*13%*	*15%*	*9%*	*13%*	*14%*	*9%*	**%*	*14%*	*-%*	*-%*	*-%*
		e		e	e		e	c						
Support Royal Mail / local Post Office / I'm against privatisation	135	69	50	77	34	29	84	69	4	4	-	*	-	-
	8%	*8%*	*9%*	*8%*	*9%*	*8%*	*9%*	*8%*	*9%*	*16%*	*-%*	*3%*	*-%*	*-%*
Our chosen provider is fast enough for our needs	91	60	34	64	39	15	69	57	4	*	3	-	-	-
	6%	*7%*	*6%*	*6%*	*10%*	*4%*	*7%*	*6%*	*8%*	*1%*	*20%*	*-%*	*-%*	*-%*
					abce		e							
Convenience / easier / suits our needs	89	52	33	56	28	29	55	51	2	2	-	-	-	-
	6%	*6%*	*6%*	*6%*	*7%*	*8%*	*6%*	*6%*	*5%*	*11%*	*-%*	*-%*	*-%*	*-%*
						ac								
Our chosen provider is safe enough for our needs	81	51	31	57	32	11	58	50	5	*	2	-	-	-
	5%	*6%*	*6%*	*6%*	*8%*	*3%*	*6%*	*5%*	*11%*	**%*	*13%*	*-%*	*-%*	*-%*
				e	e		e		a					
Happy / satisfied with the service from current provider	74	42	32	49	18	20	50	43	1	2	2	1	-	-
	5%	*5%*	*6%*	*5%*	*5%*	*6%*	*5%*	*5%*	*3%*	*8%*	*14%*	*68%*	*-%*	*-%*
Unaware of other providers	56	38	25	39	18	17	32	36	2	-	*	-	-	-
	3%	*4%*	*4%*	*4%*	*4%*	*5%*	*3%*	*4%*	*4%*	*-%*	*2%*	*-%*	*-%*	*-%*
Not considered / haven't thought about it / no time / it's not my decision	41	25	19	27	5	17	28	21	1	3	1	-	-	-
	3%	*3%*	*3%*	*3%*	*1%*	*5%*	*3%*	*2%*	*3%*	*14%*	*8%*	*-%*	*-%*	*-%*
		d	d	d		acdf	d			ab				
Our customers prefer our chosen provider	39	22	13	23	14	10	29	20	2	1	*	1	-	-
	2%	*2%*	*2%*	*2%*	*4%*	*3%*	*3%*	*2%*	*4%*	*3%*	*2%*	*62%*	*-%*	*-%*
No need to change - no demand / requirement to change	37	13	11	13	5	5	15	13	1	-	-	-	-	-
	2%	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 05/02/19

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted total	1967	1241	804	1339	529	492	1245	1182	94	34	21	7	-	-
Weighted total	1624	917	556	1008	402	341	940	923	47	22	13	2	-	-
Don't know enough about what other providers offer	32	17	12	19	8	7	20	16	3	*	-	*	-	-
	2%	2%	2%	2%	2%	2%	2%	2%	7% a	2%	-%	6%	-%	-%
Others more expensive than our current providers	28	13	13	17	14	12	20	13	3	*	-	1	-	-
	2%	1%	2%	2%	4% ac	3% ac	2%	1%	6% a	*%	-%	80%	-%	-%
Don't know enough about other providers and their services	19	8	7	9	5	7	11	7	*	2	-	-	-	-
	1%	1%	1%	1%	1%	2%	1%	1%	*%	9% ab	-%	-%	-%	-%
Other operators do not provide the service I need	14	8	8	12	7	3	9	9	2	1	*	-	-	-
	1%	1%	1%	1%	2%	1%	1%	1%	4% a	5% a	*%	-%	-%	-%
Always been with them / always use them	13	4	3	5	-	5	6	5	*	-	-	*	-	-
	1%	*%	1%	*%	-%	1% acd	1%	1%	*%	-%	-%	3%	-%	-%
Other providers don't pick up mail in this area	12	7	5	7	4	1	8	7	-	-	-	-	-	-
	1%	1%	1%	1%	1%	*%	1%	1%	-%	-%	-%	-%	-%	-%
Mainly doing it electronically / on the internet	9	2	2	2	-	2	2	2	-	-	-	-	-	-
	1%	*%	*%	*%	-%	*%	*%	*%	-%	-%	-%	-%	-%	-%
Other providers could not deliver to all the areas we need	8	7	5	7	3	3	5	6	*	-	-	-	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	-%	-%	-%	-%
Close to a post box	7	5	2	5	-	-	2	5	-	-	-	-	-	-
	*%	1%	*%	1%	-%	-%	*%	1%	-%	-%	-%	-%	-%	-%
Loyalty	*	*	-	*	-	-	-	*	-	-	-	-	-	-
	*%	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
There aren't any others in this area / no competition - they have the monopoly	4	2	1	2	*	*	3	2	-	-	*	-	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	2%	-%	-%	-%
Effort involved in switching outweighs the benefit	40	33	16	35	12	7	24	35	*	*	*	-	-	-
	2%	4%	3%	3%	3%	2%	3%	4%	1%	1%	1%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 05/02/19

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	***d**	***e**	***f**	***g**
Unweighted total	**1967**	1241	804	1339	529	492	1245	1182	94	34	21	7	-	-
Weighted total	**1624**	917	556	1008	402	341	940	923	47	22	13	2	-	-
No reason	**12**	10	5	10	4	2	7	10	*	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**40**	15	18	21	11	4	24	17	4	*	*	-	-	-
	2%	*2%*	*3%*	*2%*	*3%*	*1%*	*3%*	*2%*	*8%*	*2%*	*1%*	*-%*	*-%*	*-%*
			ae						a					
Don't know	**87**	58	22	59	20	19	47	59	1	*	-	-	-	-
	5%	*6%*	*4%*	*6%*	*5%*	*6%*	*5%*	*6%*	*2%*	*1%*	*-%*	*-%*	*-%*	*-%*
		b		b										

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1967**	518	3	2	3	1	2	-	3	415	321	336	257	9
Weighted total	**1624**	396	*	2	4	*	*	-	*	378	247	228	146	7
We don't mail large enough volumes	**419**	41	-	-	-	-	-	-	-	107	56	29	17	-
	26%	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*28%* **cd**	*23%* **cd**	*13%*	*12%*	*-%*
Our chosen provider is reliable enough for our needs	**379**	132	*	2	2	-	*	-	*	92	67	73	42	6
	23%	*33%*	*100%*	*92%*	*52%*	*-%*	*100%*	*-%*	*72%*	*24%*	*27%*	*32%* a	*28%*	*81%*
We are near a Post Office	**238**	59	-	-	-	-	-	-	-	46	33	35	18	1
	15%	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*12%*	*13%*	*15%*	*12%*	*14%*
Support Royal Mail / local Post Office / I'm against privatisation	**135**	34	-	-	-	-	-	-	-	26	20	21	10	-
	8%	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*8%*	*9%*	*7%*	*-%*
Our chosen provider is fast enough for our needs	**91**	35	-	2	2	-	-	-	-	18	14	15	15	2
	6%	*9%*	*-%*	*92%*	*52%*	*-%*	*-%*	*-%*	*-%*	*5%*	*5%*	*6%*	*10%* **ab**	*34%*
Convenience / easier / suits our needs	**89**	28	-	-	-	-	-	-	-	16	14	16	10	-
	6%	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*6%*	*7%*	*7%*	*-%*
Our chosen provider is safe enough for our needs	**81**	28	-	2	2	-	-	-	-	15	14	16	10	2
	5%	*7%*	*-%*	*92%*	*52%*	*-%*	*-%*	*-%*	*-%*	*4%*	*6%*	*7%* a	*7%*	*34%*
Happy / satisfied with the service from current provider	**74**	18	-	*	-	-	-	-	-	17	13	11	8	*
	5%	*5%*	*-%*	*8%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*5%*	*5%*	*5%*	*1%*
Unaware of other providers	**56**	18	-	-	-	-	-	-	-	13	9	11	5	-
	3%	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*4%*	*5%*	*3%*	*-%*
Not considered / haven't thought about it / no time / it's not my decision	**41**	5	-	-	-	-	-	-	-	7	2	9	9	-
	3%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*4%* b	*6%* **ab**	*-%*
Our customers prefer our chosen provider	**39**	13	-	-	2	-	-	-	-	9	6	6	2	-
	2%	*3%*	*-%*	*-%*	*52%*	*-%*	*-%*	*-%*	*-%*	*2%*	*2%*	*3%*	*2%*	*-%*
No need to change - no demand / requirement to change	**37**	5	-	-	-	-	-	-	-	5	5	3	1	-
	2%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*	*1%*	**%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1967**	518	3	2	3	1	2	-	3	415	321	336	257	9
Weighted total	**1624**	396	*	2	4	*	*	-	*	378	247	228	146	7
Don't know enough about what other providers offer	**32**	8	-	-	-	-	-	-	-	7	7	3	2	-
	2%	*2%*	-%	-%	-%	-%	-%	-%	-%	*2%*	*3%*	*1%*	*2%*	-%
Others more expensive than our current providers	**28**	13	-	-	2	-	-	-	-	2	4	4	6	-
	2%	*3%*	-%	-%	*47%*	-%	-%	-%	-%	*1%*	*2%*	*2%*	*4%* **abc**	-%
Don't know enough about other providers and their services	**19**	5	-	-	-	*	-	-	*	3	1	3	2	-
	1%	*1%*	-%	-%	-%	*100%*	-%	-%	*28%*	*1%*	*1%*	*1%*	*2%*	-%
Other operators do not provide the service I need	**14**	7	-	-	*	-	-	-	-	3	3	5	*	*
	1%	*2%*	-%	-%	*1%*	-%	-%	-%	-%	*1%*	*1%*	*2%*	*%	*4%*
Always been with them / always use them	**13**	-	-	-	-	-	-	-	-	2	2	1	1	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*1%*	*%	*1%*	-%
Other providers don't pick up mail in this area	**12**	4	-	-	-	-	-	-	-	1	3	1	1	-
	1%	*1%*	-%	-%	-%	-%	-%	-%	-%	*%	*1%*	*1%*	*1%*	-%
Mainly doing it electronically / on the internet	**9**	-	-	-	-	-	-	-	-	-	*	2	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*1%*	-%	-%
Other providers could not deliver to all the areas we need	**8**	3	-	-	-	-	-	-	-	1	1	1	4	-
	1%	*1%*	-%	-%	-%	-%	-%	-%	-%	*%	*1%*	*%	*2%* **ac**	-%
Close to a post box	**7**	-	-	-	-	-	-	-	-	4	-	2	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	*1%*	-%	-%
Loyalty	*	-	-	-	-	-	-	-	-	*	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
There aren't any others in this area / no competition - they have the monopoly	**4**	*	-	-	-	-	-	-	-	1	1	1	*	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	*%	*%	-%
Effort involved in switching outweighs the benefit	**40**	12	-	-	-	-	-	-	-	12	9	7	7	-
	2%	*3%*	-%	-%	-%	-%	-%	-%	-%	*3%*	*4%*	*3%*	*5%*	-%
No reason	**12**	4	-	-	-	-	-	-	-	3	2	2	3	-
	1%	*1%*	-%	-%	-%	-%	-%	-%	-%	*1%*	*1%*	*1%*	*2%*	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1967**	518	3	2	3	1	2	-	3	415	321	336	257	9
Weighted total	**1624**	396	*	2	4	*	*	-	*	378	247	228	146	7
Other	**40**	9	-	-	2	-	-	-	-	8	3	3	8	-
	2%	*2%*	*-%*	*-%*	*47%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*1%*	*5%* abc	*-%*
Don't know	**87**	20	-	-	-	-	-	-	-	27	19	7	7	-
	5%	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%* c	*8%* c	*3%*	*5%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	1967	196	131	126	69	6	281	26	220	1870	97	1309	29
Weighted total	1624	158	98	98	45	1	243	18	140	1530	94	984	23
We don't mail large enough volumes	419	21	5	6	7	-	26	1	14	414	4	207	2
	26%	*13%* bc	*6%*	*6%*	*16%* bc	*-%*	*11%*	*6%*	*10%*	*27%* b	*5%*	*21%*	*8%*
Our chosen provider is reliable enough for our needs	379	51	31	37	17	*	85	5	46	342	37	273	7
	23%	*32%*	*32%*	*38%*	*38%*	*32%*	*35%*	*29%*	*33%*	*22%*	*39%* a	*28%*	*31%*
We are near a Post Office	238	17	21	21	*	-	38	1	21	238	*	133	*
	15%	*11%* d	*21%* ad	*22%* ad	*%*	*-%*	*15%*	*6%*	*15%*	*16%* b	*%*	*13%*	*%*
Support Royal Mail / local Post Office / I'm against privatisation	135	17	8	5	4	*	13	3	18	135	-	77	-
	8%	*11%*	*8%*	*6%*	*9%*	*20%*	*5%*	*18%*	*13%* a	*9%* b	*-%*	*8%*	*-%*
Our chosen provider is fast enough for our needs	91	12	13	7	7	*	25	2	11	84	7	63	*
	6%	*8%*	*13%*	*7%*	*16%* ac	*8%*	*10%*	*14%*	*8%*	*6%*	*7%*	*6%*	*%*
Convenience / easier / suits our needs	89	8	9	9	2	*	21	-	7	84	5	56	*
	6%	*5%*	*9%*	*9%*	*4%*	*24%*	*9%*	*-%*	*5%*	*6%*	*5%*	*6%*	*%*
Our chosen provider is safe enough for our needs	81	9	10	8	5	-	19	1	12	75	6	57	*
	5%	*5%*	*10%*	*8%*	*12%*	*-%*	*8%*	*3%*	*9%*	*5%*	*6%*	*6%*	*%*
Happy / satisfied with the service from current provider	74	7	6	4	*	-	12	1	6	62	12	44	5
	5%	*5%*	*7%* d	*5%*	*%*	*-%*	*5%*	*3%*	*4%*	*4%*	*13%* a	*4%*	*23%*
Unaware of other providers	56	11	1	5	1	-	12	*	6	56	-	38	-
	3%	*7%* b	*1%*	*5%* b	*3%*	*-%*	*5%*	*%*	*4%*	*4%*	*-%*	*4%*	*-%*
Not considered / haven't thought about it / no time / it's not my decision	41	*	1	2	1	-	4	*	*	37	4	25	2
	3%	*%*	*1%*	*2%* a	*2%*	*-%*	*2%*	*1%*	*%*	*2%*	*4%*	*3%*	*8%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	***b**	c	a	b	a	***b**
Unweighted total	**1967**	196	131	126	69	6	281	26	220	1870	97	1309	29
Weighted total	**1624**	158	98	98	45	1	243	18	140	1530	94	984	23
Our customers prefer our chosen provider	**39**	4	7	3	*	-	9	-	6	36	4	23	*
	2%	*3%*	*7%* d	*3%*	*1%*	*-%*	*4%*	*-%*	*4%*	*2%*	*4%*	*2%*	**%*
No need to change - no demand / requirement to change	**37**	4	*	-	1	-	3	-	2	32	5	11	2
	2%	*3%*	**%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*2%*	*5%* a	*1%*	*8%*
Don't know enough about what other providers offer	**32**	4	4	*	-	-	6	*	2	30	2	19	-
	2%	*2%*	*4%* c	**%*	*-%*	*-%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*-%*
Others more expensive than our current providers	**28**	3	2	3	6	-	12	-	3	21	7	14	2
	2%	*2%*	*2%*	*3%*	*13%* **abc**	*-%*	*5%*	*-%*	*2%*	*1%*	*7%* a	*1%*	*10%*
Don't know enough about other providers and their services	**19**	2	*	1	2	-	5	*	*	19	*	9	-
	1%	*1%*	**%*	*1%*	*5%* **abc**	*-%*	*2%*	*2%*	**%*	*1%*	**%*	*1%*	*-%*
Other operators do not provide the service I need	**14**	1	-	2	4	*	6	-	1	10	4	9	2
	1%	**%*	*-%*	*2%*	*8%* **abc**	*24%*	*2%*	*-%*	*1%*	*1%*	*4%* a	*1%*	*10%*
Always been with them / always use them	**13**	-	-	-	-	-	-	-	-	13	-	5	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*
Other providers don't pick up mail in this area	**12**	1	1	1	-	-	3	1	1	11	2	7	-
	1%	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*	*4%*	**%*	*1%*	*2%*	*1%*	*-%*
Mainly doing it electronically / on the internet	**9**	-	-	-	-	-	-	-	-	8	1	2	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	**%*	*-%*
Other providers could not deliver to all the areas we need	**8**	2	-	-	2	-	3	*	-	8	-	7	-
	1%	*1%*	*-%*	*-%*	*4%* **bc**	*-%*	*1%*	**%*	*-%*	*1%*	*-%*	*1%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1967**	196	131	126	69	6	281	26	220	1870	97	1309	29
Weighted total	**1624**	158	98	98	45	1	243	18	140	1530	94	984	23
Close to a post box	**7**	-	-	-	-	-	-	-	-	7	-	5	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*1%*	-%
Loyalty	*	-	-	-	-	-	-	-	-	*	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%
There aren't any others in this area / no competition - they have the monopoly	**4**	*	-	-	-	-	-	-	*	4	-	2	-
	***%**	*%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
Effort involved in switching outweighs the benefit	**40**	*	6	5	1	-	6	2	4	38	3	34	1
	***2%**	*%	*6%* a	*5%* a	*2%*	-%	*3%*	*9%*	*3%*	*2%*	*3%*	*3%*	*5%*
No reason	**12**	1	1	2	*	-	*	1	3	10	2	8	2
	***1%**	*1%*	*1%*	*2%*	*%*	-%	*%*	*5%*	*2%* a	*1%*	*2%*	*1%*	*8%*
Other	**40**	3	1	4	3	-	7	1	3	31	9	19	2
	***2%**	*2%*	*1%*	*4%*	*6%*	-%	*3%*	*7%*	*2%*	*2%*	*9%* a	*2%*	*8%*
Don't know	**87**	11	7	1	2	-	7	*	11	82	4	59	*
	***5%**	*7%* c	*7%* c	*1%*	*4%*	-%	*3%*	*1%*	*8%* a	*5%*	*5%*	*6%*	*%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	1967	44	76	125	16	426	103	377	1170	161	-
Weighted total	1624	30	63	98	8	311	91	267	863	86	-
We don't mail large enough volumes	419	1	2	8	*	39	3	43	184	18	-
	26%	*4%*	*4%*	*8%*	*1%*	*12%* b	*3%*	*16%*	*21%* a	*21%*	-%
Our chosen provider is reliable enough for our needs	379	10	29	37	2	90	47	63	233	17	-
	23%	*35%*	*46%*	*37%*	*25%*	*29%*	*51%* a	*24%*	*27%*	*20%*	-%
We are near a Post Office	238	8	9	14	2	48	11	46	108	13	-
	15%	*26%*	*15%*	*15%*	*25%*	*16%*	*12%*	*17%* b	*12%*	*15%*	-%
Support Royal Mail / local Post Office / I'm against privatisation	135	-	2	4	-	32	2	29	67	5	-
	8%	-%	*3%*	*4%*	-%	*10%* b	*2%*	*11%*	*8%*	*6%*	-%
Our chosen provider is fast enough for our needs	91	5	9	15	-	25	14	7	58	3	-
	6%	*18%*	*14%*	*15%*	-%	*8%*	*15%* a	*3%*	*7%* a	*3%*	-%
Convenience / easier / suits our needs	89	2	5	11	-	23	4	18	50	3	-
	6%	*7%*	*8%*	*11%*	-%	*7%*	*5%*	*7%*	*6%*	*3%*	-%
Our chosen provider is safe enough for our needs	81	4	9	11	-	21	10	5	51	3	-
	5%	*12%*	*14%*	*12%*	-%	*7%*	*11%*	*2%*	*6%* a	*4%*	-%
Happy / satisfied with the service from current provider	74	2	3	6	1	12	6	19	41	10	-
	5%	*6%*	*6%*	*6%*	*8%*	*4%*	*7%*	*7%*	*5%*	*11%* b	-%
Unaware of other providers	56	*	2	2	*	16	2	15	36	5	-
	3%	*%	*4%*	*2%*	*1%*	*5%*	*3%*	*6%*	*4%*	*6%*	-%
Not considered / haven't thought about it / no time / it's not my decision	41	-	2	2	-	3	2	5	23	3	-
	3%	-%	*3%*	*2%*	-%	*1%*	*2%*	*2%*	*3%*	*3%*	-%
Our customers prefer our chosen provider	39	1	2	3	1	8	6	6	20	3	-
	2%	*3%*	*3%*	*3%*	*8%*	*3%*	*7%* a	*2%*	*2%*	*3%*	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1967**	44	76	125	16	426	103	377	1170	161	-
Weighted total	**1624**	30	63	98	8	311	91	267	863	86	-
No need to change - no demand / requirement to change	**37**	*	1	1	1	4	1	4	13	4	-
	2%	**%*	*2%*	*1%*	*8%*	*1%*	*1%*	*2%*	*1%*	*5%* ab	*-%*
Don't know enough about what other providers offer	**32**	*	2	2	-	6	2	6	17	2	-
	2%	*1%*	*3%*	*2%*	*-%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*
Others more expensive than our current providers	**28**	3	3	5	*	9	5	5	13	2	-
	2%	*8%*	*4%*	*5%*	*4%*	*3%*	*6%*	*2%*	*1%*	*3%*	*-%*
Don't know enough about other providers and their services	**19**	-	2	2	-	3	2	2	7	*	-
	1%	*-%*	*3%*	*2%*	*-%*	*1%*	*2%*	*1%*	*1%*	*1%*	*-%*
Other operators do not provide the service I need	**14**	*	2	1	-	4	3	4	7	4	-
	1%	*1%*	*4%*	*1%*	*-%*	*1%*	*3%*	*2%*	*1%*	*4%* b	*-%*
Always been with them / always use them	**13**	-	-	*	-	-	-	3	4	*	-
	1%	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*1%*	*1%*	**%*	*-%*
Other providers don't pick up mail in this area	**12**	-	1	*	*	3	1	2	7	*	-
	1%	*-%*	*1%*	**%*	*6%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*
Mainly doing it electronically / on the internet	**9**	-	-	2	-	-	-	*	2	-	-
	1%	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*
Other providers could not deliver to all the areas we need	**8**	-	1	*	*	3	1	1	6	-	-
	1%	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	*-%*	*-%*
Close to a post box	**7**	-	-	-	-	-	-	2	5	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*
Loyalty	*	-	-	-	-	-	-	*	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
There aren't any others in this area / no competition - they have the monopoly	**4**	-	-	-	-	*	-	1	2	*	-
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	**%*	**%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**1967**	44	76	125	16	426	103	377	1170	161	-
Weighted total	**1624**	30	63	98	8	311	91	267	863	86	-
Effort involved in switching outweighs the benefit	**40**	3	-	3	-	10	2	8	33	2	-
	2%	*9%*	*-%*	*3%*	*-%*	*3%*	*2%*	*3%*	*4%*	*3%*	*-%*
		b									
No reason	**12**	-	-	-	2	4	-	1	10	*	-
	1%	*-%*	*-%*	*-%*	*24%*	*1%*	*-%*	**%*	*1%*	**%*	*-%*
Other	**40**	1	5	5	*	6	5	6	14	1	-
	2%	*4%*	*7%*	*6%*	*4%*	*2%*	*5%*	*2%*	*2%*	*2%*	*-%*
Don't know	**87**	1	*	4	*	17	3	12	57	4	-
	5%	*4%*	**%*	*4%*	*2%*	*6%*	*3%*	*5%*	*7%*	*5%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 211 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1967**	295	716	114	-	326	363	108	2	1215	781	449	1040	860	13
Weighted total	**1624**	210	485	59	-	240	258	67	2	895	536	326	766	580	5
We don't mail large enough volumes	**419**	32	82	12	-	18	35	10	-	190	89	37	159	125	-
	26%	*15%*	*17%*	*20%*	*-%*	*7%*	*13%* a	*14%* a	*-%*	*21%* **bc**	*17%* c	*11%*	*21%*	*22%*	*-%*
Our chosen provider is reliable enough for our needs	**379**	54	137	13	-	77	85	29	-	245	157	102	203	156	1
	23%	*26%*	*28%*	*22%*	*-%*	*32%*	*33%*	*43%* a	*-%*	*27%*	*29%*	*31%*	*27%*	*27%*	*12%*
We are near a Post Office	**238**	37	59	5	-	42	36	6	-	121	69	53	104	71	1
	15%	*18%* **bc**	*12%*	*8%*	*-%*	*17%* c	*14%*	*9%*	*-%*	*14%*	*13%*	*16%*	*14%*	*12%*	*12%*
Support Royal Mail / local Post Office / I'm against privatisation	**135**	19	46	2	-	24	23	3	-	69	48	31	64	48	*
	8%	*9%* c	*10%* c	*3%*	*-%*	*10%*	*9%*	*5%*	*-%*	*8%*	*9%*	*10%*	*8%*	*8%*	*1%*
Our chosen provider is fast enough for our needs	**91**	7	31	2	-	22	24	6	-	60	34	31	45	35	1
	6%	*3%*	*6%* a	*4%*	*-%*	*9%*	*9%*	*8%*	*-%*	*7%*	*6%*	*9%* b	*6%*	*6%*	*11%*
Convenience / easier / suits our needs	**89**	17	29	1	-	18	20	6	-	52	33	25	47	33	-
	6%	*8%* c	*6%*	*2%*	*-%*	*8%*	*8%*	*9%*	*-%*	*6%*	*6%*	*8%*	*6%*	*6%*	*-%*
Our chosen provider is safe enough for our needs	**81**	6	30	2	-	17	23	7	-	51	31	25	42	35	1
	5%	*3%*	*6%* a	*3%*	*-%*	*7%*	*9%*	*10%*	*-%*	*6%*	*6%*	*8%*	*5%*	*6%*	*11%*
Happy / satisfied with the service from current provider	**74**	13	30	8	-	11	11	2	2	36	27	13	36	25	1
	5%	*6%*	*6%*	*14%* **ab**	*-%*	*5%*	*4%*	*4%*	*93%*	*4%*	*5%*	*4%*	*5%*	*4%*	*14%*
Unaware of other providers	**56**	9	22	5	-	15	5	2	*	37	24	15	34	19	-
	3%	*4%*	*5%*	*9%*	*-%*	*6%* b	*2%*	*2%*	*7%*	*4%*	*5%*	*5%*	*4%*	*3%*	*-%*
Not considered / haven't thought about it / no time / it's not my decision	**41**	7	16	1	-	3	5	4	-	21	17	5	20	15	2
	3%	*3%*	*3%*	*1%*	*-%*	*1%*	*2%*	*5%* **ab**	*-%*	*2%*	*3%*	*1%*	*3%*	*3%*	*33%*
Our customers prefer our chosen provider	**39**	4	11	3	-	9	7	2	-	22	13	9	15	18	-
	2%	*2%*	*2%*	*6%* **ab**	*-%*	*4%*	*3%*	*3%*	*-%*	*2%*	*2%*	*3%*	*2%*	*3%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 05/02/19

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	1967	295	716	114	-	326	363	108	2	1215	781	449	1040	860	13
Weighted total	1624	210	485	59	-	240	258	67	2	895	536	326	766	580	5
No need to change - no demand / requirement to change	37	8	7	5	-	3	5	2	-	10	9	5	10	7	1
	2%	4% b	1%	8% b	-%	1%	2%	2%	-%	1%	2%	2%	1%	1%	21%
Don't know enough about what other providers offer	32	5	12	1	-	1	6	*	-	17	12	4	17	12	*
	2%	2%	2%	2%	-%	*%	2% a	*%	-%	2%	2%	1%	2%	2%	5%
Others more expensive than our current providers	28	3	13	6	-	6	11	3	-	12	12	10	11	8	-
	2%	1%	3%	11% ab	-%	2%	4%	4%	-%	1%	2%	3% a	1%	1%	-%
Don't know enough about other providers and their services	19	*	7	-	-	1	4	1	-	8	7	5	9	6	-
	1%	*%	1% a	-%	-%	1%	1%	1%	-%	1%	1%	1%	1%	1%	-%
Other operators do not provide the service I need	14	2	7	3	-	6	7	5	-	6	8	4	8	5	*
	1%	1%	1%	5% ab	-%	3%	3%	8% ab	-%	1%	1%	1%	1%	1%	6%
Always been with them / always use them	13	2	3	*	-	-	-	-	-	4	3	-	5	1	-
	1%	1%	1%	*%	-%	-%	-%	-%	-%	*%	1%	-%	1%	*%	-%
Other providers don't pick up mail in this area	12	2	5	-	-	3	3	-	-	7	5	3	7	5	-
	1%	1%	1%	-%	-%	1%	1%	-%	-%	1%	1%	1%	1%	1%	-%
Mainly doing it electronically / on the internet	9	-	2	-	-	-	-	-	-	2	2	-	2	2	-
	1%	-%	*%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	*%	-%
Other providers could not deliver to all the areas we need	8	1	5	*	-	*	3	-	-	7	5	3	2	6	-
	1%	1%	1%	1%	-%	*%	1%	-%	-%	1%	1%	1%	*%	1% a	-%
Close to a post box	7	-	2	-	-	-	-	-	-	5	2	-	5	4	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	1%	*%	-%	1%	1%	-%
Loyalty	*	-	-	-	-	-	-	-	-	*	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1967**	295	716	114	-	326	363	108	2	1215	781	449	1040	860	13
Weighted total	**1624**	210	485	59	-	240	258	67	2	895	536	326	766	580	5
There aren't any others in this area / no competition - they have the monopoly	**4**	-	1	-	-	*	*	*	-	2	1	*	2	2	-
	%	*-%*	**%*	*-%*	*-%*	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*
Effort involved in switching outweighs the benefit	**40**	8	15	3	-	6	8	*	-	33	15	10	26	22	-
	2%	*4%*	*3%*	*5%*	*-%*	*2%*	*3%*	**%*	*-%*	*4%*	*3%*	*3%*	*3%*	*4%*	*-%*
No reason	**12**	1	5	*	-	2	2	*	-	10	5	4	10	4	-
	1%	**%*	*1%*	**%*	*-%*	*1%*	*1%*	**%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*
Other	**40**	7	16	1	-	10	3	4	-	13	17	6	15	10	-
	2%	*4%*	*3%*	*1%*	*-%*	*4%* b	*1%*	*7%* b	*-%*	*1%*	*3%* a	*2%*	*2%*	*2%*	*-%*
Don't know	**87**	10	20	3	-	13	14	1	-	58	22	16	42	37	-
	5%	*5%*	*4%*	*4%*	*-%*	*5%*	*6%*	*2%*	*-%*	*6%* b	*4%*	*5%*	*5%*	*6%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 211 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1967**	316	213	250	76	58	973	841	43	14	5	5
Weighted total	**1624**	215	139	178	43	25	716	580	26	11	7	3
We don't mail large enough volumes	**419**	24	22	14	4	5	140	130	3	2	*	*
	26%	*11%*	*16%* c	*8%*	*9%*	*22%* **acd**	*20%*	*22%*	*11%*	*22%*	*4%*	*18%*
Our chosen provider is reliable enough for our needs	**379**	75	33	50	18	6	188	148	11	4	3	-
	23%	*35%* b	*24%*	*28%*	*43%* **bce**	*25%*	*26%*	*25%*	*43%*	*32%*	*49%*	*-%*
We are near a Post Office	**238**	30	15	33	4	4	94	69	3	-	2	2
	15%	*14%*	*11%*	*19%* b	*10%*	*16%*	*13%*	*12%*	*11%*	*-%*	*23%*	*61%*
Support Royal Mail / local Post Office / I'm against privatisation	**135**	15	13	15	3	1	61	46	1	-	-	-
	8%	*7%*	*9%*	*8%*	*7%*	*2%*	*9%*	*8%*	*4%*	*-%*	*-%*	*-%*
Our chosen provider is fast enough for our needs	**91**	21	8	15	4	2	46	31	*	-	-	-
	6%	*10%*	*6%*	*9%*	*10%*	*6%*	*6%*	*5%*	**%*	*-%*	*-%*	*-%*
Convenience / easier / suits our needs	**89**	21	8	17	4	*	43	37	2	*	-	-
	6%	*10%* e	*6%*	*9%* e	*10%* e	*1%*	*6%*	*6%*	*9%*	*2%*	*-%*	*-%*
Our chosen provider is safe enough for our needs	**81**	18	6	16	5	1	42	34	2	-	-	-
	5%	*8%*	*5%*	*9%*	*12%* b	*5%*	*6%*	*6%*	*6%*	*-%*	*-%*	*-%*
Happy / satisfied with the service from current provider	**74**	12	7	6	1	1	37	26	2	2	-	-
	5%	*5%*	*5%*	*3%*	*2%*	*3%*	*5%*	*4%*	*8%*	*15%*	*-%*	*-%*
Unaware of other providers	**56**	12	6	10	3	2	33	21	*	-	-	*
	3%	*5%*	*5%*	*5%*	*7%*	*9%*	*5%*	*4%*	**%*	*-%*	*-%*	*9%*
Not considered / haven't thought about it / no time / it's not my decision	**41**	5	3	3	3	1	16	18	*	-	-	-
	3%	*2%*	*2%*	*2%*	*6%* c	*4%*	*2%*	*3%*	**%*	*-%*	*-%*	*-%*
Our customers prefer our chosen provider	**39**	4	5	9	2	2	17	19	2	2	-	-
	2%	*2%*	*3%*	*5%* a	*4%*	*7%* a	*2%*	*3%*	*6%*	*16%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 211 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1967**	316	213	250	76	58	973	841	43	14	5	5
Weighted total	**1624**	215	139	178	43	25	716	580	26	11	7	3
No need to change - no demand / requirement to change	**37**	5	1	2	*	*	9	5	-	-	-	-
	2%	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*
Don't know enough about what other providers offer	**32**	8	1	2	*	*	17	11	-	1	-	-
	2%	*4%* b	**%*	*1%*	*1%*	*1%*	*2%*	*2%*	*-%*	*10%*	*-%*	*-%*
Others more expensive than our current providers	**28**	5	8	1	3	1	11	8	3	-	2	*
	2%	*2%*	*6%* **ac**	*1%*	*7%* **ac**	*3%*	*2%*	*1%*	*11%*	*-%*	*23%*	*11%*
Don't know enough about other providers and their services	**19**	*	2	1	1	*	8	6	-	-	-	-
	1%	**%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*
Other operators do not provide the service I need	**14**	4	2	4	3	*	7	5	-	*	-	*
	1%	*2%*	*1%*	*2%*	*8%* **abce**	**%*	*1%*	*1%*	*-%*	*3%*	*-%*	*2%*
Always been with them / always use them	**13**	-	-	-	-	-	5	2	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*	*-%*	*-%*	*-%*
Other providers don't pick up mail in this area	**12**	3	1	2	-	-	7	4	1	-	-	-
	1%	*2%*	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*4%*	*-%*	*-%*	*-%*
Mainly doing it electronically / on the internet	**9**	-	-	-	-	-	2	2	*	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	*-%*	*-%*	*-%*
Other providers could not deliver to all the areas we need	**8**	2	2	*	-	-	2	6	-	-	-	-
	1%	*1%*	*2%*	**%*	*-%*	*-%*	**%*	*1%* a	*-%*	*-%*	*-%*	*-%*
Close to a post box	**7**	-	-	-	-	-	5	4	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*
Loyalty	*	-	-	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
There aren't any others in this area / no competition - they have the monopoly	**4**	*	-	*	*	-	2	2	1	-	-	-
	****%***	**%*	*-%*	**%*	*1%*	*-%*	**%*	**%*	*4%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	***b**	***c**	***d**
Unweighted total	**1967**	316	213	250	76	58	973	841	43	14	5	5
Weighted total	**1624**	215	139	178	43	25	716	580	26	11	7	3
Effort involved in switching outweighs the benefit	**40**	8	6	5	*	*	26	22	*	-	-	-
	2%	*4%*	*4%*	*3%*	*1%*	*1%*	*4%*	*4%*	**%*	*-%*	*-%*	*-%*
No reason	**12**	3	1	2	-	-	10	4	*	*	-	-
	1%	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	**%*	*1%*	*-%*	*-%*
Other	**40**	3	1	6	3	1	15	11	*	-	2	-
	2%	*1%*	*1%*	*3%*	*6%* **ab**	*2%*	*2%*	*2%*	**%*	*-%*	*23%*	*-%*
Don't know	**87**	11	12	14	1	1	45	39	1	-	-	-
	5%	*5%*	*9%* d	*8%*	*2%*	*3%*	*6%*	*7%*	*4%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1967**	1748	1369	1772	1407	1907	1037	1777	409	1	1662	47	209	1699
Weighted total	**1624**	1396	1052	1418	1115	1562	828	1438	279	1	1348	34	166	1394
We don't mail large enough volumes	**419**	331	226	337	218	394	173	345	65	-	353	9	34	380
	26%	*24%*	*21%*	*24%*	*20%*	*25%*	*21%*	*24%*	*23%*	*-%*	*26%*	*27%*	*21%*	*27%*
		d		d		**bd**								a
Our chosen provider is reliable enough for our needs	**379**	360	300	362	296	371	196	355	69	-	328	4	25	334
	23%	*26%*	*29%*	*26%*	*27%*	*24%*	*24%*	*25%*	*25%*	*-%*	*24%*	*13%*	*15%*	*24%*
			e											a
We are near a Post Office	**238**	201	154	207	176	234	138	215	46	-	211	2	35	202
	15%	*14%*	*15%*	*15%*	*16%*	*15%*	*17%*	*15%*	*16%*	*-%*	*16%*	*5%*	*21%*	*15%*
											b		b	
Support Royal Mail / local Post Office / I'm against privatisation	**135**	114	77	116	90	126	72	122	26	-	125	2	19	116
	8%	*8%*	*7%*	*8%*	*8%*	*8%*	*9%*	*8%*	*9%*	*-%*	*9%*	*5%*	*11%*	*8%*
Our chosen provider is fast enough for our needs	**91**	89	66	89	64	88	36	87	12	-	81	*	7	81
	6%	*6%*	*6%*	*6%*	*6%*	*6%*	*4%*	*6%*	*4%*	*-%*	*6%*	*1%*	*4%*	*6%*
Convenience / easier / suits our needs	**89**	78	62	81	63	88	62	79	15	1	78	3	14	71
	6%	*6%*	*6%*	*6%*	*6%*	*6%*	*8%*	*6%*	*5%*	*100%*	*6%*	*8%*	*8%*	*5%*
							b							
Our chosen provider is safe enough for our needs	**81**	78	63	78	62	80	37	77	14	-	76	-	6	74
	5%	*6%*	*6%*	*6%*	*6%*	*5%*	*5%*	*5%*	*5%*	*-%*	*6%*	*-%*	*4%*	*5%*
Happy / satisfied with the service from current provider	**74**	61	49	61	50	74	44	64	14	-	61	1	4	62
	5%	*4%*	*5%*	*4%*	*5%*	*5%*	*5%*	*4%*	*5%*	*-%*	*4%*	*3%*	*3%*	*4%*
Unaware of other providers	**56**	53	41	53	40	54	34	52	9	-	42	2	7	49
	3%	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*	*4%*	*3%*	*-%*	*3%*	*6%*	*4%*	*4%*
Not considered / haven't thought about it / no time / it's not my decision	**41**	38	30	38	29	41	25	39	14	-	33	-	2	35
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*5%*	*-%*	*2%*	*-%*	*1%*	*3%*
									b					
Our customers prefer our chosen provider	**39**	39	31	39	31	39	17	39	8	-	31	2	4	32
	2%	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*	*-%*	*2%*	*6%*	*2%*	*2%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1967**	1748	1369	1772	1407	1907	1037	1777	409	1	1662	47	209	1699
Weighted total	**1624**	1396	1052	1418	1115	1562	828	1438	279	1	1348	34	166	1394
No need to change - no demand / requirement to change	**37**	27	16	27	27	37	18	30	7	-	25	2	6	27
	2%	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*-%*	*2%*	*6%*	*3%*	*2%*
Don't know enough about what other providers offer	**32**	24	17	24	30	31	21	28	7	-	21	*	7	26
	2%	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*-%*	*2%*	*%*	*4%* b	*2%*
Others more expensive than our current providers	**28**	25	14	25	18	26	14	24	9	-	17	2	7	17
	2%	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%* b	*-%*	*1%*	*5%* a	*4%* b	*1%*
Don't know enough about other providers and their services	**19**	18	9	18	13	19	12	18	8	-	13	1	3	16
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%* b	*-%*	*1%*	*4%* a	*2%*	*1%*
Other operators do not provide the service I need	**14**	12	11	13	10	13	9	13	8	-	8	-	3	7
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%* **ab**	*-%*	*1%*	*-%*	*2%*	*1%*
Always been with them / always use them	**13**	8	5	11	8	12	5	12	1	-	11	-	*	13
	1%	*1%*	*%*	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	*-%*	*1%*	*-%*	*%*	*1%*
Other providers don't pick up mail in this area	**12**	10	8	10	9	12	5	10	3	-	9	-	*	10
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*%*	*1%*
Mainly doing it electronically / on the internet	**9**	6	6	6	8	8	5	8	2	-	8	-	-	8
	1%	*%*	*1%*	*%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*
Other providers could not deliver to all the areas we need	**8**	8	8	8	8	8	6	8	*	-	7	*	2	6
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	*-%*	*%*	*1%*	*1%*	*%*
Close to a post box	**7**	5	5	5	5	7	4	5	-	-	7	-	-	7
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*
Loyalty	*	*	*	*	*	*	*	*	-	-	*	-	-	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1967**	1748	1369	1772	1407	1907	1037	1777	409	1	1662	47	209	1699
Weighted total	**1624**	1396	1052	1418	1115	1562	828	1438	279	1	1348	34	166	1394
There aren't any others in this area / no competition - they have the monopoly	**4**	4	2	4	2	4	2	4	1	-	3	1	1	3
	***%**	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	2% a	*%	*%
Effort involved in switching outweighs the benefit	**40**	38	30	39	28	40	19	40	6	-	32	*	4	33
	***2%**	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	-%	*2%*	*1%*	*3%*	*2%*
No reason	**12**	12	9	12	10	11	7	10	1	-	12	-	-	12
	***1%**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-%	*1%*	-%	-%	*1%*
Other	**40**	26	22	29	22	37	22	31	5	-	27	2	6	29
	***2%**	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	-%	*2%*	*6% a*	*3%*	*2%*
Don't know	**87**	70	49	71	53	78	34	72	12	-	70	3	7	76
	***5%**	*5%*	*5%*	*5%*	*5%*	*5%*	*4%*	*5%*	*4%*	-%	*5%*	*10%*	*4%*	*5%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 211 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	*a	*b	c	a	b
Unweighted total	**1967**	201	6	27	202	166	1461	333	-	-	1967	1090	877
Weighted total	**1624**	188	4	24	184	120	1240	258	-	-	1624	875	749
We don't mail large enough volumes	**419**	16	2	2	16	8	343	66	-	-	419	199	220
	26%	*8%*	*51%*	*8%*	*9%*	*7%*	*28%* a	*25%* a	-%	-%	*26%*	*23%*	*29%* a
Our chosen provider is reliable enough for our needs	**379**	66	2	11	59	37	275	64	-	-	379	223	156
	23%	*35%*	*39%*	*44%*	*32%*	*31%* b	*22%*	*25%*	-%	-%	*23%*	*25%* b	*21%*
We are near a Post Office	**238**	17	-	4	20	21	189	27	-	-	238	122	115
	15%	*9%*	-%	*17%*	*11%*	*18%* c	*15%* c	*11%*	-%	-%	*15%*	*14%*	*15%*
Support Royal Mail / local Post Office / I'm against privatisation	**135**	4	-	2	2	10	111	13	-	-	135	56	78
	8%	*2%*	-%	*10%*	*1%*	*8%*	*9%* c	*5%*	-%	-%	*8%*	*6%*	*10%* a
Our chosen provider is fast enough for our needs	**91**	19	-	2	18	10	70	10	-	-	91	47	44
	6%	*10%*	-%	*7%*	*10%*	*8%*	*6%*	*4%*	-%	-%	*6%*	*5%*	*6%*
Convenience / easier / suits our needs	**89**	17	-	2	17	5	73	11	-	-	89	46	44
	6%	*9%*	-%	*8%*	*10%*	*4%*	*6%*	*4%*	-%	-%	*6%*	*5%*	*6%*
Our chosen provider is safe enough for our needs	**81**	15	-	-	15	10	63	6	-	-	81	44	37
	5%	*8%*	-%	-%	*8%*	*8%* c	*5%* c	*2%*	-%	-%	*5%*	*5%*	*5%*
Happy / satisfied with the service from current provider	**74**	17	-	2	14	9	55	10	-	-	74	48	26
	5%	*9%*	-%	*9%*	*8%*	*8%*	*4%*	*4%*	-%	-%	*5%*	*5%* b	*3%*
Unaware of other providers	**56**	2	*	*	2	8	34	13	-	-	56	37	18
	3%	*1%*	*7%*	*1%*	*1%*	*7%* b	*3%*	*5%* b	-%	-%	*3%*	*4%* b	*2%*
Not considered / haven't thought about it / no time / it's not my decision	**41**	6	-	-	8	9	25	7	-	-	41	31	10
	3%	*3%*	-%	-%	*4%*	*8%* **bc**	*2%*	*3%*	-%	-%	*3%*	*4%* b	*1%*
Our customers prefer our chosen provider	**39**	7	-	*	7	4	31	4	-	-	39	19	20
	2%	*4%*	-%	*1%*	*4%*	*4%*	*2%*	*2%*	-%	-%	*2%*	*2%*	*3%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Produced by OLR
Issue date: 05/02/19

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	*a	*b	c	a	b
Unweighted total	1967	201	6	27	202	166	1461	333	-	-	1967	1090	877
Weighted total	1624	188	4	24	184	120	1240	258	-	-	1624	875	749
No need to change - no demand / requirement to change	37	6	-	1	5	3	27	7	-	-	37	18	19
	2%	*3%*	*-%*	*4%*	*2%*	*3%*	*2%*	*3%*	*-%*	*-%*	*2%*	*2%*	*2%*
Don't know enough about what other providers offer	32	2	-	-	3	2	22	8	-	-	32	25	7
	2%	*1%*	*-%*	*-%*	*2%*	*2%*	*2%*	*3%*	*-%*	*-%*	*2%*	*3%* b	*1%*
Others more expensive than our current providers	28	9	-	3	7	5	17	6	-	-	28	18	10
	2%	*5%*	*-%*	*12%*	*4%*	*4%* b	*1%*	*2%*	*-%*	*-%*	*2%*	*2%*	*1%*
Don't know enough about other providers and their services	19	3	-	-	3	4	10	6	-	-	19	16	3
	1%	*2%*	*-%*	*-%*	*2%*	*3%* b	*1%*	*2%* b	*-%*	*-%*	*1%*	*2%* b	**%*
Other operators do not provide the service I need	14	4	-	-	5	2	9	3	-	-	14	7	7
	1%	*2%*	*-%*	*-%*	*3%*	*2%*	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*
Always been with them / always use them	13	*	-	-	*	1	11	1	-	-	13	5	8
	1%	**%*	*-%*	*-%*	**%*	*1%*	*1%*	**%*	*-%*	*-%*	*1%*	*1%*	*1%*
Other providers don't pick up mail in this area	12	2	*	*	2	1	9	1	-	-	12	7	5
	1%	*1%*	*2%*	**%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*
Mainly doing it electronically / on the internet	9	1	-	-	2	-	6	3	-	-	9	5	4
	1%	**%*	*-%*	*-%*	*1%*	*-%*	**%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*
Other providers could not deliver to all the areas we need	8	*	-	*	*	1	5	2	-	-	8	4	4
	1%	**%*	*-%*	**%*	**%*	*1%*	**%*	*1%*	*-%*	*-%*	*1%*	**%*	*1%*
Close to a post box	7	-	-	-	-	-	6	2	-	-	7	6	2
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*	**%*	*1%*	**%*
Loyalty	*	-	-	-	-	-	*	-	-	-	*	*	-
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*
There aren't any others in this area / no competition - they have the monopoly	4	-	-	-	-	-	3	*	-	-	4	3	1
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	*a	*b	c	a	b
Unweighted total	**1967**	201	6	27	202	166	1461	333	-	-	1967	1090	877
Weighted total	**1624**	188	4	24	184	120	1240	258	-	-	1624	875	749
Effort involved in switching outweighs the benefit	**40**	6	-	-	6	3	28	9	-	-	40	21	19
	2%	*3%*	*-%*	*-%*	*3%*	*3%*	*2%*	*3%*	*-%*	*-%*	*2%*	*2%*	*3%*
No reason	**12**	2	-	-	2	*	8	4	-	-	12	6	6
	1%	*1%*	*-%*	*-%*	*1%*	**%*	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*
Other	**40**	15	-	2	14	4	29	8	-	-	40	20	20
	2%	*8%*	*-%*	*7%*	*8%*	*3%*	*2%*	*3%*	*-%*	*-%*	*2%*	*2%*	*3%*
Don't know	**87**	9	-	*	9	3	69	15	-	-	87	51	36
	5%	*5%*	*-%*	*1%*	*5%*	*2%*	*6%*	*6%*	*-%*	*-%*	*5%*	*6%*	*5%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 211 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**1967**	330	44	133	64	97	41	179	111	94	207	31	119
Weighted total	**1624**	122	11	46	19	35	12	66	40	36	87	14	62
We don't mail large enough volumes	**419**	25	2	5	1	3	3	9	9	6	25	1	21
	26%	*21%* **cd**	*19%* d	*12%*	*6%*	*9%*	*26%* a	*14%*	*24%* **ac**	*18%*	*29%* **ac**	*8%*	*34%* **ac**
Our chosen provider is reliable enough for our needs	**379**	39	2	20	8	17	6	25	15	11	23	4	17
	23%	*32%* b	*14%*	*43%* **ab**	*41%* b	*47%*	*52%*	*38%*	*39%*	*30%*	*26%*	*26%*	*28%*
We are near a Post Office	**238**	19	1	11	3	10	*	14	5	4	10	3	12
	15%	*16%*	*13%*	*24%* a	*17%*	*28%* **bd**	*2%*	*21%* b	*13%* b	*12%*	*12%*	*21%*	*20%* b
Support Royal Mail / local Post Office / I'm against privatisation	**135**	9	*	3	1	2	1	5	1	4	2	3	3
	8%	*7%*	*3%*	*7%*	*6%*	*6%*	*9%*	*8%*	*3%*	*11%* b	*2%*	*23%* **bd**	*5%*
Our chosen provider is fast enough for our needs	**91**	7	1	3	3	3	*	5	2	2	4	2	2
	6%	*6%*	*11%*	*7%*	*14%* a	*9%*	*2%*	*8%*	*6%*	*5%*	*5%*	*16%* **abd**	*4%*
Convenience / easier / suits our needs	**89**	6	*	2	*	1	*	2	2	2	7	-	1
	6%	*5%*	*3%*	*3%*	*1%*	*4%*	*2%*	*3%*	*4%*	*6%*	*8%* d	*-%*	*2%*
Our chosen provider is safe enough for our needs	**81**	9	1	3	3	2	*	9	3	3	6	1	4
	5%	*8%*	*11%*	*6%*	*14%* c	*6%*	*2%*	*13%* **ab**	*7%*	*8%*	*6%*	*8%*	*7%*
Happy / satisfied with the service from current provider	**74**	8	2	2	1	2	-	3	2	2	3	2	1
	5%	*6%*	*19%* **ac**	*3%*	*7%*	*5%*	*-%*	*5%*	*5%*	*6%*	*4%*	*12%* **bd**	*2%*
Unaware of other providers	**56**	4	*	1	1	1	*	1	2	2	3	*	3
	3%	*3%*	*1%*	*2%*	*4%*	*2%*	**%*	*1%*	*4%*	*6%*	*3%*	**%*	*5%*
Not considered / haven't thought about it / no time / it's not my decision	**41**	2	*	-	-	-	-	*	*	*	2	-	1
	3%	*2%*	*1%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	*3%*	*-%*	*2%*
Our customers prefer our chosen provider	**39**	1	-	1	-	1	*	-	*	2	1	-	*
	2%	*1%*	*-%*	*3%*	*-%*	*3%* c	*1%*	*-%*	**%*	*6%* **bd**	*1%*	*-%*	**%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**1967**	330	44	133	64	97	41	179	111	94	207	31	119
Weighted total	**1624**	122	11	46	19	35	12	66	40	36	87	14	62
No need to change - no demand / requirement to change	**37**	3	*	2	*	2	*	2	*	1	2	-	2
	2%	*2%*	**%*	*5%*	**%*	*6%* d	**%*	*3%*	**%*	*4%*	*3%*	*-%*	*4%*
Don't know enough about what other providers offer	**32**	1	*	*	*	*	-	*	*	-	1	*	*
	2%	**%*	*1%*	**%*	*1%*	**%*	*-%*	**%*	*1%*	*-%*	*2%*	**%*	**%*
Others more expensive than our current providers	**28**	4	1	1	2	*	1	*	1	1	2	-	*
	2%	*3%*	*10%* **ac**	*2%*	*11%* **ac**	**%*	*8%* **ac**	**%*	*3%*	*3%*	*3%*	*-%*	**%*
Don't know enough about other providers and their services	**19**	2	1	*	*	-	-	1	*	*	2	*	1
	1%	*1%*	*10%* **acd**	**%*	*1%*	*-%*	*-%*	*2%*	**%*	*1%*	*2%*	**%*	*1%*
Other operators do not provide the service I need	**14**	1	-	1	*	*	*	*	*	*	*	-	*
	1%	*1%*	*-%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	**%*	**%*	*-%*	*1%*
Always been with them / always use them	**13**	*	*	-	-	-	-	*	-	*	*	-	-
	1%	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	**%*	*-%*	*-%*
Other providers don't pick up mail in this area	**12**	1	-	-	1	-	-	1	1	-	*	1	-
	1%	*1%*	*-%*	*-%*	*5%* **ac**	*-%*	*-%*	*1%*	*2%*	*-%*	**%*	*7%* **abd**	*-%*
Mainly doing it electronically / on the internet	**9**	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other providers could not deliver to all the areas we need	**8**	1	-	*	-	-	*	-	*	-	*	1	-
	1%	*1%*	*-%*	*1%*	*-%*	*-%*	*2%* c	*-%*	*1%*	*-%*	**%*	*8%* **abd**	*-%*
Close to a post box	**7**	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Loyalty	*	-	-	-	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
There aren't any others in this area / no competition - they have the monopoly	**4**	1	*	*	*	*	*	*	*	*	*	-	*
	****%***	*1%*	*3%*	*1%*	*2%*	*1%*	*2%*	**%*	*1%*	*1%*	**%*	*-%*	**%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**1967**	330	44	133	64	97	41	179	111	94	207	31	119
Weighted total	**1624**	122	11	46	19	35	12	66	40	36	87	14	62
Effort involved in switching outweighs the benefit	**40**	6	1	1	1	1	*	3	2	2	5	*	2
	2%	*5%*	*12%* c	*1%*	*3%*	*2%*	*2%*	*5%*	*5%*	*6%*	*5%*	*1%*	*4%*
No reason	**12**	*	*	*	*	*	-	*	-	-	*	*	*
	1%	**%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*-%*	**%*	*1%*	**%*
Other	**40**	2	*	1	1	1	*	2	*	1	1	-	1
	2%	*2%*	**%*	*2%*	*5%*	*3%*	**%*	*3%*	**%*	*3%*	*1%*	*-%*	*2%*
Don't know	**87**	4	*	4	2	2	1	3	2	*	7	*	2
	5%	*4%*	*1%*	*8%* a	*11%* a	*5%*	*11%*	*4%*	*6%*	*1%*	*8%* a	*1%*	*4%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 211 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1967**	284	106	33	468	146	133	142	109	136	176	123	111
Weighted total	**1624**	249	125	44	209	104	94	117	111	162	160	144	105
We don't mail large enough volumes	**419**	58	38	6	57	24	21	34	38	35	43	27	36
	26%	*23%*	*31%*	*14%*	*27%*	*23%*	*22%*	*29%*	*34%*	*22%*	*27%*	*19%*	*35%*
			k						**acfik**				**acefik**
Our chosen provider is reliable enough for our needs	**379**	49	22	21	56	22	21	15	21	42	48	37	26
	23%	*20%*	*18%*	*48%*	*27%*	*21%*	*23%*	*12%*	*19%*	*26%*	*30%*	*26%*	*25%*
				abdefghijk l	**ag**	g	g			g	**abgh**	g	g
We are near a Post Office	**238**	30	24	2	33	8	12	11	17	26	28	24	22
	15%	*12%*	*19%*	*4%*	*16%*	*8%*	*13%*	*9%*	*15%*	*16%*	*17%*	*17%*	*21%*
			ceg		**eg**				e	e	**eg**	e	**aceg**
Support Royal Mail / local Post Office / I'm against privatisation	**135**	28	11	2	12	7	9	11	6	19	7	15	8
	8%	*11%*	*9%*	*5%*	*6%*	*7%*	*9%*	*9%*	*6%*	*12%*	*5%*	*10%*	*7%*
		dj								**dj**			
Our chosen provider is fast enough for our needs	**91**	19	13	8	11	2	1	2	7	7	11	4	5
	6%	*8%*	*10%*	*18%*	*5%*	*2%*	*1%*	*2%*	*6%*	*4%*	*7%*	*3%*	*5%*
		efgk	**efgkadefghijkl**		f				f		**fg**		
Convenience / easier / suits our needs	**89**	20	7	2	10	8	8	6	6	10	1	4	7
	6%	*8%*	*6%*	*4%*	*5%*	*7%*	*8%*	*5%*	*6%*	*6%*	*1%*	*3%*	*7%*
		j	j		j	j	j	j	j	j			j
Our chosen provider is safe enough for our needs	**81**	11	14	8	14	3	2	-	8	6	8	4	4
	5%	*4%*	*11%*	*17%*	*7%*	*3%*	*2%*	*-%*	*7%*	*4%*	*5%*	*3%*	*4%*
		g	**aefgik**	**adefgijkl**	**fg**	g			g	g	g	g	g
Happy / satisfied with the service from current provider	**74**	13	6	4	8	5	4	5	3	6	3	12	4
	5%	*5%*	*5%*	*10%*	*4%*	*5%*	*4%*	*5%*	*3%*	*3%*	*2%*	*8%*	*4%*
				j								j	
Unaware of other providers	**56**	7	7	5	8	3	3	1	2	9	5	4	*
	3%	*3%*	*6%*	*12%*	*4%*	*3%*	*4%*	*1%*	*2%*	*6%*	*3%*	*3%*	**%*
			gl	**adeghjkl**	l		l			**gl**			
Not considered / haven't thought about it / no time / it's not my decision	**41**	7	2	2	5	3	5	4	4	3	2	4	2
	3%	*3%*	*2%*	*5%*	*2%*	*3%*	*5%*	*3%*	*3%*	*2%*	*1%*	*3%*	*2%*
Our customers prefer our chosen provider	**39**	12	2	-	3	3	-	4	-	4	9	-	2
	2%	*5%*	*2%*	*-%*	*2%*	*3%*	*-%*	*3%*	*-%*	*2%*	*5%*	*-%*	*2%*
		dfhk						**fk**			**dfhk**		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 211 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1967**	284	106	33	468	146	133	142	109	136	176	123	111
Weighted total	**1624**	249	125	44	209	104	94	117	111	162	160	144	105
No need to change - no demand / requirement to change	**37**	2	5	-	6	1	*	2	2	2	7	7	1
	2%	*1%*	*4%* **af**	*-%*	*3%* a	*1%*	**%*	*2%*	*2%*	*1%*	*4%* **af**	*5%* **aef**	*1%*
Don't know enough about what other providers offer	**32**	6	2	-	2	5	2	2	8	1	2	4	-
	2%	*2%*	*1%*	*-%*	*1%*	*4%* **dil**	*2%*	*2%*	*7%* **abdgijl**	**%*	*1%*	*3%*	*-%*
Others more expensive than our current providers	**28**	2	2	*	4	-	2	6	4	6	1	-	1
	2%	*1%*	*2%*	*1%*	*2%*	*-%*	*2%*	*5%* **adejkl**	*4%* **aejk**	*4%* **aejk**	**%*	*-%*	*1%*
Don't know enough about other providers and their services	**19**	1	-	-	3	2	2	4	-	1	3	1	-
	1%	**%*	*-%*	*-%*	*2%*	*2%* a	*3%* a	*4%* **abhl**	*-%*	*1%*	*2%*	*1%*	*-%*
Other operators do not provide the service I need	**14**	2	*	-	1	2	2	-	4	2	*	1	-
	1%	*1%*	**%*	*-%*	**%*	*2%*	*2%* d	*-%*	*4%* **adgjl**	*1%*	**%*	*1%*	*-%*
Always been with them / always use them	**13**	2	2	-	1	1	-	2	*	-	-	2	3
	1%	*1%*	*2%*	*-%*	**%*	*1%*	*-%*	*2%* d	**%*	*-%*	*-%*	*2%*	*2%* **dj**
Other providers don't pick up mail in this area	**12**	3	-	*	1	*	-	2	2	1	*	1	1
	1%	*1%*	*-%*	*1%*	**%*	**%*	*-%*	*2%*	*1%*	*1%*	**%*	**%*	*1%*
Mainly doing it electronically / on the internet	**9**	2	2	-	-	*	1	*	2	2	-	1	-
	1%	*1%*	*1%* d	*-%*	*-%*	**%*	*1%* d	**%*	*1%* d	*1%* d	*-%*	**%*	*-%*
Other providers could not deliver to all the areas we need	**8**	4	-	-	1	-	-	*	-	2	-	-	1
	1%	*2%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*1%*	*-%*	*-%*	*1%*
Close to a post box	**7**	3	-	-	-	-	*	-	-	-	-	-	4
	****%***	*1%* d	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%* **degijk**
Loyalty	*	-	-	-	-	-	-	*	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
There aren't any others in this area / no competition - they have the monopoly	**4**	-	*	-	1	1	-	-	-	1	*	-	-
	****%***	*-%*	**%*	*-%*	**%*	*1%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

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Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 211 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1967**	284	106	33	468	146	133	142	109	136	176	123	111
Weighted total	**1624**	249	125	44	209	104	94	117	111	162	160	144	105
Effort involved in switching outweighs the benefit	**40**	7	5	-	9	6	1	6	-	2	4	1	-
	2%	*3%*	*4%*	*-%*	*4%*	*5%*	*1%*	*5%*	*-%*	*1%*	*3%*	**%*	*-%*
			hl		**hkl**	**fhikl**		**hkl**					
No reason	**12**	2	-	-	*	6	-	2	-	-	1	-	1
	1%	*1%*	*-%*	*-%*	**%*	*6%*	*-%*	*2%*	*-%*	*-%*	**%*	*-%*	*1%*
						abdfhijkl		d					
Other	**40**	5	3	2	3	1	7	2	5	2	2	1	6
	2%	*2%*	*3%*	*4%*	*2%*	*1%*	*7%*	*2%*	*5%*	*1%*	*1%*	**%*	*6%*
							adegijk		k				**deijk**
Don't know	**87**	11	10	3	10	6	4	11	5	7	9	9	1
	5%	*5%*	*8%*	*6%*	*5%*	*5%*	*5%*	*10%*	*5%*	*5%*	*6%*	*7%*	*1%*
			l					**adl**			l	l	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 211 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**1967**	423	747	387	410
Weighted total	**1624**	418	406	391	409
We don't mail large enough volumes	**419**	103	102	108	106
	26%	*25%*	*25%*	*28%*	*26%*
Our chosen provider is reliable enough for our needs	**379**	92	99	77	111
	23%	*22%*	*24%*	*20%*	*27%* c
We are near a Post Office	**238**	56	53	54	74
	15%	*13%*	*13%*	*14%*	*18%* b
Support Royal Mail / local Post Office / I'm against privatisation	**135**	41	28	36	30
	8%	*10%*	*7%*	*9%*	*7%*
Our chosen provider is fast enough for our needs	**91**	41	15	16	19
	6%	*10%* **bcd**	*4%*	*4%*	*5%*
Convenience / easier / suits our needs	**89**	28	26	23	13
	6%	*7%* d	*6%* d	*6%*	*3%*
Our chosen provider is safe enough for our needs	**81**	32	19	13	17
	5%	*8%* **bcd**	*5%*	*3%*	*4%*
Happy / satisfied with the service from current provider	**74**	23	17	15	19
	5%	*6%*	*4%*	*4%*	*5%*
Unaware of other providers	**56**	19	14	13	9
	3%	*5%*	*3%*	*3%*	*2%*
Not considered / haven't thought about it / no time / it's not my decision	**41**	11	12	10	8
	3%	*3%*	*3%*	*3%*	*2%*
Our customers prefer our chosen provider	**39**	15	6	8	11
	2%	*3%* b	*2%*	*2%*	*3%*
No need to change - no demand / requirement to change	**37**	7	7	7	15
	2%	*2%*	*2%*	*2%*	*4%* b

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 05/02/19

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**1967**	423	747	387	410
Weighted total	**1624**	418	406	391	409
Don't know enough about what other providers offer	**32**	8	8	11	5
	2%	*2%*	*2%*	*3%*	*1%*
Others more expensive than our current providers	**28**	5	6	16	1
	2%	*1%*	*1%*	*4%*	**%*
				abd	
Don't know enough about other providers and their services	**19**	1	8	6	5
	1%	**%*	*2%*	*1%*	*1%*
			a	a	
Other operators do not provide the service I need	**14**	2	4	6	1
	1%	*1%*	*1%*	*2%*	**%*
Always been with them / always use them	**13**	4	2	2	5
	1%	*1%*	**%*	*1%*	*1%*
Other providers don't pick up mail in this area	**12**	4	1	5	2
	1%	*1%*	**%*	*1%*	*1%*
Mainly doing it electronically / on the internet	**9**	3	1	3	1
	1%	*1%*	**%*	*1%*	**%*
Other providers could not deliver to all the areas we need	**8**	4	1	2	1
	1%	*1%*	**%*	**%*	**%*
Close to a post box	**7**	3	*	-	4
	****%***	*1%*	**%*	*-%*	*1%*
		b			b
Loyalty	*	-	-	*	-
	****%***	*-%*	*-%*	**%*	*-%*
There aren't any others in this area / no competition - they have the monopoly	**4**	*	2	1	*
	****%***	**%*	*1%*	**%*	**%*
Effort involved in switching outweighs the benefit	**40**	12	16	8	5
	2%	*3%*	*4%*	*2%*	*1%*
			d		
No reason	**12**	2	6	2	1
	1%	**%*	*2%*	*1%*	**%*

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 05/02/19

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**1967**	423	747	387	410
Weighted total	**1624**	418	406	391	409
Other	**40**	11	11	9	9
	2%	*3%*	*3%*	*2%*	*2%*
Don't know	**87**	24	20	24	20
	5%	*6%*	*5%*	*6%*	*5%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 212 Page 3721

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total	**2000**	1920	51	18	11	80	692	457	116	50	48
Yes	**1093**	1045	30	11	7	47	327	278	76	33	30
	55%	*54%*	*58%*	*61%*	*62%*	*59%* a	*47%*	*61%* a	*65%* a	*66%* a	*63%* a
No	**907**	875	21	7	4	33	364	179	41	17	18
	45%	*46%* e	*42%*	*39%*	*38%*	*41%*	*53%* **bcde**	*39%*	*35%*	*34%*	*37%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 212 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total	**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
Yes	**1093**	115	67	158	38	78	186	112	83	88	925	56	60	52
	55%	*52%*	*58%*	*53%*	*58%*	*48%*	*57%*	*56%*	*50%*	*53%*	*54%*	*55%*	*61%* **ehj**	*59%* e
No	**907**	105	48	139	27	84	138	88	81	77	787	46	38	36
	45%	*48%*	*42%*	*47%*	*42%*	*52%* **lm**	*43%*	*44%*	*50%* l	*47%*	*46%* l	*45%*	*39%*	*41%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2398**	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total	**2000**	38	176	47	194	589	56	141	756	1548	452	1794	206
Yes	**1093**	19	101	23	116	317	25	88	405	851	241	992	101
	55%	*48%*	*57%* f	*49%*	*60%* f	*54%*	*45%*	*62%* **fh**	*54%*	*55%*	*53%*	*55%* b	*49%*
No	**907**	20	75	24	78	273	31	53	351	697	210	802	106
	45%	*52%*	*43%*	*51%*	*40%*	*46%*	*55%* **bdg**	*38%*	*46%* g	*45%*	*47%*	*45%*	*51%* a

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2398**	2274	124	1449	371	549
Weighted total	**2000**	1874	126	1243	290	433
Yes	**1093**	1051	42	659	192	225
	55%	*56%*	*33%*	*53%*	*66%*	*52%*
		b			**ac**	
No	**907**	823	84	584	98	208
	45%	*44%*	*67%*	*47%*	*34%*	*48%*
			a	b		b

Columns Tested: a,b - a,b,c

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**2398**	1908	413	60	8	5	3	-	1	2321	77	904	1004	490
Weighted total	**2000**	1695	267	30	5	3	1	-	*	1962	38	905	790	305
Yes	**1093**	926	152	14	1	*	*	-	*	1078	15	452	474	167
	55%	*55%*	*57%*	*45%*	*15%*	*13%*	*41%*	*-%*	*100%*	*55%*	*39%*	*50%*	*60%*	*55%*
		j	j							j			a	
No	**907**	769	115	17	4	2	*	-	-	884	23	453	316	138
	45%	*45%*	*43%*	*55%*	*85%*	*87%*	*59%*	*-%*	*-%*	*45%*	*61%*	*50%*	*40%*	*45%*
											abi	b		

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total	**2398**	1469	998	1607	769	623	1539	1412	108	42	30	9	4	1
Weighted total	**2000**	1088	703	1219	609	435	1190	1113	54	27	17	3	4	*
Yes	**1093**	659	412	712	329	260	701	649	30	18	10	1	2	*
	55%	*61%* d	*59%*	*58%* d	*54%*	*60%* d	*59%* d	*58%*	*56%*	*67%*	*61%*	*40%*	*52%*	*100%*
No	**907**	429	291	507	280	175	488	464	23	9	7	2	2	-
	45%	*39%*	*41%*	*42%*	*46%* **acef**	*40%*	*41%*	*42%*	*44%*	*33%*	*39%*	*60%*	*48%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**2398**	733	17	11	4	1	3	-	4	487	391	399	316	13
Weighted total	**2000**	586	10	7	5	*	*	-	1	450	298	284	176	11
Yes	**1093**	320	5	2	2	*	*	-	*	254	183	157	110	8
	55%	*55%*	*49%*	*26%*	*31%*	*100%*	*44%*	*-%*	*56%*	*56%*	*61%*	*55%*	*63%* c	*71%*
No	**907**	266	5	5	4	-	*	-	*	196	115	127	65	3
	45%	*45%*	*51%*	*74%*	*69%*	*-%*	*56%*	*-%*	*44%*	*44%*	*39%*	*45%* d	*37%*	*29%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
Yes	**1093**	117	75	97	37	2	212	10	105	950	143	670	41
	55%	*56%* d	*54%*	*57%* d	*44%*	*36%*	*52%*	*41%*	*61%* **ab**	*54%*	*56%*	*58%*	*76%* a
No	**907**	91	64	73	48	3	199	14	66	794	112	494	13
	45%	*44%*	*46%*	*43%*	*56%* **ac**	*64%*	*48%* c	*59%* c	*39%*	*46%*	*44%*	*42%* b	*24%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	***d**
Unweighted total	**2398**	77	164	224	33	531	238	477	1370	220	1
Weighted total	**2000**	62	137	177	19	402	207	340	1009	122	2
Yes	**1093**	30	72	94	11	224	105	211	612	80	2
	55%	*49%*	*53%*	*53%*	*60%*	*56%*	*51%*	*62%*	*61%*	*66%*	*100%*
No	**907**	32	64	83	7	178	102	129	397	42	-
	45%	*51%*	*47%*	*47%*	*40%*	*44%*	*49%*	*38%*	*39%*	*34%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**2398**	384	877	164	-	507	502	180	6	1409	943	594	1220	999	15
Weighted total	**2000**	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
Yes	**1093**	165	358	50	-	217	193	57	4	626	387	244	533	393	4
	55%	*60%*	*60%*	*55%*	*-%*	*55%*	*52%*	*47%*	*98%*	*60%* c	*58%*	*54%*	*59%*	*57%*	*81%*
No	**907**	112	243	41	-	177	178	63	*	419	281	204	374	299	1
	45%	*40%*	*40%*	*45%*	*-%*	*45%*	*48%*	*53%*	*2%*	*40%*	*42%*	*46%* a	*41%*	*43%*	*19%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2398**	423	297	367	117	92	1159	982	55	21	18	16
Weighted total	**2000**	291	204	274	75	52	860	688	37	16	19	11
Yes	**1093**	167	115	152	42	29	500	391	24	15	12	5
	55%	*57%*	*56%*	*56%*	*56%*	*57%*	*58%*	*57%*	*65%*	*95%*	*61%*	*47%*
No	**907**	125	89	122	33	22	360	298	13	1	7	6
	45%	*43%*	*44%*	*44%*	*44%*	*43%*	*42%*	*43%*	*35%*	*5%*	*39%*	*53%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2398**	2133	1685	2163	1761	2322	1313	2167	561	4	1928	65	301	1938
Weighted total	**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
Yes	**1093**	977	765 e	992	800	1058	612	995	215	2	841	33	152	848
	55%	*57%*	*58%*	*57%*	*57%*	*55%*	*58%*	*56%*	*55%*	*38%*	*54%*	*62%*	*59%*	*54%*
No	**907**	747	547	761	611	862 b	447	769	178	3	726	20	105	731
	45%	*43%*	*42%*	*43%*	*43%*	*45%*	*42%*	*44%*	*45%*	*62%*	*46%*	*38%*	*41%*	*46%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2398**	418	17	97	392	257	1716	412	297	107	1967	1353	1045
Weighted total	**2000**	376	13	86	352	193	1472	320	259	98	1624	1093	907
Yes	**1093**	194	10	47	193	104	732	252	148	60	875	1093	-
	55%	*51%*	*81%*	*54%*	*55%*	*54%*	*50%*	*79%* ab	*57%*	*61%*	*54%*	*100%* b	*-%*
No	**907**	183	2	40	159	89	739	67	111	38	749	-	907
	45%	*49%*	*19%*	*46%*	*45%*	*46%* c	*50%* c	*21%*	*43%*	*39%*	*46%*	*-%*	*100%* a

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2398**	387	59	177	91	126	57	208	134	112	256	36	134
Weighted total	**2000**	152	17	69	34	49	21	82	50	47	112	15	73
Yes	**1093**	91	14	38	20	27	11	48	30	25	85	4	29
	55%	*60%*	*80%*	*55%*	*58%*	*56%*	*54%*	*58%*	*60%*	*53%*	*76%*	*30%*	*40%*
			acd							**cd**	**acd**		
No	**907**	61	3	31	14	22	10	34	20	22	27	11	43
	45%	*40%*	*20%*	*45%*	*42%*	*44%*	*46%*	*42%*	*40%*	*47%*	*24%*	*70%*	*60%*
		b		b	b					b		**ab**	**ab**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2398**	331	128	41	563	172	162	184	142	174	209	155	137
Weighted total	**2000**	289	154	57	261	123	116	150	141	209	187	184	130
Yes	**1093**	149	90	37	152	65	62	101	69	114	100	94	62
	55%	*52%*	*58%*	*65%*	*58%*	*53%*	*53%*	*67%*	*48%*	*55%*	*54%*	*51%*	*48%*
					hl			**adefhijkl**					
No	**907**	140	65	20	110	58	54	49	73	95	87	89	68
	45%	*48%*	*42%*	*35%*	*42%*	*47%*	*47%*	*33%*	*52%*	*45%*	*46%*	*49%*	*52%*
		g			g	g	g		**dg**	g	g	g	**dg**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2398**	500	897	500	501
Weighted total	**2000**	500	500	500	500
Yes	**1093**	275	278	283	256
	55%	*55%*	*56%*	*57%*	*51%*
No	**907**	225	222	217	244
	45%	*45%*	*44%*	*43%*	*49%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	1045	755	189	61	40	290	314	180	56	33	53
Weighted total	907	875	21	7	4	33	364	179	41	17	18
We have already moved everything that is possible to move	352	342	7	2	1	10	142	78	21	9	8
	39%	39% e	33%	30%	27%	31%	39%	44%	51%	56%	44%
Happy with sending things by post	158	152	4	2	1	6	63	31	6	2	5
	17%	17%	17%	21%	14%	17%	17%	18%	14%	12%	29%
No reason	139	132	5	2	1	7	50	19	7	2	3
	15%	15%	22% a	24%	18%	22% a	14%	11%	16%	14%	17%
We prefer to send things to customers by post	58	56	1	*	*	2	32	11	*	*	*
	6%	6%	7%	6%	7%	7%	9% ce	6%	1%	2%	1%
Not considered this	55	53	1	*	*	2	26	2	1	1	*
	6%	6%	6%	6%	6%	6%	7% b	1%	3%	4%	2%
No need - do not have a large volume of mail	46	46	*	-	*	1	21	5	3	2	-
	5%	5% be	2%	-%	5%	2%	6%	3%	7%	9% e	-%
No alternative media that would meet my needs	31	30	*	-	*	1	16	3	5	1	2
	3%	3%	2%	-%	6%	2%	4%	2%	11% ab	4%	11% b
Do not use computers / only one that uses a computer	27	27	*	-	-	*	7	6	-	-	-
	3%	3% be	*%	-%	-%	*%	2%	4%	-%	-%	-%
There is no pressure from customers for us to move	21	21	-	*	*	*	14	*	-	-	*
	2%	2% b	-%	1%	3% b	1%	4% b	*%	-%	-%	*%
Reliability / trust	12	11	*	*	*	1	3	4	-	-	*
	1%	1%	1%	3%	1%	2%	1%	2%	-%	-%	*%
Customers are unwilling to give email addresses	11	11	*	*	*	*	3	4	1	-	*
	1%	1%	1%	2%	2%	1%	1%	2%	2%	-%	1%
Cost	9	9	*	-	-	*	2	3	3	-	-
	1%	1%	1%	-%	-%	1%	1%	2%	7% a	-%	-%
Time or extra admin required	7	7	-	*	*	*	6	1	-	-	*
	1%	1%	-%	1%	3% b	*%	2%	1%	-%	-%	1%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1045**	755	189	61	40	290	314	180	56	33	53
Weighted total	**907**	875	21	7	4	33	364	179	41	17	18
Hassle of moving	**7**	7	*	*	-	*	3	2	-	-	*
	1%	*1%*	*1%*	*2%*	*-%*	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*
Need to send hard copies / keep hard copies of everything we send	**6**	6	1	-	-	1	2	2	-	*	-
	1%	*1%*	*2%* a	*-%*	*-%*	*2%*	**%*	*1%*	*-%*	*1%*	*-%*
Other media ineffective	**6**	5	*	-	-	*	3	3	-	-	-
	1%	*1%*	**%*	*-%*	*-%*	**%*	*1%*	*2%*	*-%*	*-%*	*-%*
Planning to do so in the future	**3**	3	*	-	*	*	3	-	*	-	-
	****%***	**%*	*1%*	*-%*	*2%* a	*1%*	*1%*	*-%*	**%*	*-%*	*-%*
Contracted with postal provider / franking machine	**2**	2	-	*	-	*	-	1	-	-	-
	****%***	**%*	*-%*	*3%* **ab**	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*
The unreliability of email address lists	**1**	*	*	-	-	*	-	*	-	-	-
	****%***	**%*	*2%* a	*-%*	*-%*	*1%* a	*-%*	**%*	*-%*	*-%*	*-%*
Lack of information about products and costs by other providers	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**33**	32	1	-	*	1	14	11	*	*	1
	4%	*4%*	*3%*	*-%*	*6%* c	*3%*	*4%*	*6%*	**%*	*1%*	*4%*
Don't know	**25**	23	2	1	*	3	2	7	*	2	*
	3%	*3%*	*8%* a	*8%* a	*8%* a	*8%* a	*1%*	*4%* a	**%*	*10%* **ace**	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 213 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**1045**	86	39	123	25	77	124	73	68	68	683	140	112	110
Weighted total	**907**	105	48	139	27	84	138	88	81	77	787	46	38	36
We have already moved everything that is possible to move	**352**	43	15	69	8	26	55	29	36	26	306	20	16	10
	39%	*41%*	*31%*	*49%* **egijm**	*29%*	*31%*	*40%*	*33%*	*44%* m	*33%*	*39%* m	*44%* m	*42%* m	*28%*
Happy with sending things by post	**158**	12	11	18	4	9	29	17	16	19	134	7	8	9
	17%	*11%*	*23%*	*13%*	*13%*	*10%*	*21%* e	*19%*	*20%*	*24%* **ae**	*17%*	*15%*	*21%*	*25%* **acejk**
No reason	**139**	24	8	15	3	15	20	10	13	17	124	7	2	5
	15%	*23%* **cl**	*17%*	*11%*	*12%*	*18%* l	*14%* l	*11%*	*16%* l	*22%* **cl**	*16%* l	*14%* l	*6%*	*15%* l
We prefer to send things to customers by post	**58**	11	6	7	5	1	7	4	4	5	49	3	3	2
	6%	*10%* e	*13%* e	*5%*	*20%*	*1%*	*5%*	*5%*	*5%*	*6%*	*6%*	*7%*	*8%* e	*6%*
Not considered this	**55**	1	1	8	2	7	10	8	4	4	46	2	3	4
	6%	*1%*	*3%*	*6%*	*6%*	*9%* a	*7%* a	*10%* a	*5%*	*5%*	*6%*	*4%*	*9%* a	*11%* **ajk**
No need - do not have a large volume of mail	**46**	7	2	7	3	8	7	2	4	-	39	1	3	3
	5%	*6%* i	*4%*	*5%*	*10%*	*10%* **gik**	*5%*	*2%*	*5%*	*-%*	*5%*	*3%*	*7%* i	*8%* i
No alternative media that would meet my needs	**31**	4	1	2	-	3	10	2	2	2	26	4	1	*
	3%	*4%*	*2%*	*1%*	*-%*	*4%*	*7%* **cjm**	*2%*	*2%*	*2%*	*3%*	*8%* **cjlm**	*2%*	*1%*
Do not use computers / only one that uses a computer	**27**	3	-	3	3	3	2	6	3	-	22	1	3	1
	3%	*3%*	*-%*	*2%*	*10%*	*3%*	*1%*	*6%* i	*4%*	*-%*	*3%*	*2%*	*7%* **fijk**	*3%*
There is no pressure from customers for us to move	**21**	4	3	3	-	3	3	5	-	-	20	-	*	*
	2%	*4%* k	*6%* **hik**	*2%*	*-%*	*3%* k	*2%*	*5%* k	*-%*	*-%*	*3%*	*-%*	*1%*	*1%*
Reliability / trust	**12**	-	-	2	2	2	1	*	2	-	9	1	1	2
	1%	*-%*	*-%*	*1%*	*6%*	*2%*	*1%*	**%*	*3%*	*-%*	*1%*	*1%*	*2%*	*4%* j
Customers are unwilling to give email addresses	**11**	2	2	-	-	-	2	1	-	2	9	1	*	1
	1%	*2%*	*4%* c	*-%*	*-%*	*-%*	*2%*	*1%*	*-%*	*2%*	*1%*	*2%*	**%*	*3%* c
Cost	**9**	1	-	*	-	3	3	1	-	-	8	-	*	1
	1%	*1%*	*-%*	**%*	*-%*	*3%* k	*2%*	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	*2%*
Time or extra admin required	**7**	1	-	*	-	-	-	2	3	1	7	*	-	-
	1%	*1%*	*-%*	**%*	*-%*	*-%*	*-%*	*2%*	*4%* **cfjlm**	*1%*	*1%*	*1%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 05/02/19

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**1045**	86	39	123	25	77	124	73	68	68	683	140	112	110
Weighted total	**907**	105	48	139	27	84	138	88	81	77	787	46	38	36
Hassle of moving	**7**	1	-	2	-	*	-	3	*	-	6	*	*	*
	1%	*1%*	*-%*	*1%*	*-%*	**%*	*-%*	*3%* fj	**%*	*-%*	*1%*	*1%*	*1%*	*1%*
Need to send hard copies / keep hard copies of everything we send	**6**	-	-	3	*	-	-	-	2	-	5	*	*	1
	1%	*-%*	*-%*	*2%*	*1%*	*-%*	*-%*	*-%*	*2%*	*-%*	*1%*	**%*	**%*	*3%* j
Other media ineffective	**6**	-	-	1	-	-	-	3	-	-	4	*	*	1
	1%	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*3%* j	*-%*	*-%*	**%*	*1%*	*1%*	*3%* j
Planning to do so in the future	**3**	-	2	-	-	-	-	*	1	-	3	-	*	*
	****%***	*-%*	*4%* cfjk	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	**%*	*-%*	**%*	**%*
Contracted with postal provider / franking machine	**2**	-	-	1	-	-	-	-	1	-	2	-	-	-
	****%***	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	**%*	*-%*	*-%*	*-%*
The unreliability of email address lists	**1**	-	-	-	-	*	-	*	-	-	*	*	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*
Lack of information about products and costs by other providers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**33**	1	1	4	4	3	6	2	4	5	31	1	2	*
	4%	*1%*	*2%*	*3%*	*16%*	*4%*	*4%*	*2%*	*4%*	*7%* km	*4%*	*1%*	*4%*	*1%*
Don't know	**25**	2	*	4	-	5	1	5	1	4	22	2	*	1
	3%	*2%*	*1%*	*3%*	*-%*	*6%* fl	*1%*	*5%*	*2%*	*5%*	*3%*	*4%*	*1%*	*3%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	d	e	f	g	h	a	b	a	b
Unweighted total	**1045**	29	102	27	88	286	35	59	417	746	299	896	149
Weighted total	**907**	20	75	24	78	273	31	53	351	697	210	802	106
We have already moved everything that is possible to move	**352**	5	42	7	40	81	14	18	147	269	83	326	26
	39%	*24%*	*56%* **egh**	*27%*	*51%* e	*30%*	*44%*	*34%*	*42%* e	*39%*	*40%*	*41%* b	*25%*
Happy with sending things by post	**158**	4	16	3	8	54	4	6	62	118	41	142	17
	17%	*21%*	*22%* d	*11%*	*10%*	*20%* d	*13%*	*11%*	*18%*	*17%*	*19%*	*18%*	*16%*
No reason	**139**	2	4	2	13	49	3	9	58	109	30	113	26
	15%	*9%*	*5%*	*9%*	*17%* b	*18%* b	*8%*	*16%* b	*16%* b	*16%*	*14%*	*14%*	*25%* a
We prefer to send things to customers by post	**58**	3	7	3	5	17	2	2	19	44	14	49	9
	6%	*14%*	*9%*	*13%*	*6%*	*6%*	*6%*	*4%*	*5%*	*6%*	*6%*	*6%*	*8%*
Not considered this	**55**	*	3	*	1	27	2	3	19	44	10	50	4
	6%	*1%*	*4%*	*1%*	*1%*	*10%* **dh**	*5%*	*5%*	*5%*	*6%*	*5%*	*6%*	*4%*
No need - do not have a large volume of mail	**46**	-	5	2	4	12	*	2	21	40	6	40	6
	5%	*-%*	*7%*	*7%*	*5%*	*4%*	*2%*	*3%*	*6%*	*6%*	*3%*	*5%*	*6%*
No alternative media that would meet my needs	**31**	-	-	1	1	13	2	3	10	25	6	26	5
	3%	*-%*	*-%*	*6%*	*1%*	*5%* b	*6%* b	*5%* b	*3%*	*4%*	*3%*	*3%*	*4%*
Do not use computers / only one that uses a computer	**27**	3	2	1	2	13	-	-	6	17	10	22	5
	3%	*15%*	*3%*	*2%*	*2%*	*5%* h	*-%*	*-%*	*2%*	*2%*	*5%* a	*3%*	*5%*
There is no pressure from customers for us to move	**21**	-	3	3	-	4	2	3	6	18	2	16	5
	2%	*-%*	*4%*	*15%*	*-%*	*1%*	*6%* d	*6%* **deh**	*2%*	*3%*	*1%*	*2%*	*4%*
Reliability / trust	**12**	*	-	-	2	5	-	-	5	10	1	11	1
	1%	*1%*	*-%*	*-%*	*2%*	*2%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*
Customers are unwilling to give email addresses	**11**	-	1	-	2	4	2	-	3	9	2	9	2
	1%	*-%*	*1%*	*-%*	*2%*	*2%*	*6%* h	*-%*	*1%*	*1%*	*1%*	*1%*	*2%*
Cost	**9**	-	-	-	-	3	1	-	5	7	2	5	4
	1%	*-%*	*-%*	*-%*	*-%*	*1%*	*3%*	*-%*	*1%*	*1%*	*1%*	*1%*	*4%* a
Time or extra admin required	**7**	2	1	2	-	*	1	-	1	5	3	7	-
	1%	*9%*	*1%*	*8%*	*-%*	**%*	*4%* **eh**	*-%*	**%*	*1%*	*1%*	*1%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted total	1045	29	102	27	88	286	35	59	417	746	299	896	149
Weighted total	907	20	75	24	78	273	31	53	351	697	210	802	106
Hassle of moving	7	1	*	-	-	3	-	-	3	4	3	7	*
	1%	*7%*	**%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	**%*
Need to send hard copies / keep hard copies of everything we send	6	-	-	-	-	*	-	*	5	6	-	6	*
	1%	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	*2%* e	*1%*	*-%*	*1%*	**%*
Other media ineffective	6	*	1	-	-	2	-	-	2	4	2	5	1
	1%	*1%*	*2%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*
Planning to do so in the future	3	-	*	-	-	1	-	2	*	3	*	3	*
	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*4%* eh	**%*	**%*	**%*	**%*	**%*
Contracted with postal provider / franking machine	2	-	-	-	-	-	-	1	1	2	*	2	-
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%* e	**%*	**%*	**%*	**%*	*-%*
The unreliability of email address lists	1	-	-	-	-	-	-	*	*	1	-	1	-
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	**%*	*-%*	**%*	*-%*
Lack of information about products and costs by other providers	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	33	-	-	1	2	12	1	4	14	27	6	29	4
	4%	*-%*	*-%*	*3%*	*2%*	*5%* b	*3%*	*7%* b	*4%* b	*4%*	*3%*	*4%*	*3%*
Don't know	25	1	1	*	4	6	2	3	8	21	4	21	5
	3%	*3%*	*2%*	**%*	*5%*	*2%*	*7%*	*6%*	*2%*	*3%*	*2%*	*3%*	*4%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1045**	961	84	651	134	243
Weighted total	**907**	823	84	584	98	208
We have already moved everything that is possible to move	**352**	346	7	257	36	53
	39%	*42%* b	*8%*	*44%* c	*37%* c	*26%*
Happy with sending things by post	**158**	138	20	77	24	55
	17%	*17%*	*24%*	*13%*	*24%* a	*27%* a
No reason	**139**	126	13	85	14	39
	15%	*15%*	*16%*	*15%*	*14%*	*19%*
We prefer to send things to customers by post	**58**	52	6	33	9	16
	6%	*6%*	*7%*	*6%*	*9%*	*8%*
Not considered this	**55**	40	15	40	4	6
	6%	*5%*	*18%* a	*7%* c	*4%*	*3%*
No need - do not have a large volume of mail	**46**	38	9	42	*	4
	5%	*5%*	*10%* a	*7%* **bc**	**%*	*2%*
No alternative media that would meet my needs	**31**	31	-	16	5	9
	3%	*4%*	*-%*	*3%*	*5%*	*4%*
Do not use computers / only one that uses a computer	**27**	7	20	21	3	2
	3%	*1%*	*23%* a	*4%* c	*3%*	*1%*
There is no pressure from customers for us to move	**21**	16	5	11	4	5
	2%	*2%*	*6%* a	*2%*	*4%*	*3%*
Reliability / trust	**12**	11	*	6	1	5
	1%	*1%*	**%*	*1%*	*1%*	*2%*
Customers are unwilling to give email addresses	**11**	8	3	6	*	5
	1%	*1%*	*3%*	*1%*	**%*	*2%*
Cost	**9**	8	1	7	*	2
	1%	*1%*	*1%*	*1%*	**%*	*1%*
Time or extra admin required	**7**	6	2	4	1	3
	1%	*1%*	*2%*	*1%*	*1%*	*1%*
Hassle of moving	**7**	7	*	3	1	3
	1%	*1%*	**%*	*1%*	*1%*	*1%*

Columns Tested: a,b - a,b,c

Produced by OLR
Issue date: 05/02/19

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1045**	961	84	651	134	243
Weighted total	**907**	823	84	584	98	208
Need to send hard copies / keep hard copies of everything we send	**6**	6	-	4	1	1
	1%	*1%*	*-%*	*1%*	*1%*	*1%*
Other media ineffective	**6**	6	-	1	1	3 a
	1%	*1%*	*-%*	**%*	*1%*	*2%*
Planning to do so in the future	**3**	2	1	3	*	*
	****%***	**%*	*1%*	*1%*	**%*	**%*
Contracted with postal provider / franking machine	**2**	2	-	1	1	-
	****%***	**%*	*-%*	**%*	*1%*	*-%*
The unreliability of email address lists	**1**	1	-	1	-	*
	****%***	**%*	*-%*	**%*	*-%*	**%*
Lack of information about products and costs by other providers	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**33**	31	2	19	6	8
	4%	*4%*	*2%*	*3%*	*6%*	*4%*
Don't know	**25**	23	2	14	2	8
	3%	*3%*	*2%*	*2%*	*2%*	*4%*

Columns Tested: a,b - a,b,c

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**1045**	835	175	26	4	3	2	-	-	1010	35	438	397	210
Weighted total	**907**	769	115	17	4	2	*	-	-	884	23	453	316	138
We have already moved everything that is possible to move	**352**	303	38	7	4	*	-	-	-	341	11	192	111	49
	39%	*39%*	*33%*	*41%*	*100%*	*10%*	*-%*	*-%*	*-%*	*39%*	*47%*	*42%* b	*35%*	*36%*
Happy with sending things by post	**158**	120	35	2	-	2	-	-	-	155	3	54	65	38
	17%	*16%*	*30%* **ai**	*10%*	*-%*	*79%*	*-%*	*-%*	*-%*	*17%*	*15%*	*12%*	*21%* a	*28%* **ab**
No reason	**139**	125	11	3	-	-	-	-	-	136	3	66	59	14
	15%	*16%* b	*9%*	*18%*	*-%*	*-%*	*-%*	*-%*	*-%*	*15%* b	*13%*	*15%*	*19%* c	*10%*
We prefer to send things to customers by post	**58**	46	10	-	-	2	*	-	-	56	2	25	21	12
	6%	*6%*	*9%*	*-%*	*-%*	*79%*	*70%*	*-%*	*-%*	*6%*	*9%*	*5%*	*7%*	*9%*
Not considered this	**55**	51	2	1	-	*	-	-	-	53	1	38	14	3
	6%	*7%* b	*2%*	*6%*	*-%*	*11%*	*-%*	*-%*	*-%*	*6%* b	*5%*	*8%* **bc**	*4%*	*2%*
No need - do not have a large volume of mail	**46**	46	*	*	-	-	-	-	-	46	*	34	11	1
	5%	*6%* b	**%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%* b	*2%*	*8%* **bc**	*4%* c	*1%*
No alternative media that would meet my needs	**31**	21	9	1	-	-	-	-	-	30	1	10	11	9
	3%	*3%*	*8%* **ai**	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*3%*	*2%*	*3%*	*7%* a
Do not use computers / only one that uses a computer	**27**	25	2	-	-	-	-	-	-	27	-	16	8	2
	3%	*3%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*4%*	*3%*	*1%*
There is no pressure from customers for us to move	**21**	17	4	-	-	-	-	-	-	21	-	13	4	4
	2%	*2%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*3%*	*1%*	*3%*
Reliability / trust	**12**	7	5	-	-	-	-	-	-	12	-	4	3	5
	1%	*1%*	*4%* **ai**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	*3%* **ab**
Customers are unwilling to give email addresses	**11**	7	4	-	-	-	-	-	-	11	-	5	2	4
	1%	*1%*	*3%* **ai**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	*3%* b
Cost	**9**	6	3	*	-	-	-	-	-	8	*	2	4	3
	1%	*1%*	*2%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	**%*	*1%*	*2%*
Time or extra admin required	**7**	7	*	-	-	-	-	-	-	7	-	5	2	*
	1%	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	**%*
Hassle of moving	**7**	7	-	*	-	-	-	-	-	7	*	3	3	*
	1%	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	**%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 05/02/19

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**1045**	835	175	26	4	3	2	-	-	1010	35	438	397	210
Weighted total	**907**	769	115	17	4	2	*	-	-	884	23	453	316	138
Need to send hard copies / keep hard copies of everything we send	**6**	6	-	-	-	-	*	-	-	6	*	1	5	*
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*30%*	*-%*	*-%*	*1%*	**%*	**%*	*2%* a	**%*
Other media ineffective	**6**	3	1	2	-	-	-	-	-	4	2	1	1	3
	1%	**%*	*1%*	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*7%* **abi**	**%*	**%*	*2%* a
Planning to do so in the future	**3**	3	*	-	-	-	-	-	-	3	-	1	2	*
	****%***	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*1%*	**%*
Contracted with postal provider / franking machine	**2**	2	-	-	-	-	-	-	-	2	-	1	1	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	**%*	*-%*
The unreliability of email address lists	**1**	*	*	-	-	-	-	-	-	1	-	-	*	*
	****%***	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*
Lack of information about products and costs by other providers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**33**	26	7	-	-	-	-	-	-	33	-	15	11	7
	4%	*3%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*3%*	*3%*	*5%*
Don't know	**25**	22	2	1	-	-	-	-	-	24	1	16	7	3
	3%	*3%*	*2%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*5%*	*3%*	*2%*	*2%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 213 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	1045	584	411	657	340	245	612	582	41	13	12	7	2	-
Weighted total	907	429	291	507	280	175	488	464	23	9	7	2	2	-
We have already moved everything that is possible to move	352	138	108	169	105	51	180	163	4	*	*	*	2	-
	39%	*32%*	*37%* e	*33%*	*38%* e	*29%*	*37%* e	*35%* b	*15%*	*2%*	*6%*	*3%*	*94%*	-%
Happy with sending things by post	158	88	61	102	69	49	104	87	9	5	1	*	-	-
	17%	*20%*	*21%*	*20%*	*25%*	*28%* abcf	*21%*	*19%*	*39%* a	*60%*	*16%*	*3%*	-%	-%
No reason	139	69	39	80	42	28	78	77	2	*	2	-	-	-
	15%	*16%*	*14%*	*16%*	*15%*	*16%*	*16%*	*17%*	*7%*	*1%*	*31%*	-%	-%	-%
We prefer to send things to customers by post	58	30	17	33	14	15	36	29	2	2	*	-	-	-
	6%	*7%*	*6%*	*6%*	*5%*	*8%*	*7%*	*6%*	*8%*	*19%*	*4%*	-%	-%	-%
Not considered this	55	25	16	28	12	5	23	27	*	-	-	-	-	-
	6%	*6%*	*6%*	*5%*	*4%*	*3%*	*5%*	*6%*	*2%*	-%	-%	-%	-%	-%
No need - do not have a large volume of mail	46	18	10	22	2	5	12	21	*	*	-	-	-	-
	5%	*4%* d	*3%* d	*4%* d	*1%*	*3%* d	*2%*	*5%*	**%*	*1%*	-%	-%	-%	-%
No alternative media that would meet my needs	31	15	10	17	17	8	18	16	*	-	-	*	-	-
	3%	*3%*	*3%*	*3%*	*6%*	*4%*	*4%*	*4%*	*1%*	-%	-%	*17%*	-%	-%
Do not use computers / only one that uses a computer	27	13	6	15	4	4	12	15	-	-	-	-	-	-
	3%	*3%*	*2%*	*3%*	*1%*	*2%*	*2%*	*3%*	-%	-%	-%	-%	-%	-%
There is no pressure from customers for us to move	21	11	10	14	7	5	15	10	2	*	2	-	-	-
	2%	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*	*2%*	*8%* a	*3%*	*28%*	-%	-%	-%
Reliability / trust	12	7	3	7	4	3	7	5	2	-	-	-	-	-
	1%	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*8%* a	-%	-%	-%	-%	-%
Customers are unwilling to give email addresses	11	6	3	8	4	5	9	7	-	-	*	*	-	-
	1%	*1%*	*1%*	*2%*	*1%*	*3%*	*2%*	*2%*	-%	-%	*7%*	*3%*	-%	-%
Cost	9	4	2	5	1	3	1	5	-	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	**%*	*1%* f	**%*	*1%*	-%	-%	-%	-%	-%	-%
Time or extra admin required	7	5	2	5	2	2	4	5	-	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-%	-%	-%	-%	-%	-%
Hassle of moving	7	4	2	4	4	2	7	4	*	*	-	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*2%*	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 05/02/19

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	1045	584	411	657	340	245	612	582	41	13	12	7	2	-
Weighted total	907	429	291	507	280	175	488	464	23	9	7	2	2	-
Need to send hard copies / keep hard copies of everything we send	6	6	3	6	3	1	3	5	-	-	-	-	*	-
	1%	*1%*	*1%*	*1%*	*1%*	*%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*6%*	*-%*
Other media ineffective	6	1	3	4	2	1	2	*	2	1	-	1	-	-
	1%	*%*	*1%*	*1%*	*1%*	*1%*	*%*	*%*	*7%* a	*12%*	*-%*	*62%*	*-%*	*-%*
Planning to do so in the future	3	2	2	2	2	2	2	*	2	-	-	*	-	-
	%	*1%*	*1%*	*%*	*1%*	*1%*	*%*	*%*	*9%* a	*-%*	*-%*	*6%*	*-%*	*-%*
Contracted with postal provider / franking machine	2	2	2	2	-	1	1	2	-	-	-	-	-	-
	%	*1%*	*1%*	*%*	*-%*	*1%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
The unreliability of email address lists	1	1	*	1	*	-	*	1	*	-	-	-	-	-
	%	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*
Lack of information about products and costs by other providers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	33	14	11	16	9	8	21	16	-	*	*	-	-	-
	4%	*3%*	*4%*	*3%*	*3%*	*5%*	*4%*	*3%*	*-%*	*1%*	*6%*	*-%*	*-%*	*-%*
Don't know	25	16	8	16	5	3	15	15	1	-	*	*	-	-
	3%	*4%*	*3%*	*3%*	*2%*	*2%*	*3%*	*3%*	*5%*	*-%*	*2%*	*6%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	1045	323	7	6	3	-	1	-	1	204	147	172	130	4
Weighted total	907	266	5	5	4	-	*	-	*	196	115	127	65	3
We have already moved everything that is possible to move	352	96	4	4	2	-	-	-	-	63	41	45	20	-
	39%	36%	71%	81%	50%	-%	-%	-%	-%	32%	35%	35%	31%	-%
Happy with sending things by post	158	67	*	-	2	-	-	-	-	32	21	30	17	2
	17%	25%	5%	-%	49%	-%	-%	-%	-%	17%	19%	23%	26% a	61%
No reason	139	41	-	1	-	-	-	-	-	34	22	19	6	-
	15%	15%	-%	19%	-%	-%	-%	-%	-%	17% d	19% d	15%	9%	-%
We prefer to send things to customers by post	58	12	-	-	2	-	*	-	*	10	12	5	5	1
	6%	5%	-%	-%	50%	-%	100%	-%	100%	5%	10% c	4%	7%	29%
Not considered this	55	11	1	-	-	-	-	-	-	14	3	9	1	-
	6%	4%	23%	-%	-%	-%	-%	-%	-%	7% d	3%	7% d	2%	-%
No need - do not have a large volume of mail	46	2	-	-	-	-	-	-	-	14	4	*	3	-
	5%	1%	-%	-%	-%	-%	-%	-%	-%	7% c	4% c	*%	5% c	-%
No alternative media that would meet my needs	31	15	2	-	-	-	-	-	-	5	2	7	2	1
	3%	5%	37%	-%	-%	-%	-%	-%	-%	3%	2%	5%	3%	29%
Do not use computers / only one that uses a computer	27	4	-	-	-	-	-	-	-	8	3	4	*	-
	3%	1%	-%	-%	-%	-%	-%	-%	-%	4% d	2%	3%	*%	-%
There is no pressure from customers for us to move	21	7	-	-	-	-	-	-	-	3	1	8	2	-
	2%	3%	-%	-%	-%	-%	-%	-%	-%	2%	1%	6% ab	3%	-%
Reliability / trust	12	4	*	-	-	-	-	-	-	1	5	1	-	*
	1%	2%	1%	-%	-%	-%	-%	-%	-%	*%	4% acd	1%	-%	9%
Customers are unwilling to give email addresses	11	4	-	-	-	-	-	-	-	1	3	2	2	-
	1%	1%	-%	-%	-%	-%	-%	-%	-%	*%	2%	2%	3% a	-%
Cost	9	1	-	-	-	-	-	-	-	2	1	-	2	-
	1%	*%	-%	-%	-%	-%	-%	-%	-%	1%	1%	-%	3% c	-%
Time or extra admin required	7	2	-	-	-	-	-	-	-	2	1	2	*	-
	1%	1%	-%	-%	-%	-%	-%	-%	-%	1%	1%	2%	*%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	1045	323	7	6	3	-	1	-	1	204	147	172	130	4
Weighted total	907	266	5	5	4	-	*	-	*	196	115	127	65	3
Hassle of moving	7	4	-	-	-	-	-	-	-	3	*	-	*	-
	1%	*1%*	-%	-%	-%	-%	-%	-%	-%	*2%*	*%*	-%	*%*	-%
Need to send hard copies / keep hard copies of everything we send	6	3	-	-	-	-	-	-	-	2	2	2	*	-
	1%	*1%*	-%	-%	-%	-%	-%	-%	-%	*1%*	*2%*	*1%*	*%*	-%
Other media ineffective	6	2	-	-	-	-	-	-	-	2	-	*	2	-
	1%	*1%*	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	*%*	*3%* c	-%
Planning to do so in the future	3	2	-	-	-	-	-	-	-	*	*	2	*	-
	%	*1%*	-%	-%	-%	-%	-%	-%	-%	*%*	*%*	*2%*	*%*	-%
Contracted with postal provider / franking machine	2	-	-	-	-	-	-	-	-	-	-	1	1	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	*2%*	-%
The unreliability of email address lists	1	*	-	-	-	-	-	-	-	*	-	-	*	-
	%	*%*	-%	-%	-%	-%	-%	-%	-%	*%*	-%	-%	*1%*	-%
Lack of information about products and costs by other providers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	33	9	-	-	-	-	-	-	-	5	3	7	2	-
	4%	*4%*	-%	-%	-%	-%	-%	-%	-%	*2%*	*2%*	*5%*	*3%*	-%
Don't know	25	5	-	-	-	-	-	-	-	4	4	3	4	-
	3%	*2%*	-%	-%	-%	-%	-%	-%	-%	*2%*	*4%*	*3%*	*7%* a	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1045**	110	79	77	66	7	220	20	99	918	126	631	26
Weighted total	**907**	91	64	73	48	3	199	14	66	794	112	494	13
We have already moved everything that is possible to move	**352**	38	20	24	23	1	70	8	28	294	59	168	1
	39%	*42%*	*31%*	*33%*	*47%* b	*22%*	*35%*	*56%*	*42%*	*37%*	*53%* a	*34%*	*7%*
Happy with sending things by post	**158**	14	19	25	11	-	56	1	11	145	13	98	5
	17%	*16%*	*29%* a	*34%* a	*22%*	*-%*	*28%* c	*10%*	*16%*	*18%*	*12%*	*20%*	*36%*
No reason	**139**	16	10	10	4	2	28	1	13	122	17	80	*
	15%	*17%*	*16%*	*13%*	*8%*	*71%*	*14%*	*7%*	*19%*	*15%*	*15%*	*16%*	*1%*
We prefer to send things to customers by post	**58**	2	5	2	4	*	11	*	3	51	6	32	1
	6%	*3%*	*9%*	*3%*	*9%*	*7%*	*5%*	*2%*	*5%*	*6%*	*6%*	*6%*	*8%*
Not considered this	**55**	5	1	5	1	-	9	2	1	48	6	27	1
	6%	*5%*	*2%*	*6%*	*3%*	*-%*	*4%*	*11%*	*2%*	*6%*	*6%*	*5%*	*6%*
No need - do not have a large volume of mail	**46**	2	-	-	*	-	*	2	*	43	4	20	2
	5%	*2%*	*-%*	*-%*	*1%*	*-%*	**%*	*11%*	**%*	*5%*	*3%*	*4%*	*14%*
No alternative media that would meet my needs	**31**	5	6	4	2	-	13	-	3	24	7	17	*
	3%	*5%*	*9%*	*6%*	*4%*	*-%*	*7%*	*-%*	*5%*	*3%*	*6%*	*3%*	*2%*
Do not use computers / only one that uses a computer	**27**	1	3	-	-	-	3	-	1	24	3	15	*
	3%	*1%*	*5%*	*-%*	*-%*	*-%*	*2%*	*-%*	*1%*	*3%*	*3%*	*3%*	**%*
There is no pressure from customers for us to move	**21**	-	1	5	1	-	7	-	-	20	1	14	*
	2%	*-%*	*1%*	*7%* a	*2%*	*-%*	*3%*	*-%*	*-%*	*2%*	*1%*	*3%*	**%*
Reliability / trust	**12**	1	2	1	-	-	3	-	1	11	1	7	-
	1%	*1%*	*3%*	*2%*	*-%*	*-%*	*2%*	*-%*	*1%*	*1%*	*1%*	*1%*	*-%*
Customers are unwilling to give email addresses	**11**	2	-	-	2	-	3	*	-	10	1	7	1
	1%	*2%*	*-%*	*-%*	*4%*	*-%*	*2%*	**%*	*-%*	*1%*	*1%*	*1%*	*5%*
Cost	**9**	-	-	1	*	-	1	-	-	8	1	5	-
	1%	*-%*	*-%*	*1%*	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*-%*
Time or extra admin required	**7**	-	-	2	-	-	2	-	-	6	1	4	1
	1%	*-%*	*-%*	*3%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*7%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**1045**	110	79	77	66	7	220	20	99	918	126	631	26
Weighted total	**907**	91	64	73	48	3	199	14	66	794	112	494	13
Hassle of moving	**7**	2	-	-	*	-	2	*	2	7	-	4	-
	1%	*2%*	*-%*	*-%*	**%*	*-%*	*1%*	*1%*	*3%*	*1%*	*-%*	*1%*	*-%*
Need to send hard copies / keep hard copies of everything we send	**6**	2	1	-	-	-	2	-	1	4	2	6	-
	1%	*2%*	*2%*	*-%*	*-%*	*-%*	*1%*	*-%*	*2%*	*1%*	*1%*	*1%*	*-%*
Other media ineffective	**6**	*	-	-	2	-	2	-	*	5	*	4	-
	1%	**%*	*-%*	*-%*	*3%*	*-%*	*1%*	*-%*	**%*	*1%*	**%*	*1%*	*-%*
Planning to do so in the future	**3**	2	*	-	-	-	*	*	2	2	1	2	-
	%	*2%*	**%*	*-%*	*-%*	*-%*	**%*	*1%*	*3%* a	**%*	*1%*	**%*	*-%*
Contracted with postal provider / franking machine	**2**	-	-	-	-	-	-	-	-	2	-	2	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
The unreliability of email address lists	**1**	*	-	-	-	-	*	*	-	1	-	1	-
	%	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	**%*	*-%*	**%*	*-%*
Lack of information about products and costs by other providers	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**33**	3	2	5	-	-	6	2	2	32	1	16	*
	4%	*3%*	*3%*	*6%* d	*-%*	*-%*	*3%*	*12%*	*3%*	*4%*	*1%*	*3%*	*1%*
Don't know	**25**	2	*	1	2	-	3	*	3	21	3	14	2
	3%	*3%*	**%*	*1%*	*5%*	*-%*	*1%*	**%*	*4%*	*3%*	*3%*	*3%*	*16%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	1045	36	80	104	12	223	117	185	542	83	-
Weighted total	907	32	64	83	7	178	102	129	397	42	-
We have already moved everything that is possible to move	352	11	34	35	3	59	47 a	43	124	12	-
	39%	36%	53%	42%	46%	33%	45%	33%	31%	29%	-%
Happy with sending things by post	158	10	11	18	*	47	21	22	83	11	-
	17%	30%	18%	21%	1%	27%	21%	17%	21%	26%	-%
No reason	139	2	6	5	2	30	12	25	61	4	-
	15%	8%	9%	6%	29%	17%	12%	19%	15%	10%	-%
We prefer to send things to customers by post	58	1	2	3	-	9	5	12	30	3	-
	6%	4%	3%	4%	-%	5%	5%	10%	8%	8%	-%
Not considered this	55	2	2	4	-	9	3	8	23	3	-
	6%	6%	3%	4%	-%	5%	3%	6%	6%	8%	-%
No need - do not have a large volume of mail	46	2	*	4	*	*	2 a	4	18	3	-
	5%	5%	1%	5%	1%	*%	2%	3%	4%	6%	-%
No alternative media that would meet my needs	31	-	7 a	6	-	8	9	5	15	1	-
	3%	-%	11%	8%	-%	4%	8%	4%	4%	3%	-%
Do not use computers / only one that uses a computer	27	1	3	3	-	1	3	3	13	1	-
	3%	3%	5%	4%	-%	1%	3%	2%	3%	3%	-%
There is no pressure from customers for us to move	21	-	2	4	-	4	3	1	11	2 a	-
	2%	-%	3%	5%	-%	2%	3%	1%	3%	5%	-%
Reliability / trust	12	-	1	1	-	4	1	3	5	1	-
	1%	-%	1%	1%	-%	2%	1%	2%	1%	1%	-%
Customers are unwilling to give email addresses	11	*	-	2	-	3	*	1	6	*	-
	1%	2%	-%	3%	-%	2%	*%	1%	1%	*%	-%
Cost	9	-	*	-	-	-	1	-	4	1	-
	1%	-%	*%	-%	-%	-%	1%	-%	1%	1%	-%
Time or extra admin required	7	1	-	1	-	-	2 a	1	4	-	-
	1%	3%	-%	1%	-%	-%	2%	1%	1%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	1045	36	80	104	12	223	117	185	542	83	-
Weighted total	907	32	64	83	7	178	102	129	397	42	-
Hassle of moving	7	*	*	*	-	4	*	*	4	-	-
	1%	*%	*%	*%	-%	*2%*	*%	*%	*1%*	-%	-%
Need to send hard copies / keep hard copies of everything we send	6	-	2	2	-	1	2	5	5	2	-
	1%	-%	*3%*	*2%*	-%	*1%*	*2%*	*4%* b	*1%*	*4%*	-%
Other media ineffective	6	2	*	2	-	2	*	*	1	-	-
	1%	*5%*	*%	*2%*	-%	*1%*	*%	*%	*%	-%	-%
Planning to do so in the future	3	-	-	-	-	2	-	2	2	2	-
	%	-%	-%	-%	-%	*1%*	-%	*2%*	*1%*	*5%* b	-%
Contracted with postal provider / franking machine	2	-	-	1	-	-	-	1	2	-	-
	%	-%	-%	*1%*	-%	-%	-%	*1%*	*1%*	-%	-%
The unreliability of email address lists	1	*	-	*	-	*	-	*	*	-	-
	%	*%	-%	*%	-%	*%	-%	*%	*%	-%	-%
Lack of information about products and costs by other providers	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	33	1	2	3	*	8	2	9	11	2	-
	4%	*4%	*3%	*3%	*1%	*4%	*2%	*7% b	*3%	*5%	-%
Don't know	25	*	1	2	2	4	2	2	16	1	-
	3%	*1%	*2%	*3%	*23%	*2%	*2%	*2%	*4%	*2%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 213 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	1045	154	359	66	-	226	220	83	1	562	391	260	503	406	7
Weighted total	907	112	243	41	-	177	178	63	*	419	281	204	374	299	1
We have already moved everything that is possible to move	352	43	80	12	-	67	64	26	*	138	107	72	121	101	*
	39%	38%	33%	29%	-%	38%	36%	41%	100%	33%	38%	35%	32%	34%	11%
Happy with sending things by post	158	19	58	9	-	41	47	17	-	83	59	54	73	63	1
	17%	17%	24%	21%	-%	23%	27%	28%	-%	20%	21%	27% a	20%	21%	60%
No reason	139	15	36	4	-	25	23	4	-	69	39	31	63	52	*
	15%	13%	15%	10%	-%	14%	13%	7%	-%	16%	14%	15%	17%	17%	13%
We prefer to send things to customers by post	58	8	15	4	-	8	11	4	-	30	16	11	26	21	-
	6%	7%	6%	11%	-%	5%	6%	7%	-%	7%	6%	5%	7%	7%	-%
Not considered this	55	11	11	*	-	8	9	*	-	24	16	10	22	17	-
	6%	10% bc	4%	*%	-%	4%	5% c	*%	-%	6%	6%	5%	6%	6%	-%
No need - do not have a large volume of mail	46	2	10	4	-	2	1	*	-	18	8	1	14	11	-
	5%	2%	4%	10% ab	-%	1%	*%	1%	-%	4% c	3% c	*%	4%	4%	-%
No alternative media that would meet my needs	31	3	9	*	-	11	12	6	-	15	10	8	13	12	-
	3%	3%	4%	1%	-%	6%	7%	10%	-%	4%	4%	4%	4%	4%	-%
Do not use computers / only one that uses a computer	27	*	6	-	-	4	-	1	-	13	6	1	12	7	-
	3%	*%	2%	-%	-%	2% b	-%	2%	-%	3% c	2%	*%	3%	2%	-%
There is no pressure from customers for us to move	21	5	8	2	-	6	4	2	-	11	10	6	11	9	-
	2%	4%	3%	5%	-%	3%	2%	3%	-%	3%	3%	3%	3%	3%	-%
Reliability / trust	12	2	2	1	-	2	4	-	-	7	3	4	5	5	-
	1%	2%	1%	2%	-%	1%	2%	-%	-%	2%	1%	2%	1%	2%	-%
Customers are unwilling to give email addresses	11	*	3	2	-	1	4	2	-	6	3	3	7	5	-
	1%	*%	1%	5% ab	-%	1%	2%	3%	-%	1%	1%	2%	2%	2%	-%
Cost	9	-	2	1	-	1	-	-	-	4	2	-	2	4	-
	1%	-%	1%	2%	-%	1%	-%	-%	-%	1%	1%	-%	1%	1%	-%
Time or extra admin required	7	1	1	-	-	1	1	-	-	3	*	1	1	1	-
	1%	1%	*%	-%	-%	1%	1%	-%	-%	1%	*%	1%	*%	*%	-%
Hassle of moving	7	*	2	-	-	*	4	*	-	4	2	4	3	3	-
	1%	*%	1%	-%	-%	*%	2%	*%	-%	1%	1%	2%	1%	1%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 05/02/19

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1045**	154	359	66	-	226	220	83	1	562	391	260	503	406	7
Weighted total	**907**	112	243	41	-	177	178	63	*	419	281	204	374	299	1
Need to send hard copies / keep hard copies of everything we send	**6**	3	3	1	-	3	3	2	-	6	3	1	6	4	-
	1%	*3%*	*1%*	*3%*	*-%*	*2%*	*2%*	*3%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*
Other media ineffective	**6**	2	3	3	-	2	2	2	-	1	3	2	2	4	-
	1%	*1%*	*1%*	*7%* **ab**	*-%*	*1%*	*1%*	*3%*	*-%*	**%*	*1%*	*1%*	**%*	*1%*	*-%*
Planning to do so in the future	**3**	2	2	2	-	2	2	2	-	2	2	2	2	*	-
	****%***	*2%*	*1%*	*5%* b	*-%*	*1%*	*1%*	*3%*	*-%*	*1%*	*1%*	*1%*	*1%*	**%*	*-%*
Contracted with postal provider / franking machine	**2**	1	2	-	-	-	-	-	-	2	2	-	2	1	-
	****%***	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*1%*	**%*	*-%*
The unreliability of email address lists	**1**	*	*	-	-	*	*	*	-	1	*	*	1	1	-
	****%***	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*
Lack of information about products and costs by other providers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**33**	6	8	-	-	8	5	-	-	14	9	6	12	7	-
	4%	*5%*	*3%*	*-%*	*-%*	*4%*	*3%*	*-%*	*-%*	*3%*	*3%*	*3%*	*3%*	*2%*	*-%*
Don't know	**25**	2	8	*	-	5	4	1	-	14	8	4	13	8	*
	3%	*2%*	*3%*	*1%*	*-%*	*3%*	*2%*	*2%*	*-%*	*3%*	*3%*	*2%*	*4%*	*3%*	*17%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**1045**	177	129	162	47	34	482	393	14	5	8	7
Weighted total	**907**	125	89	122	33	22	360	298	13	1	7	6
We have already moved everything that is possible to move	**352**	48	26	43	11	6	105	89	6	*	4	2
	39%	*39%*	*30%*	*35%*	*35%*	*25%*	*29%*	*30%*	*45%*	*6%*	*56%*	*30%*
Happy with sending things by post	**158**	34	26	27	11	7	77	67	1	1	-	3
	17%	*28%*	*29%*	*22%*	*33%*	*32%*	*21%*	*23%*	*9%*	*87%*	*-%*	*49%*
No reason	**139**	14	10	20	2	3	64	49	2	*	2	*
	15%	*11%*	*11%*	*17%*	*7%*	*15%*	*18%*	*16%*	*13%*	*6%*	*24%*	*8%*
We prefer to send things to customers by post	**58**	4	7	5	2	3	26	19	1	-	*	*
	6%	*3%*	*8%*	*4%*	*6%*	*13%* ac	*7%*	*6%*	*8%*	*-%*	*1%*	*1%*
Not considered this	**55**	6	5	5	*	*	21	16	1	-	1	-
	6%	*5%*	*6%*	*4%*	**%*	**%*	*6%*	*5%*	*9%*	*-%*	*13%*	*-%*
No need - do not have a large volume of mail	**46**	*	*	2	*	-	14	11	-	-	-	-
	5%	**%*	**%*	*2%*	*1%*	*-%*	*4%*	*4%*	*-%*	*-%*	*-%*	*-%*
No alternative media that would meet my needs	**31**	7	8	4	2	2	14	12	2	-	2	*
	3%	*6%*	*9%* c	*3%*	*7%*	*11%*	*4%*	*4%*	*15%*	*-%*	*25%*	*8%*
Do not use computers / only one that uses a computer	**27**	1	-	2	1	-	12	9	-	-	-	-
	3%	*1%*	*-%*	*2%*	*3%* b	*-%*	*3%*	*3%*	*-%*	*-%*	*-%*	*-%*
There is no pressure from customers for us to move	**21**	4	4	3	-	2	9	9	-	-	-	-
	2%	*3%*	*4%*	*2%*	*-%*	*8%* d	*2%*	*3%*	*-%*	*-%*	*-%*	*-%*
Reliability / trust	**12**	2	3	4	-	-	3	5	-	-	-	-
	1%	*1%*	*3%*	*3%*	*-%*	*-%*	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*
Customers are unwilling to give email addresses	**11**	1	2	1	2	-	7	5	-	-	*	-
	1%	*1%*	*3%*	*1%*	*6%* ac	*-%*	*2%*	*2%*	*-%*	*-%*	*7%*	*-%*
Cost	**9**	-	-	-	-	-	3	2	*	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	**%*	*-%*	*-%*	*-%*
Time or extra admin required	**7**	-	-	1	-	-	1	2	-	-	-	-
	1%	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*	*-%*	*-%*
Hassle of moving	**7**	4	4	*	-	-	5	4	*	-	-	-
	1%	*3%*	*4%* c	**%*	*-%*	*-%*	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	1045	177	129	162	47	34	482	393	14	5	8	7
Weighted total	907	125	89	122	33	22	360	298	13	1	7	6
Need to send hard copies / keep hard copies of everything we send	6	-	-	1	-	-	6	4	-	-	-	-
	1%	-%	-%	1%	-%	-%	2%	1%	-%	-%	-%	-%
Other media ineffective	6	2	2	2	2	2	2	4	1	-	-	-
	1%	1%	2%	1%	5%	7% ac	*%	1%	8%	-%	-%	-%
Planning to do so in the future	3	*	*	2	*	*	2	*	-	-	-	-
	*%	*%	*%	2%	*%	*%	1%	*%	-%	-%	-%	-%
Contracted with postal provider / franking machine	2	-	-	-	-	-	2	1	1	-	-	-
	*%	-%	-%	-%	-%	-%	1%	*%	8%	-%	-%	-%
The unreliability of email address lists	1	*	*	*	-	-	*	*	-	-	-	-
	*%	*%	*%	*%	-%	-%	*%	*%	-%	-%	-%	-%
Lack of information about products and costs by other providers	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	33	4	3	5	-	-	9	11	-	-	-	-
	4%	3%	3%	4%	-%	-%	3%	4%	-%	-%	-%	-%
Don't know	25	4	3	3	1	*	13	9	-	-	-	*
	3%	3%	3%	3%	4%	1%	4%	3%	-%	-%	-%	4%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 213 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**1045**	892	685	909	734	997	539	912	233	3	843	29	126	847
Weighted total	**907**	747	547	761	611	862	447	769	178	3	726	20	105	731
We have already moved everything that is possible to move	**352**	268	207	274	224	341	176	279	75	*	268	6	43	275
	39%	*36%*	*38%*	*36%*	*37%*	*40%*	*39%*	*36%*	*42%*	*5%*	*37%*	*28%*	*41%*	*38%*
Happy with sending things by post	**158**	137	98	138	117	153	79	139	30	-	140	1	13	137
	17%	*18%*	*18%*	*18%*	*19%*	*18%*	*18%*	*18%*	*17%*	*-%*	*19%*	*5%*	*12%*	*19%*
No reason	**139**	124	92	125	105	134	70	125	17	1	105	8	10	116
	15%	*17%*	*17%*	*16%*	*17%*	*16%*	*16%* c	*16%* c	*10%*	*36%*	*14%*	*39%*	*10%*	*16%*
We prefer to send things to customers by post	**58**	49	30	50	40	54	29	53	14	-	44	2	8	44
	6%	*7%*	*5%*	*7%*	*7%*	*6%*	*7%*	*7%*	*8%*	*-%*	*6%*	*8%*	*7%*	*6%*
Not considered this	**55**	46	25	47	27	50	18	47	9	-	44	*	9	44
	6%	*6%*	*5%*	*6%*	*4%*	*6%*	*4%*	*6%*	*5%*	*-%*	*6%*	*%*	*8%*	*6%*
No need - do not have a large volume of mail	**46**	39	19	39	22	41	16	39	11	-	39	1	5	38
	5%	*5%*	*4%*	*5%*	*4%*	*5%*	*4%*	*5%*	*6%*	*-%*	*5%*	*6%*	*5%*	*5%*
No alternative media that would meet my needs	**31**	25	21	25	22	30	14	29	5	-	26	2	11	18
	3%	*3%*	*4%*	*3%*	*4%*	*4%*	*3%*	*4%*	*3%*	*-%*	*4%*	*12%*	*10%* b	*2%*
Do not use computers / only one that uses a computer	**27**	18	12	18	13	21	6	19	2	-	25	1	2	25
	3%	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*-%*	*4%*	*5%*	*2%*	*3%*
There is no pressure from customers for us to move	**21**	19	11	19	14	21	12	17	5	-	17	*	4	15
	2%	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*-%*	*2%*	*2%*	*4%*	*2%*
Reliability / trust	**12**	12	8	12	8	10	7	9	2	-	9	-	*	11
	1%	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*%*	*2%*
Customers are unwilling to give email addresses	**11**	9	6	9	8	11	6	11	3	-	9	-	2	9
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*2%*	*1%*
Cost	**9**	7	6	7	7	8	3	7	2	-	7	-	2	6
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*2%*	*1%*
Time or extra admin required	**7**	7	7	7	7	7	4	7	4	-	6	*	*	6
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*-%*	*1%*	*%*	*%*	*1%*
Hassle of moving	**7**	6	4	6	6	7	5	6	2	-	5	*	*	7
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	a	***b**	a	b
Unweighted total	**1045**	892	685	909	734	997	539	912	233	3	843	29	126	847
Weighted total	**907**	747	547	761	611	862	447	769	178	3	726	20	105	731
Need to send hard copies / keep hard copies of everything we send	**6**	6	4	6	6	6	6	5	2	-	6	-	*	6
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	**%*	*1%*
Other media ineffective	**6**	5	4	6	3	5	3	6	3	-	4	-	1	5
	1%	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	*2%*	*-%*	*1%*	*-%*	*1%*	*1%*
Planning to do so in the future	**3**	2	2	2	2	3	2	2	*	-	3	-	*	3
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	**%*	**%*
Contracted with postal provider / franking machine	**2**	2	2	2	1	2	*	2	-	-	1	-	1	1
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	**%*	*-%*	*1%*	**%*
The unreliability of email address lists	**1**	1	*	1	1	*	1	1	*	-	1	-	*	1
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	**%*	**%*
Lack of information about products and costs by other providers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**33**	26	17	29	19	29	13	28	5	-	29	2	8	25
	4%	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*	*4%*	*3%*	*-%*	*4%*	*10%*	*8%* b	*3%*
Don't know	**25**	18	12	18	11	23	10	18	6	2	18	-	2	19
	3%	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*59%*	*2%*	*-%*	*2%*	*3%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	***b**	a	b	a	b	c	a	b	c	***a**	b
Unweighted total	**1045**	200	6	45	177	108	854	74	119	37	877	-	1045
Weighted total	**907**	183	2	40	159	89	739	67	111	38	749	-	907
We have already moved everything that is possible to move	**352**	82	*	21	66	33	289	26	50	10	291	-	352
	39%	*45%*	*18%*	*53%*	*41%*	*37%*	*39%*	*39%*	*45%* b	*26%*	*39%*	*-%*	*39%*
Happy with sending things by post	**158**	34	-	7	28	23	117	14	23	9	125	-	158
	17%	*19%*	*-%*	*18%*	*17%*	*26%* b	*16%*	*22%*	*21%*	*23%*	*17%*	*-%*	*17%*
No reason	**139**	20	*	6	19	11	117	11	9	5	124	-	139
	15%	*11%*	*7%*	*14%*	*12%*	*12%*	*16%*	*17%*	*8%*	*13%*	*17%* a	*-%*	*15%*
We prefer to send things to customers by post	**58**	11	-	1	10	9	48	*	4	3	51	-	58
	6%	*6%*	*-%*	*3%*	*6%*	*10%* c	*7%* c	**%*	*4%*	*8%*	*7%*	*-%*	*6%*
Not considered this	**55**	8	-	1	7	1	48	5	5	3	47	-	55
	6%	*4%*	*-%*	*3%*	*4%*	*2%*	*6%* a	*8%* a	*4%*	*9%*	*6%*	*-%*	*6%*
No need - do not have a large volume of mail	**46**	6	2	2	6	-	37	8	3	2	40	-	46
	5%	*3%*	*71%*	*6%*	*4%*	*-%*	*5%* a	*11%* **ab**	*2%*	*5%*	*5%*	*-%*	*5%*
No alternative media that would meet my needs	**31**	10	-	2	8	8	19	4	9	5	17	-	31
	3%	*6%*	*-%*	*6%*	*5%*	*9%* b	*3%*	*6%*	*8%* c	*13%* c	*2%*	*-%*	*3%*
Do not use computers / only one that uses a computer	**27**	4	-	-	4	-	27	-	2	*	25	-	27
	3%	*2%*	*-%*	*-%*	*2%*	*-%*	*4%* a	*-%*	*1%*	**%*	*3%*	*-%*	*3%*
There is no pressure from customers for us to move	**21**	5	-	1	4	*	20	-	3	2	16	-	21
	2%	*3%*	*-%*	*3%*	*3%*	*1%*	*3%*	*-%*	*3%*	*5%*	*2%*	*-%*	*2%*
Reliability / trust	**12**	1	-	-	1	4	7	1	1	-	10	-	12
	1%	*1%*	*-%*	*-%*	*1%*	*4%* b	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*1%*
Customers are unwilling to give email addresses	**11**	3	-	*	3	*	9	2	1	-	10	-	11
	1%	*1%*	*-%*	**%*	*2%*	**%*	*1%*	*4%*	**%*	*-%*	*1%*	*-%*	*1%*
Cost	**9**	1	-	-	1	1	8	*	*	1	7	-	9
	1%	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	**%*	**%*	*3%*	*1%*	*-%*	*1%*
Time or extra admin required	**7**	4	-	1	3	-	7	-	1	-	6	-	7
	1%	*2%*	*-%*	*2%*	*2%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	*a	b
Unweighted total	**1045**	200	6	45	177	108	854	74	119	37	877	-	1045
Weighted total	**907**	183	2	40	159	89	739	67	111	38	749	-	907
Hassle of moving	**7**	1	-	*	1	-	5	*	-	-	7	-	7
	1%	*1%*	*-%*	**%*	*1%*	*-%*	*1%*	**%*	*-%*	*-%*	*1%*	*-%*	*1%*
Need to send hard copies / keep hard copies of everything we send	**6**	*	-	*	2	*	6	-	3	*	3	-	6
	1%	**%*	*-%*	**%*	*1%*	**%*	*1%*	*-%*	*2%* c	**%*	**%*	*-%*	*1%*
Other media ineffective	**6**	2	-	-	2	-	6	-	2	-	3	-	6
	1%	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*2%* c	*-%*	**%*	*-%*	*1%*
Planning to do so in the future	**3**	1	-	-	1	*	3	-	1	-	2	-	3
	****%***	*1%*	*-%*	*-%*	*1%*	**%*	**%*	*-%*	*1%*	*-%*	**%*	*-%*	**%*
Contracted with postal provider / franking machine	**2**	1	-	-	1	-	2	-	-	-	2	-	2
	****%***	*1%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*
The unreliability of email address lists	**1**	*	-	-	*	*	*	*	*	-	*	-	1
	****%***	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	**%*
Lack of information about products and costs by other providers	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**33**	3	-	2	3	5	25	3	3	2	28	-	33
	4%	*2%*	*-%*	*5%*	*2%*	*6%*	*3%*	*4%*	*3%*	*5%*	*4%*	*-%*	*4%*
Don't know	**25**	7	*	1	7	5	19	*	3	1	18	-	25
	3%	*4%*	*5%*	*3%*	*5%*	*6%*	*3%*	*1%*	*3%*	*3%*	*2%*	*-%*	*3%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 213 (continuation) Page 3763

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	a	*b	c	d	a	b	*c	d
Unweighted total	1045	163	21	84	44	59	25	91	58	61	66	23	81
Weighted total	907	61	3	31	14	22	10	34	20	22	27	11	43
We have already moved everything that is possible to move	352	17	1	8	5	5	1	8	3	4	13	*	8
	39%	27%	39%	24%	33%	23%	15%	23%	13%	20%	50% ad	1%	18%
Happy with sending things by post	158	11	*	4	*	4	1	6	3	4	4	4	7
	17%	18% d	7%	13%	3%	18%	6%	17%	17%	16%	13%	37%	15%
No reason	139	13	1	9	2	6	2	9	7	5	5	2	12
	15%	21%	39%	28% d	12%	29%	20%	26%	35%	21%	20%	15%	28%
We prefer to send things to customers by post	58	6	*	2	*	1	-	2	2	3	*	1	6
	6%	9%	1%	5%	1%	7%	-%	4%	10%	12% b	*%	10%	14% b
Not considered this	55	4	*	3	2	1	2	1	1	2	2	*	4
	6%	6%	3%	11%	17% a	5%	23%	4%	6%	10%	9%	2%	9%
No need - do not have a large volume of mail	46	2	-	*	*	-	*	-	1	*	1	1	1
	5%	3%	-%	*%	1%	-%	1%	-%	3%	1%	4%	10%	3%
No alternative media that would meet my needs	31	2	-	2	*	2	1	2	1	3	1	-	1
	3%	4%	-%	8%	2%	11%	11%	6%	7%	12% d	3%	-%	2%
Do not use computers / only one that uses a computer	27	1	-	*	*	-	-	*	-	*	-	1	1
	3%	2%	-%	*%	*%	-%	-%	1%	-%	*%	-%	13%	3%
There is no pressure from customers for us to move	21	2	-	1	-	-	1	1	2	1	1	-	1
	2%	3%	-%	3%	-%	-%	11%	3%	11% a	5%	4%	-%	3%
Reliability / trust	12	1	-	1	*	1	1	1	1	*	-	1	-
	1%	2%	-%	4%	*%	5%	11%	3%	5%	*%	-%	10%	-%
Customers are unwilling to give email addresses	11	3	*	1	*	1	1	3	1	1	-	1	1
	1%	5%	1%	4%	1%	5%	12%	9%	6%	5%	-%	10%	3%
Cost	9	2	-	-	-	-	-	1	1	-	*	-	2
	1%	3%	-%	-%	-%	-%	-%	3%	5%	-%	*%	-%	5%
Time or extra admin required	7	2	-	1	1	1	-	2	-	-	-	1	1
	1%	4%	-%	3%	8%	5%	-%	6%	-%	-%	-%	11%	2%
Hassle of moving	7	*	-	-	-	-	-	-	-	*	-	-	*
	1%	*%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	1%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	*b	c	d	a	*b	c	d	a	b	*c	d
Unweighted total	1045	163	21	84	44	59	25	91	58	61	66	23	81
Weighted total	907	61	3	31	14	22	10	34	20	22	27	11	43
Need to send hard copies / keep hard copies of everything we send	6	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other media ineffective	6	1	-	-	-	-	-	-	-	1	-	-	-
	1%	*2%*	-%	-%	-%	-%	-%	-%	-%	*6%* bd	-%	-%	-%
Planning to do so in the future	3	*	-	-	-	-	-	*	-	*	-	-	-
	**%	*%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%
Contracted with postal provider / franking machine	2	-	-	-	-	-	-	-	-	-	-	-	-
	**%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
The unreliability of email address lists	1	-	-	-	-	-	-	-	-	-	-	-	-
	**%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lack of information about products and costs by other providers	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	33	2	-	1	1	-	1	1	*	-	*	-	2
	4%	*4%*	-%	*3%*	*8%*	-%	*11%*	*3%*	*1%*	-%	*1%*	-%	*6%*
Don't know	25	2	*	2	2	1	*	1	*	*	1	*	-
	3%	*3%*	*8%*	*8%*	*16%* a	*6%*	*%*	*3%*	*2%*	*2%*	*4%*	*2%*	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	***c**	d	e	f	g	h	i	j	k	l
Unweighted total	**1045**	152	59	18	245	82	76	56	59	75	90	74	59
Weighted total	**907**	140	65	20	110	58	54	49	73	95	87	89	68
We have already moved everything that is possible to move	**352**	47	32	10	27	19	15	15	42	40	36	34	35
	39%	*34%*	*50%*	*48%*	*25%*	*33%*	*27%*	*31%*	*58%*	*43%*	*41%*	*38%*	*51%*
		d	**adfg**						**adefgjk**	**df**	d	d	**adefg**
Happy with sending things by post	**158**	31	15	5	18	7	8	8	12	21	14	12	5
	17%	*23%*	*24%*	*25%*	*16%*	*12%*	*15%*	*17%*	*17%*	*22%*	*16%*	*14%*	*8%*
		l	l							l			
No reason	**139**	21	4	3	24	16	7	7	1	12	14	19	11
	15%	*15%*	*6%*	*13%*	*22%*	*27%*	*13%*	*15%*	*2%*	*13%*	*16%*	*22%*	*17%*
		h			**bh**	**abfhi**	h	h		h	h	**bh**	h
We prefer to send things to customers by post	**58**	9	4	2	11	4	4	4	4	1	10	3	3
	6%	*6%*	*6%*	*11%*	*10%*	*7%*	*7%*	*8%*	*6%*	*1%*	*12%*	*4%*	*4%*
					i			i			i		
Not considered this	**55**	17	7	*	10	6	3	-	-	4	3	*	4
	6%	*12%*	*11%*	*2%*	*9%*	*11%*	*6%*	*-%*	*-%*	*4%*	*4%*	**%*	*6%*
		ghjk	**ghk**		**ghk**	**ghk**	k						k
No need - do not have a large volume of mail	**46**	5	4	*	5	2	2	7	2	7	8	1	3
	5%	*4%*	*7%*	*2%*	*4%*	*4%*	*4%*	*14%*	*3%*	*8%*	*9%*	*1%*	*4%*
								adefhk		k	k		
No alternative media that would meet my needs	**31**	2	*	-	5	1	3	-	9	6	*	4	1
	3%	*2%*	**%*	*-%*	*4%*	*2%*	*5%*	*-%*	*12%*	*6%*	**%*	*5%*	*1%*
							j		**abdegjl**	j		j	
Do not use computers / only one that uses a computer	**27**	2	3	*	4	2	3	-	-	2	2	6	3
	3%	*2%*	*4%*	*2%*	*3%*	*4%*	*5%*	*-%*	*-%*	*2%*	*2%*	*7%*	*4%*
												agh	
There is no pressure from customers for us to move	**21**	2	*	-	3	*	2	4	2	-	5	-	2
	2%	*1%*	*1%*	*-%*	*3%*	*1%*	*4%*	*7%*	*3%*	*-%*	*6%*	*-%*	*3%*
								aeik			**aeik**		
Reliability / trust	**12**	3	-	-	1	*	1	-	-	*	5	-	1
	1%	*2%*	*-%*	*-%*	*1%*	*1%*	*1%*	*-%*	*-%*	**%*	*6%*	*-%*	*1%*
											deik		
Customers are unwilling to give email addresses	**11**	1	1	-	3	-	-	4	-	*	-	2	-
	1%	**%*	*1%*	*-%*	*3%*	*-%*	*-%*	*9%*	*-%*	*1%*	*-%*	*2%*	*-%*
								adefhijl					
Cost	**9**	*	-	-	2	-	2	-	-	2	3	-	-
	1%	**%*	*-%*	*-%*	*2%*	*-%*	*4%*	*-%*	*-%*	*2%*	*3%*	*-%*	*-%*
							a				a		
Time or extra admin required	**7**	-	*	-	2	-	1	-	-	-	*	2	2
	1%	*-%*	*1%*	*-%*	*2%*	*-%*	*2%*	*-%*	*-%*	*-%*	**%*	*2%*	*3%*
													a

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 213 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	***c**	d	e	f	g	h	i	j	k	l
Unweighted total	**1045**	152	59	18	245	82	76	56	59	75	90	74	59
Weighted total	**907**	140	65	20	110	58	54	49	73	95	87	89	68
Hassle of moving	**7**	3	-	-	1	*	2	-	-	*	*	-	-
	1%	*2%*	*-%*	*-%*	*1%*	*1%*	*4%* d	*-%*	*-%*	**%*	**%*	*-%*	*-%*
Need to send hard copies / keep hard copies of everything we send	**6**	2	1	-	-	-	1	2	-	-	*	*	-
	1%	*1%*	*2%*	*-%*	*-%*	*-%*	*2%* d	*4%* d	*-%*	*-%*	**%*	**%*	*-%*
Other media ineffective	**6**	-	-	*	1	-	1	*	2	-	1	-	-
	1%	*-%*	*-%*	*2%*	*1%*	*-%*	*3%*	**%*	*2%*	*-%*	*1%*	*-%*	*-%*
Planning to do so in the future	**3**	*	-	-	1	-	-	*	-	-	-	2	-
	****%***	**%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*2%*	*-%*
Contracted with postal provider / franking machine	**2**	-	-	-	-	1	1	-	-	-	-	-	*
	****%***	*-%*	*-%*	*-%*	*-%*	*2%* d	*2%* d	*-%*	*-%*	*-%*	*-%*	*-%*	**%*
The unreliability of email address lists	**1**	*	-	-	-	*	-	-	-	-	*	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*
Lack of information about products and costs by other providers	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**33**	6	4	-	4	-	4	*	4	5	4	2	-
	4%	*4%*	*6%* e	*-%*	*3%*	*-%*	*8%* **egl**	**%*	*5%* e	*6%* e	*4%*	*2%*	*-%*
Don't know	**25**	7	2	*	3	1	1	1	2	-	4	4	-
	3%	*5%*	*4%*	*2%*	*3%*	*2%*	*2%*	*1%*	*3%*	*-%*	*5%*	*4%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**1045**	229	403	190	223
Weighted total	**907**	225	222	217	244
We have already moved everything that is possible to move	**352**	89	61	98	104
	39%	*40%*	*27%*	*45%*	*43%*
		b		b	b
Happy with sending things by post	**158**	52	33	42	32
	17%	*23%*	*15%*	*19%*	*13%*
		bd			
No reason	**139**	27	47	21	44
	15%	*12%*	*21%*	*9%*	*18%*
			ac		c
We prefer to send things to customers by post	**58**	15	18	9	16
	6%	*6%*	*8%*	*4%*	*7%*
Not considered this	**55**	24	19	4	7
	6%	*11%*	*9%*	*2%*	*3%*
		cd	**cd**		
No need - do not have a large volume of mail	**46**	10	9	16	11
	5%	*4%*	*4%*	*7%*	*5%*
No alternative media that would meet my needs	**31**	3	8	15	5
	3%	*1%*	*4%*	*7%*	*2%*
				ad	
Do not use computers / only one that uses a computer	**27**	5	9	2	11
	3%	*2%*	*4%*	*1%*	*4%*
			c		c
There is no pressure from customers for us to move	**21**	2	6	6	7
	2%	*1%*	*2%*	*3%*	*3%*
Reliability / trust	**12**	3	2	*	6
	1%	*2%*	*1%*	**%*	*2%*
					c
Customers are unwilling to give email addresses	**11**	1	3	5	2
	1%	*1%*	*1%*	*2%*	*1%*
Cost	**9**	*	4	2	3
	1%	**%*	*2%*	*1%*	*1%*
			a		
Time or extra admin required	**7**	*	3	-	4
	1%	**%*	*1%*	*-%*	*2%*
Hassle of moving	**7**	3	3	*	*
	1%	*2%*	*2%*	**%*	**%*

Columns Tested: a,b,c,d

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**1045**	229	403	190	223
Weighted total	**907**	225	222	217	244
Need to send hard copies / keep hard copies of everything we send	**6**	3	1	2	*
	1%	*1%*	**%*	*1%*	**%*
Other media ineffective	**6**	*	3	2	1
	1%	**%*	*1%*	*1%*	**%*
Planning to do so in the future	**3**	*	1	*	2
	%	**%*	*1%*	**%*	*1%*
Contracted with postal provider / franking machine	**2**	-	2	-	*
	%	-%	*1%*	-%	**%*
The unreliability of email address lists	**1**	*	*	-	*
	%	**%*	**%*	-%	**%*
Lack of information about products and costs by other providers	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Other	**33**	10	8	9	6
	4%	*4%*	*4%*	*4%*	*2%*
Don't know	**25**	9	5	3	8
	3%	*4%*	*2%*	*1%*	*3%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 214 Page 3769

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1353**	942	255	102	54	411	317	277	84	50	100
Weighted total	**1093**	1045	30	11	7	47	327	278	76	33	30
Quicker	**579**	557	15	5	3	23	195	133	33	18	14
	53%	*53%*	*50%*	*43%*	*44%*	*47%*	*60%* **bce**	*48%*	*44%*	*56%*	*46%*
Cost saving	**347**	329	11	5	3	18	97	105	21	5	12
	32%	*31%*	*36%*	*43%* a	*44%*	*39%* a	*30%* d	*38%* **ad**	*28%*	*16%*	*39%* d
Customer preferences	**211**	204	5	2	1	7	59	64	18	9	6
	19%	*19%*	*16%*	*17%*	*10%*	*15%*	*18%*	*23%*	*23%*	*27%*	*20%*
Convenience / ease of use	**79**	75	2	1	1	4	29	15	6	2	1
	7%	*7%*	*8%*	*5%*	*17%* **abce**	*8%*	*9%*	*5%*	*8%*	*7%*	*4%*
Reduce admin time spent on alternative media	**52**	50	2	*	*	2	12	15	3	1	1
	5%	*5%*	*6%*	*2%*	*2%*	*4%*	*4%*	*6%*	*5%*	*2%*	*5%*
Environmental reasons	**49**	45	2	1	*	3	13	13	*	4	3
	4%	*4%*	*6%*	*12%* **ab**	*5%*	*7%* a	*4%*	*5%*	*1%*	*14%* **abc**	*10%* **ac**
Price of postage	**31**	29	*	1	*	1	9	7	2	*	*
	3%	*3%* b	**%*	*8%* **abe**	*7%* b	*3%* b	*3%*	*3%*	*3%*	**%*	*1%*
Proof of delivery / know it has got there / reliable	**28**	26	1	1	*	2	6	7	4	-	3
	3%	*2%*	*4%*	*5%*	*2%*	*4%*	*2%*	*3%*	*5%*	*-%*	*11%* **abd**
Everyone else is doing it / client's like this method	**21**	20	1	*	*	1	5	5	2	2	2
	2%	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*6%* a	*6%* **ab**
More efficient	**19**	19	*	-	-	*	11	4	*	*	-
	2%	*2%* e	**%*	*-%*	*-%*	**%*	*3%*	*1%*	**%*	*1%*	*-%*
Security / data protection	**14**	13	*	*	-	*	1	4	2	2	*
	1%	*1%*	*1%*	*1%*	*-%*	*1%*	**%*	*1%*	*2%* a	*5%* a	*1%*
Speed - instantaneous / fast response	**12**	11	1	-	*	1	7	2	-	-	*
	1%	*1%*	*2%*	*-%*	*2%*	*2%*	*2%*	*1%*	*-%*	*-%*	**%*
Forced to by colleagues / system changes in the company	**8**	8	*	-	-	*	1	1	2	*	-
	1%	*1%*	**%*	*-%*	*-%*	**%*	**%*	*1%*	*2%* a	**%*	*-%*
Unreliable postal service	**7**	6	*	*	*	*	1	*	2	-	-
	1%	*1%*	**%*	*1%*	*2%*	*1%*	**%*	**%*	*2%* **ab**	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**1353**	942	255	102	54	411	317	277	84	50	100
Weighted total	**1093**	1045	30	11	7	47	327	278	76	33	30
Offers more creative choices	**4**	3	*	*	*	1	-	*	-	1	-
	%	**%*	*1%* a	*2%* a	*3%* a	*2%* a	*-%*	**%*	*-%*	*2%* **ab**	*-%*
Company budget has been diverted to other media	**4**	3	*	-	*	*	2	*	-	-	*
	%	**%*	*1%*	*-%*	*1%*	*1%*	*1%*	**%*	*-%*	*-%*	*1%*
Good for sending invoices /attachments	**3**	3	-	*	-	*	-	-	-	2	*
	%	**%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*6%* **abce**	**%*
For BACS transfers	**2**	2	-	-	-	-	-	2	-	-	-
	%	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
Increase in postal prices	*	-	-	*	-	*	-	-	-	-	*
	%	*-%*	*-%*	*1%* a	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*
Royal Mail strike action	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**22**	21	*	*	*	1	1	7	-	-	*
	2%	*2%*	*1%*	*4%*	*2%*	*2%*	**%*	*3%* a	*-%*	*-%*	**%*
Don't know	**8**	7	1	-	*	1	*	-	-	-	-
	1%	*1%*	*3%* a	*-%*	*4%* **ac**	*2%* a	**%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1353**	101	49	143	36	75	165	105	78	85	837	171	174	171
Weighted total	**1093**	115	67	158	38	78	186	112	83	88	925	56	60	52
Quicker	**579**	62	39	92	17	39	89	57	46	53	494	30	25	30
	53%	*54%*	*58%*	*58%* l	*45%*	*50%*	*48%*	*51%*	*55%*	*60%* l	*53%* l	*53%* l	*43%*	*57%* l
Cost saving	**347**	33	22	51	16	34	71	16	18	34	294	15	22	16
	32%	*29%* g	*33%* g	*32%* g	*41%* **gh**	*43%* **aghjkm**	*38%* **ghk**	*14%*	*22%*	*38%* **gh**	*32%* g	*27%* g	*36%* **gh**	*30%* g
Customer preferences	**211**	27	18	18	6	18	30	31	17	13	177	14	10	10
	19%	*23%* c	*28%* c	*11%*	*16%*	*23%* c	*16%*	*28%* **cfijl**	*21%*	*15%*	*19%* c	*25%* c	*16%*	*19%* c
Convenience / ease of use	**79**	11	6	9	5	6	16	4	2	7	66	4	5	4
	7%	*9%* h	*9%*	*6%*	*12%* h	*8%*	*9%*	*4%*	*2%*	*8%*	*7%*	*6%*	*9%* h	*8%*
Reduce admin time spent on alternative media	**52**	6	4	9	2	5	5	5	4	6	46	*	2	3
	5%	*5%* k	*6%* k	*6%* k	*5%*	*6%* k	*3%*	*5%* k	*5%* k	*7%* k	*5%* k	*1%*	*4%* k	*6%* k
Environmental reasons	**49**	3	1	12	1	2	5	6	6	4	41	3	4	*
	4%	*3%*	*2%*	*8%* **fm**	*2%*	*3%*	*3%*	*5%* m	*7%* m	*5%*	*4%* m	*6%* m	*6%* m	*1%*
Price of postage	**31**	4	3	9	1	*	5	3	-	2	26	1	1	2
	3%	*3%*	*5%*	*5%* **hl**	*3%*	**%*	*3%*	*2%*	*-%*	*2%*	*3%*	*3%*	*1%*	*4%*
Proof of delivery / know it has got there / reliable	**28**	5	-	3	2	4	3	5	1	2	24	1	1	1
	3%	*4%*	*-%*	*2%*	*5%*	*5%*	*2%*	*5%*	*1%*	*2%*	*3%*	*2%*	*2%*	*2%*
Everyone else is doing it / client's like this method	**21**	1	2	3	4	-	3	1	1	2	17	3	1	1
	2%	*1%*	*3%*	*2%*	*12%* **acefghijlm**	*-%*	*2%*	*1%*	*1%*	*2%*	*2%*	*5%* **jl**	*1%*	*2%*
More efficient	**19**	-	2	3	-	2	2	5	4	-	17	-	1	*
	2%	*-%*	*3%* **km**	*2%*	*-%*	*2%* k	*1%*	*5%* **aikm**	*5%* **afikm**	*-%*	*2%*	*-%*	*2%*	**%*
Security / data protection	**14**	-	-	-	2	-	6	2	1	2	12	*	1	*
	1%	*-%*	*-%*	*-%*	*5%* **ack**	*-%*	*3%* c	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*
Speed - instantaneous / fast response	**12**	2	-	-	-	-	1	4	-	2	9	2	1	*
	1%	*2%*	*-%*	*-%*	*-%*	*-%*	*1%*	*3%* c	*-%*	*2%*	*1%*	*3%* **cj**	*1%*	*1%*
Forced to by colleagues / system changes in the company	**8**	3	-	-	1	-	-	-	2	-	6	1	*	*
	1%	*3%* **cfj**	*-%*	*-%*	*2%* f	*-%*	*-%*	*-%*	*2%*	*-%*	*1%*	*1%*	*1%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1353**	101	49	143	36	75	165	105	78	85	837	171	174	171
Weighted total	**1093**	115	67	158	38	78	186	112	83	88	925	56	60	52
Unreliable postal service	**7**	-	-	2	-	-	2	2	-	-	5	1	*	*
	1%	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	**%*	**%*
Offers more creative choices	**4**	-	-	-	*	*	-	2	-	-	2	1	*	*
	****%***	*-%*	*-%*	*-%*	*1%*	**%*	*-%*	*2%* j	*-%*	*-%*	**%*	*1%*	*1%*	**%*
Company budget has been diverted to other media	**4**	-	-	-	1	-	1	-	-	-	2	*	1	1
	****%***	*-%*	*-%*	*-%*	*2%* j	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	**%*	*2%* j	*1%*
Good for sending invoices /attachments	**3**	-	-	2	-	1	-	-	-	-	3	-	-	1
	****%***	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*
For BACS transfers	**2**	-	-	-	-	-	-	2	-	-	2	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%* j	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
Increase in postal prices	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*
Royal Mail strike action	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**22**	*	*	6	*	2	4	4	2	-	17	2	2	1
	2%	**%*	**%*	*4%*	**%*	*2%*	*2%*	*3%*	*2%*	*-%*	*2%*	*3%*	*3%*	*2%*
Don't know	**8**	-	-	4	-	*	*	*	2	-	7	1	*	*
	1%	*-%*	*-%*	*3%* fjlm	*-%*	*1%*	**%*	**%*	*3%* flm	*-%*	*1%*	*1%*	**%*	**%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**1353**	29	140	31	145	347	47	101	513	949	404	1189	164
Weighted total	**1093**	19	101	23	116	317	25	88	405	851	241	992	101
Quicker	**579**	8	42	11	78	160	16	49	216	457	122	529	51
	53%	*42%*	*41%*	*47%*	*67%* **bceh**	*50%*	*65%* b	*57%* b	*53%* b	*54%*	*50%*	*53%*	*50%*
Cost saving	**347**	7	33	5	19	105	7	30	139	266	80	318	29
	32%	*38%*	*33%* d	*22%*	*17%*	*33%* d	*30%*	*35%* d	*34%* d	*31%*	*33%*	*32%*	*29%*
Customer preferences	**211**	5	27	6	17	74	6	19	58	157	54	192	19
	19%	*29%*	*27%* **dh**	*27%*	*15%*	*23%* **dh**	*22%*	*21%*	*14%*	*18%*	*22%*	*19%*	*19%*
Convenience / ease of use	**79**	1	10	3	14	13	1	10	27	55	24	74	5
	7%	*5%*	*10%* e	*13%* e	*12%* **eh**	*4%*	*4%*	*11%* e	*7%*	*6%*	*10%* a	*7%*	*5%*
Reduce admin time spent on alternative media	**52**	1	4	3	5	17	*	2	20	43	9	51	1
	5%	*5%*	*4%*	*13%* **bdg**	*4%*	*5%*	*2%*	*2%*	*5%*	*5%*	*4%*	*5%* b	*1%*
Environmental reasons	**49**	1	5	3	7	7	*	7	19	37	11	47	1
	4%	*6%*	*4%*	*14%* **efh**	*6%* e	*2%*	*1%*	*8%* e	*5%* e	*4%*	*5%*	*5%* b	*1%*
Price of postage	**31**	-	*	*	2	6	2	2	19	23	8	26	4
	3%	*-%*	**%*	**%*	*2%*	*2%*	*7%* **bde**	*2%*	*5%* **be**	*3%*	*3%*	*3%*	*4%*
Proof of delivery / know it has got there / reliable	**28**	1	3	*	4	7	*	6	6	24	4	24	4
	3%	*6%*	*3%*	*1%*	*4%*	*2%*	*1%*	*7%* **eh**	*1%*	*3%*	*2%*	*2%*	*4%*
Everyone else is doing it / client's like this method	**21**	-	4	1	6	5	*	1	5	18	3	20	1
	2%	*-%*	*4%* h	*5%*	*5%* **eh**	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*
More efficient	**19**	-	-	-	1	7	-	*	10	15	4	17	2
	2%	*-%*	*-%*	*-%*	*1%*	*2%*	*-%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*
Security / data protection	**14**	-	2	-	2	2	*	4	5	12	2	9	5
	1%	*-%*	*2%*	*-%*	*1%*	*1%*	**%*	*4%* **eh**	*1%*	*1%*	*1%*	*1%*	*5%* a
Speed - instantaneous / fast response	**12**	-	1	-	1	4	-	*	6	5	7	12	-
	1%	*-%*	*1%*	*-%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*3%* a	*1%*	*-%*
Forced to by colleagues / system changes in the company	**8**	-	1	-	-	*	-	-	6	7	*	8	-
	1%	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*2%* e	*1%*	**%*	*1%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	1353	29	140	31	145	347	47	101	513	949	404	1189	164
Weighted total	1093	19	101	23	116	317	25	88	405	851	241	992	101
Unreliable postal service	7	-	-	-	2	1	-	2	2	4	2	5	2
	1%	-%	-%	-%	1%	*%	-%	2% e	1%	*%	1%	*%	2%
Offers more creative choices	4	-	*	-	*	2	*	*	*	3	1	3	1
	*%	-%	*%	-%	*%	1%	1%	*%	*%	*%	*%	*%	1%
Company budget has been diverted to other media	4	-	*	-	*	2	-	1	1	3	*	3	1
	*%	-%	*%	-%	*%	*%	-%	1%	*%	*%	*%	*%	1%
Good for sending invoices /attachments	3	-	-	*	1	2	-	-	-	3	1	1	2
	*%	-%	-%	*%	1% h	1%	-%	-%	-%	*%	*%	*%	2% a
For BACS transfers	2	-	-	-	2	-	-	-	-	2	-	2	-
	*%	-%	-%	-%	1% eh	-%	-%	-%	-%	*%	-%	*%	-%
Increase in postal prices	*	-	-	-	-	*	-	-	-	-	*	*	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	*%	-%
Royal Mail strike action	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	22	1	1	-	2	7	-	-	11	17	5	17	4
	2%	7%	1%	-%	2%	2%	-%	-%	3%	2%	2%	2%	4% a
Don't know	8	-	2	-	*	1	*	2	3	8	*	2	6
	1%	-%	2%	-%	*%	*%	*%	2%	1%	1%	*%	*%	6% a

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1353**	1313	40	798	237	306
Weighted total	**1093**	1051	42	659	192	225
Quicker	**579**	557	22	367	108	96
	53%	*53%*	*53%*	*56%* c	*56%* c	*43%*
Cost saving	**347**	335	12	205	64	72
	32%	*32%*	*28%*	*31%*	*33%*	*32%*
Customer preferences	**211**	198	13	118	36	53
	19%	*19%*	*31%*	*18%*	*19%*	*23%* a
Convenience / ease of use	**79**	76	3	47	14	18
	7%	*7%*	*7%*	*7%*	*7%*	*8%*
Reduce admin time spent on alternative media	**52**	52	-	35	7	9
	5%	*5%*	*-%*	*5%*	*3%*	*4%*
Environmental reasons	**49**	49	-	33	6	9
	4%	*5%*	*-%*	*5%*	*3%*	*4%*
Price of postage	**31**	31	*	20	2	8
	3%	*3%*	**%*	*3%*	*1%*	*4%*
Proof of delivery / know it has got there / reliable	**28**	28	-	21	5	2
	3%	*3%*	*-%*	*3%* c	*2%*	*1%*
Everyone else is doing it / client's like this method	**21**	21	-	11	7	2
	2%	*2%*	*-%*	*2%*	*3%*	*1%*
More efficient	**19**	15	4	7	4	7
	2%	*1%*	*9%* a	*1%*	*2%*	*3%* a
Security / data protection	**14**	14	-	11	*	3
	1%	*1%*	*-%*	*2%*	**%*	*1%*
Speed - instantaneous / fast response	**12**	12	-	7	3	2
	1%	*1%*	*-%*	*1%*	*1%*	*1%*
Forced to by colleagues / system changes in the company	**8**	8	-	6	2	*
	1%	*1%*	*-%*	*1%*	*1%*	**%*
Unreliable postal service	**7**	7	-	1	4	2
	1%	*1%*	*-%*	**%*	*2%* a	*1%* a
Offers more creative choices	**4**	4	-	2	*	1
	****%***	**%*	*-%*	**%*	**%*	**%*

Columns Tested: a,b - a,b,c

Produced by OLR
Issue date: 05/02/19

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**1353**	1313	40	798	237	306
Weighted total	**1093**	1051	42	659	192	225
Company budget has been diverted to other media	**4**	2	1	3	*	*
	***%**	*%	*3%* a	*%	*%	*%
Good for sending invoices /attachments	**3**	3	-	3	*	*
	***%**	*%	-%	*%	*%	*%
For BACS transfers	**2**	2	-	-	2	-
	***%**	*%	-%	-%	*1%* a	-%
Increase in postal prices	*	-	*	-	*	-
	***%**	-%	*%	-%	*%	-%
Royal Mail strike action	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Other	**22**	22	-	11	4	7
	***2%**	*2%*	-%	*2%*	*2%*	*3%*
Don't know	**8**	8	-	2	2	2
	***1%**	*1%*	-%	*%*	*1%*	*1%*

Columns Tested: a,b - a,b,c

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**1353**	1073	238	34	4	2	1	-	1	1311	42	466	607	280
Weighted total	**1093**	926	152	14	1	*	*	-	*	1078	15	452	474	167
Quicker	**579**	512	61	6	1	*	-	-	-	573	7	261	250	68
	53%	*55%* b	*40%*	*41%*	*84%*	*100%*	*-%*	*-%*	*-%*	*53%* b	*43%*	*58%* c	*53%* c	*40%*
Cost saving	**347**	274	63	10	*	*	*	-	*	337	10	137	137	73
	32%	*30%*	*41%* **ai**	*71%* **abi**	*8%*	*33%*	*100%*	*-%*	*100%*	*31%*	*68%* **abi**	*30%*	*29%*	*44%* **ab**
Customer preferences	**211**	175	36	*	*	-	*	-	-	210	1	75	100	36
	19%	*19%* **cj**	*23%* **cj**	*2%*	*8%*	*-%*	*100%*	*-%*	*-%*	*20%* **cj**	*3%*	*17%*	*21%*	*22%*
Convenience / ease of use	**79**	71	8	*	-	-	-	-	-	79	*	35	36	8
	7%	*8%*	*5%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	**%*	*8%*	*8%*	*5%*
Reduce admin time spent on alternative media	**52**	46	5	1	-	-	-	-	-	51	1	29	17	6
	5%	*5%*	*3%*	*8%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*7%*	*6%* b	*4%*	*4%*
Environmental reasons	**49**	42	7	*	-	-	-	-	-	48	*	24	18	7
	4%	*4%*	*4%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*1%*	*5%*	*4%*	*4%*
Price of postage	**31**	21	9	*	*	-	-	-	-	30	1	9	12	10
	3%	*2%*	*6%* **ai**	*4%*	*14%*	*-%*	*-%*	*-%*	*-%*	*3%*	*4%*	*2%*	*2%*	*6%* **ab**
Proof of delivery / know it has got there / reliable	**28**	20	6	2	-	-	-	-	-	26	2	13	7	8
	3%	*2%*	*4%*	*14%* **abi**	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*12%* **abi**	*3%*	*1%*	*5%* b
Everyone else is doing it / client's like this method	**21**	20	1	-	-	-	-	-	-	21	-	7	13	1
	2%	*2%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*1%*	*3%*	*1%*
More efficient	**19**	13	5	*	-	-	-	-	-	18	*	9	4	6
	2%	*1%*	*4%* a	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*2%*	*2%*	*1%*	*3%* b
Security / data protection	**14**	13	*	*	-	-	-	-	-	14	*	6	7	1
	1%	*1%*	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	**%*
Speed - instantaneous / fast response	**12**	9	3	-	-	-	-	-	-	12	-	6	3	3
	1%	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	*2%*
Forced to by colleagues / system changes in the company	**8**	7	*	-	-	-	-	-	-	8	-	4	3	*
	1%	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	**%*
Unreliable postal service	**7**	4	3	*	-	-	-	-	-	6	*	2	2	3
	1%	**%*	*2%* a	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	**%*	**%*	*2%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**1353**	1073	238	34	4	2	1	-	1	1311	42	466	607	280
Weighted total	**1093**	926	152	14	1	*	*	-	*	1078	15	452	474	167
Offers more creative choices	**4**	3	*	*	-	-	-	-	-	3	*	-	3	1
	***%**	*%	*%	*2%*	-%	-%	-%	-%	-%	*%	*1%*	-%	*1%*	*%
Company budget has been diverted to other media	**4**	3	*	-	-	-	-	-	-	4	-	3	1	*
	***%**	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	*1%*	*%	*%
Good for sending invoices /attachments	**3**	2	1	*	-	-	-	-	-	3	*	2	-	1
	***%**	*%	*1%*	*%	-%	-%	-%	-%	-%	*%	*%	*%	-%	*1%* b
For BACS transfers	**2**	2	-	-	-	-	-	-	-	2	-	2	-	-
	***%**	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%
Increase in postal prices	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	***%**	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%
Royal Mail strike action	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**22**	17	4	-	*	-	-	-	-	22	*	3	14	4
	***2%**	*2%*	*3%*	-%	*8%*	-%	-%	-%	-%	*2%*	*%	*1%*	*3%* a	*3%* a
Don't know	**8**	7	1	-	-	-	-	-	-	8	-	4	4	1
	***1%**	*1%*	*%	-%	-%	-%	-%	-%	-%	*1%*	-%	*1%*	*1%*	*%

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	1353	885	587	950	429	378	927	830	67	29	18	2	2	1
Weighted total	1093	659	412	712	329	260	701	649	30	18	10	1	2	*
Quicker	579	346	206	374	159	137	366	348	15	7	5	*	*	-
	53%	*52%*	*50%*	*53%*	*48%*	*53%*	*52%*	*54%*	*48%*	*38%*	*44%*	*4%*	*5%*	*-%*
Cost saving	347	217	143	232	122	91	223	207	11	6	6	1	-	*
	32%	*33%*	*35%*	*33%*	*37%*	*35%*	*32%*	*32%*	*36%*	*34%*	*56%*	*100%*	*-%*	*100%*
Customer preferences	211	117	67	125	52	52	151	114	4	5	2	-	-	-
	19%	*18%*	*16%*	*18%*	*16%*	*20%*	*22%* abcd	*18%*	*15%*	*29%*	*15%*	*-%*	*-%*	*-%*
Convenience / ease of use	79	53	36	59	21	10	49	56	3	*	-	-	-	-
	7%	*8%* e	*9%* e	*8%* e	*6%*	*4%*	*7%* e	*9%*	*9%*	*1%*	*-%*	*-%*	*-%*	*-%*
Reduce admin time spent on alternative media	52	26	17	26	16	14	27	26	-	-	-	-	-	-
	5%	*4%*	*4%*	*4%*	*5%*	*5%*	*4%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Environmental reasons	49	21	16	27	8	5	28	26	1	*	-	-	-	-
	4%	*3%*	*4%*	*4%*	*3%*	*2%*	*4%*	*4%*	*4%*	*%*	*-%*	*-%*	*-%*	*-%*
Price of postage	31	20	15	23	11	7	17	21	1	1	*	-	*	-
	3%	*3%*	*4%*	*3%*	*3%*	*3%*	*2%*	*3%*	*4%*	*5%*	*1%*	*-%*	*5%*	*-%*
Proof of delivery / know it has got there / reliable	28	16	11	16	6	8	15	16	*	-	-	-	-	-
	3%	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
Everyone else is doing it / client's like this method	21	14	8	14	3	3	16	12	2	-	-	-	-	-
	2%	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*6%* a	*-%*	*-%*	*-%*	*-%*	*-%*
More efficient	19	10	10	14	6	4	10	14	-	-	-	-	-	-
	2%	*2%*	*3%*	*2%*	*2%*	*1%*	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Security / data protection	14	9	10	11	2	3	6	11	-	-	-	-	-	-
	1%	*1%*	*2%* df	*2%*	*1%*	*1%*	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Speed - instantaneous / fast response	12	7	5	8	3	2	5	8	*	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
Forced to by colleagues / system changes in the company	8	3	1	3	1	1	4	2	*	-	-	-	-	-
	1%	*%*	*%*	*%*	*%*	*%*	*1%*	*%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*
Unreliable postal service	7	4	4	4	3	4	2	2	-	-	-	-	2	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%* f	*%*	*%*	*-%*	*-%*	*-%*	*-%*	*95%*	*-%*
Offers more creative choices	4	3	1	3	1	*	3	1	2	-	*	-	-	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*7%* a	*-%*	*1%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**1353**	885	587	950	429	378	927	830	67	29	18	2	2	1
Weighted total	**1093**	659	412	712	329	260	701	649	30	18	10	1	2	*
Company budget has been diverted to other media	**4**	2	1	2	*	*	1	2	-	-	-	-	-	-
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	**3**	1	*	1	1	2	3	1	-	-	*	-	-	-
	***%**	*%	*%	*%	*%	*1%* b	*%	*%	-%	-%	*%	-%	-%	-%
For BACS transfers	**2**	2	-	2	-	2	2	2	-	-	-	-	-	-
	***%**	*%	-%	*%	-%	*1%* b	*%	*%	-%	-%	-%	-%	-%	-%
Increase in postal prices	*	*	-	*	-	-	*	-	-	*	-	-	-	-
	***%**	*%	-%	*%	-%	-%	*%	-%	-%	*1%*	-%	-%	-%	-%
Royal Mail strike action	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**22**	15	14	19	10	4	15	17	-	2	-	-	-	-
	***2%**	*2%*	*3%*	*3%*	*3%*	*2%*	*2%*	*3%*	-%	*10%*	-%	-%	-%	-%
Don't know	**8**	4	3	4	3	1	3	4	*	*	-	-	-	-
	***1%**	*1%*	*1%*	*1%*	*1%*	*%*	*%*	*1%*	*1%*	*%*	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	***b**	***c**	***d**	***e**	***f**	***g**	***h**	a	b	c	d	***e**
Unweighted total	**1353**	410	10	5	1	1	2	-	3	283	244	227	186	9
Weighted total	**1093**	320	5	2	2	*	*	-	*	254	183	157	110	8
Quicker	**579**	156	2	1	-	*	*	-	*	144	103	75	49	2
	53%	*49%*	*33%*	*34%*	*-%*	*100%*	*30%*	*-%*	*57%*	*57%* **cd**	*56%* d	*48%*	*45%*	*30%*
Cost saving	**347**	118	1	1	2	*	*	-	*	90	51	41	47	1
	32%	*37%*	*29%*	*66%*	*100%*	*100%*	*70%*	*-%*	*81%*	*36%* c	*28%*	*26%*	*42%* **bc**	*15%*
Customer preferences	**211**	51	*	-	-	-	-	-	-	27	32	41	21	4
	19%	*16%*	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*11%*	*18%* a	*26%* **ab**	*19%* a	*51%*
Convenience / ease of use	**79**	21	-	-	-	-	-	-	-	27	11	14	5	2
	7%	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*11%* d	*6%*	*9%*	*4%*	*23%*
Reduce admin time spent on alternative media	**52**	15	1	-	-	-	-	-	-	8	9	8	1	-
	5%	*5%*	*23%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*5%* d	*5%* d	*1%*	*-%*
Environmental reasons	**49**	8	-	-	-	-	-	-	-	10	6	6	5	-
	4%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*3%*	*4%*	*4%*	*-%*
Price of postage	**31**	9	2	-	-	-	-	-	-	9	4	5	5	-
	3%	*3%*	*36%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*2%*	*3%*	*4%*	*-%*
Proof of delivery / know it has got there / reliable	**28**	6	-	-	-	-	-	-	-	7	3	3	4	-
	3%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*2%*	*2%*	*4%*	*-%*
Everyone else is doing it / client's like this method	**21**	3	-	-	-	-	-	-	-	2	6	1	4	-
	2%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*3%* **ac**	*1%*	*4%* **ac**	*-%*
More efficient	**19**	6	-	-	-	-	-	-	-	4	7	2	1	*
	2%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*4%* d	*1%*	**%*	*4%*
Security / data protection	**14**	2	-	-	-	-	-	-	-	5	2	1	1	2
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*1%*	*1%*	*22%*
Speed - instantaneous / fast response	**12**	3	-	-	-	-	-	-	-	5	*	2	*	*
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%* b	**%*	*1%*	**%*	*6%*
Forced to by colleagues / system changes in the company	**8**	1	-	-	-	-	-	-	-	-	*	-	2	-
	1%	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*2%* **abc**	*-%*
Unreliable postal service	**7**	3	-	-	-	-	-	-	-	*	*	2	2	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*1%*	*2%* a	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**1353**	410	10	5	1	1	2	-	3	283	244	227	186	9
Weighted total	**1093**	320	5	2	2	*	*	-	*	254	183	157	110	8
Offers more creative choices	**4**	1	-	-	-	-	-	-	-	-	*	2	1	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*1%* a	*1%*	-%
Company budget has been diverted to other media	**4**	*	-	-	-	-	-	-	-	1	1	*	*	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	*%	*%	-%
Good for sending invoices /attachments	**3**	1	-	-	-	-	-	-	-	-	1	-	*	-
	%	*%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	*%	-%
For BACS transfers	**2**	-	-	-	-	-	-	-	-	-	-	-	2	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*2%* a	-%
Increase in postal prices	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%*	-%	-%
Royal Mail strike action	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**22**	10	-	-	-	-	-	-	-	5	5	7	2	-
	2%	*3%*	-%	-%	-%	-%	-%	-%	-%	*2%*	*3%*	*4%*	*2%*	-%
Don't know	**8**	3	-	-	-	-	-	-	-	2	2	-	1	-
	1%	*1%*	-%	-%	-%	-%	-%	-%	-%	*1%*	*1%*	-%	*%*	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1353**	146	98	120	60	5	245	18	164	1199	154	899	50
Weighted total	**1093**	117	75	97	37	2	212	10	105	950	143	670	41
Quicker	**579**	55	32	57	13	1	108	6	44	506	73	351	23
	53%	*47%*	*42%*	*59%* **abd**	*34%*	*81%*	*51%*	*60%*	*42%*	*53%*	*51%*	*52%*	*57%*
Cost saving	**347**	38	24	36	23	1	76	4	42	290	57	219	12
	32%	*32%*	*32%*	*38%*	*60%* **abc**	*68%*	*36%*	*43%*	*40%*	*30%*	*40%* a	*33%*	*29%*
Customer preferences	**211**	16	13	19	3	*	31	1	20	198	13	122	3
	19%	*14%*	*17%*	*20%* d	*8%*	*3%*	*15%*	*7%*	*19%*	*21%* b	*9%*	*18%*	*8%*
Convenience / ease of use	**79**	6	6	8	1	-	14	-	7	67	12	55	4
	7%	*6%*	*7%*	*9%*	*1%*	*-%*	*7%*	*-%*	*7%*	*7%*	*8%*	*8%*	*9%*
Reduce admin time spent on alternative media	**52**	3	-	11	1	-	13	-	3	44	8	24	2
	5%	*3%*	*-%*	*11%* **ab**	*4%*	*-%*	*6%*	*-%*	*3%*	*5%*	*6%*	*4%*	*5%*
Environmental reasons	**49**	5	1	1	2	-	6	*	1	41	8	25	2
	4%	*4%*	*1%*	*1%*	*5%* c	*-%*	*3%*	*5%*	*1%*	*4%*	*5%*	*4%*	*6%*
Price of postage	**31**	3	2	5	2	-	8	*	3	30	1	23	*
	3%	*3%*	*2%*	*5%*	*5%*	*-%*	*4%*	*1%*	*3%*	*3%*	*%*	*3%*	*%*
Proof of delivery / know it has got there / reliable	**28**	1	4	2	-	-	2	-	4	23	5	14	2
	3%	*1%*	*5%* a	*2%*	*-%*	*-%*	*1%*	*-%*	*4%* a	*2%*	*3%*	*2%*	*4%*
Everyone else is doing it / client's like this method	**21**	1	1	1	*	-	1	-	1	20	1	14	*
	2%	*1%*	*1%*	*1%*	*%*	*-%*	*1%*	*-%*	*1%*	*2%*	*1%*	*2%*	*%*
More efficient	**19**	2	2	2	-	*	4	-	2	19	-	14	-
	2%	*1%*	*3%*	*2%*	*-%*	*16%*	*2%*	*-%*	*2%*	*2%*	*-%*	*2%*	*-%*
Security / data protection	**14**	2	-	*	-	-	-	-	2	12	2	9	2
	1%	*1%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*2%* a	*1%*	*1%*	*1%*	*5%*
Speed - instantaneous / fast response	**12**	*	2	*	-	-	2	-	*	12	*	8	-
	1%	*%*	*3%*	*%*	*-%*	*-%*	*1%*	*-%*	*%*	*1%*	*%*	*1%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted total	**1353**	146	98	120	60	5	245	18	164	1199	154	899	50
Weighted total	**1093**	117	75	97	37	2	212	10	105	950	143	670	41
Forced to by colleagues / system changes in the company	**8**	-	*	-	*	-	*	-	*	8	-	3	-
	1%	*-%*	**%*	*-%*	*1%*	*-%*	**%*	*-%*	**%*	*1%*	*-%*	**%*	*-%*
Unreliable postal service	**7**	2	-	*	*	-	*	-	2	6	1	4	-
	1%	*2%*	*-%*	*1%*	**%*	*-%*	**%*	*-%*	*2%*	*1%*	*1%*	*1%*	*-%*
Offers more creative choices	**4**	1	*	-	*	-	1	-	*	3	*	3	*
	****%***	*1%*	*1%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	**%*	**%*	**%*	**%*
Company budget has been diverted to other media	**4**	-	*	*	-	-	*	-	-	4	-	2	-
	****%***	*-%*	**%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
Good for sending invoices /attachments	**3**	-	-	1	-	-	1	-	-	2	1	*	1
	****%***	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*1%*	**%*	*2%* a
For BACS transfers	**2**	-	-	-	-	-	-	-	-	2	-	2	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
Increase in postal prices	*	-	-	-	-	-	-	-	-	*	-	*	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
Royal Mail strike action	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**22**	7	3	*	*	-	9	*	1	20	2	17	2
	2%	*6%* c	*4%*	**%*	*1%*	*-%*	*4%*	*1%*	*1%*	*2%*	*1%*	*3%*	*5%*
Don't know	**8**	2	1	-	*	-	*	-	1	6	2	4	-
	1%	*2%*	*1%*	*-%*	*1%*	*-%*	**%*	*-%*	*1%*	*1%*	*1%*	*1%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	1353	41	84	120	21	308	121	292	828	137	1
Weighted total	1093	30	72	94	11	224	105	211	612	80	2
Quicker	579	17	33	44	6	106	52	112	319	43	-
	53%	*56%*	*46%*	*46%*	*53%*	*47%*	*50%*	*53%*	*52%*	*54%*	*-%*
Cost saving	347	14	35	45	7	74	48	65	205	33	2
	32%	*47%*	*48%*	*49%*	*64%*	*33%*	*46%* a	*31%*	*33%*	*41%* a	*100%*
Customer preferences	211	2	12	14	1	36	16	43	114	16	-
	19%	*6%*	*17%*	*15%*	*9%*	*16%*	*15%*	*21%*	*19%*	*19%*	*-%*
Convenience / ease of use	79	-	7	7	3	14	7	14	45	4	2
	7%	*-%*	*9%* a	*8%*	*26%*	*6%*	*7%*	*7%*	*7%*	*5%*	*100%*
Reduce admin time spent on alternative media	52	2	3	3	-	9	7	10	25	2	-
	5%	*7%*	*4%*	*4%*	*-%*	*4%*	*6%*	*5%*	*4%*	*3%*	*-%*
Environmental reasons	49	1	3	4	*	5	3	13	19	4	-
	4%	*4%*	*4%*	*4%*	*2%*	*2%*	*3%*	*6%* b	*3%*	*4%*	*-%*
Price of postage	31	2	2	4	*	9	2	10	20	3	-
	3%	*7%*	*2%*	*4%*	*1%*	*4%*	*2%*	*5%*	*3%*	*4%*	*-%*
Proof of delivery / know it has got there / reliable	28	-	*	2	-	6	*	6	16	2	-
	3%	*-%*	*%*	*2%*	*-%*	*3%*	*%*	*3%*	*3%*	*3%*	*-%*
Everyone else is doing it / client's like this method	21	-	1	2	-	2	1	5	13	4	-
	2%	*-%*	*1%*	*2%*	*-%*	*1%*	*1%*	*2%*	*2%*	*5%* b	*-%*
More efficient	19	*	2	2	-	4	2	2	10	2	-
	2%	*1%*	*2%*	*2%*	*-%*	*2%*	*2%*	*1%*	*2%*	*3%*	*-%*
Security / data protection	14	-	-	-	-	2	*	5	8	2	-
	1%	*-%*	*-%*	*-%*	*-%*	*1%*	*%*	*2%*	*1%*	*3%*	*-%*
Speed - instantaneous / fast response	12	-	-	2	*	3	-	2	7	*	-
	1%	*-%*	*-%*	*2%*	*2%*	*1%*	*-%*	*1%*	*1%*	*%*	*-%*
Forced to by colleagues / system changes in the company	8	-	*	*	-	*	*	1	3	*	-
	1%	*-%*	*%*	*%*	*-%*	*%*	*%*	*%*	*%*	*1%*	*-%*
Unreliable postal service	7	-	-	-	-	2	*	2	4	2	-
	1%	*-%*	*-%*	*-%*	*-%*	*1%*	*%*	*1%*	*1%*	*2%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1353**	41	84	120	21	308	121	292	828	137	1
Weighted total	**1093**	30	72	94	11	224	105	211	612	80	2
Offers more creative choices	**4**	-	*	*	-	1	*	2	3	*	-
	***%**	-%	*%	*%	-%	*1%*	*%	*1%*	*%	*%	-%
Company budget has been diverted to other media	**4**	*	-	*	-	*	*	2	2	-	-
	***%**	*%	-%	*%	-%	*%	*%	*1%*	*%	-%	-%
Good for sending invoices /attachments	**3**	-	-	-	-	-	1	-	1	-	-
	***%**	-%	-%	-%	-%	-%	*1%*	-%	*%	-%	-%
For BACS transfers	**2**	-	-	-	-	-	-	-	2	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Increase in postal prices	*	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Royal Mail strike action	**-**	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**22**	-	*	2	*	10	*	8	15	1	-
	***2%**	-%	*%	*2%*	*%	*4%* b	*%	*4%*	*2%*	*1%*	-%
Don't know	**8**	-	*	*	-	3	*	2	4	-	-
	***1%**	-%	*%	*%	-%	*1%*	*%	*1%*	*1%*	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 214 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1353**	230	518	98	-	281	282	97	5	847	552	334	717	593	8
Weighted total	**1093**	165	358	50	-	217	193	57	4	626	387	244	533	393	4
Quicker	**579**	83	173	28	-	114	86	30	2	329	193	115	281	186	3
	53%	*50%*	*48%*	*56%*	*-%*	*52%*	*45%*	*53%*	*57%*	*53%*	*50%*	*47%*	*53%* b	*47%*	*75%*
Cost saving	**347**	55	126	20	-	84	70	25	3	208	137	84	171	142	1
	32%	*33%*	*35%*	*40%*	*-%*	*39%*	*36%*	*44%*	*60%*	*33%*	*36%*	*34%*	*32%*	*36%*	*28%*
Customer preferences	**211**	25	64	10	-	33	34	6	*	115	65	37	99	82	-
	19%	*15%*	*18%*	*19%*	*-%*	*15%*	*18%*	*11%*	*11%*	*18%*	*17%*	*15%*	*19%*	*21%*	*-%*
Convenience / ease of use	**79**	15	28	4	-	13	11	2	3	51	35	15	47	35	-
	7%	*9%*	*8%*	*9%*	*-%*	*6%*	*6%*	*3%*	*80%*	*8%*	*9%*	*6%*	*9%*	*9%*	*-%*
Reduce admin time spent on alternative media	**52**	10	15	2	-	12	9	7	*	24	15	10	19	17	*
	5%	*6%*	*4%*	*4%*	*-%*	*6%*	*5%*	*13%* ab	*11%*	*4%*	*4%*	*4%*	*4%*	*4%*	*12%*
Environmental reasons	**49**	7	16	3	-	5	6	2	2	19	14	6	23	8	*
	4%	*4%*	*4%*	*6%*	*-%*	*2%*	*3%*	*3%*	*40%*	*3%*	*4%*	*2%*	*4%* b	*2%*	*4%*
Price of postage	**31**	7	13	2	-	7	11	5	*	20	15	11	19	12	1
	3%	*4%*	*4%*	*4%*	*-%*	*3%*	*6%*	*8%* a	*11%*	*3%*	*4%*	*5%*	*4%*	*3%*	*25%*
Proof of delivery / know it has got there / reliable	**28**	4	9	*	-	4	2	*	-	14	11	6	13	6	-
	3%	*2%*	*2%*	**%*	*-%*	*2%*	*1%*	**%*	*-%*	*2%*	*3%*	*2%*	*3%*	*2%*	*-%*
Everyone else is doing it / client's like this method	**21**	4	7	1	-	3	1	*	-	14	8	2	13	8	-
	2%	*2%*	*2%*	*2%*	*-%*	*1%*	*1%*	*1%*	*-%*	*2%*	*2%*	*1%*	*3%*	*2%*	*-%*
More efficient	**19**	6	6	2	-	6	2	2	-	10	10	6	10	4	*
	2%	*3%*	*2%*	*5%*	*-%*	*3%*	*1%*	*3%*	*-%*	*2%*	*3%*	*2%*	*2%*	*1%*	*7%*
Security / data protection	**14**	2	8	2	-	2	*	*	-	7	8	2	8	3	-
	1%	*1%*	*2%*	*3%*	*-%*	*1%*	**%*	**%*	*-%*	*1%*	*2%*	*1%*	*1%*	*1%*	*-%*
Speed - instantaneous / fast response	**12**	2	5	*	-	2	1	*	-	7	5	3	6	4	-
	1%	*1%*	*2%*	*1%*	*-%*	*1%*	**%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*
Forced to by colleagues / system changes in the company	**8**	*	1	*	-	*	1	*	-	3	1	*	2	2	-
	1%	**%*	**%*	*1%*	*-%*	**%*	**%*	*1%*	*-%*	**%*	**%*	**%*	**%*	*1%*	*-%*
Unreliable postal service	**7**	2	4	-	-	*	3	2	-	4	4	2	4	2	-
	1%	*1%*	*1%*	*-%*	*-%*	**%*	*1%*	*4%* a	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 05/02/19

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**1353**	230	518	98	-	281	282	97	5	847	552	334	717	593	8
Weighted total	**1093**	165	358	50	-	217	193	57	4	626	387	244	533	393	4
Offers more creative choices	**4**	*	1	*	-	1	*	*	-	3	1	1	3	3	-
	***%**	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*1%*	*1%*	*1%*	-%
Company budget has been diverted to other media	**4**	1	1	-	-	*	*	-	-	2	1	*	2	1	-
	***%**	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	*%	*%	*%	-%
Good for sending invoices /attachments	**3**	-	*	-	-	1	1	-	-	*	*	-	-	*	-
	***%**	-%	*%	-%	-%	*%	*%	-%	-%	*%	*%	-%	-%	*%	-%
For BACS transfers	**2**	-	-	-	-	-	-	-	-	2	-	-	2	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%
Increase in postal prices	*	-	-	-	-	-	-	-	-	*	-	-	*	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%
Royal Mail strike action	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**22**	4	13	*	-	5	7	1	-	14	12	10	14	7	-
	***2%**	*2%*	*4%*	*%*	-%	*2%*	*4%*	*1%*	-%	*2%*	*3%*	*4%*	*3%*	*2%*	-%
Don't know	**8**	2	3	*	-	1	2	*	-	4	3	3	4	2	-
	***1%**	*1%*	*1%*	*%*	-%	*1%*	*1%*	*%*	-%	*1%*	*1%*	*1%*	*1%*	*1%*	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1353**	246	168	205	70	58	677	589	41	16	10	9
Weighted total	**1093**	167	115	152	42	29	500	391	24	15	12	5
Quicker	**579**	81	46	78	22	18	265	183	13	6	7	1
	53%	*49%*	*40%*	*51%* b	*53%*	*63%* b	*53%* b	*47%*	*55%*	*38%*	*63%*	*20%*
Cost saving	**347**	62	50	49	13	16	167	143	7	6	9	1
	32%	*37%*	*43%* c	*32%*	*31%*	*54%* **acd**	*33%*	*37%*	*30%*	*39%*	*81%*	*15%*
Customer preferences	**211**	33	23	24	8	3	87	82	4	3	-	1
	19%	*20%*	*20%*	*16%*	*19%*	*11%*	*17%*	*21%*	*16%*	*19%*	*-%*	*14%*
Convenience / ease of use	**79**	13	3	11	1	1	44	28	4	*	-	-
	7%	*8%* b	*2%*	*7%* b	*3%*	*4%*	*9%*	*7%*	*15%*	*2%*	*-%*	*-%*
Reduce admin time spent on alternative media	**52**	10	7	3	3	3	22	18	1	-	-	-
	5%	*6%*	*6%*	*2%*	*8%* c	*12%* c	*4%*	*5%*	*5%*	*-%*	*-%*	*-%*
Environmental reasons	**49**	5	2	3	1	1	22	9	4	-	*	1
	4%	*3%*	*2%*	*2%*	*3%*	*4%*	*4%* b	*2%*	*16%*	*-%*	*3%*	*10%*
Price of postage	**31**	9	8	7	3	1	17	13	-	-	-	3
	3%	*5%*	*7%*	*5%*	*8%*	*3%*	*3%*	*3%*	*-%*	*-%*	*-%*	*64%*
Proof of delivery / know it has got there / reliable	**28**	6	2	6	2	*	13	6	-	2	*	-
	3%	*4%*	*2%*	*4%*	*5%*	**%*	*3%*	*1%*	*-%*	*11%*	*3%*	*-%*
Everyone else is doing it / client's like this method	**21**	1	*	2	*	*	12	7	-	-	-	-
	2%	*1%*	**%*	*2%*	*1%*	*2%*	*2%*	*2%*	*-%*	*-%*	*-%*	*-%*
More efficient	**19**	2	2	6	2	-	6	8	-	*	-	-
	2%	*1%*	*1%*	*4%*	*5%* a	*-%*	*1%*	*2%*	*-%*	*2%*	*-%*	*-%*
Security / data protection	**14**	*	*	2	-	*	6	3	*	-	-	-
	1%	**%*	**%*	*1%*	*-%*	**%*	*1%*	*1%*	**%*	*-%*	*-%*	*-%*
Speed - instantaneous / fast response	**12**	2	2	2	-	*	6	4	-	-	-	-
	1%	*1%*	*2%*	*1%*	*-%*	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*
Forced to by colleagues / system changes in the company	**8**	*	*	*	*	*	2	2	-	-	-	-
	1%	**%*	**%*	**%*	*1%*	*2%*	**%*	*1%*	*-%*	*-%*	*-%*	*-%*
Unreliable postal service	**7**	2	*	2	2	2	4	2	-	2	-	-
	1%	*1%*	**%*	*1%*	*5%* b	*7%* **abc**	*1%*	**%*	*-%*	*12%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**1353**	246	168	205	70	58	677	589	41	16	10	9
Weighted total	**1093**	167	115	152	42	29	500	391	24	15	12	5
Offers more creative choices	**4**	*	*	1	*	*	1	3	-	-	-	-
	***%**	*%	*%	*1%*	*%	*%	*%	*1%*	-%	-%	-%	-%
Company budget has been diverted to other media	**4**	*	-	*	-	-	2	1	*	-	-	-
	***%**	*%	-%	*%	-%	-%	*%	*%	*2%*	-%	-%	-%
Good for sending invoices /attachments	**3**	-	1	-	-	-	-	*	-	-	-	-
	***%**	-%	*1%*	-%	-%	-%	-%	*%	-%	-%	-%	-%
For BACS transfers	**2**	-	-	-	-	-	2	-	-	-	-	-
	***%**	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
Increase in postal prices	*	-	-	-	-	-	*	*	-	-	-	-
	***%**	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%
Royal Mail strike action	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**22**	3	3	3	1	-	14	9	*	-	-	-
	***2%**	*2%*	*2%*	*2%*	*2%*	-%	*3%*	*2%*	*2%*	-%	-%	-%
Don't know	**8**	*	*	3	*	*	4	2	-	-	-	-
	***1%**	*%	*%	*2%*	*%	*1%*	*1%*	*1%*	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1353**	1241	1000	1254	1027	1325	774	1255	328	1	1085	36	175	1091
Weighted total	**1093**	977	765	992	800	1058	612	995	215	2	841	33	152	848
Quicker	**579**	517	393	526	411	559	325	529	116	-	437	18	91	441
	53%	*53%*	*51%*	*53%*	*51%*	*53%*	*53%*	*53%*	*54%*	*-%*	*52%*	*56%*	*60%*	*52%*
Cost saving	**347**	316	248	317	263	339	195	311	71	2	257	12	58	262
	32%	*32%*	*32%*	*32%*	*33%*	*32%*	*32%*	*31%*	*33%*	*100%*	*31%*	*36%*	*38%*	*31%*
Customer preferences	**211**	181	144	181	149	208	124	188	47	-	177	*	17	184
	19%	*19%*	*19%*	*18%*	*19%*	*20%*	*20%*	*19%*	*22%*	*-%*	*21%* b	*1%*	*11%*	*22%* a
Convenience / ease of use	**79**	72	57	74	58	78	43	69	9	-	62	5	10	63
	7%	*7%*	*7%*	*7%*	*7%*	*7%*	*7%*	*7%*	*4%*	*-%*	*7%*	*14%*	*6%*	*7%*
Reduce admin time spent on alternative media	**52**	45	42	47	42	50	33	48	14	-	40	2	3	45
	5%	*5%*	*6%*	*5%*	*5%*	*5%*	*5%*	*5%*	*7%*	*-%*	*5%*	*6%*	*2%*	*5%*
Environmental reasons	**49**	46	31	47	34	47	34	48	11	-	34	1	9	33
	4%	*5%*	*4%*	*5%*	*4%*	*4%*	*6%*	*5%*	*5%*	*-%*	*4%*	*3%*	*6%*	*4%*
Price of postage	**31**	28	21	28	25	29	19	28	9	-	27	2	5	25
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*-%*	*3%*	*6%*	*3%*	*3%*
Proof of delivery / know it has got there / reliable	**28**	21	21	21	20	28	17	22	7	2	21	*	5	18
	3%	*2%*	*3%*	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*	*100%*	*2%*	*1%*	*3%*	*2%*
Everyone else is doing it / client's like this method	**21**	18	17	18	16	20	12	19	4	-	18	-	3	18
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*	*2%*	*-%*	*2%*	*2%*
More efficient	**19**	13	10	15	17	19	10	19	8	-	15	2	7	12
	2%	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*	*4%* **ab**	*-%*	*2%*	*5%*	*5%* b	*1%*
Security / data protection	**14**	14	7	14	8	12	5	14	1	-	11	-	2	10
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*1%*	*1%*
Speed - instantaneous / fast response	**12**	12	9	12	8	12	8	12	3	-	12	-	1	11
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*1%*	*1%*
Forced to by colleagues / system changes in the company	**8**	8	3	8	7	8	6	8	2	-	7	-	*	7
	1%	*1%*	*%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*%*	*1%*
Unreliable postal service	**7**	7	4	7	3	7	5	5	2	-	3	3	4	2
	1%	*1%*	*1%*	*1%*	*%*	*1%*	*1%*	*%*	*1%*	*-%*	*%*	*11%* a	*3%* b	*%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**1353**	1241	1000	1254	1027	1325	774	1255	328	1	1085	36	175	1091
Weighted total	**1093**	977	765	992	800	1058	612	995	215	2	841	33	152	848
Offers more creative choices	**4**	3	3	3	4	4	3	4	1	-	3	-	-	3
	***%**	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%
Company budget has been diverted to other media	**4**	2	1	2	3	4	3	4	*	-	2	-	1	2
	***%**	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%
Good for sending invoices /attachments	**3**	1	1	1	3	3	3	3	1	-	2	-	-	2
	***%**	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%
For BACS transfers	**2**	2	-	2	2	2	2	2	-	-	2	-	-	2
	***%**	*%	-%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%
Increase in postal prices	*	*	*	*	*	*	-	*	-	-	-	-	-	*
	***%**	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	-%	-%	*%
Royal Mail strike action	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**22**	21	16	21	13	22	13	22	3	-	19	-	*	20
	***2%**	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	-%	*2%*	-%	*%*	*2%*
Don't know	**8**	6	8	8	7	6	5	8	5	-	6	*	-	6
	***1%**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%* b	-%	*1%*	*1%*	-%	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	*b
Unweighted total	**1353**	218	11	52	215	149	862	338	178	70	1090	1353	-
Weighted total	**1093**	194	10	47	193	104	732	252	148	60	875	1093	-
Quicker	**579**	96	6	24	95	53	394	129	88	30	456	579	-
	53%	*49%*	*57%*	*53%*	*49%*	*51%*	*54%*	*51%*	*60%*	*49%*	*52%*	*53%*	*-%*
Cost saving	**347**	78	7	21	76	37	202	108	57	23	266	347	-
	32%	*40%*	*71%*	*45%*	*39%*	*36%* b	*28%*	*43%* b	*39%* c	*37%*	*30%*	*32%*	*-%*
Customer preferences	**211**	27	3	8	27	17	141	53	13	5	190	211	-
	19%	*14%*	*25%*	*16%*	*14%*	*16%*	*19%*	*21%*	*9%*	*9%*	*22%* **ab**	*19%*	*-%*
Convenience / ease of use	**79**	17	-	3	14	3	51	25	13	6	60	79	-
	7%	*9%*	*-%*	*7%*	*7%*	*3%*	*7%*	*10%* a	*9%*	*9%*	*7%*	*7%*	*-%*
Reduce admin time spent on alternative media	**52**	10	2	2	10	6	36	10	7	6	39	52	-
	5%	*5%*	*18%*	*4%*	*5%*	*6%*	*5%*	*4%*	*5%*	*10%* c	*4%*	*5%*	*-%*
Environmental reasons	**49**	14	-	3	12	2	36	11	8	1	38	49	-
	4%	*7%*	*-%*	*7%*	*6%*	*2%*	*5%*	*4%*	*5%*	*1%*	*4%*	*4%*	*-%*
Price of postage	**31**	4	*	*	4	11	11	9	3	3	24	31	-
	3%	*2%*	*5%*	*1%*	*2%*	*11%* **bc**	*1%*	*3%* b	*2%*	*5%*	*3%*	*3%*	*-%*
Proof of delivery / know it has got there / reliable	**28**	5	2	*	7	*	17	10	5	5	18	28	-
	3%	*3%*	*18%*	**%*	*3%*	**%*	*2%*	*4%* a	*3%*	*8%* c	*2%*	*3%*	*-%*
Everyone else is doing it / client's like this method	**21**	3	-	2	1	4	16	*	*	1	20	21	-
	2%	*2%*	*-%*	*4%*	*1%*	*4%* c	*2%* c	**%*	**%*	*2%*	*2%*	*2%*	*-%*
More efficient	**19**	4	-	-	5	2	14	3	4	1	14	19	-
	2%	*2%*	*-%*	*-%*	*2%*	*2%*	*2%*	*1%*	*3%*	*2%*	*2%*	*2%*	*-%*
Security / data protection	**14**	2	-	-	2	2	8	3	-	1	13	14	-
	1%	*1%*	*-%*	*-%*	*1%*	*2%*	*1%*	*1%*	*-%*	*1%*	*2%*	*1%*	*-%*
Speed - instantaneous / fast response	**12**	2	-	-	2	1	7	5	1	-	10	12	-
	1%	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*2%*	*1%*	*-%*	*1%*	*1%*	*-%*
Forced to by colleagues / system changes in the company	**8**	*	-	-	*	2	6	*	*	-	7	8	-
	1%	**%*	*-%*	*-%*	**%*	*2%*	*1%*	**%*	**%*	*-%*	*1%*	*1%*	*-%*
Unreliable postal service	**7**	1	-	1	*	1	2	4	*	4	2	7	-
	1%	*1%*	*-%*	*2%*	**%*	*1%*	**%*	*2%* b	**%*	*7%* **ac**	**%*	*1%*	*-%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	***b**	a	b	a	b	c	a	b	c	a	***b**
Unweighted total	**1353**	218	11	52	215	149	862	338	178	70	1090	1353	-
Weighted total	**1093**	194	10	47	193	104	732	252	148	60	875	1093	-
Offers more creative choices	**4**	-	-	*	-	-	3	*	-	-	4	4	-
	%	-%	-%	*%	-%	-%	*%	*%	-%	-%	*%	*%	-%
Company budget has been diverted to other media	**4**	-	-	*	-	-	2	1	-	-	4	4	-
	%	-%	-%	*%	-%	-%	*%	*1%*	-%	-%	*%	*%	-%
Good for sending invoices /attachments	**3**	1	-	-	1	*	3	-	-	-	3	3	-
	%	*%	-%	-%	*%	*%	*%	-%	-%	-%	*%	*%	-%
For BACS transfers	**2**	-	-	-	-	-	-	2	-	2	-	2	-
	%	-%	-%	-%	-%	-%	-%	*1%*	-%	*3%*	-%	*%*	-%
								b		**ac**			
Increase in postal prices	*	-	-	-	-	*	-	-	-	-	*	*	-
	%	-%	-%	-%	-%	*%*	-%	-%	-%	-%	*%*	*%*	-%
Royal Mail strike action	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**22**	4	*	*	4	2	18	2	2	-	20	22	-
	2%	*2%*	*1%*	*%	*2%*	*2%*	*2%*	*1%*	*1%*	-%	*2%*	*2%*	-%
Don't know	**8**	*	-	*	2	2	6	*	-	*	8	8	-
	1%	*%	-%	*%	*1%*	*2%*	*1%*	*%*	-%	*%*	*1%*	*1%*	-%
						c							

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 214 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	*c	d
Unweighted total	1353	224	38	93	47	67	32	117	76	51	190	13	53
Weighted total	1093	91	14	38	20	27	11	48	30	25	85	4	29
Quicker	579	42	9	16	6	13	2	22	10	7	41	3	15
	53%	*46%*	*63%* cd	*43%*	*33%*	*47%* b	*15%*	*47%* b	*33%*	*30%*	*49%* a	*63%*	*51%* a
Cost saving	347	35	5	16	8	12	6	18	13	6	31	1	4
	32%	*38%*	*37%*	*42%*	*41%*	*44%*	*55%*	*39%*	*45%*	*24%*	*37%* d	*30%*	*12%*
Customer preferences	211	18	1	6	4	4	3	9	8	7	16	1	7
	19%	*20%*	*8%*	*15%*	*22%*	*13%*	*26%*	*18%*	*27%* a	*29%*	*19%*	*21%*	*24%*
Convenience / ease of use	79	8	2	2	1	1	*	4	3	*	7	*	6
	7%	*9%*	*18%* cd	*4%*	*3%*	*5%*	*3%*	*8%*	*9%*	*1%*	*8%*	*10%*	*19%* ab
Reduce admin time spent on alternative media	52	4	-	1	1	*	*	2	*	1	6	-	1
	5%	*4%*	*-%*	*3%*	*7%*	*1%*	**%*	*5%*	*1%*	*5%*	*7%*	*-%*	*4%*
Environmental reasons	49	3	*	2	2	*	*	2	*	1	6	-	1
	4%	*4%*	*1%*	*4%*	*9%*	*2%*	*3%*	*3%*	*1%*	*3%*	*7%*	*-%*	*4%*
Price of postage	31	3	*	1	*	1	*	1	*	*	2	*	1
	3%	*3%*	*2%*	*3%*	**%*	*4%*	*1%*	*3%*	*1%*	*1%*	*3%*	*3%*	*4%*
Proof of delivery / know it has got there / reliable	28	*	-	-	-	-	-	-	-	*	1	*	*
	3%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*2%*	*1%*	**%*
Everyone else is doing it / client's like this method	21	2	*	2	*	2	-	2	*	1	*	-	2
	2%	*2%*	*1%*	*4%*	*2%*	*6%*	*-%*	*4%*	*1%*	*6%* b	*1%*	*-%*	*7%* b
More efficient	19	*	-	*	*	*	-	*	-	-	*	-	*
	2%	**%*	*-%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*1%*
Security / data protection	14	1	-	*	-	*	-	1	-	-	1	-	*
	1%	*2%*	*-%*	**%*	*-%*	**%*	*-%*	*3%*	*-%*	*-%*	*1%*	*-%*	*1%*
Speed - instantaneous / fast response	12	-	-	-	-	-	-	-	-	-	1	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*
Forced to by colleagues / system changes in the company	8	*	-	*	*	-	*	-	*	*	-	-	-
	1%	**%*	*-%*	*1%*	*1%*	*-%*	*3%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*
Unreliable postal service	7	-	-	-	-	-	-	-	-	-	1	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	***c**	d
Unweighted total	**1353**	224	38	93	47	67	32	117	76	51	190	13	53
Weighted total	**1093**	91	14	38	20	27	11	48	30	25	85	4	29
Offers more creative choices	**4**	1	-	*	*	*	-	*	-	*	*	-	-
	%	*1%*	*-%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*1%*	**%*	*-%*	*-%*
Company budget has been diverted to other media	**4**	*	-	-	-	-	-	*	*	-	*	-	*
	%	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	**%*	*-%*	*1%*
Good for sending invoices /attachments	**3**	1	-	1	1	-	1	-	1	*	1	-	-
	%	*1%*	*-%*	*2%*	*5%*	*-%*	*8%* **ac**	*-%*	*3%*	**%*	*1%*	*-%*	*-%*
For BACS transfers	**2**	-	-	-	-	-	-	-	-	-	-	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Increase in postal prices	*	*	-	-	-	-	-	-	*	-	-	*	-
	%	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*3%*	*-%*
Royal Mail strike action	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**22**	1	*	*	*	*	-	*	-	1	*	-	-
	2%	*2%*	**%*	**%*	**%*	**%*	*-%*	*1%*	*-%*	*5%* **b**	**%*	*-%*	*-%*
Don't know	**8**	*	*	1	-	*	*	-	*	-	1	-	-
	1%	**%*	**%*	*3%* **a**	*-%*	**%*	*1%*	*-%*	**%*	*-%*	*1%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 214 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	*c	d	e	f	g	h	i	j	k	l
Unweighted total	1353	179	69	23	318	90	86	128	83	99	119	81	78
Weighted total	1093	149	90	37	152	65	62	101	69	114	100	94	62
Quicker	**579**	76	48	17	71	39	39	53	37	64	51	50	34
	53%	*51%*	*53%*	*46%*	*47%*	*60%* d	*63%* d	*53%*	*53%*	*56%*	*51%*	*53%*	*56%*
Cost saving	**347**	53	25	6	47	16	17	29	26	42	38	24	26
	32%	*35%*	*28%*	*15%*	*31%*	*24%*	*27%*	*28%*	*37%*	*36%*	*38%* e	*26%*	*42%* **ek**
Customer preferences	**211**	25	22	9	32	17	6	18	15	14	23	18	12
	19%	*17%*	*25%* **fi**	*24%*	*21%* f	*26%* **fi**	*10%*	*18%*	*22%* f	*13%*	*23%* **fi**	*19%*	*19%*
Convenience / ease of use	**79**	17	4	4	14	1	3	12	9	5	3	4	4
	7%	*11%* **eij**	*4%*	*10%*	*9%* **ej**	*2%*	*5%*	*12%* **eij**	*13%* **eijk**	*4%*	*3%*	*4%*	*7%*
Reduce admin time spent on alternative media	**52**	9	4	4	9	2	2	*	2	9	1	4	6
	5%	*6%* **gj**	*5%* g	*10%*	*6%* **gj**	*3%*	*4%*	*%*	*3%*	*7%* **gj**	*1%*	*4%*	*9%* **gj**
Environmental reasons	**49**	1	2	5	8	2	4	7	6	6	1	4	2
	4%	*1%*	*3%*	*14%*	*5%* a	*3%*	*6%* **aj**	*7%* **aj**	*9%* **aj**	*5%* a	*1%*	*5%* a	*3%*
Price of postage	**31**	7	*	9	4	3	1	-	2	3	3	-	-
	3%	*5%* **gkl**	*%*	*24%*	*2%*	*4%* g	*2%*	*-%*	*2%*	*2%*	*3%*	*-%*	*-%*
Proof of delivery / know it has got there / reliable	**28**	7	-	2	2	1	1	2	6	4	2	2	-
	3%	*5%* **dl**	*-%*	*5%*	*1%*	*1%*	*2%*	*2%*	*9%* **bdegjl**	*3%*	*2%*	*2%*	*-%*
Everyone else is doing it / client's like this method	**21**	6	*	2	4	1	2	3	*	-	-	2	1
	2%	*4%* **ij**	*1%*	*5%*	*3%*	*2%*	*3%* j	*3%*	*%*	*-%*	*-%*	*2%*	*1%*
More efficient	**19**	-	3	-	*	1	-	-	2	4	6	2	-
	2%	*-%*	*4%* **adg**	*-%*	*%*	*2%*	*-%*	*-%*	*2%* **ad**	*4%* **adg**	*6%* **adfgl**	*2%*	*-%*
Security / data protection	**14**	3	-	-	1	1	1	1	1	3	*	-	2
	1%	*2%*	*-%*	*-%*	*1%*	*2%*	*2%*	*1%*	*1%*	*3%*	*%*	*-%*	*3%*
Speed - instantaneous / fast response	**12**	5	1	-	1	*	-	1	-	2	-	1	2
	1%	*3%* **dj**	*1%*	*-%*	*1%*	*%*	*-%*	*1%*	*-%*	*2%*	*-%*	*1%*	*3%*
Forced to by colleagues / system changes in the company	**8**	*	-	2	*	1	1	2	-	2	-	-	-
	1%	*%*	*-%*	*5%*	*%*	*1%*	*1%*	*2%*	*-%*	*2%*	*-%*	*-%*	*-%*
Unreliable postal service	**7**	*	-	-	1	-	-	2	-	2	-	2	-
	1%	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*2%*	*-%*	*1%*	*-%*	*2%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 214 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	*c	d	e	f	g	h	i	j	k	l
Unweighted total	**1353**	179	69	23	318	90	86	128	83	99	119	81	78
Weighted total	**1093**	149	90	37	152	65	62	101	69	114	100	94	62
Offers more creative choices	**4**	2	*	-	1	-	-	*	-	-	-	-	*
	***%**	*1%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*
Company budget has been diverted to other media	**4**	*	*	-	*	-	2	*	-	-	*	-	-
	***%**	**%*	*1%*	*-%*	**%*	*-%*	*3%* **ad**	**%*	*-%*	*-%*	**%*	*-%*	*-%*
Good for sending invoices /attachments	**3**	*	2	-	1	-	-	-	-	-	-	-	-
	***%**	**%*	*2%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
For BACS transfers	**2**	2	-	-	-	-	-	-	-	-	-	-	-
	***%**	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Increase in postal prices	*	-	-	-	*	-	-	-	-	-	-	-	-
	***%**	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Royal Mail strike action	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**22**	3	2	-	1	1	*	2	2	4	4	2	1
	2%	*2%*	*2%*	*-%*	*1%*	*1%*	**%*	*2%*	*2%*	*4%*	*4%* d	*3%*	*2%*
Don't know	**8**	*	4	-	1	-	-	2	*	-	*	1	-
	1%	**%*	*4%* **adi**	*-%*	*1%*	*-%*	*-%*	*2%*	**%*	*-%*	**%*	*1%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 05/02/19

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**1353**	271	494	310	278
Weighted total	**1093**	275	278	283	256
Quicker	**579**	141	149	154	136
	53%	*51%*	*53%*	*54%*	*53%*
Cost saving	**347**	83	80	96	88
	32%	*30%*	*29%*	*34%*	*34%*
Customer preferences	**211**	56	54	48	53
	19%	*20%*	*20%*	*17%*	*21%*
Convenience / ease of use	**79**	24	18	25	11
	7%	*9%* d	*6%*	*9%* d	*4%*
Reduce admin time spent on alternative media	**52**	17	14	11	10
	5%	*6%*	*5%*	*4%*	*4%*
Environmental reasons	**49**	9	13	19	7
	4%	*3%*	*5%*	*7%* d	*3%*
Price of postage	**31**	16	7	4	3
	3%	*6%* **bcd**	*3%*	*2%*	*1%*
Proof of delivery / know it has got there / reliable	**28**	9	4	11	4
	3%	*3%*	*1%*	*4%* b	*2%*
Everyone else is doing it / client's like this method	**21**	9	7	3	3
	2%	*3%*	*3%*	*1%*	*1%*
More efficient	**19**	3	1	6	8
	2%	*1%*	*1%*	*2%*	*3%* b
Security / data protection	**14**	3	4	5	2
	1%	*1%*	*1%*	*2%*	*1%*
Speed - instantaneous / fast response	**12**	6	1	2	2
	1%	*2%* b	**%*	*1%*	*1%*
Forced to by colleagues / system changes in the company	**8**	2	2	4	-
	1%	*1%*	*1%*	*1%* d	*-%*
Unreliable postal service	**7**	*	1	4	2
	1%	**%*	**%*	*1%* b	*1%*
Offers more creative choices	**4**	2	1	*	*
	****%***	*1%*	**%*	**%*	**%*

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 05/02/19

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**1353**	271	494	310	278
Weighted total	**1093**	275	278	283	256
Company budget has been diverted to other media	**4**	1	2	*	*
	***%**	*%	*1%*	*%	*%
Good for sending invoices /attachments	**3**	2	1	-	-
	***%**	*1%*	*%	-%	-%
For BACS transfers	**2**	2	-	-	-
	***%**	*1%*	-%	-%	-%
Increase in postal prices	*	-	*	-	-
	***%**	-%	*%	-%	-%
Royal Mail strike action	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Other	**22**	4	2	7	8
	***2%**	*2%*	*1%*	*3%*	*3%*
				b	b
Don't know	**8**	4	1	2	1
	***1%**	*1%*	*%	*1%*	*%

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 215 Page 3801

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	e
Unweighted total	**563**	294	160	70	39	269	138	95	33	20	57
Weighted total	**261**	242	12	5	3	20	103	60	13	7	8
Royal Mail	**131**	122	5	2	1	9	57	31	8	3	3
	50%	*50%*	*46%*	*42%*	*50%*	*46%*	*56%* e	*51%*	*62%* e	*41%*	*36%*
DHL	**48**	45	2	1	*	4	18	12	2	1	3
	18%	*19%*	*20%*	*17%*	*11%*	*18%*	*17%*	*20%*	*16%*	*10%*	*38%* **abc**
UK Mail	**8**	7	*	*	*	*	4	3	1	-	-
	3%	*3%*	*2%*	*1%*	*2%*	*2%*	*3%*	*5%*	*11%* e	*-%*	*-%*
UPS	**43**	40	2	1	*	3	14	8	3	3	3
	16%	*16%*	*20%*	*13%*	*13%*	*17%*	*13%*	*13%*	*23%*	*50%*	*35%* **ab**
Yodel	**22**	21	1	*	*	2	10	7	*	*	*
	9%	*9%*	*9%*	*8%*	*2%*	*8%*	*10%*	*12%*	*2%*	*2%*	*3%*
Parcelforce	**38**	35	2	1	1	3	14	10	1	2	2
	15%	*14%*	*14%*	*16%*	*22%*	*15%*	*13%*	*17%*	*11%*	*34%*	*20%*
Hermes	**43**	40	2	1	*	3	20	10	2	*	2
	17%	*17%*	*15%*	*14%*	*15%*	*15%*	*20%*	*17%*	*17%*	*6%*	*28%*
FedEx	**25**	23	1	1	*	2	9	5	1	2	2
	10%	*9%*	*11%*	*13%*	*14%*	*12%*	*9%*	*8%*	*5%*	*33%*	*19%*
Secured Mail	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
DX	**5**	5	-	*	-	*	2	1	-	-	-
	2%	*2%* e	*-%*	*1%*	*-%*	**%*	*2%*	*2%*	*-%*	*-%*	*-%*
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	**1**	1	-	-	-	-	-	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
TNT Express	**31**	29	1	*	*	2	13	6	1	4	2
	12%	*12%*	*11%*	*9%*	*3%*	*9%*	*13%*	*10%*	*5%*	*68%*	*27%* **abc**
Whistl (Previously known as TNT Post)	**2**	2	*	-	-	*	2	-	-	*	-
	1%	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*1%*	*-%*
Citipost	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**119**	110	6	3	1	9	45	25	8	4	4
	46%	*45%*	*47%*	*53%*	*42%*	*48%*	*44%*	*41%*	*64%* **ab**	*57%*	*44%*
NET: Royal Mail	**131**	122	5	2	1	9	57	31	8	3	3
	50%	*50%*	*46%*	*42%*	*50%*	*46%*	*56%* e	*51%*	*62%* e	*41%*	*36%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.
Base: All respondents

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	e
Unweighted total	**563**	294	160	70	39	269	138	95	33	20	57
Weighted total	**261**	242	12	5	3	20	103	60	13	7	8
NET: Provider other than RM	**208**	192	10	4	2	16	78	48	11	7	8
	79%	*79%*	*81%*	*82%*	*78%*	*81%*	*76%*	*80%*	*84%*	*100%*	*91%* a
NET: RM ONLY	**54**	50	2	1	1	4	25	12	2	-	1
	21%	*21%*	*19%*	*18%*	*22%*	*19%*	*24%* e	*20%*	*16%*	*-%*	*9%*
NET: Provider other than RM ONLY	**131**	120	6	3	1	11	46	29	5	4	5
	50%	*50%*	*54%*	*58%*	*50%*	*54%*	*44%*	*49%*	*38%*	*59%*	*64%* **ac**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**563**	38	18	55	18	33	77	54	38	35	366	71	67	59
Weighted total	**261**	30	13	27	10	17	50	38	23	21	230	13	10	9
Royal Mail	**131**	15	6	12	3	10	23	22	10	15	116	6	4	5
	50%	*48%*	*50%*	*46%*	*30%*	*56%*	*47%*	*57%*	*44%*	*70%* **cfhjkl**	*51%*	*45%*	*42%*	*52%*
DHL	**48**	5	2	10	2	*	14	5	3	2	45	1	1	2
	18%	*15%*	*18%*	*37%* **aeghijk lm**	*18%*	*3%*	*29%* **eikl**	*14%*	*15%*	*10%*	*19%* **el**	*11%*	*7%*	*17%* e
UK Mail	**8**	*	2	-	-	-	2	1	*	1	7	1	*	-
	3%	*1%*	*17%*	*-%*	*-%*	*-%*	*4%*	*3%*	*1%*	*4%*	*3%*	*8%* **clm**	**%*	*-%*
UPS	**43**	7	*	5	4	2	11	6	3	3	40	1	1	1
	16%	*22%* m	*1%*	*17%*	*38%*	*13%*	*22%* **km**	*15%*	*13%*	*14%*	*17%*	*9%*	*12%*	*8%*
Yodel	**22**	3	3	1	1	4	*	1	3	1	18	1	1	2
	9%	*12%* f	*26%*	*4%*	*9%*	*23%* **cfgijk**	**%*	*3%*	*13%* f	*4%*	*8%* f	*8%* f	*15%* **fg**	*23%* **cfgijk**
Parcelforce	**38**	6	1	4	1	2	9	6	3	2	34	1	1	2
	15%	*22%* l	*10%*	*13%*	*9%*	*12%*	*18%* l	*15%*	*13%*	*9%*	*15%* l	*9%*	*5%*	*26%* **ijkl**
Hermes	**43**	7	5	3	3	3	6	5	4	3	39	2	1	1
	17%	*22%* m	*37%*	*12%*	*29%*	*18%*	*13%*	*14%*	*17%*	*14%*	*17%* m	*16%*	*13%*	*6%*
FedEx	**25**	1	1	1	1	2	4	6	1	3	22	1	1	*
	10%	*5%*	*11%*	*5%*	*10%*	*12%* m	*9%*	*17%* m	*5%*	*14%* m	*10%* m	*11%* m	*13%* m	*2%*
Secured Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
DX	**5**	-	1	-	-	-	2	1	1	-	5	*	-	-
	2%	*-%*	*8%*	*-%*	*-%*	*-%*	*4%*	*3%*	*5%*	*-%*	*2%*	**%*	*-%*	*-%*
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	**1**	-	-	1	-	-	-	-	-	-	1	-	-	-
	****%***	*-%*	*-%*	*4%* j	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
TNT Express	**31**	3	2	2	3	2	7	3	2	3	28	1	2	*
	12%	*11%*	*18%*	*8%*	*27%*	*12%*	*13%*	*8%*	*10%*	*14%*	*12%*	*8%*	*16%* m	*4%*
Whistl (Previously known as TNT Post)	**2**	-	-	*	-	1	-	-	-	-	1	1	-	*
	1%	*-%*	*-%*	**%*	*-%*	*6%* **fj**	*-%*	*-%*	*-%*	*-%*	**%*	*5%* j	*-%*	*1%*
Citipost	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**119**	17	6	8	6	5	23	19	11	9	103	8	4	4
	46%	*56%* **ce**	*48%*	*30%*	*60%*	*27%*	*46%*	*49%* c	*46%*	*40%*	*45%* c	*61%* **cej**	*46%*	*48%* c

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 05/02/19

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.
Base: All respondents

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**563**	38	18	55	18	33	77	54	38	35	366	71	67	59
Weighted total	**261**	30	13	27	10	17	50	38	23	21	230	13	10	9
NET: Royal Mail	**131**	15	6	12	3	10	23	22	10	15	116	6	4	5
	50%	*48%*	*50%*	*46%*	*30%*	*56%*	*47%*	*57%*	*44%*	*70%*	*51%*	*45%*	*42%*	*52%*
										cfhjkl				
NET: Provider other than RM	**208**	27	12	23	9	13	42	26	18	13	182	10	8	7
	79%	*88%*	*92%*	*83%*	*89%*	*76%*	*84%*	*69%*	*80%*	*59%*	*79%*	*81%*	*81%*	*80%*
		gi		i			**gi**				i	i	i	i
NET: RM ONLY	**54**	3	1	5	1	4	8	12	5	9	47	2	2	2
	21%	*12%*	*8%*	*17%*	*11%*	*24%*	*16%*	*31%*	*20%*	*41%*	*21%*	*19%*	*19%*	*20%*
								af		**acfjklm**				
NET: Provider other than RM ONLY	**131**	16	6	15	7	7	26	17	13	6	114	7	6	4
	50%	*52%*	*50%*	*54%*	*70%*	*44%*	*53%*	*43%*	*56%*	*30%*	*49%*	*55%*	*58%*	*48%*
				i			i		i		i	i	i	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.
Base: All respondents

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted total	563	9	64	14	69	145	23	39	200	365	198	477	86
Weighted total	261	4	27	5	30	75	8	21	91	180	81	234	28
Royal Mail	131	*	14	2	14	36	4	10	49	92	39	115	16
	50%	*9%*	*50%*	*48%*	*48%*	*47%*	*55%*	*49%*	*55%*	*51%*	*48%*	*49%*	*56%*
DHL	48	-	5	*	5	13	2	7	16	31	17	42	6
	18%	*-%*	*18%*	*4%*	*15%*	*18%*	*27%*	*33%* deh	*17%*	*17%*	*21%*	*18%*	*22%*
UK Mail	8	-	1	*	-	3	*	-	4	2	5	7	1
	3%	*-%*	*4%*	*6%*	*-%*	*3%*	*1%*	*-%*	*4%*	*1%*	*7%* a	*3%*	*2%*
UPS	43	*	7	2	6	12	1	4	11	34	9	40	3
	16%	*1%*	*25%* h	*31%*	*20%*	*16%*	*15%*	*21%*	*12%*	*19%* b	*11%*	*17%*	*10%*
Yodel	22	1	2	-	2	7	1	2	7	16	7	22	*
	9%	*25%*	*6%*	*-%*	*8%*	*10%*	*15%*	*8%*	*8%*	*9%*	*8%*	*9%* b	*2%*
Parcelforce	38	1	3	2	7	5	*	2	19	21	17	37	1
	15%	*38%*	*9%*	*31%*	*22%* e	*6%*	*3%*	*11%*	*20%* be	*12%*	*21%* a	*16%* b	*5%*
Hermes	43	*	6	1	5	15	1	1	14	26	17	37	6
	17%	*1%*	*22%* g	*26%*	*15%*	*20%* g	*17%*	*3%*	*16%* g	*15%*	*21%* a	*16%*	*22%*
FedEx	25	-	1	2	2	6	*	2	11	17	8	23	2
	10%	*-%*	*3%*	*46%*	*7%*	*8%*	*1%*	*11%*	*13%* b	*10%*	*10%*	*10%*	*9%*
Secured Mail	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
DX	5	-	2	-	-	1	-	-	2	3	2	5	-
	2%	*-%*	*8%* deh	*-%*	*-%*	*1%*	*-%*	*-%*	*2%*	*2%*	*3%*	*2%*	*-%*
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	1	-	-	-	-	-	-	1	-	1	-	-	1
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%* eh	*-%*	*1%*	*-%*	*-%*	*4%* a
TNT Express	31	1	3	1	3	12	-	*	9	18	13	27	4
	12%	*29%*	*13%* g	*22%*	*11%* g	*16%* g	*-%*	**%*	*10%* g	*10%*	*16%* a	*12%*	*13%*
Whistl (Previously known as TNT Post)	2	*	-	-	-	*	-	-	1	1	1	1	*
	1%	*8%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	119	1	13	1	13	40	3	8	41	78	41	109	10
	46%	*29%*	*46%*	*28%*	*42%*	*52%*	*39%*	*41%*	*45%*	*44%*	*50%*	*47%*	*37%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.
Base: All respondents

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted total	**563**	9	64	14	69	145	23	39	200	365	198	477	86
Weighted total	**261**	4	27	5	30	75	8	21	91	180	81	234	28
NET: Royal Mail	**131**	*	14	2	14	36	4	10	49	92	39	115	16
	50%	*9%*	*50%*	*48%*	*48%*	*47%*	*55%*	*49%*	*55%*	*51%*	*48%*	*49%*	*56%*
NET: Provider other than RM	**208**	3	21	4	24	61	7	16	73	141	67	188	20
	79%	*92%*	*76%*	*75%*	*78%*	*81%*	*84%*	*77%*	*80%*	*78%*	*82%*	*81%* b	*71%*
NET: RM ONLY	**54**	*	7	1	7	15	1	5	18	39	14	45	8
	21%	*8%*	*24%*	*25%*	*22%*	*19%*	*16%*	*23%*	*20%*	*22%*	*18%*	*19%*	*29%* a
NET: Provider other than RM ONLY	**131**	3	14	3	16	40	4	11	41	89	42	119	12
	50%	*91%*	*50%*	*52%*	*52%*	*53%*	*45%*	*51%*	*45%*	*49%*	*52%*	*51%*	*44%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.
Base: All respondents

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**563**	535	28	331	95	133
Weighted total	**261**	241	20	168	38	52
Royal Mail	**131**	118	13	83	19	27
	50%	*49%*	*64%*	*50%*	*48%*	*51%*
DHL	**48**	46	3	34	6	8
	18%	*19%*	*14%*	*20%*	*16%*	*16%*
UK Mail	**8**	8	-	3	1	4
	3%	*3%*	*-%*	*2%*	*3%*	*7%* a
UPS	**43**	39	4	29	3	10
	16%	*16%*	*22%*	*17%*	*9%*	*19%* b
Yodel	**22**	21	1	13	3	6
	9%	*9%*	*5%*	*8%*	*7%*	*11%*
Parcelforce	**38**	33	5	27	5	6
	15%	*14%*	*27%*	*16%*	*12%*	*11%*
Hermes	**43**	42	1	30	4	10
	17%	*17%*	*6%*	*18%*	*10%*	*19%*
FedEx	**25**	23	2	15	2	7
	10%	*10%*	*11%*	*9%*	*6%*	*13%*
Secured Mail	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
DX	**5**	4	1	3	-	2
	2%	*2%*	*5%*	*2%*	*-%*	*4%* b
MHI (Mail Handling International)	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	**1**	1	-	1	-	-
	****%***	**%*	*-%*	*1%*	*-%*	*-%*
TNT Express	**31**	30	*	22	3	5
	12%	*13%*	*1%*	*13%*	*7%*	*9%*
Whistl (Previously known as TNT Post)	**2**	1	*	1	*	*
	1%	*1%*	*1%*	*1%*	**%*	*1%*
Citipost	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**119**	114	6	71	19	28
	46%	*47%*	*29%*	*42%*	*50%*	*54%* a
NET: Royal Mail	**131**	118	13	83	19	27
	50%	*49%*	*64%*	*50%*	*48%*	*51%*
NET: Provider other than RM	**208**	193	15	132	30	43
	79%	*80%*	*74%*	*79%*	*79%*	*83%*

Columns Tested: a,b - a,b,c

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.
Base: All respondents

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**563**	535	28	331	95	133
Weighted total	**261**	241	20	168	38	52
NET: RM ONLY	**54**	48	5	36	8	9
	21%	*20%*	*26%*	*21%*	*21%*	*17%*
NET: Provider other than RM ONLY	**131**	123	7	85	20	25
	50%	*51%*	*36%*	*50%*	*52%*	*49%*

Columns Tested: a,b - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 215 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	563	413	125	21	3	1	-	-	-	538	25	171	242	150
Weighted total	261	222	33	6	*	*	-	-	-	254	7	114	108	40
Royal Mail	131	109	18	3	*	*	-	-	-	128	3	53	57	21
	50%	*49%*	*56%*	*41%*	*17%*	*100%*	*-%*	*-%*	*-%*	*50%*	*41%*	*47%*	*52%*	*53%*
DHL	48	38	9	1	-	*	-	-	-	47	2	20	18	10
	18%	*17%*	*26%* a	*22%*	*-%*	*100%*	*-%*	*-%*	*-%*	*18%*	*22%*	*18%*	*17%*	*25%* b
UK Mail	8	3	4	1	-	-	-	-	-	7	1	2	1	5
	3%	*1%*	*11%* **ai**	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*14%*	*1%*	*1%*	*12%* **ab**
UPS	43	37	5	1	-	-	-	-	-	42	1	12	25	6
	16%	*17%*	*14%*	*20%*	*-%*	*-%*	*-%*	*-%*	*-%*	*16%*	*19%*	*10%*	*24%* **ac**	*15%*
Yodel	22	17	4	1	-	-	-	-	-	21	1	10	7	6
	9%	*8%*	*13%* a	*20%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*19%*	*9%*	*7%*	*14%* b
Parcelforce	38	32	4	1	-	-	-	-	-	37	1	22	11	6
	15%	*15%*	*13%*	*22%*	*-%*	*-%*	*-%*	*-%*	*-%*	*14%*	*20%*	*19%* b	*10%*	*15%*
Hermes	43	36	5	2	-	-	-	-	-	42	2	17	20	7
	17%	*16%*	*17%*	*23%*	*-%*	*-%*	*-%*	*-%*	*-%*	*16%*	*22%*	*15%*	*18%*	*18%*
FedEx	25	21	2	2	*	-	-	-	-	24	2	10	11	4
	10%	*10%*	*7%*	*24%*	*17%*	*-%*	*-%*	*-%*	*-%*	*9%*	*23%*	*9%*	*10%*	*10%*
Secured Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
DX	5	4	1	-	-	-	-	-	-	5	-	1	3	1
	2%	*2%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*1%*	*3%*	*3%*
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	1	1	-	-	-	-	-	-	-	1	-	-	1	-
	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*
TNT Express	31	26	4	1	*	-	-	-	-	30	1	15	11	5
	12%	*12%*	*12%*	*9%*	*17%*	*-%*	*-%*	*-%*	*-%*	*12%*	*9%*	*13%*	*10%*	*12%*
Whistl (Previously known as TNT Post)	2	2	-	*	-	-	-	-	-	2	*	2	-	*
	1%	*1%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*1%*	*-%*	**%*
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	119	102	13	4	*	*	-	-	-	115	4	48	54	17
	46%	*46%*	*40%*	*58%*	*100%*	*100%*	*-%*	*-%*	*-%*	*45%*	*61%*	*42%*	*50%*	*43%*
NET: Royal Mail	131	109	18	3	*	*	-	-	-	128	3	53	57	21
	50%	*49%*	*56%*	*41%*	*17%*	*100%*	*-%*	*-%*	*-%*	*50%*	*41%*	*47%*	*52%*	*53%*
NET: Provider other than RM	208	176	25	6	*	*	-	-	-	201	7	88	89	31
	79%	*80%*	*75%*	*99%*	*100%*	*100%*	*-%*	*-%*	*-%*	*79%*	*99%*	*77%*	*82%*	*79%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 05/02/19

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.
Base: All respondents

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	**563**	413	125	21	3	1	-	-	-	538	25	171	242	150
Weighted total	**261**	222	33	6	*	*	-	-	-	254	7	114	108	40
NET: RM ONLY	**54**	45	8	*	-	-	-	-	-	54	*	26	19	8
	21%	*20%*	*25%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*21%*	*1%*	*23%*	*18%*	*21%*
NET: Provider other than RM ONLY	**131**	112	15	4	*	-	-	-	-	127	4	61	51	19
	50%	*51%*	*44%*	*59%*	*83%*	*-%*	*-%*	*-%*	*-%*	*50%*	*59%*	*53%*	*48%*	*47%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 215 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	563	379	269	413	199	177	400	349	38	11	8	6	-	-
Weighted total	261	142	90	165	81	58	168	150	7	3	2	2	-	-
Royal Mail	131	69	49	81	43	29	83	76	2	1	*	2	-	-
	50%	*49%*	*54%*	*49%*	*53%*	*50%*	*49%*	*50%* b	*28%*	*46%*	*21%*	*96%*	-%	-%
DHL	48	20	16	25	13	12	32	23	2	*	-	-	-	-
	18%	*14%*	*18%*	*15%*	*16%*	*20%* a	*19%* a	*15%*	*31%* a	*4%*	-%	-%	-%	-%
UK Mail	8	4	5	6	4	2	6	6	*	*	-	-	-	-
	3%	*3%*	*6%*	*4%*	*5%*	*3%*	*4%*	*4%*	*5%*	*2%*	-%	-%	-%	-%
UPS	43	23	13	27	19	8	28	26	1	*	-	1	-	-
	16%	*16%*	*15%*	*17%*	*23%* **abe**	*13%*	*17%*	*17%*	*10%*	*4%*	-%	*46%*	-%	-%
Yodel	22	13	5	13	7	5	17	12	*	*	-	-	-	-
	9%	*9%*	*6%*	*8%*	*8%*	*8%*	*10%* b	*8%*	*5%*	*10%*	-%	-%	-%	-%
Parcelforce	38	22	10	23	9	9	21	21	1	1	-	1	-	-
	15%	*16%*	*11%*	*14%*	*11%*	*15%*	*12%*	*14%*	*8%*	*42%*	-%	*48%*	-%	-%
Hermes	43	25	14	27	16	9	30	25	1	*	-	-	-	-
	17%	*18%*	*15%*	*16%*	*20%*	*16%*	*18%*	*17%*	*20%*	*3%*	-%	-%	-%	-%
FedEx	25	14	11	16	9	7	18	14	1	*	-	1	-	-
	10%	*10%*	*13%*	*10%*	*11%*	*12%*	*11%*	*9%*	*12%*	*6%*	-%	*46%*	-%	-%
Secured Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DX	5	4	4	5	3	1	5	4	1	-	-	*	-	-
	2%	*3%*	*5%*	*3%*	*4%*	*2%*	*3%*	*3%*	*16%* a	-%	-%	*2%*	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	1	-	1	1	-	1	-	1	-	-	-	-	-	-
	*%	-%	*1%* **af**	*1%*	-%	*2%* **af**	-%	*1%*	-%	-%	-%	-%	-%	-%
TNT Express	31	15	10	17	8	7	20	15	1	1	-	-	-	-
	12%	*10%*	*11%*	*10%*	*10%*	*13%*	*12%*	*10%*	*10%*	*40%*	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	2	2	*	2	*	*	*	2	*	-	-	-	-	-
	1%	*1%*	*%*	*1%*	*%*	*%*	*%*	*1%*	*1%*	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	119	72	45	84	45	26	77	77	3	1	2	-	-	-
	46%	*51%*	*49%*	*51%*	*56%* **ef**	*44%*	*46%*	*51%*	*39%*	*52%*	*85%*	-%	-%	-%
NET: Royal Mail	131	69	49	81	43	29	83	76	2	1	*	2	-	-
	50%	*49%*	*54%*	*49%*	*53%*	*50%*	*49%*	*50%* b	*28%*	*46%*	*21%*	*96%*	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 05/02/19

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.
Base: All respondents

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**563**	379	269	413	199	177	400	349	38	11	8	6	-	-
Weighted total	**261**	142	90	165	81	58	168	150	7	3	2	2	-	-
NET: Provider other than RM	**208**	112	68	129	66	46	136	117	6	2	2	1	-	-
	79%	*78%*	*75%*	*78%*	*82%*	*79%*	*81%*	*78%*	*93%* a	*60%*	*85%*	*50%*	-%	-%
NET: RM ONLY	**54**	31	22	36	15	12	32	33	*	1	*	1	-	-
	21%	*22%*	*25%*	*22%*	*18%*	*21%*	*19%*	*22%* b	*7%*	*40%*	*15%*	*50%*	-%	-%
NET: Provider other than RM ONLY	**131**	73	42	84	38	29	85	75	5	1	1	*	-	-
	50%	*51%*	*46%*	*51%*	*47%*	*50%*	*51%*	*50%*	*72%* a	*54%*	*79%*	*4%*	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.
Base: All respondents

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**563**	186	7	3	1	1	1	-	2	112	105	101	91	3
Weighted total	**261**	77	2	1	*	*	*	-	*	65	41	36	20	1
Royal Mail	**131**	42	1	-	*	*	-	-	*	32	23	16	10	*
	50%	*54%*	*46%*	*-%*	*100%*	*100%*	*-%*	*-%*	*68%*	*49%*	*55%*	*45%*	*50%*	*21%*
DHL	**48**	12	*	*	-	*	*	-	*	9	5	6	4	1
	18%	*16%*	*5%*	*4%*	*-%*	*100%*	*100%*	*-%*	*100%*	*14%*	*12%*	*18%*	*19%*	*75%*
UK Mail	**8**	3	1	-	-	-	-	-	-	1	*	2	2	-
	3%	*4%*	*41%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*7%* b	*10%* **ab**	*-%*
UPS	**43**	19	*	-	-	-	*	-	*	14	5	6	2	-
	16%	*24%*	*2%*	*-%*	*-%*	*-%*	*100%*	*-%*	*32%*	*22%*	*13%*	*16%*	*12%*	*-%*
Yodel	**22**	6	1	-	-	-	*	-	*	4	3	2	3	-
	9%	*7%*	*49%*	*-%*	*-%*	*-%*	*100%*	*-%*	*32%*	*7%*	*8%*	*6%*	*16%* **ac**	*-%*
Parcelforce	**38**	9	*	-	-	-	-	-	-	12	3	6	3	-
	15%	*12%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*18%* b	*7%*	*16%* b	*16%* b	*-%*
Hermes	**43**	15	1	-	-	-	-	-	-	7	8	6	4	1
	17%	*19%*	*47%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*11%*	*20%*	*18%*	*18%*	*96%*
FedEx	**25**	8	*	-	-	-	-	-	-	10	2	3	*	-
	10%	*11%*	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*15%* **bd**	*5%*	*10%* d	*2%*	*-%*
Secured Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
DX	**5**	3	-	-	-	-	-	-	-	1	1	2	1	-
	2%	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*3%*	*6%*	*6%*	*-%*
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	**1**	-	-	-	-	-	-	-	-	1	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*
TNT Express	**31**	8	*	-	-	-	-	-	-	9	3	3	2	-
	12%	*10%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*13%*	*7%*	*9%*	*12%*	*-%*
Whistl (Previously known as TNT Post)	**2**	*	-	*	-	-	-	-	-	1	*	-	*	-
	1%	**%*	*-%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*-%*	**%*	*-%*
Citipost	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**119**	42	2	1	*	*	-	-	*	33	18	19	10	1
	46%	*54%*	*98%*	*96%*	*100%*	*100%*	*-%*	*-%*	*68%*	*51%*	*44%*	*54%*	*51%*	*100%*
NET: Royal Mail	**131**	42	1	-	*	*	-	-	*	32	23	16	10	*
	50%	*54%*	*46%*	*-%*	*100%*	*100%*	*-%*	*-%*	*68%*	*49%*	*55%*	*45%*	*50%*	*21%*
NET: Provider other than RM	**208**	63	2	1	*	*	*	-	*	51	30	28	18	1
	79%	*81%*	*100%*	*100%*	*100%*	*100%*	*100%*	*-%*	*100%*	*78%*	*72%*	*78%*	*88%* b	*100%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.
Base: All respondents

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**563**	186	7	3	1	1	1	-	2	112	105	101	91	3
Weighted total	**261**	77	2	1	*	*	*	-	*	65	41	36	20	1
NET: RM ONLY	**54**	15	-	-	-	-	-	-	-	14	12	8	2	-
	21%	*19%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*22%*	*28%* d	*22%*	*12%*	*-%*
NET: Provider other than RM ONLY	**131**	36	1	1	-	-	*	-	*	33	18	20	10	1
	50%	*46%*	*54%*	*100%*	*-%*	*-%*	*100%*	*-%*	*32%*	*51%*	*45%*	*55%*	*50%*	*79%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.
Base: All respondents

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	563	64	42	47	42	4	110	12	76	506	57	387	25
Weighted total	261	30	17	18	14	2	52	5	24	231	30	154	10
Royal Mail	131	13	10	11	9	*	31	2	10	116	14	77	4
	50%	*43%*	*58%*	*58%*	*66%* a	*20%*	*60%* c	*31%*	*43%*	*50%*	*47%*	*50%*	*39%*
DHL	48	5	2	2	4	-	8	*	4	41	7	25	*
	18%	*15%*	*15%*	*11%*	*26%*	*-%*	*16%*	*3%*	*18%*	*18%*	*24%*	*16%*	*2%*
UK Mail	8	*	*	1	2	-	3	-	*	7	1	6	*
	3%	*1%*	*1%*	*6%*	*16%* **ab**	*-%*	*6%*	*-%*	*2%*	*3%*	*4%*	*4%*	**%*
UPS	43	8	3	5	2	-	11	*	7	40	3	26	1
	16%	*27%*	*20%*	*27%*	*18%*	*-%*	*22%*	*3%*	*31%*	*17%*	*11%*	*17%*	*12%*
Yodel	22	2	1	2	*	1	5	*	1	21	1	13	-
	9%	*5%*	*7%*	*13%* d	*1%*	*80%*	*10%*	*1%*	*6%*	*9%*	*4%*	*8%*	*-%*
Parcelforce	38	3	1	2	3	-	4	*	5	34	4	23	*
	15%	*10%*	*8%*	*11%*	*19%*	*-%*	*8%*	*1%*	*20%* a	*15%*	*12%*	*15%*	*1%*
Hermes	43	4	4	5	1	1	11	1	4	35	8	25	2
	17%	*15%*	*21%*	*30%* d	*9%*	*80%*	*21%*	*22%*	*16%*	*15%*	*26%* a	*16%*	*21%*
FedEx	25	4	*	1	3	*	6	*	3	22	4	15	1
	10%	*14%* b	*1%*	*6%*	*21%* **bc**	*3%*	*11%*	*3%*	*12%*	*9%*	*12%*	*10%*	*12%*
Secured Mail	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
DX	5	-	-	2	1	-	3	-	-	5	-	5	-
	2%	*-%*	*-%*	*12%* **ab**	*8%* a	*-%*	*6%* c	*-%*	*-%*	*2%*	*-%*	*3%*	*-%*
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	1	-	-	-	-	-	-	-	-	-	1	-	1
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%* a	*-%*	*11%*
TNT Express	31	5	2	*	1	*	5	1	2	25	6	16	1
	12%	*17%* c	*13%* c	*1%*	*4%*	*3%*	*9%*	*22%*	*9%*	*11%*	*19%*	*10%*	*12%*
Whistl (Previously known as TNT Post)	2	-	-	-	*	-	*	-	*	2	-	2	-
	1%	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*	**%*	*1%*	*-%*	*1%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.
Base: All respondents

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**563**	64	42	47	42	4	110	12	76	506	57	387	25
Weighted total	**261**	30	17	18	14	2	52	5	24	231	30	154	10
Citipost	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**119**	18	9	10	6	2	27	5	13	107	13	77	5
	46%	*59%*	*56%*	*57%*	*41%*	*100%*	*52%*	*98%*	*55%*	*46%*	*42%*	*50%*	*55%*
NET: Royal Mail	**131**	13	10	11	9	*	31	2	10	116	14	77	4
	50%	*43%*	*58%*	*58%*	*66%* a	*20%*	*60%* c	*31%*	*43%*	*50%*	*47%*	*50%*	*39%*
NET: Provider other than RM	**208**	25	12	17	12	2	42	5	19	181	27	119	9
	79%	*82%*	*71%*	*90%* b	*82%*	*100%*	*80%*	*100%*	*81%*	*78%*	*89%*	*77%*	*87%*
NET: RM ONLY	**54**	6	5	2	2	-	10	-	4	50	3	35	1
	21%	*18%*	*29%* c	*10%*	*18%*	*-%*	*20%*	*-%*	*19%*	*22%*	*11%*	*23%*	*13%*
NET: Provider other than RM ONLY	**131**	17	7	8	5	1	21	3	13	115	16	77	6
	50%	*57%* d	*42%*	*42%*	*34%*	*80%*	*40%*	*69%*	*57%* a	*50%*	*53%*	*50%*	*61%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.
Base: All respondents

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**563**	17	37	46	10	144	55	120	354	61	-
Weighted total	**261**	12	14	18	5	57	24	44	130	18	-
Royal Mail	**131**	12	6	13	1	29	14	22	62	7	-
	50%	*100%*	*47%*	*73%*	*27%*	*51%*	*58%*	*50%*	*48%*	*39%*	*-%*
DHL	**48**	1	4	1	1	8	5	6	19	5	-
	18%	*10%*	*31%*	*8%*	*29%*	*13%*	*22%*	*15%*	*15%*	*29%* **ab**	*-%*
UK Mail	**8**	2	*	2	-	3	1	1	3	-	-
	3%	*17%*	*1%*	*12%*	*-%*	*4%*	*5%*	*3%*	*2%*	*-%*	*-%*
UPS	**43**	4	2	3	2	11	8	9	21	4	-
	16%	*36%*	*18%*	*18%*	*52%*	*19%*	*32%*	*21%*	*16%*	*20%*	*-%*
Yodel	**22**	3	*	2	*	4	3	6	12	2	-
	9%	*26%*	*3%*	*12%*	*5%*	*8%*	*11%*	*13%*	*9%*	*10%*	*-%*
Parcelforce	**38**	3	3	5	1	3	6	5	19	3	-
	15%	*26%*	*21%*	*25%*	*23%*	*6%*	*24%* a	*10%*	*15%*	*19%*	*-%*
Hermes	**43**	3	3	7	1	12	4	8	22	4	-
	17%	*29%*	*19%*	*37%*	*25%*	*20%*	*18%*	*19%*	*17%*	*20%*	*-%*
FedEx	**25**	2	1	2	1	4	5	6	10	1	-
	10%	*19%*	*11%*	*12%*	*26%*	*6%*	*21%* a	*14%*	*8%*	*6%*	*-%*
Secured Mail	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
DX	**5**	1	-	1	-	2	1	*	4	-	-
	2%	*9%*	*-%*	*6%*	*-%*	*4%*	*4%*	**%*	*3%*	*-%*	*-%*
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	**1**	-	-	-	1	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*23%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
TNT Express	**31**	-	3	2	1	4	4	6	12	4	-
	12%	*-%*	*19%*	*13%*	*21%*	*8%*	*16%*	*13%*	*10%*	*20%* b	*-%*
Whistl (Previously known as TNT Post)	**2**	-	-	-	-	*	-	*	2	-	-
	1%	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	*1%*	*-%*	*-%*
Citipost	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**119**	7	9	13	2	33	12	23	64	11	-
	46%	*56%*	*66%*	*73%*	*50%*	*58%*	*50%*	*52%*	*50%*	*60%*	*-%*
NET: Royal Mail	**131**	12	6	13	1	29	14	22	62	7	-
	50%	*100%*	*47%*	*73%*	*27%*	*51%*	*58%*	*50%*	*48%*	*39%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.
Base: All respondents

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**563**	17	37	46	10	144	55	120	354	61	-
Weighted total	**261**	12	14	18	5	57	24	44	130	18	-
NET: Provider other than RM	**208**	10	14	17	4	44	23	32	103	15	-
	79%	*82%*	*100%*	*93%*	*98%*	*76%*	*96% a*	*73%*	*79%*	*84%*	*-%*
NET: RM ONLY	**54**	2	-	1	*	14	1	12	27	3	-
	21%	*18%*	*-%*	*7%*	*2%*	*24% b*	*4%*	*27%*	*21%*	*16%*	*-%*
NET: Provider other than RM ONLY	**131**	-	7	5	3	28	10	22	68	11	-
	50%	*-%*	*53%*	*27%*	*73%*	*49%*	*42%*	*50%*	*52%*	*61%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.
Base: All respondents

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
Weighted total	261	39	78	13	-	56	57	16	-	135	82	65	125	101	2
Royal Mail	131	18	42	3	-	33	31	7	-	64	46	39	64	49	*
	50%	47% c	54% c	24%	-%	58%	55%	44%	-%	48%	56%	59% a	51%	49%	22%
DHL	48	7	16	4	-	7	8	5	-	19	16	9	19	17	1
	18%	18%	20%	28%	-%	12%	15%	32% ab	-%	14%	19%	14%	15%	16%	75%
UK Mail	8	2	3	*	-	3	1	*	-	4	5	3	4	4	-
	3%	4%	5%	*%	-%	5%	2%	1%	-%	3%	6%	4%	3%	4%	-%
UPS	43	10	11	4	-	11	16	4	-	23	12	16	25	21	1
	16%	26% b	14%	34% b	-%	19%	28%	27%	-%	17%	15%	25% ab	20%	21%	68%
Yodel	22	4	4	*	-	6	4	3	-	13	5	5	11	7	*
	9%	10%	5%	3%	-%	10%	7%	16%	-%	9%	6%	8%	9%	7%	6%
Parcelforce	38	3	8	*	-	6	5	1	-	22	9	9	18	17	*
	15%	8%	10%	3%	-%	11%	9%	7%	-%	16%	11%	13%	15%	17%	3%
Hermes	43	6	11	1	-	11	8	2	-	23	12	12	18	15	*
	17%	14%	14%	11%	-%	19%	14%	11%	-%	17%	14%	18%	15%	15%	22%
FedEx	25	6	8	2	-	7	4	1	-	14	9	7	13	9	-
	10%	16%	10%	17%	-%	12%	6%	3%	-%	10%	11%	11%	10%	9%	-%
Secured Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DX	5	2	4	-	-	2	3	-	-	4	4	3	4	3	-
	2%	6%	6%	-%	-%	4%	6%	-%	-%	3%	5%	5%	3%	3%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	1	1	1	1	-	-	-	-	-	-	-	-	-	-	-
	*%	3%	1%	8% b	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT Express	31	6	7	2	-	7	5	1	-	14	8	7	12	10	*
	12%	16%	9%	18%	-%	12%	8%	3%	-%	10%	10%	10%	10%	10%	3%
Whistl (Previously known as TNT Post)	2	*	*	-	-	*	*	*	-	2	*	*	1	1	-
	1%	1%	*%	-%	-%	*%	*%	*%	-%	1%	*%	*%	1%	1%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	119	20	36	7	-	31	30	10	-	68	40	36	62	52	*
	46%	52%	47%	53%	-%	56%	52%	60%	-%	50%	49%	55%	49%	51%	25%
NET: Royal Mail	131	18	42	3	-	33	31	7	-	64	46	39	64	49	*
	50%	47% c	54% c	24%	-%	58%	55%	44%	-%	48%	56%	59% a	51%	49%	22%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.
Base: All respondents

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**563**	105	239	45	-	136	139	50	-	357	248	160	331	261	6
Weighted total	**261**	39	78	13	-	56	57	16	-	135	82	65	125	101	2
NET: Provider other than RM	**208**	32	58	11	-	44	46	14	-	105	60	52	96	81	2
	79%	*83%*	*75%*	*85%*	*-%*	*79%*	*81%*	*84%*	*-%*	*78%*	*73%*	*79%*	*76%*	*80%*	*100%*
NET: RM ONLY	**54**	7	20	2	-	12	11	3	-	29	22	14	30	20	-
	21%	*17%*	*25%*	*15%*	*-%*	*21%*	*19%*	*16%*	*-%*	*22%*	*27%*	*21%*	*24%*	*20%*	*-%*
NET: Provider other than RM ONLY	**131**	21	36	10	-	23	26	9	-	70	37	27	62	52	1
	50%	*53%*	*46%*	*76%* **ab**	*-%*	*42%*	*45%*	*56%*	*-%*	*52%* c	*44%*	*41%*	*49%*	*51%*	*78%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.
Base: All respondents

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**563**	135	78	96	36	30	313	261	15	6	6	4
Weighted total	**261**	49	27	37	7	6	122	102	7	1	4	2
Royal Mail	**131**	31	14	20	4	2	65	53	6	1	3	1
	50%	*63%* e	*53%* e	*55%* e	*57%* e	*31%*	*53%*	*52%*	*94%*	*61%*	*69%*	*83%*
DHL	**48**	8	3	6	3	2	22	13	2	-	-	1
	18%	*15%*	*11%*	*17%*	*43%* **abc**	*26%*	*18%*	*13%*	*35%*	*-%*	*-%*	*63%*
UK Mail	**8**	1	1	3	*	*	5	2	-	-	1	-
	3%	*3%*	*5%*	*7%*	*3%*	*1%*	*4%*	*1%*	*-%*	*-%*	*28%*	*-%*
UPS	**43**	14	8	9	1	1	24	19	*	-	1	1
	16%	*29%*	*31%*	*25%*	*19%*	*21%*	*20%*	*19%*	*3%*	*-%*	*31%*	*63%*
Yodel	**22**	3	1	3	2	*	13	8	*	-	1	1
	9%	*6%*	*4%*	*9%*	*22%* **abce**	*2%*	*11%*	*8%*	*1%*	*-%*	*25%*	*80%*
Parcelforce	**38**	5	5	4	1	1	17	15	*	-	1	-
	15%	*11%*	*18%*	*11%*	*15%*	*14%*	*14%*	*15%*	*3%*	*-%*	*31%*	*-%*
Hermes	**43**	7	6	6	1	1	19	14	1	*	2	*
	17%	*15%*	*20%*	*18%*	*12%*	*8%*	*16%*	*14%*	*16%*	*28%*	*46%*	*17%*
FedEx	**25**	3	3	3	*	*	11	8	*	-	1	*
	10%	*7%*	*11%*	*9%*	*4%*	*3%*	*9%*	*8%*	*2%*	*-%*	*25%*	*17%*
Secured Mail	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
DX	**5**	3	2	1	-	-	4	3	-	-	-	-
	2%	*7%*	*8%*	*3%*	*-%*	*-%*	*4%*	*3%*	*-%*	*-%*	*-%*	*-%*
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	**1**	-	-	-	-	-	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
TNT Express	**31**	6	3	4	*	*	11	9	*	*	-	-
	12%	*13%*	*9%*	*12%*	*6%*	*5%*	*9%*	*8%*	*1%*	*28%*	*-%*	*-%*
Whistl (Previously known as TNT Post)	**2**	*	*	*	*	*	1	1	-	-	-	-
	1%	**%*	**%*	**%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*
Citipost	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**119**	25	15	22	4	4	58	48	2	1	3	1
	46%	*51%*	*55%*	*62%*	*55%*	*64%*	*47%*	*48%*	*33%*	*72%*	*69%*	*83%*
NET: Royal Mail	**131**	31	14	20	4	2	65	53	6	1	3	1
	50%	*63%* e	*53%* e	*55%* e	*57%* e	*31%*	*53%*	*52%*	*94%*	*61%*	*69%*	*83%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.
Base: All respondents

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**563**	135	78	96	36	30	313	261	15	6	6	4
Weighted total	**261**	49	27	37	7	6	122	102	7	1	4	2
NET: Provider other than RM	**208**	39	24	30	5	5	94	77	4	1	4	2
	79%	*80%*	*89%*	*81%*	*81%*	*78%*	*77%*	*76%*	*56%*	*100%*	*100%*	*100%*
NET: RM ONLY	**54**	10	3	7	1	1	28	25	3	-	-	-
	21%	*20%*	*11%*	*19%*	*19%*	*22%*	*23%*	*24%*	*44%*	*-%*	*-%*	*-%*
NET: Provider other than RM ONLY	**131**	18	13	16	3	4	57	49	*	*	1	*
	50%	*37%*	*47%*	*45%*	*43%*	*69%* abcd	*47%*	*48%*	*6%*	*39%*	*31%*	*17%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.
Base: All respondents

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**563**	518	422	523	441	550	299	521	142	-	454	17	67	465
Weighted total	**261**	234	177	236	189	251	129	236	53	-	201	8	33	211
Royal Mail	**131**	118	89	118	98	125	64	116	25	-	101	3	21	103
	50%	*51%*	*50%*	*50%*	*52%*	*50%*	*50%*	*49%*	*47%*	*-%*	*50%*	*39%*	*65%* b	*48%*
DHL	**48**	41	28	41	34	46	20	41	14	-	36	1	7	39
	18%	*17%*	*16%*	*17%*	*18%*	*18%*	*15%*	*17%*	*26%* **ab**	*-%*	*18%*	*16%*	*22%*	*18%*
UK Mail	**8**	6	4	6	6	8	4	6	2	-	5	-	2	4
	3%	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*-%*	*3%*	*-%*	*8%* b	*2%*
UPS	**43**	39	27	40	33	42	24	41	11	-	33	1	7	34
	16%	*17%*	*15%*	*17%*	*17%*	*17%*	*19%*	*17%*	*21%*	*-%*	*16%*	*13%*	*21%*	*16%*
Yodel	**22**	19	15	19	19	21	12	21	7	-	17	-	5	17
	9%	*8%*	*8%*	*8%*	*10%*	*9%*	*9%*	*9%*	*13%*	*-%*	*9%*	*-%*	*15%*	*8%*
Parcelforce	**38**	34	25	34	30	37	16	34	7	-	32	1	4	33
	15%	*14%*	*14%*	*14%*	*16%*	*15%*	*13%*	*14%*	*12%*	*-%*	*16%*	*14%*	*13%*	*15%*
Hermes	**43**	40	33	40	32	42	23	39	11	-	31	3	7	33
	17%	*17%*	*19%*	*17%*	*17%*	*17%*	*18%*	*16%*	*20%*	*-%*	*16%*	*39%*	*23%*	*16%*
FedEx	**25**	22	18	22	17	24	11	23	3	-	19	1	2	21
	10%	*9%*	*10%*	*9%*	*9%*	*10%*	*9%*	*10%*	*5%*	*-%*	*10%*	*16%*	*7%*	*10%*
Secured Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
DX	**5**	4	5	5	5	5	4	5	2	-	5	-	2	3
	2%	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*4%*	*-%*	*3%*	*-%*	*7%* b	*2%*
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	**1**	1	1	1	1	1	1	1	1	-	-	-	-	-
	****%***	**%*	*1%*	**%*	*1%*	**%*	*1%*	**%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*
TNT Express	**31**	29	22	29	25	30	20	29	8	-	25	1	2	26
	12%	*12%*	*12%*	*12%*	*13%*	*12%*	*16%*	*12%*	*15%*	*-%*	*12%*	*14%*	*8%*	*12%*
Whistl (Previously known as TNT Post)	**2**	2	2	2	2	2	1	2	*	-	1	-	-	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	**%*	*-%*	*-%*	*1%*
Citipost	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**119**	104	85	106	81	114	62	108	23	-	97	4	15	98
	46%	*44%*	*48%*	*45%*	*43%*	*45%*	*48%*	*46%*	*44%*	*-%*	*48%*	*48%*	*45%*	*46%*
NET: Royal Mail	**131**	118	89	118	98	125	64	116	25	-	101	3	21	103
	50%	*51%*	*50%*	*50%*	*52%*	*50%*	*50%*	*49%*	*47%*	*-%*	*50%*	*39%*	*65%* b	*48%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.
Base: All respondents

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**563**	518	422	523	441	550	299	521	142	-	454	17	67	465
Weighted total	**261**	234	177	236	189	251	129	236	53	-	201	8	33	211
NET: Provider other than RM	**208**	185	140	187	152	200	107	187	44	-	160	6	24	169
	79%	*79%*	*79%*	*79%*	*80%*	*80%*	*83%*	*79%*	*82%*	*-%*	*80%*	*81%*	*75%*	*80%*
NET: RM ONLY	**54**	49	37	49	38	51	21	49	10	-	40	1	8	42
	21%	*21%*	*21%*	*21%*	*20%*	*20%*	*17%*	*21%*	*18%*	*-%*	*20%*	*19%*	*25%*	*20%*
NET: Provider other than RM ONLY	**131**	116	89	118	91	126	64	120	28	-	100	5	11	109
	50%	*49%*	*50%*	*50%*	*48%*	*50%*	*50%*	*51%*	*53%*	*-%*	*50%*	*61%*	*35%*	*52%* a

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.
Base: All respondents

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	***b**	***a**	b	a	b	c	a	***b**	c	a	b
Unweighted total	**563**	92	3	22	83	60	400	102	69	21	468	318	245
Weighted total	**261**	48	*	12	42	22	192	47	40	11	209	152	110
Royal Mail	**131**	26	*	8	22	9	99	22	20	8	102	76	54
	50%	*54%*	*100%*	*68%*	*54%*	*42%*	*52%*	*47%*	*49%*	*75%*	*49%*	*50%*	*49%*
DHL	**48**	11	-	3	8	2	34	12	9	3	37	29	20
	18%	*22%*	*-%*	*29%*	*20%*	*10%*	*18%*	*25%* a	*21%*	*23%*	*18%*	*19%*	*18%*
UK Mail	**8**	3	-	2	1	*	6	2	3	-	4	1	6
	3%	*7%*	*-%*	*17%*	*3%*	*1%*	*3%*	*4%*	*8%* c	*-%*	*2%*	*1%*	*6%* a
UPS	**43**	11	-	2	9	3	29	11	6	3	34	26	17
	16%	*23%*	*-%*	*18%*	*21%*	*15%*	*15%*	*23%* b	*14%*	*29%*	*16%*	*17%*	*16%*
Yodel	**22**	4	-	*	4	2	15	6	4	1	17	14	9
	9%	*9%*	*-%*	*2%*	*10%*	*8%*	*8%*	*12%*	*10%*	*12%*	*8%*	*9%*	*8%*
Parcelforce	**38**	9	-	1	8	2	29	6	6	1	30	17	21
	15%	*20%*	*-%*	*10%*	*20%*	*11%*	*15%*	*13%*	*14%*	*10%*	*14%*	*11%*	*19%* a
Hermes	**43**	11	-	2	11	7	26	10	11	3	30	30	14
	17%	*22%*	*-%*	*13%*	*26%*	*32%* b	*14%*	*22%* b	*28%* c	*23%*	*14%*	*20%* b	*12%*
FedEx	**25**	7	-	2	5	3	16	7	4	1	19	15	10
	10%	*14%*	*-%*	*20%*	*11%*	*12%*	*8%*	*15%* b	*9%*	*11%*	*9%*	*10%*	*9%*
Secured Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
DX	**5**	1	-	-	1	1	2	2	1	1	3	1	4
	2%	*2%*	*-%*	*-%*	*3%*	*5%* b	*1%*	*4%* b	*3%*	*9%*	*2%*	*1%*	*4%* a
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	**1**	1	-	-	1	-	1	-	1	-	-	1	-
	****%***	*2%*	*-%*	*-%*	*3%*	*-%*	*1%*	*-%*	*3%* c	*-%*	*-%*	*1%*	*-%*
TNT Express	**31**	8	-	2	7	3	17	11	5	1	26	21	9
	12%	*16%*	*-%*	*21%*	*16%*	*13%*	*9%*	*23%* b	*12%*	*5%*	*12%*	*14%* b	*8%*
Whistl (Previously known as TNT Post)	**2**	-	-	-	-	*	1	*	-	*	2	*	1
	1%	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*1%*	*-%*	**%*	*1%*	**%*	*1%*
Citipost	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**119**	23	*	5	22	11	84	25	21	7	92	70	49
	46%	*49%*	*40%*	*42%*	*52%*	*49%*	*44%*	*52%*	*52%*	*60%*	*44%*	*46%*	*45%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.
Base: All respondents

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	*b	c	a	b
Unweighted total	**563**	92	3	22	83	60	400	102	69	21	468	318	245
Weighted total	**261**	48	*	12	42	22	192	47	40	11	209	152	110
NET: Royal Mail	**131**	26	*	8	22	9	99	22	20	8	102	76	54
	50%	*54%*	*100%*	*68%*	*54%*	*42%*	*52%*	*47%*	*49%*	*75%*	*49%*	*50%*	*49%*
NET: Provider other than RM	**208**	43	*	12	36	18	148	42	36	10	162	122	86
	79%	*91%*	*40%*	*99%*	*87%*	*83%*	*77%*	*88%* b	*88%* c	*85%*	*77%*	*80%*	*78%*
NET: RM ONLY	**54**	4	*	*	5	4	44	6	5	2	47	30	24
	21%	*9%*	*60%*	*1%*	*13%*	*17%*	*23%* c	*12%*	*12%*	*15%*	*23%* a	*20%*	*22%*
NET: Provider other than RM ONLY	**131**	22	-	4	19	13	93	25	20	3	106	75	56
	50%	*46%*	*-%*	*32%*	*46%*	*58%*	*48%*	*53%*	*51%*	*25%*	*51%*	*50%*	*51%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 215 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices				Month
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr' 2018
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d	
Unweighted total	**563**	387	59	177	91	126	57	208	134	112	256	36	134	563
Weighted total	**261**	152	17	69	34	49	21	82	50	47	112	15	73	261
Royal Mail	**131**	76	6	39	20	29	12	45	24	23	54	6	39	131
	50%	*50%*	*34%*	*57%* b	*58%* b	*59%*	*57%*	*55%*	*48%*	*48%*	*48%*	*41%*	*54%*	*50%*
DHL	**48**	23	5	11	8	7	3	11	9	5	23	1	14	48
	18%	*15%*	*27%* a	*16%*	*23%*	*14%*	*15%*	*13%*	*17%*	*10%*	*21%* a	*10%*	*19%* a	*18%*
UK Mail	**8**	6	-	3	2	*	2	1	3	3	2	-	3	8
	3%	*4%*	*-%*	*4%*	*7%* b	*1%*	*11%* **ac**	*2%*	*5%* a	*7%* b	*2%*	*-%*	*4%*	*3%*
UPS	**43**	27	3	17	10	13	6	15	10	9	23	3	7	43
	16%	*18%*	*19%*	*24%*	*29%* a	*26%*	*28%*	*18%*	*21%*	*19%* d	*20%* d	*23%* d	*9%*	*16%*
Yodel	**22**	12	1	6	4	3	2	6	6	3	11	2	6	22
	9%	*8%*	*6%*	*8%*	*13%*	*6%*	*12%*	*8%*	*11%*	*7%*	*10%*	*12%*	*8%*	*9%*
Parcelforce	**38**	23	3	9	8	7	4	13	8	6	17	3	10	38
	15%	*15%*	*16%*	*12%*	*23%* c	*14%*	*19%*	*15%*	*15%*	*12%*	*15%*	*19%*	*14%*	*15%*
Hermes	**43**	27	5	12	9	6	5	15	10	3	26	3	11	43
	17%	*17%*	*27%*	*18%*	*26%*	*12%*	*26%* a	*19%*	*21%*	*7%*	*24%* **ad**	*17%*	*15%*	*17%*
FedEx	**25**	14	2	7	5	5	2	8	6	2	13	2	8	25
	10%	*9%*	*14%*	*10%*	*16%*	*10%*	*10%*	*9%*	*12%*	*5%*	*12%*	*11%*	*11%*	*10%*
Secured Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
DX	**5**	5	1	3	1	2	1	4	1	1	3	-	1	5
	2%	*4%*	*6%*	*5%*	*3%*	*4%*	*5%*	*5%*	*2%*	*2%*	*3%*	*-%*	*1%*	*2%*
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	**1**	1	1	-	-	-	-	-	-	1	-	-	-	1
	****%***	*1%*	*6%* **acd**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%* b	*-%*	*-%*	*-%*	**%*
TNT Express	**31**	16	2	6	2	5	2	7	3	3	19	*	7	31
	12%	*10%*	*15%*	*8%*	*7%*	*10%*	*8%*	*9%*	*6%*	*7%*	*17%* **acd**	*3%*	*9%*	*12%*
Whistl (Previously known as TNT Post)	**2**	2	*	*	-	*	-	1	-	*	1	-	*	2
	1%	*1%*	**%*	**%*	*-%*	**%*	*-%*	*1%*	*-%*	**%*	*1%*	*-%*	**%*	*1%*
Citipost	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**119**	78	8	38	16	25	12	40	25	26	53	5	32	119
	46%	*51%*	*46%*	*54%*	*48%*	*52%*	*59%*	*49%*	*50%*	*54%* c	*47%*	*35%*	*44%*	*46%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.
Base: All respondents

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices				Month
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr' 2018
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d	
Unweighted total	**563**	387	59	177	91	126	57	208	134	112	256	36	134	563
Weighted total	**261**	152	17	69	34	49	21	82	50	47	112	15	73	261
NET: Royal Mail	**131**	76	6	39	20	29	12	45	24	23	54	6	39	131
	50%	*50%* b	*34%*	*57%* b	*58%* b	*59%*	*57%*	*55%*	*48%*	*48%*	*48%*	*41%*	*54%*	*50%*
NET: Provider other than RM	**208**	120	16	56	28	37	19	62	42	38	96	12	53	208
	79%	*79%*	*91%* a	*80%*	*84%*	*75%*	*94%* **acd**	*76%*	*83%*	*80%*	*86%* d	*77%*	*73%*	*79%*
NET: RM ONLY	**54**	32	2	14	5	12	1	20	8	9	16	3	19	54
	21%	*21%* b	*9%*	*20%*	*16%*	*25%* b	*6%*	*24%* b	*17%* b	*20%*	*14%*	*23%*	*27%* b	*21%*
NET: Provider other than RM ONLY	**131**	76	11	30	14	20	9	37	26	24	58	9	33	131
	50%	*50%*	*66%* **acd**	*43%*	*42%*	*41%*	*43%*	*45%*	*52%*	*52%*	*52%*	*59%*	*46%*	*50%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.
Base: All respondents

	Total base	Quarter
		Q2 2018
Unweighted total	**563**	563
Weighted total	**261**	261
Royal Mail	**131**	131
	50%	*50%*
DHL	**48**	48
	18%	*18%*
UK Mail	**8**	8
	3%	*3%*
UPS	**43**	43
	16%	*16%*
Yodel	**22**	22
	9%	*9%*
Parcelforce	**38**	38
	15%	*15%*
Hermes	**43**	43
	17%	*17%*
FedEx	**25**	25
	10%	*10%*
Secured Mail	**-**	-
	-%	*-%*
DX	**5**	5
	2%	*2%*
MHI (Mail Handling International)	**-**	-
	-%	*-%*
Pitney Bowes	**1**	1
	****%***	**%*
TNT Express	**31**	31
	12%	*12%*
Whistl (Previously known as TNT Post)	**2**	2
	1%	*1%*
Citipost	**-**	-
	-%	*-%*
Other	**119**	119
	46%	*46%*
NET: Royal Mail	**131**	131
	50%	*50%*
NET: Provider other than RM	**208**	208
	79%	*79%*
NET: RM ONLY	**54**	54
	21%	*21%*
NET: Provider other than RM ONLY	**131**	131
	50%	*50%*

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 216 Page 3830

QN2. And for sending letters which companies can you think of?

Base: All respondents

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	e
Unweighted total	**563**	294	160	70	39	269	138	95	33	20	57
Weighted total	**261**	242	12	5	3	20	103	60	13	7	8
Royal Mail	**197**	182	9	4	2	15	83	43	9	4	6
	75%	*75%*	*75%*	*77%*	*70%*	*75%*	*81%*	*72%*	*69%*	*62%*	*72%*
DHL	**8**	7	1	*	*	1	3	1	2	*	*
	3%	*3%*	*5%*	*2%*	*6%*	*4%*	*3%*	*2%*	*16%* **abe**	*1%*	*4%*
UK Mail	**12**	12	*	*	-	*	6	2	1	-	*
	5%	*5%* e	*2%*	*1%*	*-%*	*2%*	*6%*	*4%*	*10%* e	*-%*	*1%*
UPS	**7**	6	*	*	*	1	3	*	1	-	*
	3%	*3%*	*3%*	*4%*	*4%*	*4%*	*3%*	**%*	*8%* b	*-%*	*2%*
Yodel	**2**	2	-	*	-	*	1	1	-	-	*
	1%	*1%*	*-%*	*2%*	*-%*	*1%*	*1%*	*2%*	*-%*	*-%*	*1%*
Parcelforce	**7**	6	*	*	*	*	3	2	-	-	*
	2%	*3%*	*1%*	*2%*	*2%*	*1%*	*3%*	*4%*	*-%*	*-%*	*1%*
Hermes	**7**	6	-	*	*	*	5	-	-	-	*
	3%	*3%* b	*-%*	*3%* b	*6%* b	*2%*	*5%* b	*-%*	*-%*	*-%*	*1%*
FedEx	**3**	3	*	*	*	*	-	2	*	*	*
	1%	*1%*	*1%*	*2%*	*7%* **ab**	*2%*	*-%*	*3%*	*2%*	*1%*	*2%*
Secured Mail	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
DX	**2**	2	*	-	*	*	-	2	-	-	-
	1%	*1%*	**%*	*-%*	*4%*	*1%*	*-%*	*4%* a	*-%*	*-%*	*-%*
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	**1**	1	-	-	-	-	-	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
TNT Express	**6**	5	*	-	*	*	3	-	*	1	*
	2%	*2%*	*3%*	*-%*	*4%*	*2%*	*3%*	*-%*	**%*	*16%*	*2%*
Whistl (Previously known as TNT Post)	**5**	4	*	*	-	*	2	1	-	1	*
	2%	*2%*	*2%*	*2%*	*-%*	*2%*	*2%*	*2%*	*-%*	*17%*	*1%*
Citipost	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**60**	55	3	1	1	5	16	18	4	1	2
	23%	*23%*	*25%*	*24%*	*31%*	*26%*	*15%*	*30%* a	*31%* a	*22%*	*29%* a
NET: Royal Mail	**197**	182	9	4	2	15	83	43	9	4	6
	75%	*75%*	*75%*	*77%*	*70%*	*75%*	*81%*	*72%*	*69%*	*62%*	*72%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QN2. And for sending letters which companies can you think of?
Base: All respondents

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	e
Unweighted total	**563**	294	160	70	39	269	138	95	33	20	57
Weighted total	**261**	242	12	5	3	20	103	60	13	7	8
NET: Provider other than RM	**97**	89	4	2	1	7	33	24	7	4	3
	37%	*37%*	*35%*	*37%*	*45%*	*37%*	*32%*	*40%*	*50%*	*57%*	*34%*
NET: RM ONLY	**165**	152	8	3	2	12	70	36	7	3	5
	63%	*63%*	*65%*	*63%*	*55%*	*63%*	*68%*	*60%*	*50%*	*43%*	*66%*
NET: Provider other than RM ONLY	**64**	60	3	1	1	5	20	17	4	3	2
	25%	*25%*	*25%*	*23%*	*30%*	*25%*	*19%*	*28%*	*31%*	*38%*	*28%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

QN2. And for sending letters which companies can you think of?
Base: All respondents

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	**b**	c	**d**	e	f	g	h	i	j	k	l	m
Unweighted total	**563**	38	18	55	18	33	77	54	38	35	366	71	67	59
Weighted total	**261**	30	13	27	10	17	50	38	23	21	230	13	10	9
Royal Mail	**197**	22	13	22	4	13	39	26	18	16	174	10	7	6
	75%	*74%*	*99%*	*82%*	*43%*	*77%*	*78%*	*69%*	*79%*	*74%*	*76%*	*76%*	*71%*	*70%*
DHL	**8**	-	-	3	-	*	2	2	*	-	8	*	-	*
	3%	*-%*	*-%*	*13%* **aehijkl**	*-%*	*1%*	*4%*	*6%* l	*1%*	*-%*	*4%*	**%*	*-%*	*2%*
UK Mail	**12**	*	1	*	-	-	4	3	1	2	12	*	-	-
	5%	*1%*	*8%*	**%*	*-%*	*-%*	*9%* **clm**	*8%* **clm**	*5%*	*9%* **clm**	*5%*	*3%*	*-%*	*-%*
UPS	**7**	*	*	4	-	-	1	1	1	-	7	-	-	-
	3%	*1%*	*1%*	*13%* **aefijkl**	*-%*	*-%*	*2%*	*3%*	*5%*	*-%*	*3%*	*-%*	*-%*	*-%*
Yodel	**2**	-	1	-	-	-	-	-	-	1	2	-	*	-
	1%	*-%*	*8%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%* j	*1%*	*-%*	*3%*	*-%*
Parcelforce	**7**	1	-	*	1	-	1	-	1	1	5	1	*	*
	2%	*4%*	*-%*	*1%*	*10%*	*-%*	*2%*	*-%*	*5%*	*4%*	*2%*	*8%* **cgjlm**	**%*	*1%*
Hermes	**7**	-	1	*	1	-	1	3	-	-	7	-	-	-
	3%	*-%*	*10%*	**%*	*9%*	*-%*	*2%*	*9%* **cjklm**	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*
FedEx	**3**	*	-	2	-	-	-	-	-	-	3	1	-	*
	1%	*1%*	*-%*	*9%* **fgjlm**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*5%* j	*-%*	*1%*
Secured Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
DX	**2**	-	-	-	*	-	1	1	-	-	2	*	-	-
	1%	*-%*	*-%*	*-%*	*1%*	*-%*	*2%*	*3%*	*-%*	*-%*	*1%*	**%*	*-%*	*-%*
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	**1**	-	-	1	-	-	-	-	-	-	1	-	-	-
	****%***	*-%*	*-%*	*4%* j	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
TNT Express	**6**	1	-	1	-	1	-	*	1	1	5	*	*	*
	2%	*4%*	*-%*	*4%*	*-%*	*6%* f	*-%*	**%*	*5%* f	*4%*	*2%*	*3%*	*1%*	*1%*
Whistl (Previously known as TNT Post)	**5**	-	-	*	-	1	-	1	*	2	4	*	*	*
	2%	*-%*	*-%*	**%*	*-%*	*6%* f	*-%*	*3%*	*1%*	*9%* **cfj**	*2%*	*2%*	*3%*	*1%*
Citipost	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**60**	8	*	2	6	4	12	13	5	3	52	2	3	3
	23%	*26%* c	*1%*	*6%*	*57%*	*23%* c	*24%* c	*33%* **cik**	*23%* c	*13%*	*23%* c	*13%*	*31%* **cik**	*32%* **cik**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 05/02/19

QN2. And for sending letters which companies can you think of?
Base: All respondents

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**563**	38	18	55	18	33	77	54	38	35	366	71	67	59
Weighted total	**261**	30	13	27	10	17	50	38	23	21	230	13	10	9
NET: Royal Mail	**197**	22	13	22	4	13	39	26	18	16	174	10	7	6
	75%	*74%*	*99%*	*82%*	*43%*	*77%*	*78%*	*69%*	*79%*	*74%*	*76%*	*76%*	*71%*	*70%*
NET: Provider other than RM	**97**	10	2	9	7	5	18	19	9	7	86	4	4	3
	37%	*34%*	*12%*	*31%*	*67%*	*30%*	*37%*	*51%* ck	*38%*	*34%*	*38%*	*29%*	*38%*	*33%*
NET: RM ONLY	**165**	20	11	19	3	12	31	19	14	14	144	9	6	6
	63%	*66%*	*88%*	*69%* g	*33%*	*70%*	*63%*	*49%*	*62%*	*66%*	*62%*	*71%* g	*62%*	*67%*
NET: Provider other than RM ONLY	**64**	8	*	5	6	4	11	12	5	6	56	3	3	3
	25%	*26%*	*1%*	*18%*	*57%*	*23%*	*22%*	*31%*	*21%*	*26%*	*24%*	*24%*	*29%*	*30%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 216 (continuation)

QN2. And for sending letters which companies can you think of?

Base: All respondents

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	d	e	***f**	g	h	a	b	a	b
Unweighted total	**563**	9	64	14	69	145	23	39	200	365	198	477	86
Weighted total	**261**	4	27	5	30	75	8	21	91	180	81	234	28
Royal Mail	**197**	3	17	5	20	60	5	15	72	139	58	177	20
	75%	*70%*	*63%*	*93%*	*65%*	*80%* **bd**	*56%*	*74%*	*80%* **bd**	*77%*	*72%*	*76%*	*71%*
DHL	**8**	*	1	-	*	1	2	*	3	6	2	7	1
	3%	*1%*	*4%*	*-%*	**%*	*2%*	*26%*	*1%*	*4%*	*3%*	*3%*	*3%*	*5%*
UK Mail	**12**	-	1	*	-	5	-	1	4	7	5	11	1
	5%	*-%*	*4%*	*6%*	*-%*	*7%* d	*-%*	*5%*	*5%*	*4%*	*7%*	*5%*	*4%*
UPS	**7**	-	1	-	-	2	1	*	2	6	1	6	1
	3%	*-%*	*5%*	*-%*	*-%*	*3%*	*13%*	**%*	*3%*	*3%*	*1%*	*3%*	*4%*
Yodel	**2**	-	-	-	1	1	-	-	*	2	-	2	-
	1%	*-%*	*-%*	*-%*	*3%* h	*1%*	*-%*	*-%*	**%*	*1%*	*-%*	*1%*	*-%*
Parcelforce	**7**	-	1	1	-	1	-	-	3	6	*	5	1
	2%	*-%*	*4%*	*21%*	*-%*	*1%*	*-%*	*-%*	*4%*	*4%* b	**%*	*2%*	*4%*
Hermes	**7**	-	*	-	-	3	1	-	2	4	2	6	*
	3%	*-%*	**%*	*-%*	*-%*	*4%*	*13%*	*-%*	*3%*	*2%*	*3%*	*3%*	*1%*
FedEx	**3**	-	-	*	-	1	-	*	2	3	*	3	*
	1%	*-%*	*-%*	*7%*	*-%*	*1%*	*-%*	**%*	*2%*	*2%*	**%*	*1%*	**%*
Secured Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
DX	**2**	-	-	-	-	-	-	1	1	2	-	2	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%* e	*1%*	*1%*	*-%*	*1%*	*-%*
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	**1**	-	-	-	-	-	-	1	-	1	-	-	1
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%* **eh**	*-%*	*1%*	*-%*	*-%*	*4%* a
TNT Express	**6**	-	*	-	*	1	-	-	5	4	1	6	*
	2%	*-%*	*1%*	*-%*	**%*	*1%*	*-%*	*-%*	*5%*	*2%*	*2%*	*2%*	**%*
Whistl (Previously known as TNT Post)	**5**	-	1	-	1	*	-	1	1	3	2	5	-
	2%	*-%*	*4%* e	*-%*	*3%*	**%*	*-%*	*5%* e	*1%*	*2%*	*2%*	*2%*	*-%*
Citipost	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**60**	1	8	1	9	16	3	5	16	37	22	54	6
	23%	*29%*	*30%* h	*23%*	*30%* h	*21%*	*31%*	*26%*	*18%*	*21%*	*28%*	*23%*	*21%*
NET: Royal Mail	**197**	3	17	5	20	60	5	15	72	139	58	177	20
	75%	*70%*	*63%*	*93%*	*65%*	*80%* **bd**	*56%*	*74%*	*80%* **bd**	*77%*	*72%*	*76%*	*71%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QN2. And for sending letters which companies can you think of?
Base: All respondents

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	d	e	***f**	g	h	a	b	a	b
Unweighted total	**563**	9	64	14	69	145	23	39	200	365	198	477	86
Weighted total	**261**	4	27	5	30	75	8	21	91	180	81	234	28
NET: Provider other than RM	**97**	1	12	1	11	24	5	9	33	64	32	87	10
	37%	*30%*	*43%*	*28%*	*37%*	*32%*	*58%*	*43%*	*37%*	*36%*	*40%*	*37%*	*35%*
NET: RM ONLY	**165**	3	16	4	19	51	3	12	57	116	49	147	18
	63%	*70%*	*57%*	*72%*	*63%*	*68%*	*42%*	*57%*	*63%*	*64%*	*60%*	*63%*	*65%*
NET: Provider other than RM ONLY	**64**	1	10	*	11	15	4	5	18	42	23	56	8
	25%	*30%*	*37%* **eh**	*7%*	*35%* **eh**	*20%*	*44%*	*26%*	*20%*	*23%*	*28%*	*24%*	*29%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QN2. And for sending letters which companies can you think of?
Base: All respondents

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	***b**	a	b	c
Unweighted total	**563**	535	28	331	95	133
Weighted total	**261**	241	20	168	38	52
Royal Mail	**197**	180	17	128	28	39
	75%	*75%*	*85%*	*76%*	*73%*	*74%*
DHL	**8**	8	-	6	1	1
	3%	*3%*	*-%*	*3%*	*3%*	*2%*
UK Mail	**12**	11	1	6	1	4
	5%	*5%*	*5%*	*4%*	*3%*	*7%*
UPS	**7**	7	-	4	*	3
	3%	*3%*	*-%*	*2%*	**%*	*6%* **ab**
Yodel	**2**	2	-	*	1	1
	1%	*1%*	*-%*	**%*	*3%* a	*2%* a
Parcelforce	**7**	5	1	4	1	*
	2%	*2%*	*5%*	*3%*	*3%*	**%*
Hermes	**7**	7	-	3	*	3
	3%	*3%*	*-%*	*2%*	*1%*	*6%* **ab**
FedEx	**3**	3	-	1	2	*
	1%	*1%*	*-%*	*1%*	*4%* a	*1%*
Secured Mail	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
DX	**2**	2	-	2	-	*
	1%	*1%*	*-%*	*1%*	*-%*	**%*
MHI (Mail Handling International)	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	**1**	1	-	1	-	-
	****%***	**%*	*-%*	*1%*	*-%*	*-%*
TNT Express	**6**	6	-	5	*	*
	2%	*2%*	*-%*	*3%*	**%*	**%*
Whistl (Previously known as TNT Post)	**5**	5	-	2	1	1
	2%	*2%*	*-%*	*1%*	*4%*	*2%*
Citipost	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**60**	57	3	37	10	13
	23%	*23%*	*16%*	*22%*	*27%*	*25%*
NET: Royal Mail	**197**	180	17	128	28	39
	75%	*75%*	*85%*	*76%*	*73%*	*74%*
NET: Provider other than RM	**97**	91	5	60	16	20
	37%	*38%*	*26%*	*36%*	*40%*	*39%*

Columns Tested: a,b - a,b,c

QN2. And for sending letters which companies can you think of?
Base: All respondents

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**563**	535	28	331	95	133
Weighted total	**261**	241	20	168	38	52
NET: RM ONLY	**165**	150	15	108	23	32
	63%	*62%*	*74%*	*64%*	*60%*	*61%*
NET: Provider other than RM ONLY	**64**	61	3	39	11	14
	25%	*25%*	*15%*	*24%*	*27%*	*26%*

Columns Tested: a,b - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 216 (continuation)

QN2. And for sending letters which companies can you think of?

Base: All respondents

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	**563**	413	125	21	3	1	-	-	-	538	25	171	242	150
Weighted total	**261**	222	33	6	*	*	-	-	-	254	7	114	108	40
Royal Mail	**197**	167	26	4	*	*	-	-	-	193	4	88	79	30
	75%	*75%*	*78%*	*61%*	*65%*	*100%*	-%	-%	-%	*76%*	*62%*	*77%*	*73%*	*75%*
DHL	**8**	6	2	*	-	-	-	-	-	8	*	2	4	2
	3%	*3%*	*5%*	*1%*	-%	-%	-%	-%	-%	*3%*	*1%*	*2%*	*4%*	*4%*
UK Mail	**12**	7	4	1	-	-	-	-	-	11	1	2	5	5
	5%	*3%*	*11%* **ai**	*14%*	-%	-%	-%	-%	-%	*4%*	*13%*	*2%*	*5%*	*12%* **ab**
UPS	**7**	3	4	-	-	-	-	-	-	7	-	-	3	4
	3%	*1%*	*12%* **ai**	-%	-%	-%	-%	-%	-%	*3%*	-%	-%	*3%* a	*10%* **ab**
Yodel	**2**	1	1	-	-	-	-	-	-	2	-	1	*	1
	1%	*1%*	*4%* **ai**	-%	-%	-%	-%	-%	-%	*1%*	-%	*1%*	*%*	*3%* b
Parcelforce	**7**	6	*	*	-	-	-	-	-	6	*	3	3	*
	2%	*3%*	*%*	*1%*	-%	-%	-%	-%	-%	*3%*	*1%*	*3%*	*3%*	*%*
Hermes	**7**	4	2	-	-	-	-	-	-	7	-	1	3	2
	3%	*2%*	*7%* **ai**	-%	-%	-%	-%	-%	-%	*3%*	-%	*1%*	*3%*	*6%* a
FedEx	**3**	3	1	*	-	-	-	-	-	3	*	2	*	1
	1%	*1%*	*2%*	*2%*	-%	-%	-%	-%	-%	*1%*	*2%*	*2%*	*%*	*2%*
Secured Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DX	**2**	2	*	-	-	-	-	-	-	2	-	1	1	*
	1%	*1%*	*%*	-%	-%	-%	-%	-%	-%	*1%*	-%	*1%*	*1%*	*%*
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	**1**	1	-	-	-	-	-	-	-	1	-	-	1	-
	%	*%*	-%	-%	-%	-%	-%	-%	-%	*%*	-%	-%	*1%*	-%
TNT Express	**6**	5	*	*	-	-	-	-	-	6	*	3	2	*
	2%	*2%*	*1%*	*1%*	-%	-%	-%	-%	-%	*2%*	*1%*	*3%*	*2%*	*1%*
Whistl (Previously known as TNT Post)	**5**	4	1	*	-	-	-	-	-	5	*	2	1	1
	2%	*2%*	*3%*	*3%*	-%	-%	-%	-%	-%	*2%*	*3%*	*2%*	*1%*	*3%*
Citipost	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**60**	50	7	2	*	-	-	-	-	57	2	22	29	9
	23%	*23%*	*21%*	*36%*	*35%*	-%	-%	-%	-%	*23%*	*36%*	*19%*	*27%*	*23%*
NET: Royal Mail	**197**	167	26	4	*	*	-	-	-	193	4	88	79	30
	75%	*75%*	*78%*	*61%*	*65%*	*100%*	-%	-%	-%	*76%*	*62%*	*77%*	*73%*	*75%*
NET: Provider other than RM	**97**	79	14	4	*	-	-	-	-	93	4	36	44	17
	37%	*36%*	*42%*	*56%*	*35%*	-%	-%	-%	-%	*37%*	*54%*	*31%*	*40%*	*44%* a

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 05/02/19

QN2. And for sending letters which companies can you think of?
Base: All respondents

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	**563**	413	125	21	3	1	-	-	-	538	25	171	242	150
Weighted total	**261**	222	33	6	*	*	-	-	-	254	7	114	108	40
NET: RM ONLY	**165**	142	19	3	*	*	-	-	-	161	3	78	64	22
	63%	*64%*	*58%*	*44%*	*65%*	*100%*	*-%*	*-%*	*-%*	*63%*	*46%*	*69%* c	*60%*	*56%*
NET: Provider other than RM ONLY	**64**	55	7	3	*	-	-	-	-	62	3	26	29	10
	25%	*25%*	*22%*	*39%*	*35%*	*-%*	*-%*	*-%*	*-%*	*24%*	*38%*	*23%*	*27%*	*25%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QN2. And for sending letters which companies can you think of?
Base: All respondents

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	563	379	269	413	199	177	400	349	38	11	8	6	-	-
Weighted total	261	142	90	165	81	58	168	150	7	3	2	2	-	-
Royal Mail	197	105	67	119	61	41	122	111	3	1	1	1	-	-
	75%	*74%*	*74%*	*72%*	*76%*	*71%*	*73%*	*74%* b	*44%*	*52%*	*78%*	*52%*	*-%*	*-%*
DHL	8	6	3	6	3	4	7	6	*	*	-	-	-	-
	3%	*4%*	*3%*	*4%*	*3%*	*6%*	*4%*	*4%*	*3%*	*2%*	*-%*	*-%*	*-%*	*-%*
UK Mail	12	7	8	9	5	2	10	8	*	1	-	-	-	-
	5%	*5%*	*9%*	*5%*	*6%*	*4%*	*6%*	*5%*	*4%*	*40%*	*-%*	*-%*	*-%*	*-%*
UPS	7	3	3	4	6	2	5	4	-	*	-	-	-	-
	3%	*2%*	*3%*	*2%*	*7%* abcf	*4%*	*3%*	*3%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*
Yodel	2	2	1	2	1	*	2	2	-	-	*	-	-	-
	1%	*2%*	*1%*	*1%*	*1%*	**%*	*1%*	*2%*	*-%*	*-%*	*6%*	*-%*	*-%*	*-%*
Parcelforce	7	6	2	6	*	2	3	4	1	-	-	-	-	-
	2%	*4%* d	*3%* d	*3%* d	**%*	*4%* d	*2%*	*3%*	*17%* a	*-%*	*-%*	*-%*	*-%*	*-%*
Hermes	7	3	2	4	4	*	4	4	*	-	-	-	-	-
	3%	*2%*	*3%*	*3%*	*5%* e	**%*	*3%*	*3%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*
FedEx	3	2	2	2	1	1	3	2	*	-	-	-	-	-
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*6%* a	*-%*	*-%*	*-%*	*-%*	*-%*
Secured Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
DX	2	2	1	2	*	*	1	2	*	-	-	-	-	-
	1%	*2%*	*1%*	*1%*	**%*	**%*	*1%*	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	1	-	1	1	-	1	-	1	-	-	-	-	-	-
	**%*	*-%*	*1%* af	*1%*	*-%*	*2%* af	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
TNT Express	6	3	3	4	1	1	3	4	*	-	-	-	-	-
	2%	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*
Whistl (Previously known as TNT Post)	5	4	2	4	1	1	4	4	*	*	-	-	-	-
	2%	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	60	34	22	40	19	16	44	36	2	1	*	1	-	-
	23%	*24%*	*25%*	*24%*	*23%*	*27%*	*26%*	*24%*	*30%*	*44%*	*22%*	*48%*	*-%*	*-%*
NET: Royal Mail	197	105	67	119	61	41	122	111	3	1	1	1	-	-
	75%	*74%*	*74%*	*72%*	*76%*	*71%*	*73%*	*74%* b	*44%*	*52%*	*78%*	*52%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 05/02/19

QN2. And for sending letters which companies can you think of?
Base: All respondents

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**563**	379	269	413	199	177	400	349	38	11	8	6	-	-
Weighted total	**261**	142	90	165	81	58	168	150	7	3	2	2	-	-
NET: Provider other than RM	**97**	56	39	68	31	25	67	61	4	1	*	1	-	-
	37%	*39%*	*43%*	*41%*	*39%*	*42%*	*40%*	*40%*	*59%* a	*48%*	*22%*	*48%*	*-%*	*-%*
NET: RM ONLY	**165**	87	52	97	50	33	101	90	3	1	1	1	-	-
	63%	*61%*	*57%*	*59%*	*61%*	*58%*	*60%*	*60%* b	*41%*	*52%*	*78%*	*52%*	*-%*	*-%*
NET: Provider other than RM ONLY	**64**	38	24	46	20	17	46	39	4	1	*	1	-	-
	25%	*26%*	*26%*	*28%*	*24%*	*29%*	*27%*	*26%*	*56%* a	*48%*	*22%*	*48%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QN2. And for sending letters which companies can you think of?
Base: All respondents

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	563	186	7	3	1	1	1	-	2	112	105	101	91	3
Weighted total	261	77	2	1	*	*	*	-	*	65	41	36	20	1
Royal Mail	197	59	2	*	*	*	-	-	*	46	30	26	14	1
	75%	*76%*	*100%*	*18%*	*100%*	*100%*	*-%*	*-%*	*68%*	*70%*	*74%*	*74%*	*72%*	*79%*
DHL	8	3	-	-	-	-	-	-	-	3	1	1	*	-
	3%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*3%*	*3%*	*2%*	*-%*
UK Mail	12	4	1	-	-	-	-	-	-	3	1	3	1	-
	5%	*5%*	*41%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*3%*	*10%*	*5%*	*-%*
UPS	7	6	*	-	-	-	*	-	*	3	*	*	*	-
	3%	*8%*	*2%*	*-%*	*-%*	*-%*	*100%*	*-%*	*32%*	*5%* b	**%*	*1%*	*1%*	*-%*
Yodel	2	1	-	-	-	-	-	-	-	-	1	1	-	-
	1%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*3%*	*-%*	*-%*
Parcelforce	7	*	-	-	-	-	-	-	-	3	1	1	*	-
	2%	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*3%*	*3%*	*1%*	*-%*
Hermes	7	4	-	-	-	-	-	-	-	1	2	1	*	-
	3%	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*5%*	*3%*	*1%*	*-%*
FedEx	3	1	-	-	-	-	-	-	-	*	*	1	*	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*4%*	*1%*	*-%*
Secured Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
DX	2	*	-	-	-	-	-	-	-	1	-	1	*	-
	1%	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*3%*	*1%*	*-%*
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	1	-	-	-	-	-	-	-	-	1	-	-	-	-
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*
TNT Express	6	1	-	-	-	-	-	-	-	3	*	*	*	-
	2%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%* c	*1%*	**%*	*2%*	*-%*
Whistl (Previously known as TNT Post)	5	1	-	-	-	-	-	-	-	2	*	*	1	-
	2%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*1%*	**%*	*6%* **bc**	*-%*
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	60	18	*	1	-	-	-	-	-	13	11	10	6	*
	23%	*23%*	*2%*	*82%*	*-%*	*-%*	*-%*	*-%*	*-%*	*20%*	*26%*	*27%*	*32%*	*21%*
NET: Royal Mail	197	59	2	*	*	*	-	-	*	46	30	26	14	1
	75%	*76%*	*100%*	*18%*	*100%*	*100%*	*-%*	*-%*	*68%*	*70%*	*74%*	*74%*	*72%*	*79%*
NET: Provider other than RM	97	29	1	1	-	-	*	-	*	27	17	15	8	*
	37%	*38%*	*44%*	*82%*	*-%*	*-%*	*100%*	*-%*	*32%*	*42%*	*41%*	*42%*	*41%*	*21%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QN2. And for sending letters which companies can you think of?
Base: All respondents

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**563**	186	7	3	1	1	1	-	2	112	105	101	91	3
Weighted total	**261**	77	2	1	*	*	*	-	*	65	41	36	20	1
NET: RM ONLY	**165**	48	1	*	*	*	-	-	*	38	24	21	12	1
	63%	*62%*	*56%*	*18%*	*100%*	*100%*	*-%*	*-%*	*68%*	*58%*	*59%*	*58%*	*59%*	*79%*
NET: Provider other than RM ONLY	**64**	19	-	1	-	-	*	-	*	19	11	9	6	*
	25%	*24%*	*-%*	*82%*	*-%*	*-%*	*100%*	*-%*	*32%*	*30%*	*26%*	*26%*	*28%*	*21%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QN2. And for sending letters which companies can you think of?
Base: All respondents

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**563**	64	42	47	42	4	110	12	76	506	57	387	25
Weighted total	**261**	30	17	18	14	2	52	5	24	231	30	154	10
Royal Mail	**197**	23	14	13	10	1	40	4	18	170	27	111	7
	75%	*77%*	*82%*	*68%*	*74%*	*83%*	*76%*	*77%*	*76%*	*74%*	*88%* a	*72%*	*75%*
DHL	**8**	2	*	*	*	-	1	-	1	8	*	6	-
	3%	*7%*	*%*	*1%*	*1%*	-%	*2%*	-%	*5%*	*4%*	*%*	*4%*	-%
UK Mail	**12**	*	*	1	3	-	4	-	*	10	2	9	-
	5%	*1%*	*%*	*6%*	*23%* abc	-%	*8%* c	-%	*1%*	*4%*	*7%*	*6%*	-%
UPS	**7**	3	*	1	1	-	4	-	2	6	1	3	1
	3%	*11%*	*1%*	*7%*	*9%*	-%	*7%*	-%	*9%*	*2%*	*4%*	*2%*	*11%*
Yodel	**2**	*	-	1	-	-	1	-	*	2	-	2	-
	1%	*%*	-%	*6%*	-%	-%	*2%*	-%	*%*	*1%*	-%	*2%*	-%
Parcelforce	**7**	-	*	*	*	-	-	-	*	7	-	6	-
	2%	-%	*%*	*1%*	*%*	-%	-%	-%	*1%*	*3%*	-%	*4%*	-%
Hermes	**7**	1	1	1	1	-	4	-	*	6	1	4	-
	3%	*4%*	*7%*	*6%*	*8%*	-%	*8%* c	-%	*1%*	*2%*	*4%*	*3%*	-%
FedEx	**3**	*	-	*	*	-	*	-	*	3	-	2	-
	1%	*1%*	-%	*1%*	*%*	-%	*%*	-%	*2%*	*1%*	-%	*1%*	-%
Secured Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DX	**2**	*	-	-	*	-	-	-	*	2	-	2	-
	1%	*%*	-%	-%	*%*	-%	-%	-%	*1%*	*1%*	-%	*1%*	-%
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	**1**	-	-	-	-	-	-	-	-	-	1	-	1
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*4%* a	-%	*11%*
TNT Express	**6**	1	*	-	*	-	*	-	1	5	1	3	1
	2%	*4%*	*1%*	-%	*%*	-%	*%*	-%	*5%* a	*2%*	*4%*	*2%*	*11%*
Whistl (Previously known as TNT Post)	**5**	*	-	*	1	-	1	-	*	5	*	4	*
	2%	*1%*	-%	*%*	*8%*	-%	*3%*	-%	*%*	*2%*	*1%*	*2%*	*%*
Citipost	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**60**	5	3	7	3	*	14	1	4	57	3	39	2
	23%	*18%*	*17%*	*38%* ab	*25%*	*17%*	*26%*	*23%*	*17%*	*25%* b	*10%*	*25%*	*17%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QN2. And for sending letters which companies can you think of?
Base: All respondents

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	***b**	c	a	b	a	***b**
Unweighted total	**563**	64	42	47	42	4	110	12	76	506	57	387	25
Weighted total	**261**	30	17	18	14	2	52	5	24	231	30	154	10
NET: Royal Mail	**197**	23	14	13	10	1	40	4	18	170	27	111	7
	75%	*77%*	*82%*	*68%*	*74%*	*83%*	*76%*	*77%*	*76%*	*74%*	*88%* a	*72%*	*75%*
NET: Provider other than RM	**97**	10	4	8	8	*	23	1	7	88	9	64	4
	37%	*34%*	*24%*	*46%* b	*58%* **ab**	*17%*	*44%*	*23%*	*30%*	*38%*	*28%*	*41%*	*38%*
NET: RM ONLY	**165**	20	13	10	6	1	29	4	17	143	22	90	6
	63%	*66%* d	*76%* **cd**	*54%*	*42%*	*83%*	*56%*	*77%*	*70%*	*62%*	*72%*	*59%*	*62%*
NET: Provider other than RM ONLY	**64**	7	3	6	4	*	13	1	6	61	4	43	2
	25%	*23%*	*18%*	*32%*	*26%*	*17%*	*24%*	*23%*	*24%*	*26%* b	*12%*	*28%*	*25%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QN2. And for sending letters which companies can you think of?
Base: All respondents

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	b	a	*b	a	b	a	b	c	*d
Unweighted total	563	17	37	46	10	144	55	120	354	61	-
Weighted total	261	12	14	18	5	57	24	44	130	18	-
Royal Mail	197	11	12	16	3	39	22	31	93	10	-
	75%	*97%*	*88%*	*90%*	*73%*	*69%*	*92%* a	*71%*	*71%* c	*57%*	-%
DHL	8	-	*	*	*	2	*	1	6	2	-
	3%	-%	*1%*	*1%*	*1%*	*4%*	*%	*3%*	*5%*	*14%* **ab**	-%
UK Mail	12	2	-	2	-	4	1	3	6	-	-
	5%	*17%*	-%	*11%*	-%	*6%*	*4%*	*8%* c	*4%*	-%	-%
UPS	7	2	*	*	*	4	2	2	3	2	-
	3%	*18%*	*2%*	*%	*6%*	*6%*	*10%*	*4%*	*2%*	*14%* **ab**	-%
Yodel	2	1	-	1	-	1	-	1	1	-	-
	1%	*9%*	-%	*6%*	-%	*2%*	-%	*2%*	*1%*	-%	-%
Parcelforce	7	-	-	-	-	*	-	*	5	*	-
	2%	-%	-%	-%	-%	*%	-%	*%	*4%* a	*1%*	-%
Hermes	7	2	-	1	-	3	1	2	2	*	-
	3%	*18%*	-%	*6%*	-%	*6%*	*4%*	*5%*	*2%*	*1%*	-%
FedEx	3	-	*	-	*	*	*	*	2	*	-
	1%	-%	*%	-%	*1%*	*1%*	*%	*%	*2%*	*1%*	-%
Secured Mail	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DX	2	-	-	-	-	*	-	*	2	*	-
	1%	-%	-%	-%	-%	*%	-%	*%	*2%*	*%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	1	-	-	-	1	-	-	-	-	-	-
	*%	-%	-%	-%	*23%*	-%	-%	-%	-%	-%	-%
TNT Express	6	-	*	*	-	*	1	2	2	*	-
	2%	-%	*%	*%	-%	*%	*5%* a	*4%*	*1%*	*2%*	-%
Whistl (Previously known as TNT Post)	5	-	*	*	-	1	*	2	4	1	-
	2%	-%	*2%*	*%	-%	*2%*	*1%	*4%*	*3%*	*7%*	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	60	1	2	2	*	16	3	12	33	6	-
	23%	*13%*	*13%*	*11%*	*6%*	*27%* b	*14%*	*26%*	*26%*	*36%*	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

QN2. And for sending letters which companies can you think of?
Base: All respondents

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**563**	17	37	46	10	144	55	120	354	61	-
Weighted total	**261**	12	14	18	5	57	24	44	130	18	-
NET: Royal Mail	**197**	11	12	16	3	39	22	31	93	10	-
	75%	*97%*	*88%*	*90%*	*73%*	*69%*	*92%* a	*71%*	*71%* c	*57%*	-%
NET: Provider other than RM	**97**	5	2	4	1	25	7	18	53	9	-
	37%	*39%*	*15%*	*23%*	*31%*	*43%*	*28%*	*42%*	*41%*	*53%*	-%
NET: RM ONLY	**165**	7	11	14	3	33	17	26	77	8	-
	63%	*61%*	*85%*	*77%*	*69%*	*57%*	*72%*	*58%*	*59%*	*47%*	-%
NET: Provider other than RM ONLY	**64**	*	2	2	1	18	2	13	37	8	-
	25%	*3%*	*12%*	*10%*	*27%*	*31%* b	*8%*	*29%*	*29%*	*43%* b	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

QN2. And for sending letters which companies can you think of?
Base: All respondents

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**563**	105	239	45	-	136	139	50	-	357	248	160	331	261	6
Weighted total	**261**	39	78	13	-	56	57	16	-	135	82	65	125	101	2
Royal Mail	**197**	27	57	5	-	44	41	9	-	97	61	48	93	72	*
	75%	*69%*	*73%* c	*42%*	*-%*	*79%* c	*71%* c	*55%*	*-%*	*72%*	*74%*	*74%*	*74%*	*72%*	*6%*
DHL	**8**	1	3	1	-	1	3	2	-	6	3	3	5	6	1
	3%	*3%*	*3%*	*10%*	*-%*	*2%*	*4%*	*14%* **ab**	*-%*	*4%*	*3%*	*4%*	*4%*	*6%*	*68%*
UK Mail	**12**	1	7	-	-	4	2	*	-	7	8	4	7	7	*
	5%	*3%*	*9%* c	*-%*	*-%*	*7%*	*4%*	*1%*	*-%*	*5%*	*10%* a	*5%*	*5%*	*7%*	*4%*
UPS	**7**	3	3	2	-	4	6	4	-	3	2	5	3	3	1
	3%	*7%*	*4%*	*19%* **ab**	*-%*	*6%*	*10%*	*27%* **ab**	*-%*	*2%*	*2%*	*7%* **ab**	*2%*	*3%*	*68%*
Yodel	**2**	1	*	-	-	1	*	-	-	2	1	1	1	*	-
	1%	*3%* b	**%*	*-%*	*-%*	*2%*	**%*	*-%*	*-%*	*2%*	*1%*	*2%*	*1%*	**%*	*-%*
Parcelforce	**7**	*	2	*	-	*	*	*	-	6	2	*	4	2	-
	2%	**%*	*3%*	**%*	*-%*	**%*	**%*	**%*	*-%*	*4%* c	*3%*	**%*	*4%*	*2%*	*-%*
Hermes	**7**	1	1	*	-	3	2	1	-	3	2	3	2	2	-
	3%	*4%*	*2%*	*1%*	*-%*	*6%*	*4%*	*7%*	*-%*	*3%*	*3%*	*5%*	*2%*	*2%*	*-%*
FedEx	**3**	*	2	*	-	1	1	*	-	2	2	1	1	2	*
	1%	**%*	*2%*	*1%*	*-%*	*1%*	*1%*	*1%*	*-%*	*2%*	*2%*	*1%*	*1%*	*2%*	*4%*
Secured Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
DX	**2**	*	1	*	-	*	*	-	-	2	1	*	2	2	-
	1%	**%*	*2%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	*2%*	*1%*	**%*	*2%*	*2%*	*-%*
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	**1**	1	1	1	-	-	-	-	-	-	-	-	-	-	-
	****%***	*3%*	*1%*	*8%* b	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
TNT Express	**6**	3	2	1	-	*	1	*	-	3	2	*	2	3	-
	2%	*7%* b	*2%*	*11%* b	*-%*	**%*	*2%*	*1%*	*-%*	*2%*	*2%*	**%*	*1%*	*2%*	*-%*
Whistl (Previously known as TNT Post)	**5**	2	2	*	-	*	1	*	-	4	2	1	3	2	-
	2%	*4%*	*2%*	*1%*	*-%*	**%*	*3%*	*1%*	*-%*	*3%*	*2%*	*2%*	*2%*	*2%*	*-%*
Citipost	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**60**	10	20	5	-	12	16	6	-	33	21	16	29	27	*
	23%	*26%*	*25%*	*40%* b	*-%*	*22%*	*28%*	*37%* a	*-%*	*24%*	*25%*	*24%*	*23%*	*27%*	*19%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QN2. And for sending letters which companies can you think of?
Base: All respondents

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**563**	105	239	45	-	136	139	50	-	357	248	160	331	261	6
Weighted total	**261**	39	78	13	-	56	57	16	-	135	82	65	125	101	2
NET: Royal Mail	**197**	27	57	5	-	44	41	9	-	97	61	48	93	72	*
	75%	*69%*	*73%*	*42%*	*-%*	*79%*	*71%*	*55%*	*-%*	*72%*	*74%*	*74%*	*74%*	*72%*	*6%*
		c	c			c	c								
NET: Provider other than RM	**97**	17	33	9	-	19	25	10	-	55	35	25	49	44	1
	37%	*45%*	*43%*	*70%*	*-%*	*34%*	*43%*	*61%*	*-%*	*41%*	*43%*	*38%*	*39%*	*44%*	*94%*
				ab				**ab**							
NET: RM ONLY	**165**	21	44	4	-	37	32	6	-	80	47	40	76	57	*
	63%	*55%*	*57%*	*30%*	*-%*	*66%*	*57%*	*39%*	*-%*	*59%*	*57%*	*62%*	*61%*	*56%*	*6%*
		c	c			c	c								
NET: Provider other than RM ONLY	**64**	12	21	8	-	12	17	7	-	37	22	17	33	29	1
	25%	*31%*	*27%*	*58%*	*-%*	*21%*	*29%*	*45%*	*-%*	*28%*	*26%*	*26%*	*26%*	*28%*	*94%*
				ab				**ab**							

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QN2. And for sending letters which companies can you think of?
Base: All respondents

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	563	135	78	96	36	30	313	261	15	6	6	4
Weighted total	261	49	27	37	7	6	122	102	7	1	4	2
Royal Mail	197	35	22	25	4	3	92	75	6	*	4	2
	75%	73% de	82% cde	69% e	52%	40%	75%	74%	82%	33%	100%	100%
DHL	8	3	*	2	*	1	5	4	*	-	-	-
	3%	5%	1%	6%	2%	19% abcd	4%	4%	1%	-%	-%	-%
UK Mail	12	1	1	4	*	-	7	6	*	-	1	-
	5%	3%	5%	10% a	2%	-%	5%	6%	1%	-%	21%	-%
UPS	7	6	1	4	1	2	5	*	*	-	-	1
	3%	12%	5%	10%	18% b	36% abc	4% b	*%	1%	-%	-%	63%
Yodel	2	-	*	1	-	-	1	*	-	-	-	-
	1%	-%	*%	3% a	-%	-%	1%	*%	-%	-%	-%	-%
Parcelforce	7	*	*	*	*	*	4	2	-	-	-	-
	2%	*%	*%	1%	2%	1%	4%	2%	-%	-%	-%	-%
Hermes	7	2	1	2	*	1	3	2	1	-	-	-
	3%	5%	5%	6%	3%	19% abcd	3%	2%	16%	-%	-%	-%
FedEx	3	1	*	*	*	*	1	2	-	*	-	-
	1%	1%	2%	1%	2%	2%	1%	2%	-%	5%	-%	-%
Secured Mail	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DX	2	*	*	*	*	*	2	2	-	-	-	-
	1%	*%	1%	*%	1%	1%	2%	2%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	1	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT Express	6	1	1	*	*	*	1	1	-	-	-	-
	2%	3%	4%	1%	3%	3%	1%	1%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	5	1	*	*	-	*	4	2	-	-	-	-
	2%	3%	1%	1%	-%	2%	3%	2%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	60	12	4	11	4	2	29	28	1	1	-	1
	23%	25%	15%	29% b	57% abc	38% b	24%	27%	20%	61%	-%	63%
NET: Royal Mail	197	35	22	25	4	3	92	75	6	*	4	2
	75%	73% de	82% cde	69% e	52%	40%	75%	74%	82%	33%	100%	100%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 216 (continuation)

QN2. And for sending letters which companies can you think of?

Base: All respondents

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**563**	135	78	96	36	30	313	261	15	6	6	4
Weighted total	**261**	49	27	37	7	6	122	102	7	1	4	2
NET: Provider other than RM	**97**	21	8	17	5	5	49	40	2	1	1	1
	37%	*43%*	*31%*	*47%* b	*67%* **abc**	*82%* **abc**	*40%*	*39%*	*36%*	*67%*	*21%*	*63%*
NET: RM ONLY	**165**	28	19	19	2	1	73	62	4	*	3	1
	63%	*57%* **de**	*69%* **cde**	*53%* **de**	*33%*	*18%*	*60%*	*61%*	*64%*	*33%*	*79%*	*37%*
NET: Provider other than RM ONLY	**64**	13	5	11	3	4	31	26	1	1	-	-
	25%	*27%*	*18%*	*31%* b	*48%* **ab**	*60%* **abc**	*25%*	*26%*	*18%*	*67%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 216 (continuation)

QN2. And for sending letters which companies can you think of?

Base: All respondents

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**563**	518	422	523	441	550	299	521	142	-	454	17	67	465
Weighted total	**261**	234	177	236	189	251	129	236	53	-	201	8	33	211
Royal Mail	**197**	173	131	175	148	190	92	176	41	-	151	5	27	156
	75%	*74%*	*74%*	*74%*	*78%*	*76%*	*72%*	*74%*	*76%*	*-%*	*75%*	*61%*	*82%*	*74%*
DHL	**8**	8	5	8	6	8	5	7	3	-	7	-	2	6
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*6%*	*-%*	*4%*	*-%*	*7%*	*3%*
UK Mail	**12**	11	7	11	9	12	6	11	2	-	6	1	3	7
	5%	*5%*	*4%*	*5%*	*5%*	*5%*	*5%*	*5%*	*4%*	*-%*	*3%*	*14%*	*10%* b	*3%*
UPS	**7**	6	3	6	5	7	4	6	5	-	5	-	2	4
	3%	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*2%*	*8%* **ab**	*-%*	*2%*	*-%*	*7%* b	*2%*
Yodel	**2**	2	*	2	2	2	2	2	1	-	*	-	2	*
	1%	*1%*	**%*	*1%*	*1%* b	*1%*	*2%*	*1%*	*2%*	*-%*	**%*	*-%*	*6%* b	**%*
Parcelforce	**7**	6	6	6	4	7	1	6	*	-	4	-	*	6
	2%	*3%*	*3%*	*3%*	*2%*	*3%*	*1%*	*3%*	**%*	*-%*	*2%*	*-%*	**%*	*3%*
Hermes	**7**	7	6	7	7	7	3	6	2	-	4	-	2	3
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*4%*	*-%*	*2%*	*-%*	*7%* b	*2%*
FedEx	**3**	3	1	3	1	3	*	3	*	-	2	-	*	3
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	**%*	*-%*	*1%*	*-%*	**%*	*1%*
Secured Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
DX	**2**	2	1	2	1	2	1	2	-	-	2	-	1	1
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*	*-%*	*3%* b	*1%*
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	**1**	1	1	1	1	1	1	1	1	-	-	-	-	-
	****%***	**%*	*1%*	**%*	*1%*	**%*	*1%*	**%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*
TNT Express	**6**	6	4	6	4	6	5	6	2	-	4	-	-	5
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*4%*	*2%*	*3%*	*-%*	*2%*	*-%*	*-%*	*2%*
Whistl (Previously known as TNT Post)	**5**	5	5	5	4	5	3	5	2	-	1	2	2	3
	2%	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*-%*	**%*	*25%*	*6%* b	*1%*
Citipost	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**60**	55	45	55	41	56	36	56	14	-	50	2	5	52
	23%	*24%*	*25%*	*23%*	*22%*	*22%*	*28%*	*24%*	*25%*	*-%*	*25%*	*29%*	*14%*	*25%*
NET: Royal Mail	**197**	173	131	175	148	190	92	176	41	-	151	5	27	156
	75%	*74%*	*74%*	*74%*	*78%*	*76%*	*72%*	*74%*	*76%*	*-%*	*75%*	*61%*	*82%*	*74%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QN2. And for sending letters which companies can you think of?
Base: All respondents

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**563**	518	422	523	441	550	299	521	142	-	454	17	67	465
Weighted total	**261**	234	177	236	189	251	129	236	53	-	201	8	33	211
NET: Provider other than RM	**97**	91	69	91	67	93	56	89	22	-	70	4	13	76
	37%	*39%*	*39%*	*38%*	*35%*	*37%*	*43%*	*38%*	*41%*	*-%*	*35%*	*54%*	*40%*	*36%*
NET: RM ONLY	**165**	143	109	145	122	158	73	147	31	-	131	4	19	136
	63%	*61%*	*61%*	*62%*	*65%*	*63%*	*57%*	*62%*	*59%*	*-%*	*65%*	*46%*	*60%*	*64%*
NET: Provider other than RM ONLY	**64**	61	47	61	41	61	36	60	13	-	50	3	6	55
	25%	*26%*	*26%*	*26%*	*22%*	*24%*	*28%*	*26%*	*24%*	*-%*	*25%*	*39%*	*18%*	*26%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QN2. And for sending letters which companies can you think of?
Base: All respondents

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	*b	c	a	b
Unweighted total	**563**	92	3	22	83	60	400	102	69	21	468	318	245
Weighted total	**261**	48	*	12	42	22	192	47	40	11	209	152	110
Royal Mail	**197**	42	*	11	38	15	146	36	33	11	153	116	81
	75%	*89%*	*81%*	*90%*	*90%*	*67%*	*76%*	*76%*	*82%*	*96%*	*73%*	*76%*	*74%*
DHL	**8**	1	-	-	1	*	6	2	2	*	6	6	3
	3%	*2%*	*-%*	*-%*	*3%*	*1%*	*3%*	*5%*	*6%*	*1%*	*3%*	*4%*	*2%*
UK Mail	**12**	4	-	2	2	*	6	6	6	-	6	5	7
	5%	*9%*	*-%*	*17%*	*5%*	*1%*	*3%*	*13%* **ab**	*16%* c	*-%*	*3%*	*4%*	*6%*
UPS	**7**	5	-	1	3	1	4	2	2	1	4	3	4
	3%	*10%*	*-%*	*10%*	*8%*	*6%*	*2%*	*5%*	*5%*	*9%*	*2%*	*2%*	*3%*
Yodel	**2**	1	-	-	1	-	2	-	1	-	1	1	1
	1%	*2%*	*-%*	*-%*	*3%*	*-%*	*1%*	*-%*	*3%*	*-%*	*1%*	*1%*	*1%*
Parcelforce	**7**	-	-	-	-	1	3	2	2	-	4	2	4
	2%	*-%*	*-%*	*-%*	*-%*	*5%*	*2%*	*4%*	*5%*	*-%*	*2%*	*1%*	*4%*
Hermes	**7**	3	-	-	3	-	6	1	3	1	2	2	4
	3%	*7%*	*-%*	*-%*	*8%*	*-%*	*3%*	*2%*	*8%* c	*9%*	*1%*	*2%*	*4%*
FedEx	**3**	*	-	-	*	1	2	*	-	-	3	3	1
	1%	**%*	*-%*	*-%*	**%*	*5%* b	*1%*	*1%*	*-%*	*-%*	*2%*	*2%*	**%*
Secured Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
DX	**2**	-	-	-	-	-	*	2	2	-	*	1	1
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*5%* b	*5%* c	*-%*	**%*	*1%*	*1%*
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	**1**	1	-	-	1	-	1	-	1	-	-	1	-
	****%***	*2%*	*-%*	*-%*	*3%*	*-%*	*1%*	*-%*	*3%* c	*-%*	*-%*	*1%*	*-%*
TNT Express	**6**	2	-	1	1	1	2	2	*	-	6	4	2
	2%	*4%*	*-%*	*9%*	*3%*	*5%* b	*1%*	*5%* b	**%*	*-%*	*3%*	*2%*	*2%*
Whistl (Previously known as TNT Post)	**5**	*	-	-	*	1	2	2	*	*	4	4	1
	2%	**%*	*-%*	*-%*	*1%*	*4%*	*1%*	*3%*	*1%*	**%*	*2%*	*2%*	*1%*
Citipost	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**60**	6	*	1	5	5	44	11	5	2	52	33	26
	23%	*12%*	*19%*	*10%*	*11%*	*22%*	*23%*	*23%*	*13%*	*14%*	*25%* a	*22%*	*24%*
NET: Royal Mail	**197**	42	*	11	38	15	146	36	33	11	153	116	81
	75%	*89%*	*81%*	*90%*	*90%*	*67%*	*76%*	*76%*	*82%*	*96%*	*73%*	*76%*	*74%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QN2. And for sending letters which companies can you think of?
Base: All respondents

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	*b	c	a	b
Unweighted total	**563**	92	3	22	83	60	400	102	69	21	468	318	245
Weighted total	**261**	48	*	12	42	22	192	47	40	11	209	152	110
NET: Provider other than RM	**97**	16	*	4	12	9	65	22	18	3	75	54	42
	37%	*34%*	*19%*	*36%*	*30%*	*43%*	*34%*	*47%* b	*45%*	*24%*	*36%*	*36%*	*39%*
NET: RM ONLY	**165**	31	*	7	29	13	127	25	22	9	134	97	67
	63%	*66%*	*81%*	*64%*	*70%*	*57%*	*66%* c	*53%*	*55%*	*76%*	*64%*	*64%*	*61%*
NET: Provider other than RM ONLY	**64**	5	*	1	4	7	46	12	7	1	56	36	29
	25%	*11%*	*19%*	*10%*	*10%*	*33%*	*24%*	*24%*	*18%*	*4%*	*27%*	*24%*	*26%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 216 (continuation)

QN2. And for sending letters which companies can you think of?

Base: All respondents

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices				Month
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr' 2018
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d	
Unweighted total	**563**	387	59	177	91	126	57	208	134	112	256	36	134	563
Weighted total	**261**	152	17	69	34	49	21	82	50	47	112	15	73	261
Royal Mail	**197**	109	12	50	26	34	16	56	35	33	89	10	55	197
	75%	*72%*	*70%*	*72%*	*77%*	*68%*	*80%*	*69%*	*70%*	*70%*	*79%*	*66%*	*75%*	*75%*
DHL	**8**	6	1	3	1	2	*	6	1	*	4	-	3	8
	3%	*4%*	*8%*	*4%*	*4%*	*5%*	*%*	*7%*	*3%*	*1%*	*4%*	*-%*	*5%*	*3%*
UK Mail	**12**	9	*	4	3	1	2	3	3	2	6	-	2	12
	5%	*6%*	*%*	*5%*	*10%* b	*3%*	*11%* **ac**	*4%*	*5%*	*5%*	*6%*	*-%*	*3%*	*5%*
UPS	**7**	4	1	5	3	5	*	3	*	1	3	*	2	7
	3%	*3%*	*8%* a	*7%* a	*7%* a	*9%* **bcd**	*1%*	*3%*	*1%*	*3%*	*3%*	*1%*	*3%*	*3%*
Yodel	**2**	2	-	1	1	*	1	1	*	-	1	-	1	2
	1%	*1%*	*-%*	*2%*	*3%*	*%*	*6%* **ad**	*1%*	*%*	*-%*	*1%*	*-%*	*1%*	*1%*
Parcelforce	**7**	6	4	*	*	*	*	4	1	1	3	1	1	7
	2%	*4%* c	*26%* **acd**	*%*	*%*	*%*	*%*	*5%* a	*2%*	*3%*	*3%*	*7%*	*2%*	*2%*
Hermes	**7**	4	*	4	3	2	2	4	3	-	4	-	2	7
	3%	*3%*	*1%*	*6%*	*10%* **ab**	*5%*	*11%*	*5%*	*6%*	*-%*	*4%* a	*-%*	*3%*	*3%*
FedEx	**3**	2	*	*	*	*	-	*	*	1	1	*	1	3
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*%*	*1%*	*3%* b	*%*	*%*	*1%*	*1%*
Secured Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
DX	**2**	2	1	*	*	-	*	2	*	*	2	-	-	2
	1%	*2%*	*6%* **acd**	*%*	*%*	*-%*	*1%*	*3%*	*%*	*%*	*2%*	*-%*	*-%*	*1%*
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	**1**	1	1	-	-	-	-	-	-	1	-	-	-	1
	%	*1%*	*6%* **acd**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%* b	*-%*	*-%*	*-%*	*%*
TNT Express	**6**	4	1	*	1	*	-	1	-	*	5	-	1	6
	2%	*3%*	*7%* c	*%*	*4%* c	*%*	*-%*	*1%*	*-%*	*%*	*4%*	*-%*	*2%*	*2%*
Whistl (Previously known as TNT Post)	**5**	3	*	1	1	*	*	1	*	*	2	-	2	5
	2%	*2%*	*%*	*2%*	*3%*	*1%*	*%*	*1%*	*%*	*%*	*2%*	*-%*	*3%*	*2%*
Citipost	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**60**	39	4	19	6	15	5	22	15	12	20	5	19	60
	23%	*25%*	*25%*	*27%*	*18%*	*30%*	*25%*	*26%*	*30%*	*25%*	*18%*	*34%* b	*26%*	*23%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 216 (continuation)

QN2. And for sending letters which companies can you think of?

Base: All respondents

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices				Month
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d	
Unweighted total	**563**	387	59	177	91	126	57	208	134	112	256	36	134	563
Weighted total	**261**	152	17	69	34	49	21	82	50	47	112	15	73	261
NET: Royal Mail	**197**	109	12	50	26	34	16	56	35	33	89	10	55	197
	75%	*72%*	*70%*	*72%*	*77%*	*68%*	*80%*	*69%*	*70%*	*70%*	*79%*	*66%*	*75%*	*75%*
NET: Provider other than RM	**97**	65	10	29	15	20	9	36	21	18	42	6	27	97
	37%	*42%*	*59%* **ac**	*42%*	*43%*	*41%*	*43%*	*43%*	*42%*	*39%*	*37%*	*42%*	*37%*	*37%*
NET: RM ONLY	**165**	87	7	40	19	29	12	46	29	29	70	9	46	165
	63%	*58%* b	*41%*	*58%* b	*57%*	*59%*	*57%*	*57%*	*58%*	*61%*	*63%*	*58%*	*63%*	*63%*
NET: Provider other than RM ONLY	**64**	43	5	20	8	16	4	26	15	14	24	5	18	64
	25%	*28%*	*30%*	*28%*	*23%*	*32%*	*20%*	*31%*	*30%*	*30%*	*21%*	*34%*	*25%*	*25%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

QN2. And for sending letters which companies can you think of?
Base: All respondents

	Total base	Quarter
		Q2 2018
Unweighted total	**563**	563
Weighted total	**261**	261
Royal Mail	**197**	197
	75%	*75%*
DHL	**8**	8
	3%	*3%*
UK Mail	**12**	12
	5%	*5%*
UPS	**7**	7
	3%	*3%*
Yodel	**2**	2
	1%	*1%*
Parcelforce	**7**	7
	2%	*2%*
Hermes	**7**	7
	3%	*3%*
FedEx	**3**	3
	1%	*1%*
Secured Mail	**-**	-
	-%	*-%*
DX	**2**	2
	1%	*1%*
MHI (Mail Handling International)	**-**	-
	-%	*-%*
Pitney Bowes	**1**	1
	****%***	**%*
TNT Express	**6**	6
	2%	*2%*
Whistl (Previously known as TNT Post)	**5**	5
	2%	*2%*
Citipost	**-**	-
	-%	*-%*
Other	**60**	60
	23%	*23%*
NET: Royal Mail	**197**	197
	75%	*75%*
NET: Provider other than RM	**97**	97
	37%	*37%*
NET: RM ONLY	**165**	165
	63%	*63%*
NET: Provider other than RM ONLY	**64**	64
	25%	*25%*

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 217 Page 3859

QN3 In the last month which of the following companies have you used to send ...?

a) Letters / Large Letters

Base: All sending large letters (QV6a=1 or 2)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	e
Unweighted total	412	184	128	67	33	228	75	69	29	13	49
Weighted total	164	148	9	5	2	16	52	42	11	4	6
Royal Mail	152	137	8	5	2	15	47	40	9	3	6
	93%	*92%*	*94%*	*98%*	*98%*	*96%*	*91%*	*97%*	*85%*	*78%*	*98%*
DHL	6	5	*	*	*	1	2	-	-	*	*
	4%	*4%*	*2%*	*6%*	*13%* ab	*5%*	*4%*	*-%*	*-%*	*1%*	*2%*
UK Mail	1	*	*	-	*	*	*	-	-	-	-
	**%*	**%*	*2%*	*-%*	*7%* ac	*2%*	*1%*	*-%*	*-%*	*-%*	*-%*
UPS	1	1	-	*	*	*	1	-	*	*	*
	1%	*1%*	*-%*	*2%*	*5%* b	*1%*	*2%*	*-%*	*1%*	*1%*	*1%*
Yodel	*	-	*	-	-	*	-	*	-	*	-
	**%*	*-%*	*2%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*	*1%*	*-%*
Parcelforce	5	4	*	*	*	1	3	1	-	*	*
	3%	*3%*	*5%*	*5%*	*15%* a	*7%*	*5%*	*2%*	*-%*	*2%*	*1%*
Hermes	4	3	*	*	*	1	1	1	*	-	*
	2%	*2%*	*1%*	*5%*	*9%* b	*3%*	*2%*	*3%*	*3%*	*-%*	*1%*
FedEx	2	1	*	*	*	1	*	*	-	*	-
	1%	*1%*	*3%*	*2%*	*9%* a	*3%*	**%*	**%*	*-%*	*1%*	*-%*
Secured Mail	*	-	*	-	*	*	-	-	-	*	-
	**%*	*-%*	*1%*	*-%*	*2%* a	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*
DX	1	1	*	*	*	*	-	1	-	-	-
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*-%*	*3%*	*-%*	*-%*	*-%*
MHI (Mail Handling International)	*	-	-	-	*	*	-	-	-	-	-
	**%*	*-%*	*-%*	*-%*	*2%* a	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	3	2	*	*	*	1	-	*	-	*	*
	2%	*1%*	*1%*	*8%* ab	*2%*	*3%*	*-%*	**%*	*-%*	*1%*	*1%*
TNT Express	2	2	-	*	*	*	-	-	-	-	1
	1%	*1%*	*-%*	*1%*	*9%* abe	*2%*	*-%*	*-%*	*-%*	*-%*	*14%* ab
Whistl (Previously known as TNT Post)	*	-	-	-	*	*	*	-	-	-	-
	**%*	*-%*	*-%*	*-%*	*2%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*
Citipost	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Someone else	4	3	*	*	*	1	1	2	*	*	*
	3%	*2%*	*5%*	*9%* a	*7%*	*6%* a	*2%*	*5%*	*1%*	*2%*	*3%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QN3 In the last month which of the following companies have you used to send ...?
a) Letters / Large Letters
Base: All sending large letters (QV6a=1 or 2)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	***c**	***d**	e
Unweighted total	**412**	184	128	67	33	228	75	69	29	13	49
Weighted total	**164**	148	9	5	2	16	52	42	11	4	6
Have not sent a letter /parcel in the last month	**10**	9	*	*	*	1	4	1	2	1	*
	6%	*6%*	*5%*	*1%*	*2%*	*3%*	*9%*	*3%*	*15%*	*22%*	*2%*
NET: Royal Mail	**152**	137	8	5	2	15	47	40	9	3	6
	93%	*92%*	*94%*	*98%*	*98%*	*96%*	*91%*	*97%*	*85%*	*78%*	*98%*
NET: Provider other than RM	**20**	16	1	1	1	3	6	5	*	*	1
	12%	*11%*	*14%*	*27%* **ab**	*31%* **ab**	*21%* a	*12%*	*11%*	*4%*	*5%*	*21%*
NET: RM ONLY	**134**	122	7	4	2	12	41	36	9	3	5
	82%	*83%* d	*80%*	*72%*	*67%*	*76%*	*80%*	*86%*	*82%*	*73%*	*78%*
NET: Provider other than RM ONLY	**2**	2	*	*	-	*	-	*	-	-	*
	1%	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	**%*	*-%*	*-%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 217 (continuation)

QN3 In the last month which of the following companies have you used to send ...?
a) Letters / Large Letters
Base: All sending large letters (QV6a=1 or 2)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	g	*h	*i	j	k	l	m
Unweighted total	412	23	13	42	13	22	54	35	25	25	252	58	55	47
Weighted total	164	18	8	14	7	10	30	23	16	14	141	9	7	7
Royal Mail	152	17	7	12	7	9	29	23	13	14	130	9	6	6
	93%	*93%*	*87%*	*84%*	*100%*	*91%*	*96%*	*100%* cl	*80%*	*94%*	*92%*	*100%* cjl	*87%*	*96%*
DHL	6	1	-	3	-	-	-	*	1	-	6	*	*	*
	4%	*6%*	*-%*	*24%* fgjklm	*-%*	*-%*	*-%*	**%*	*7%*	*-%*	*4%*	**%*	*1%*	*2%*
UK Mail	1	-	*	*	-	-	-	-	*	-	*	*	-	-
	**%*	*-%*	*2%*	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	*3%* j	*-%*	*-%*
UPS	1	1	-	*	-	-	-	*	-	-	1	-	-	-
	1%	*6%*	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
Yodel	*	-	-	*	-	-	-	-	-	-	*	-	-	*
	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*
Parcelforce	5	1	*	1	-	*	-	*	1	1	5	*	*	*
	3%	*6%*	*4%*	*8%* f	*-%*	*1%*	*-%*	**%*	*7%*	*6%*	*3%*	*5%*	*2%*	*2%*
Hermes	4	-	*	*	1	-	-	-	2	-	3	*	*	*
	2%	*-%*	*4%*	**%*	*16%*	*-%*	*-%*	*-%*	*13%*	*-%*	*2%*	*1%*	*5%*	*1%*
FedEx	2	-	*	1	-	*	-	-	-	-	2	*	-	-
	1%	*-%*	*2%*	*9%* fjlm	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*
Secured Mail	*	-	-	-	-	-	-	*	-	-	*	-	-	*
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*
DX	1	-	-	-	-	-	1	*	-	-	1	*	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	**%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*
MHI (Mail Handling International)	*	-	-	-	-	-	-	*	-	-	*	-	-	-
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
Pitney Bowes	3	-	-	1	-	-	1	*	*	-	2	*	*	-
	2%	*-%*	*-%*	*9%* jm	*-%*	*-%*	*4%*	**%*	**%*	*-%*	*2%*	*1%*	*2%*	*-%*
TNT Express	2	-	-	1	1	*	*	*	-	-	2	*	-	-
	1%	*-%*	*-%*	*7%* jl	*14%*	*1%*	**%*	**%*	*-%*	*-%*	*2%*	**%*	*-%*	*-%*
Whistl (Previously known as TNT Post)	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Someone else	4	*	*	1	-	*	1	*	-	1	4	*	*	*
	3%	*1%*	*2%*	*9%* jk	*-%*	*1%*	*4%*	**%*	*-%*	*6%*	*3%*	**%*	*1%*	*2%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 05/02/19

QN3 In the last month which of the following companies have you used to send ...?
a) Letters / Large Letters
Base: All sending large letters (QV6a=1 or 2)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		***a**	***b**	c	***d**	***e**	f	g	***h**	***i**	j	k	l	m
Unweighted total	**412**	23	13	42	13	22	54	35	25	25	252	58	55	47
Weighted total	**164**	18	8	14	7	10	30	23	16	14	141	9	7	7
Have not sent a letter /parcel in the last month	**10**	1	1	1	-	1	1	-	2	1	9	-	1	*
	6%	*7%*	*13%*	*8%* k	*-%*	*9%*	*4%*	*-%*	*14%*	*6%*	*6%*	*-%*	*13%* **gkm**	*2%*
NET: Royal Mail	**152**	17	7	12	7	9	29	23	13	14	130	9	6	6
	93%	*93%*	*87%*	*84%*	*100%*	*91%*	*96%*	*100%* **cl**	*80%*	*94%*	*92%*	*100%* **cjl**	*87%*	*96%*
NET: Provider other than RM	**20**	2	*	6	2	*	3	*	2	1	18	1	1	*
	12%	*13%*	*4%*	*42%* **fgjklm**	*31%*	*4%*	*11%*	*1%*	*15%*	*6%*	*13%* g	*11%*	*8%*	*4%*
NET: RM ONLY	**134**	14	7	7	5	9	26	23	11	13	114	8	6	6
	82%	*80%*	*84%*	*50%*	*69%*	*87%*	*85%* c	*99%* **cfjl**	*71%*	*87%*	*81%* c	*89%* c	*79%* c	*94%* **cjl**
NET: Provider other than RM ONLY	**2**	-	-	1	-	-	-	-	1	-	2	-	-	*
	1%	*-%*	*-%*	*8%* **fjkl**	*-%*	*-%*	*-%*	*-%*	*6%*	*-%*	*1%*	*-%*	*-%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 217 (continuation)

QN3 In the last month which of the following companies have you used to send ...?
a) Letters / Large Letters
Base: All sending large letters (QV6a=1 or 2)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted total	412	6	47	10	57	85	19	32	156	257	155	345	67
Weighted total	164	1	16	2	23	34	6	17	65	104	60	146	18
Royal Mail	152	1	16	2	20	32	6	16	60	96	56	137	15
	93%	*100%*	*100%* dh	*95%*	*88%*	*93%*	*100%*	*94%*	*92%*	*92%*	*94%*	*93%*	*87%*
DHL	6	-	*	-	1	1	-	3	*	6	*	4	2
	4%	*-%*	*1%*	*-%*	*4%*	*4%*	*-%*	*20%* bdeh	*1%*	*6%* b	**%*	*2%*	*14%* a
UK Mail	1	-	-	-	-	*	*	-	*	*	*	1	-
	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*5%*	*-%*	**%*	**%*	*1%*	**%*	*-%*
UPS	1	-	*	-	-	1	*	-	-	1	-	1	*
	1%	*-%*	**%*	*-%*	*-%*	*3%* h	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	**%*
Yodel	*	-	-	-	-	*	-	-	*	*	*	*	*
	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	*1%*
Parcelforce	5	-	1	-	*	*	*	1	3	5	1	3	3
	3%	*-%*	*6%* e	*-%*	**%*	**%*	*5%*	*7%* e	*4%*	*4%*	*1%*	*2%*	*15%* a
Hermes	4	*	-	1	1	*	-	-	2	3	1	3	1
	2%	*3%*	*-%*	*57%*	*5%* e	**%*	*-%*	*-%*	*2%*	*3%*	*1%*	*2%*	*7%* a
FedEx	2	*	*	-	-	*	-	1	*	1	*	*	1
	1%	*3%*	**%*	*-%*	*-%*	**%*	*-%*	*6%* eh	*1%*	*1%*	**%*	**%*	*7%* a
Secured Mail	*	-	-	-	-	*	-	-	-	*	*	*	*
	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	**%*
DX	1	-	-	-	-	*	-	*	1	1	-	1	*
	1%	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*2%*	*1%*	*-%*	*1%*	**%*
MHI (Mail Handling International)	*	-	-	-	-	*	-	-	-	*	-	-	*
	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*
Pitney Bowes	3	-	*	-	-	1	*	1	*	3	*	2	1
	2%	*-%*	*1%*	*-%*	*-%*	*3%*	*1%*	*7%* dh	**%*	*2%*	**%*	*1%*	*7%* a
TNT Express	2	-	*	-	*	1	-	-	1	1	1	1	1
	1%	*-%*	*1%*	*-%*	*1%*	*3%*	*-%*	*-%*	*2%*	*1%*	*2%*	*1%*	*6%* a
Whistl (Previously known as TNT Post)	*	-	-	-	-	-	-	-	*	-	*	*	-
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	**%*	*-%*
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Someone else	4	-	1	*	*	*	*	*	2	3	1	4	*
	3%	*-%*	*8%* e	*5%*	**%*	**%*	*2%*	*1%*	*4%*	*3%*	*2%*	*3%*	*2%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QN3 In the last month which of the following companies have you used to send ...?
a) Letters / Large Letters
Base: All sending large letters (QV6a=1 or 2)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	d	e	***f**	g	h	a	b	a	b
Unweighted total	**412**	6	47	10	57	85	19	32	156	257	155	345	67
Weighted total	**164**	1	16	2	23	34	6	17	65	104	60	146	18
Have not sent a letter /parcel in the last month	**10**	-	-	*	2	3	-	-	5	6	4	9	1
	6%	*-%*	*-%*	*2%*	*8%* b	*7%*	*-%*	*-%*	*8%* b	*6%*	*6%*	*6%*	*7%*
NET: Royal Mail	**152**	1	16	2	20	32	6	16	60	96	56	137	15
	93%	*100%*	*100%* **dh**	*95%*	*88%*	*93%*	*100%*	*94%*	*92%*	*92%*	*94%*	*93%*	*87%*
NET: Provider other than RM	**20**	*	1	1	2	4	1	3	8	16	4	15	5
	12%	*3%*	*9%*	*62%*	*7%*	*10%*	*13%*	*20%*	*12%*	*15%* b	*6%*	*10%*	*29%* a
NET: RM ONLY	**134**	1	14	1	20	28	5	13	52	82	53	123	11
	82%	*97%*	*91%*	*36%*	*85%*	*82%*	*87%*	*80%*	*80%*	*79%*	*88%* a	*84%* b	*65%*
NET: Provider other than RM ONLY	**2**	-	-	*	1	*	-	1	*	2	-	1	1
	1%	*-%*	*-%*	*2%*	*4%* h	**%*	*-%*	*6%* **eh**	**%*	*2%*	*-%*	*1%*	*6%* a

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QN3 In the last month which of the following companies have you used to send ...?
a) Letters / Large Letters
Base: All sending large letters (QV6a=1 or 2)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	412	396	16	222	86	103
Weighted total	164	153	11	98	31	33
Royal Mail	152	143	9	90	29	32
	93%	93%	90%	92%	93%	96%
DHL	6	6	*	5	1	*
	4%	4%	2%	5%	4%	1%
UK Mail	1	1	-	*	-	1
	*%	*%	-%	*%	-%	2%
UPS	1	1	-	1	*	-
	1%	1%	-%	1%	*%	-%
Yodel	*	*	-	*	-	*
	*%	*%	-%	*%	-%	*%
Parcelforce	5	4	1	4	1	*
	3%	3%	13%	4%	4%	1%
Hermes	4	4	-	4	*	-
	2%	3%	-%	4%	1%	-%
				c		
FedEx	2	2	-	*	1	-
	1%	1%	-%	*%	4%	-%
					ac	
Secured Mail	*	*	-	*	-	*
	*%	*%	-%	*%	-%	*%
DX	1	1	-	1	-	*
	1%	1%	-%	1%	-%	*%
MHI (Mail Handling International)	*	*	-	*	-	-
	*%	*%	-%	*%	-%	-%
Pitney Bowes	3	3	-	2	*	*
	2%	2%	-%	2%	1%	*%
TNT Express	2	2	-	2	-	-
	1%	1%	-%	2%	-%	-%
Whistl (Previously known as TNT Post)	*	*	-	*	-	-
	*%	*%	-%	*%	-%	-%
Citipost	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Someone else	4	4	-	3	*	1
	3%	3%	-%	3%	1%	4%
Have not sent a letter /parcel in the last month	10	9	1	7	1	1
	6%	6%	10%	7%	3%	4%
NET: Royal Mail	152	143	9	90	29	32
	93%	93%	90%	92%	93%	96%

Columns Tested: a,b - a,b,c

Produced by OLR
Issue date: 05/02/19

QN3 In the last month which of the following companies have you used to send ...?
a) Letters / Large Letters
Base: All sending large letters (QV6a=1 or 2)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**412**	396	16	222	86	103
Weighted total	**164**	153	11	98	31	33
NET: Provider other than RM	**20**	18	2	14	3	2
	12%	*12%*	*14%*	*15%*	*9%*	*7%*
NET: RM ONLY	**134**	126	8	76	27	30
	82%	*82%*	*76%*	*78%*	*87%*	*89%* a
NET: Provider other than RM ONLY	**2**	2	-	1	1	-
	1%	*1%*	*-%*	*1%*	*4%*	*-%*

Columns Tested: a,b - a,b,c

QN3 In the last month which of the following companies have you used to send ...?
a) Letters / Large Letters
Base: All sending large letters (QV6a=1 or 2)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	412	290	104	15	3	-	-	-	-	394	18	90	200	122
Weighted total	164	139	21	4	*	-	-	-	-	160	4	58	80	25
Royal Mail	152	127	21	4	*	-	-	-	-	148	4	52	75	25
	93%	*92%*	*100%* ai	*100%*	*100%*	-%	-%	-%	-%	*93%*	*100%*	*89%*	*93%*	*100%* ab
DHL	6	6	*	*	-	-	-	-	-	6	*	1	4	*
	4%	*4%*	*1%*	*1%*	-%	-%	-%	-%	-%	*4%*	*1%*	*2%*	*6%*	*1%*
UK Mail	1	*	*	-	-	-	-	-	-	1	-	-	*	*
	**%*	**%*	*2%*	-%	-%	-%	-%	-%	-%	**%*	-%	-%	**%*	*2%*
UPS	1	1	*	*	-	-	-	-	-	1	*	-	1	*
	1%	*1%*	*1%*	*1%*	-%	-%	-%	-%	-%	*1%*	*1%*	-%	*1%*	*1%*
Yodel	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	**%*	**%*	-%	-%	-%	-%	-%	-%	-%	**%*	-%	-%	**%*	-%
Parcelforce	5	5	*	-	-	-	-	-	-	5	-	1	4	*
	3%	*4%*	*2%*	-%	-%	-%	-%	-%	-%	*3%*	-%	*2%*	*5%*	*2%*
Hermes	4	4	*	-	-	-	-	-	-	4	-	1	2	*
	2%	*3%*	*1%*	-%	-%	-%	-%	-%	-%	*2%*	-%	*2%*	*3%*	*1%*
FedEx	2	1	*	*	-	-	-	-	-	1	*	-	1	*
	1%	*1%*	*1%*	*3%*	-%	-%	-%	-%	-%	*1%*	*3%*	-%	*2%*	*1%*
Secured Mail	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	**%*	**%*	-%	-%	-%	-%	-%	-%	-%	**%*	-%	-%	**%*	-%
DX	1	1	*	-	-	-	-	-	-	1	-	-	1	*
	1%	*1%*	**%*	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	*1%*	**%*
MHI (Mail Handling International)	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	**%*	**%*	-%	-%	-%	-%	-%	-%	-%	**%*	-%	-%	**%*	-%
Pitney Bowes	3	2	*	*	-	-	-	-	-	3	*	-	2	*
	2%	*2%*	*1%*	*3%*	-%	-%	-%	-%	-%	*2%*	*3%*	-%	*3%*	*2%*
TNT Express	2	2	*	-	-	-	-	-	-	2	-	-	2	*
	1%	*2%*	*1%*	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	*3%*	**%*
Whistl (Previously known as TNT Post)	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	**%*	**%*	-%	-%	-%	-%	-%	-%	-%	**%*	-%	-%	**%*	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Someone else	4	3	1	-	-	-	-	-	-	4	-	1	2	1
	3%	*2%*	*5%*	-%	-%	-%	-%	-%	-%	*3%*	-%	*2%*	*3%*	*4%*
Have not sent a letter /parcel in the last month	10	10	-	-	-	-	-	-	-	10	-	6	3	-
	6%	*7%*	-%	-%	-%	-%	-%	-%	-%	*6%*	-%	*11%*	*4%*	-%
		b								b		bc	c	
NET: Royal Mail	152	127	21	4	*	-	-	-	-	148	4	52	75	25
	93%	*92%*	*100%* ai	*100%*	*100%*	-%	-%	-%	-%	*93%*	*100%*	*89%*	*93%*	*100%* ab

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 05/02/19

QN3 In the last month which of the following companies have you used to send ...?
a) Letters / Large Letters
Base: All sending large letters (QV6a=1 or 2)

	Total base	Monthly postal spend									Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	***c**	***d**	***e**	***f**	***g**	***h**	i	***j**	a	b	c
Unweighted total	**412**	290	104	15	3	-	-	-	-	394	18	90	200	122
Weighted total	**164**	139	21	4	*	-	-	-	-	160	4	58	80	25
NET: Provider other than RM	**20**	18	2	*	-	-	-	-	-	20	*	5	13	2
	12%	*13%*	*9%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*12%*	*4%*	*8%*	*16%* c	*8%*
NET: RM ONLY	**134**	111	19	4	*	-	-	-	-	130	4	47	64	23
	82%	*80%*	*91%* **ai**	*96%*	*100%*	*-%*	*-%*	*-%*	*-%*	*82%*	*96%*	*81%*	*80%*	*92%* **ab**
NET: Provider other than RM ONLY	**2**	2	*	-	-	-	-	-	-	2	-	-	2	*
	1%	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*3%*	**%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 217 (continuation)

QN3 In the last month which of the following companies have you used to send ...?
a) Letters / Large Letters
Base: All sending large letters (QV6a=1 or 2)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**412**	378	269	412	166	146	302	349	38	11	8	6	-	-
Weighted total	**164**	141	90	164	59	42	110	150	7	3	2	2	-	-
Royal Mail	**152**	132	85	152	59	40	104	139	7	3	2	2	-	-
	93%	*93%*	*95%*	*93%*	*100%* **abcef**	*97%*	*94%*	*92%*	*100%*	*100%*	*100%*	*100%*	-%	-%
DHL	**6**	3	5	6	*	2	2	6	*	-	-	-	-	-
	4%	*2%*	*5%* **ad**	*4%* d	*1%*	*6%* **adf**	*2%*	*4%*	*2%*	-%	-%	-%	-%	-%
UK Mail	**1**	1	1	1	*	*	1	1	-	-	-	-	-	-
	****%***	**%*	*1%*	**%*	**%*	*1%*	*1%*	**%*	-%	-%	-%	-%	-%	-%
UPS	**1**	1	1	1	*	1	1	1	*	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	**%*	*3%*	*1%*	*1%*	*1%*	-%	-%	-%	-%	-%
Yodel	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	-%	-%	-%	-%	-%	-%
Parcelforce	**5**	4	4	5	1	4	2	4	1	-	-	-	-	-
	3%	*3%*	*4%*	*3%*	*2%*	*9%* **abcdf**	*2%*	*3%*	*20%* a	-%	-%	-%	-%	-%
Hermes	**4**	4	1	4	-	2	3	3	1	-	-	-	-	-
	2%	*3%* d	*1%*	*2%* d	-%	*4%* **bd**	*3%* d	*2%*	*19%* a	-%	-%	-%	-%	-%
FedEx	**2**	*	1	2	*	*	*	1	*	-	-	-	-	-
	1%	**%*	*1%*	*1%*	**%*	*1%*	**%*	*1%*	*2%*	-%	-%	-%	-%	-%
Secured Mail	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	-%	-%	-%	-%	-%	-%
DX	**1**	1	1	1	*	*	1	1	-	-	-	*	-	-
	1%	*1%*	*1%*	*1%*	**%*	**%*	*1%*	*1%*	-%	-%	-%	*2%*	-%	-%
MHI (Mail Handling International)	*	-	*	*	-	-	*	*	-	-	-	-	-	-
	****%***	-%	**%*	**%*	-%	-%	**%*	**%*	-%	-%	-%	-%	-%	-%
Pitney Bowes	**3**	2	2	3	*	1	2	2	*	*	-	*	-	-
	2%	*1%*	*2%*	*2%*	*1%*	*4%*	*1%*	*2%*	*2%*	*2%*	-%	*2%*	-%	-%
TNT Express	**2**	1	2	2	1	1	1	2	-	-	*	-	-	-
	1%	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	-%	-%	*6%*	-%	-%	-%
Whistl (Previously known as TNT Post)	*	*	*	*	-	*	*	-	*	-	-	-	-	-
	****%***	**%*	**%*	**%*	-%	**%*	**%*	-%	*1%*	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Someone else	**4**	3	3	4	3	1	2	4	*	-	*	-	-	-
	3%	*2%*	*3%*	*3%*	*4%*	*1%*	*2%*	*3%*	*2%*	-%	*9%*	-%	-%	-%
Have not sent a letter /parcel in the last month	**10**	9	4	10	*	1	6	10	-	-	-	-	-	-
	6%	*6%* d	*4%* d	*6%* d	**%*	*3%* d	*5%* d	*6%*	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 05/02/19

QN3 In the last month which of the following companies have you used to send ...?
a) Letters / Large Letters
Base: All sending large letters (QV6a=1 or 2)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**412**	378	269	412	166	146	302	349	38	11	8	6	-	-
Weighted total	**164**	141	90	164	59	42	110	150	7	3	2	2	-	-
NET: Royal Mail	**152**	132	85	152	59	40	104	139	7	3	2	2	-	-
	93%	*93%*	*95%*	*93%*	*100%* abcef	*97%*	*94%*	*92%*	*100%*	*100%*	*100%*	*100%*	-%	-%
NET: Provider other than RM	**20**	14	14	20	5	7	10	18	2	*	*	*	-	-
	12%	*10%*	*15%* df	*12%*	*8%*	*17%* adf	*9%*	*12%*	*24%* a	*2%*	*16%*	*4%*	-%	-%
NET: RM ONLY	**134**	118	73	134	54	33	94	123	5	3	2	2	-	-
	82%	*84%*	*81%*	*82%*	*92%* abce	*80%*	*86%*	*82%*	*76%*	*98%*	*84%*	*96%*	-%	-%
NET: Provider other than RM ONLY	**2**	1	1	2	*	*	1	2	-	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	*%*	*%*	*1%*	*1%*	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QN3 In the last month which of the following companies have you used to send ...?
a) Letters / Large Letters
Base: All sending large letters (QV6a=1 or 2)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**412**	158	4	2	1	-	1	-	1	112	105	101	91	3
Weighted total	**164**	57	1	1	*	-	*	-	*	65	41	36	20	1
Royal Mail	**152**	57	1	1	*	-	*	-	*	61	39	31	20	1
	93%	*100%*	*100%*	*100%*	*100%*	*-%*	*100%*	*-%*	*100%*	*93%*	*94%*	*87%*	*99%* c	*100%*
DHL	**6**	*	-	-	-	-	-	-	-	2	2	1	*	-
	4%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*6%*	*3%*	*1%*	*-%*
UK Mail	**1**	*	*	-	-	-	-	-	-	-	1	-	-	-
	%	*%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*
UPS	**1**	*	-	-	-	-	-	-	-	-	1	*	*	-
	1%	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*%*	*1%*	*-%*
Yodel	*	*	-	-	-	-	-	-	-	*	*	-	*	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*%*	*-%*	*%*	*-%*
Parcelforce	**5**	1	-	-	-	-	-	-	-	3	2	*	*	-
	3%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*6%*	*1%*	*1%*	*-%*
Hermes	**4**	-	-	-	-	-	-	-	-	2	1	*	*	-
	2%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*4%*	*%*	*%*	*-%*
FedEx	**2**	*	-	-	-	-	-	-	-	*	*	1	*	-
	1%	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*1%*	*3%*	*1%*	*-%*
Secured Mail	*	*	-	-	-	-	-	-	-	-	-	*	*	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*%*	*-%*
DX	**1**	*	-	-	-	-	-	-	-	-	-	1	*	-
	1%	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*%*	*-%*
MHI (Mail Handling International)	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*
Pitney Bowes	**3**	*	-	-	-	-	-	-	-	2	*	*	*	-
	2%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*%*	*%*	*2%*	*-%*
TNT Express	**2**	1	-	-	-	-	-	-	-	2	-	*	-	-
	1%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*1%*	*-%*	*-%*
Whistl (Previously known as TNT Post)	*	-	-	-	-	-	-	-	-	*	-	-	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*
Citipost	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Someone else	**4**	3	*	-	-	-	-	-	-	2	1	*	*	-
	3%	*4%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*3%*	*%*	*1%*	*-%*
Have not sent a letter /parcel in the last month	**10**	*	-	-	-	-	-	-	-	4	2	4	*	-
	6%	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%* d	*4%*	*10%* d	*1%*	*-%*
NET: Royal Mail	**152**	57	1	1	*	-	*	-	*	61	39	31	20	1
	93%	*100%*	*100%*	*100%*	*100%*	*-%*	*100%*	*-%*	*100%*	*93%*	*94%*	*87%*	*99%* c	*100%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QN3 In the last month which of the following companies have you used to send ...?
a) Letters / Large Letters
Base: All sending large letters (QV6a=1 or 2)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**412**	158	4	2	1	-	1	-	1	112	105	101	91	3
Weighted total	**164**	57	1	1	*	-	*	-	*	65	41	36	20	1
NET: Provider other than RM	**20**	5	*	-	-	-	-	-	-	10	6	3	1	-
	12%	*8%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*16%* d	*14%* d	*8%*	*5%*	*-%*
NET: RM ONLY	**134**	52	1	1	*	-	*	-	*	51	34	29	19	1
	82%	*91%*	*95%*	*100%*	*100%*	*-%*	*100%*	*-%*	*100%*	*78%*	*82%*	*82%*	*95%* **abc**	*100%*
NET: Provider other than RM ONLY	**2**	*	-	-	-	-	-	-	-	-	1	1	*	-
	1%	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*3%*	*1%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QN3 In the last month which of the following companies have you used to send ...?
a) Letters / Large Letters
Base: All sending large letters (QV6a=1 or 2)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**412**	55	38	38	32	3	87	11	68	375	37	387	25
Weighted total	**164**	25	13	12	8	1	37	4	18	149	15	154	10
Royal Mail	**152**	25	13	12	8	1	37	4	18	139	14	143	9
	93%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*93%*	*92%*	*93%*	*88%*
DHL	**6**	*	*	*	*	-	*	*	*	3	3	3	3
	4%	**%*	*1%*	**%*	*1%*	*-%*	**%*	*1%*	*1%*	*2%*	*23%* a	*2%*	*33%*
UK Mail	**1**	*	-	-	*	-	*	-	-	1	*	1	*
	****%***	**%*	*-%*	*-%*	*2%*	*-%*	*1%*	*-%*	*-%*	**%*	**%*	**%*	*1%*
UPS	**1**	-	-	*	*	-	*	-	*	*	1	*	1
	1%	*-%*	*-%*	**%*	*1%*	*-%*	**%*	*-%*	*1%*	**%*	*8%* a	**%*	*11%*
Yodel	*	-	-	*	-	-	*	-	-	*	-	*	-
	****%***	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
Parcelforce	**5**	1	*	*	-	-	1	*	*	4	1	4	1
	3%	*5%*	*1%*	**%*	*-%*	*-%*	*3%*	*1%*	*2%*	*3%*	*8%*	*3%*	*11%*
Hermes	**4**	-	-	-	-	-	-	-	-	4	-	4	*
	2%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*3%*	*1%*
FedEx	**2**	-	-	*	*	-	*	-	*	1	1	1	1
	1%	*-%*	*-%*	**%*	*1%*	*-%*	**%*	*-%*	**%*	**%*	*7%* a	**%*	*11%*
Secured Mail	*	-	-	*	-	-	*	-	-	*	-	*	-
	****%***	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
DX	**1**	-	-	-	*	-	-	-	*	1	-	1	-
	1%	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*1%*	*-%*
MHI (Mail Handling International)	*	-	-	-	-	-	-	-	-	*	-	*	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
Pitney Bowes	**3**	*	*	*	*	-	*	*	*	*	2	*	2
	2%	**%*	*1%*	*1%*	*2%*	*-%*	*1%*	*1%*	*1%*	**%*	*15%* a	**%*	*22%*
TNT Express	**2**	1	-	-	-	-	-	-	1	1	1	1	1
	1%	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%* a	*1%*	*7%* a	*1%*	*11%*
Whistl (Previously known as TNT Post)	*	-	-	-	-	-	-	-	-	*	-	*	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
Citipost	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QN3 In the last month which of the following companies have you used to send ...?
a) Letters / Large Letters
Base: All sending large letters (QV6a=1 or 2)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**412**	55	38	38	32	3	87	11	68	375	37	387	25
Weighted total	**164**	25	13	12	8	1	37	4	18	149	15	154	10
Someone else	**4**	1	1	*	*	-	1	-	1	3	2 a	3	1
	3%	*4%*	*10%*	*1%*	*2%*	*-%*	*4%*	*-%*	*7%*	*2%*	*11%*	*2%*	*14%*
Have not sent a letter /parcel in the last month	**10**	*	-	-	-	-	-	-	*	10	-	10	-
	6%	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*6%*	*-%*	*6%*	*-%*
NET: Royal Mail	**152**	25	13	12	8	1	37	4	18	139	14	143	9
	93%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*93%*	*92%*	*93%*	*88%*
NET: Provider other than RM	**20**	2	2	*	1	-	2	*	3 a	13	7 a	13	7
	12%	*10%*	*12%*	*2%*	*7%*	*-%*	*5%*	*1%*	*16%*	*9%*	*48%*	*8%*	*68%*
NET: RM ONLY	**134**	22	11	12	8	1	35 c	4	15	127 b	8	131	3
	82%	*90%*	*88%*	*98%*	*93%*	*100%*	*95%*	*99%*	*83%*	*85%*	*52%*	*85%*	*32%*
NET: Provider other than RM ONLY	**2**	*	-	-	-	-	*	-	-	1	1 a	1	1
	1%	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*8%*	*1%*	*12%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QN3 In the last month which of the following companies have you used to send ...?
a) Letters / Large Letters
Base: All sending large letters (QV6a=1 or 2)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	a	*b	a	b	a	b	c	*d
Unweighted total	412	15	28	46	10	123	43	120	354	61	-
Weighted total	164	10	8	18	5	44	15	44	130	18	-
Royal Mail	152	10	8	18	4	44	15	44	120	16	-
	93%	*100%*	*99%*	*99%*	*99%*	*100%*	*99%*	*99%* bc	*93%*	*93%*	-%
DHL	6	-	*	*	2	*	*	1	3	*	-
	4%	-%	*1%*	*1%*	*48%*	*%*	*1%*	*3%*	*2%*	*2%*	-%
UK Mail	1	-	*	-	*	*	*	*	1	-	-
	%	-%	*1%*	-%	*1%*	*%*	*%	*1%*	*1%*	-%	-%
UPS	1	-	-	-	-	*	*	1	1	*	-
	1%	-%	-%	-%	-%	*%*	*%	*3%*	*1%*	*1%*	-%
Yodel	*	-	-	-	-	*	-	*	*	*	-
	%	-%	-%	-%	-%	*%*	-%	*%	*%	*%	-%
Parcelforce	5	1	-	1	1	1	*	2	3	*	-
	3%	*10%*	-%	*5%*	*23%*	*3%*	*%	*4%*	*3%*	*3%*	-%
Hermes	4	-	-	-	*	-	-	*	4	-	-
	2%	-%	-%	-%	*1%*	-%	-%	*1%*	*3%*	-%	-%
FedEx	2	-	-	-	-	*	-	*	*	*	-
	1%	-%	-%	-%	-%	*%*	-%	*1%	*%	*1%	-%
Secured Mail	*	-	-	-	-	*	-	*	*	*	-
	%	-%	-%	-%	-%	*%*	-%	*%	*%	*%	-%
DX	1	-	-	*	-	*	-	*	1	*	-
	1%	-%	-%	*%*	-%	*%*	-%	*%	*1%*	*%	-%
MHI (Mail Handling International)	*	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	3	*	-	*	1	*	*	*	2	1	-
	2%	*%	-%	*%	*25%*	*1%*	*%	*1%	*1%	*7% ab	-%
TNT Express	2	-	-	1	-	-	1	1	1	1	-
	1%	-%	-%	*6%*	-%	-%	*7% a	*2%	*1%	*5% b	-%
Whistl (Previously known as TNT Post)	*	-	-	-	-	-	-	*	*	-	-
	%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Someone else	4	1	*	1	*	1	2	1	2	*	-
	3%	*10%*	*4%*	*6%*	*6%*	*2%*	*10% a	*3%	*2%	*1%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

QN3 In the last month which of the following companies have you used to send ...?
a) Letters / Large Letters
Base: All sending large letters (QV6a=1 or 2)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	***b**	a	***b**	a	b	a	b	c	***d**
Unweighted total	**412**	15	28	46	10	123	43	120	354	61	-
Weighted total	**164**	10	8	18	5	44	15	44	130	18	-
Have not sent a letter /parcel in the last month	**10**	-	*	*	-	-	*	*	9	1	-
	6%	*-%*	*1%*	*1%*	*-%*	*-%*	**%*	*1%*	*7%* a	*7%* a	*-%*
NET: Royal Mail	**152**	10	8	18	4	44	15	44	120	16	-
	93%	*100%*	*99%*	*99%*	*99%*	*100%*	*99%*	*99%* **bc**	*93%*	*93%*	*-%*
NET: Provider other than RM	**20**	1	*	2	3	2	3	5	13	3	-
	12%	*11%*	*5%*	*13%*	*55%*	*5%*	*18%* a	*11%*	*10%*	*17%*	*-%*
NET: RM ONLY	**134**	9	7	15	2	42	12	39	108	13	-
	82%	*89%*	*95%*	*87%*	*45%*	*95%* b	*82%*	*88%* c	*83%*	*76%*	*-%*
NET: Provider other than RM ONLY	**2**	-	-	-	*	-	*	*	1	*	-
	1%	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	**%*	*1%*	**%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 217 (continuation)

QN3 In the last month which of the following companies have you used to send ...?
a) Letters / Large Letters
Base: All sending large letters (QV6a=1 or 2)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	412	105	239	45	-	109	120	37	-	357	248	135	331	261	6
Weighted total	164	39	78	13	-	39	45	9	-	135	82	49	125	101	2
Royal Mail	152	38	73	12	-	39	45	9	-	125	79	49	116	96	2
	93%	97%	94%	91%	-%	100%	100%	100%	-%	93%	96%	100% ab	92%	95%	100%
DHL	6	5	5	4	-	*	*	*	-	2	2	*	3	1	*
	4%	12%	6%	27% ab	-%	1%	1%	3%	-%	1%	2%	1%	2%	1%	3%
UK Mail	1	*	1	*	-	*	*	-	-	1	*	*	1	*	-
	*%	1%	1%	*%	-%	1%	*%	-%	-%	*%	1%	*%	*%	*%	-%
UPS	1	1	1	*	-	*	*	*	-	*	*	*	*	*	*
	1%	3%	2%	2%	-%	*%	*%	2%	-%	*%	*%	*%	*%	*%	4%
Yodel	*	*	*	*	-	*	*	*	-	*	*	*	*	*	*
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	*%	*%	3%
Parcelforce	5	2	4	1	-	1	1	*	-	4	3	1	4	2	*
	3%	4%	5%	9%	-%	4%	3%	5%	-%	3%	3%	3%	3%	2%	3%
Hermes	4	*	*	-	-	-	-	-	-	4	1	-	3	2	-
	2%	1%	1%	-%	-%	-%	-%	-%	-%	3% c	1%	-%	2%	2%	-%
FedEx	2	1	1	1	-	*	*	*	-	*	*	*	*	*	*
	1%	3%	2%	9% b	-%	*%	*%	1%	-%	*%	*%	*%	*%	*%	4%
Secured Mail	*	*	*	*	-	*	*	*	-	*	*	*	*	*	*
	*%	*%	*%	1%	-%	*%	*%	*%	-%	*%	*%	*%	*%	*%	3%
DX	1	*	1	*	-	*	*	-	-	1	1	*	1	1	-
	1%	*%	2%	1%	-%	*%	*%	-%	-%	1%	1%	*%	1%	1%	-%
MHI (Mail Handling International)	*	*	*	*	-	-	-	-	-	-	*	-	*	*	-
	*%	*%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	*%	*%	-%
Pitney Bowes	3	1	2	1	-	*	*	*	-	*	*	*	*	*	*
	2%	3%	2%	9% b	-%	1%	1%	1%	-%	*%	*%	1%	*%	*%	4%
TNT Express	2	2	2	2	-	-	1	-	-	1	1	-	1	1	-
	1%	5%	3%	16% ab	-%	-%	2%	-%	-%	1%	1%	-%	1%	1%	-%
Whistl (Previously known as TNT Post)	*	-	*	-	-	-	-	-	-	*	*	-	*	*	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	*%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Someone else	4	2	3	1	-	2	2	1	-	3	1	1	3	2	-
	3%	4%	3%	10% b	-%	6%	6%	13%	-%	2%	2%	2%	2%	2%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 217 (continuation)

QN3 In the last month which of the following companies have you used to send ...?
a) Letters / Large Letters
Base: All sending large letters (QV6a=1 or 2)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	412	105	239	45	-	109	120	37	-	357	248	135	331	261	6
Weighted total	164	39	78	13	-	39	45	9	-	135	82	49	125	101	2
Have not sent a letter /parcel in the last month	10	-	4	-	-	*	-	-	-	9	4	-	9	5	-
	6%	-%	*5%* a	-%	-%	*%	-%	-%	-%	*6%* c	*4%* c	-%	*7%*	*5%*	-%
NET: Royal Mail	152	38	73	12	-	39	45	9	-	125	79	49	116	96	2
	93%	*97%*	*94%*	*91%*	-%	*100%*	*100%*	*100%*	-%	*93%*	*96%*	*100%* ab	*92%*	*95%*	*100%*
NET: Provider other than RM	20	9	13	7	-	4	4	2	-	12	8	2	12	8	*
	12%	*23%*	*17%*	*54%* ab	-%	*9%*	*10%*	*20%*	-%	*9%*	*9%*	*5%*	*9%*	*8%*	*7%*
NET: RM ONLY	134	30	61	6	-	36	40	8	-	114	71	47	105	89	1
	82%	*77%* c	*78%* c	*46%*	-%	*91%*	*90%*	*80%*	-%	*85%*	*86%*	*95%* ab	*84%*	*88%*	*93%*
NET: Provider other than RM ONLY	2	1	1	1	-	*	-	-	-	1	-	-	1	-	-
	1%	*3%*	*2%*	*9%* b	-%	*%*	-%	-%	-%	*1%*	-%	-%	*1%*	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 217 (continuation)

QN3 In the last month which of the following companies have you used to send ...?
a) Letters / Large Letters
Base: All sending large letters (QV6a=1 or 2)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	*a	*b	*c	*d
Unweighted total	**412**	121	71	83	30	24	299	251	10	6	4	1
Weighted total	**164**	41	24	29	4	4	113	96	4	1	3	*
Royal Mail	**152**	41	24	29	4	4	104	91	4	1	3	*
	93%	*100%*	*100%*	*100%*	*100%*	*100%*	*92%*	*95%*	*99%*	*100%*	*98%*	*100%*
DHL	**6**	*	*	*	*	*	3	1	*	-	-	-
	4%	*1%*	*1%*	*1%*	*4%*	*4%*	*2%*	*1%*	*2%*	*-%*	*-%*	*-%*
UK Mail	**1**	*	*	-	-	-	1	*	-	-	-	-
	%	*%*	*1%*	*-%*	*-%*	*-%*	*1%*	*%*	*-%*	*-%*	*-%*	*-%*
UPS	**1**	*	*	*	*	*	*	*	*	*	-	-
	1%	*%*	*%*	*%*	*3%*	*3%*	*%*	*%*	*1%*	*5%*	*-%*	*-%*
Yodel	*	*	*	*	*	*	*	*	*	-	-	-
	%	*%*	*%*	*%*	*1%*	*1%*	*%*	*%*	*1%*	*-%*	*-%*	*-%*
Parcelforce	**5**	1	1	1	*	*	4	2	*	-	-	-
	3%	*3%*	*4%*	*5%*	*9%*	*1%*	*4%*	*2%*	*1%*	*-%*	*-%*	*-%*
Hermes	**4**	-	-	-	-	-	3	2	*	-	-	-
	2%	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*2%*	*1%*	*-%*	*-%*	*-%*
FedEx	**2**	*	*	*	*	*	*	*	-	*	-	-
	1%	*%*	*%*	*%*	*1%*	*1%*	*%*	*%*	*-%*	*5%*	*-%*	*-%*
Secured Mail	*	*	*	*	*	*	*	*	*	-	-	-
	%	*%*	*%*	*%*	*1%*	*1%*	*%*	*%*	*1%*	*-%*	*-%*	*-%*
DX	**1**	*	*	*	*	*	1	1	-	-	-	-
	1%	*%*	*%*	*%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*
MHI (Mail Handling International)	*	-	-	-	-	-	*	-	-	-	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	**3**	*	*	*	*	*	*	*	-	*	-	-
	2%	*1%*	*1%*	*1%*	*2%*	*3%*	*%*	*%*	*-%*	*5%*	*-%*	*-%*
TNT Express	**2**	1	1	-	-	-	1	1	-	-	-	-
	1%	*3%*	*4%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*
Whistl (Previously known as TNT Post)	*	-	-	-	-	-	-	*	-	-	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*
Citipost	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Someone else	**4**	1	1	1	*	*	3	2	*	*	-	-
	3%	*3%*	*4%*	*4%*	*3%*	*4%*	*2%*	*2%*	*1%*	*5%*	*-%*	*-%*
Have not sent a letter /parcel in the last month	**10**	-	-	*	-	-	9	5	*	-	*	-
	6%	*-%*	*-%*	*%*	*-%*	*-%*	*8%*	*5%*	*1%*	*-%*	*2%*	*-%*
NET: Royal Mail	**152**	41	24	29	4	4	104	91	4	1	3	*
	93%	*100%*	*100%*	*100%*	*100%*	*100%*	*92%*	*95%*	*99%*	*100%*	*98%*	*100%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QN3 In the last month which of the following companies have you used to send ...?
a) Letters / Large Letters
Base: All sending large letters (QV6a=1 or 2)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	*a	*b	*c	*d
Unweighted total	**412**	121	71	83	30	24	299	251	10	6	4	1
Weighted total	**164**	41	24	29	4	4	113	96	4	1	3	*
NET: Provider other than RM	**20**	4	3	2	1	*	12	8	*	*	-	-
	12%	*9%*	*11%*	*7%*	*16%*	*9%*	*10%*	*8%*	*3%*	*11%*	*-%*	*-%*
NET: RM ONLY	**134**	37	22	27	4	3	93	83	4	1	3	*
	82%	*91%*	*89%*	*93%*	*84%*	*91%*	*82%*	*87%*	*95%*	*89%*	*98%*	*100%*
NET: Provider other than RM ONLY	**2**	-	-	-	-	-	1	-	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QN3 In the last month which of the following companies have you used to send ...?
a) Letters / Large Letters
Base: All sending large letters (QV6a=1 or 2)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**412**	398	345	403	339	405	228	395	108	-	334	13	50	340
Weighted total	**164**	155	131	158	125	160	83	155	34	-	126	5	25	129
Royal Mail	**152**	144	121	146	119	148	79	143	31	-	118	4	25	118
	93%	*92%*	*93%*	*93%*	*95%*	*93%*	*94%*	*92%*	*93%*	*-%*	*94%*	*82%*	*100%* b	*92%*
DHL	**6**	6	5	6	5	6	5	6	3	-	1	-	*	3
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*6%*	*4%*	*8%*	*-%*	*%*	*-%*	*%*	*2%*
UK Mail	**1**	1	1	1	1	1	1	1	-	-	1	-	-	1
	%	*%*	*%*	*%*	*%*	*%*	*1%*	*%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*
UPS	**1**	1	1	1	1	1	1	1	*	-	*	-	*	*
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*-%*	*%*	*-%*	*%*	*%*
Yodel	*	*	*	*	*	*	*	*	*	-	*	-	-	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*-%*	*-%*	*%*
Parcelforce	**5**	5	5	5	4	5	2	5	2	-	3	*	*	4
	3%	*4%*	*4%*	*3%*	*3%*	*3%*	*2%*	*4%*	*5%*	*-%*	*2%*	*6%*	*1%*	*3%*
Hermes	**4**	4	4	4	3	4	1	4	*	-	2	-	-	4
	2%	*3%*	*3%*	*2%*	*2%*	*2%*	*1%*	*3%*	*%*	*-%*	*1%*	*-%*	*-%*	*3%*
FedEx	**2**	2	1	2	*	2	1	2	*	-	*	-	*	*
	1%	*1%*	*1%*	*1%*	*%*	*1%*	*2%*	*1%*	*%*	*-%*	*%*	*-%*	*%*	*%*
Secured Mail	*	*	*	*	*	*	*	*	*	-	*	-	-	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*-%*	*-%*	*%*
DX	**1**	1	1	1	1	1	1	1	*	-	1	-	*	1
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	*-%*	*1%*	*-%*	*%*	*1%*
MHI (Mail Handling International)	*	*	*	*	-	*	*	*	*	-	-	-	-	*
	%	*%*	*%*	*%*	*-%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*	*%*
Pitney Bowes	**3**	3	3	3	2	3	2	3	1	-	*	-	*	*
	2%	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*4%*	*-%*	*%*	*-%*	*1%*	*%*
TNT Express	**2**	2	1	2	*	2	2	2	2	-	1	*	*	1
	1%	*1%*	*1%*	*1%*	*%*	*1%*	*3%*	*1%*	*6%* b	*-%*	*1%*	*1%*	*%*	*1%*
Whistl (Previously known as TNT Post)	*	*	*	*	*	*	*	*	*	-	-	-	-	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*	*%*
Citipost	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Someone else	**4**	3	3	4	4	4	2	4	1	-	3	-	-	3
	3%	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*4%*	*-%*	*2%*	*-%*	*-%*	*2%*
Have not sent a letter /parcel in the last month	**10**	10	7	10	5	10	3	10	2	-	8	1	-	10
	6%	*6%*	*5%*	*6%*	*4%*	*6%*	*3%*	*6%*	*7%*	*-%*	*6%*	*18%*	*-%*	*8%* a

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 217 (continuation)

QN3 In the last month which of the following companies have you used to send ...?

a) Letters / Large Letters

Base: All sending large letters (QV6a=1 or 2)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**412**	398	345	403	339	405	228	395	108	-	334	13	50	340
Weighted total	**164**	155	131	158	125	160	83	155	34	-	126	5	25	129
NET: Royal Mail	**152**	144	121	146	119	148	79	143	31	-	118	4	25	118
	93%	*92%*	*93%*	*93%*	*95%*	*93%*	*94%*	*92%*	*93%*	*-%*	*94%*	*82%*	*100%* b	*92%*
NET: Provider other than RM	**20**	19	16	20	14	20	11	20	7	-	9	*	1	12
	12%	*12%*	*12%*	*13%*	*11%*	*12%*	*13%*	*13%*	*20%*	*-%*	*7%*	*7%*	*3%*	*10%*
NET: RM ONLY	**134**	127	107	128	106	131	70	126	25	-	109	4	24	107
	82%	*82%*	*82%*	*81%*	*84%*	*82%*	*83%* c	*81%*	*73%*	*-%*	*87%*	*75%*	*97%* b	*83%*
NET: Provider other than RM ONLY	**2**	2	2	2	1	2	2	2	*	-	*	-	-	1
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*3%*	*1%*	**%*	*-%*	**%*	*-%*	*-%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QN3 In the last month which of the following companies have you used to send ...?
a) Letters / Large Letters
Base: All sending large letters (QV6a=1 or 2)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	*b	c	a	b
Unweighted total	412	66	3	14	62	48	291	72	43	15	350	234	178
Weighted total	164	26	*	6	25	17	120	27	21	8	134	97	67
Royal Mail	152	25	*	6	24	17	109	26	21	8	122	91	61
	93%	*95%*	*100%*	*100%*	*95%*	*100%* b	*91%*	*96%*	*99%*	*99%*	*91%*	*93%*	*92%*
DHL	6	3	-	1	3	-	5	1	3	-	2	6	*
	4%	*13%*	*-%*	*18%*	*14%*	*-%*	*4%*	*5%*	*16%* c	*-%*	*2%*	*6%* b	*1%*
UK Mail	1	*	-	-	*	*	*	*	*	-	1	*	*
	**%*	**%*	*-%*	*-%*	**%*	*1%*	**%*	**%*	**%*	*-%*	**%*	**%*	**%*
UPS	1	*	-	1	*	*	1	*	1	-	*	1	*
	1%	**%*	*-%*	*18%*	**%*	**%*	*1%*	**%*	*6%* c	*-%*	**%*	*1%*	**%*
Yodel	*	-	-	-	-	-	*	-	-	-	*	*	*
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	**%*
Parcelforce	5	2	-	-	2	1	4	*	1	-	4	4	1
	3%	*8%*	*-%*	*-%*	*8%*	*7%* c	*3%*	**%*	*6%*	*-%*	*3%*	*4%*	*2%*
Hermes	4	*	-	-	*	1	3	*	*	-	4	4	*
	2%	**%*	*-%*	*-%*	**%*	*7%* c	*2%*	**%*	**%*	*-%*	*3%*	*4%* b	**%*
FedEx	2	1	-	-	1	*	1	*	-	-	2	1	*
	1%	*4%*	*-%*	*-%*	*4%*	*1%*	*1%*	**%*	*-%*	*-%*	*1%*	*2%*	**%*
Secured Mail	*	-	-	-	-	-	*	*	*	-	*	*	*
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	*-%*	**%*	**%*	**%*
DX	1	*	-	-	*	*	-	1	1	-	*	*	1
	1%	**%*	*-%*	*-%*	**%*	**%*	*-%*	*4%* b	*5%* c	*-%*	**%*	**%*	*2%*
MHI (Mail Handling International)	*	-	-	-	-	-	-	*	*	-	-	*	-
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	*-%*
Pitney Bowes	3	2	-	-	2	*	1	1	1	1	*	2	*
	2%	*9%*	*-%*	*-%*	*9%*	*1%*	*1%*	*4%*	*6%* c	*13%*	**%*	*3%*	**%*
TNT Express	2	2	*	1	1	1	*	1	*	-	2	2	*
	1%	*8%*	*40%*	*20%*	*4%*	*6%* b	**%*	*4%* b	**%*	*-%*	*2%*	*2%*	**%*
Whistl (Previously known as TNT Post)	*	-	-	-	-	-	*	-	-	-	*	*	-
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Someone else	4	3	-	-	3	*	3	*	*	*	4	3	1
	3%	*9%*	*-%*	*-%*	*10%*	*2%*	*3%*	*2%*	*1%*	*1%*	*3%*	*3%*	*2%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QN3 In the last month which of the following companies have you used to send ...?
a) Letters / Large Letters
Base: All sending large letters (QV6a=1 or 2)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	*b	c	a	b
Unweighted total	**412**	66	3	14	62	48	291	72	43	15	350	234	178
Weighted total	**164**	26	*	6	25	17	120	27	21	8	134	97	67
Have not sent a letter /parcel in the last month	**10**	*	-	-	*	*	9	1	*	*	10	5	5
	6%	**%*	*-%*	*-%*	**%*	**%*	*7%*	*4%*	**%*	*1%*	*7%*	*5%*	*8%*
NET: Royal Mail	**152**	25	*	6	24	17	109	26	21	8	122	91	61
	93%	*95%*	*100%*	*100%*	*95%*	*100%* b	*91%*	*96%*	*99%*	*99%*	*91%*	*93%*	*92%*
NET: Provider other than RM	**20**	9	*	2	8	3	12	5	5	1	14	15	5
	12%	*34%*	*40%*	*37%*	*32%*	*15%*	*10%*	*17%*	*22%* c	*13%*	*10%*	*16%* b	*7%*
NET: RM ONLY	**134**	17	*	4	17	14	99	21	17	7	111	77	57
	82%	*65%*	*60%*	*63%*	*67%*	*84%*	*82%*	*79%*	*78%*	*86%*	*83%*	*80%*	*85%*
NET: Provider other than RM ONLY	**2**	1	-	-	1	-	2	-	*	*	2	2	*
	1%	*5%*	*-%*	*-%*	*5%*	*-%*	*2%*	*-%*	**%*	*1%*	*1%*	*2%*	**%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 217 (continuation)

QN3 In the last month which of the following companies have you used to send ...?

a) Letters / Large Letters

Base: All sending large letters (QV6a=1 or 2)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices				Month
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr' 2018
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d	
Unweighted total	**412**	387	59	150	79	115	53	208	134	91	185	31	91	412
Weighted total	**164**	152	17	51	25	41	19	82	50	34	64	11	47	164
Royal Mail	**152**	152	15	51	25	41	19	82	50	32	64	11	39	152
	93%	*100%* b	*88%*	*100%* b	*100%* b	*100%*	*100%*	*100%*	*100%*	*93%* d	*99%* **ad**	*97%* d	*83%*	*93%*
DHL	**6**	4	6	*	*	*	*	*	*	3	1	*	1	6
	4%	*3%*	*35%* **acd**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*10%* **bd**	*2%*	*2%*	*2%*	*4%*
UK Mail	**1**	1	1	*	*	*	-	1	*	*	1	-	-	1
	****%***	**%*	*4%* **ac**	**%*	*1%*	**%*	*-%*	*1%*	*1%*	**%*	*1%*	*-%*	*-%*	**%*
UPS	**1**	1	1	*	*	*	*	*	*	1	*	*	*	1
	1%	*1%*	*8%* **acd**	**%*	*1%*	**%*	**%*	**%*	**%*	*3%* b	**%*	**%*	**%*	*1%*
Yodel	*	*	*	*	*	*	*	*	*	-	*	*	*	*
	****%***	**%*	*1%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	**%*
Parcelforce	**5**	5	5	1	1	1	*	4	*	1	2	1	1	5
	3%	*4%*	*32%* **acd**	*3%*	*6%*	*3%*	*2%*	*5%* d	*1%*	*4%*	*3%*	*11%* **bd**	*2%*	*3%*
Hermes	**4**	3	4	-	-	-	-	1	1	*	1	1	2	4
	2%	*2%*	*23%* **acd**	*-%*	*-%*	*-%*	*-%*	*2%*	*2%*	*1%*	*1%*	*9%* **ab**	*4%*	*2%*
FedEx	**2**	1	2	*	*	*	-	*	*	1	*	*	*	2
	1%	**%*	*9%* **acd**	**%*	**%*	**%*	*-%*	**%*	**%*	*4%* b	**%*	*2%*	**%*	*1%*
Secured Mail	*	*	*	*	*	*	*	*	*	-	*	*	-	*
	****%***	**%*	*1%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	**%*
DX	**1**	1	1	*	*	-	*	1	*	*	1	-	-	1
	1%	*1%*	*7%* **acd**	**%*	**%*	*-%*	**%*	*1%*	**%*	**%*	*2%*	*-%*	*-%*	*1%*
MHI (Mail Handling International)	*	*	*	-	-	-	-	*	-	-	*	-	-	*
	****%***	**%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*
Pitney Bowes	**3**	3	3	*	*	*	*	*	*	1	1	*	*	3
	2%	*2%*	*16%* **acd**	*1%*	*2%*	*1%*	**%*	**%*	**%*	*4%*	*2%*	**%*	**%*	*2%*
TNT Express	**2**	2	2	-	1	-	-	*	1	-	2	-	-	2
	1%	*1%*	*13%* **ac**	*-%*	*4%* c	*-%*	*-%*	**%*	*2%* c	*-%*	*3%*	*-%*	*-%*	*1%*
Whistl (Previously known as TNT Post)	*	*	*	-	-	-	-	-	-	-	*	-	-	*
	****%***	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*
Citipost	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Someone else	**4**	4	1	1	1	1	*	4	2	*	2	*	2	4
	3%	*3%*	*8%* a	*3%*	*5%*	*3%*	*1%*	*5%*	*5%*	*1%*	*3%*	*1%*	*4%*	*3%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 217 (continuation)

QN3 In the last month which of the following companies have you used to send ...?
a) Letters / Large Letters
Base: All sending large letters (QV6a=1 or 2)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices				Month
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr' 2018
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d	
Unweighted total	**412**	387	59	150	79	115	53	208	134	91	185	31	91	412
Weighted total	**164**	152	17	51	25	41	19	82	50	34	64	11	47	164
Have not sent a letter /parcel in the last month	**10**	-	-	*	*	-	-	-	-	1	1	*	7	10
	6%	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*4%*	*1%*	*3%*	*15%* **ab**	*6%*
NET: Royal Mail	**152**	152	15	51	25	41	19	82	50	32	64	11	39	152
	93%	*100%* b	*88%*	*100%* b	*100%* b	*100%*	*100%*	*100%*	*100%*	*93%* d	*99%* **ad**	*97%* d	*83%*	*93%*
NET: Provider other than RM	**20**	18	17	3	3	2	1	9	6	4	10	2	4	20
	12%	*12%* c	*100%* **acd**	*5%*	*13%* c	*6%*	*3%*	*11%*	*11%*	*12%*	*15%*	*14%*	*9%*	*12%*
NET: RM ONLY	**134**	134	-	49	22	39	18	73	45	29	54	10	36	134
	82%	*88%* b	*-%*	*95%* **abd**	*86%* b	*94%*	*97%*	*89%*	*89%*	*84%*	*84%*	*83%*	*76%*	*82%*
NET: Provider other than RM ONLY	**2**	-	2	*	*	-	-	-	-	1	*	-	1	2
	1%	*-%*	*12%* **acd**	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*3%* b	**%*	*-%*	*2%*	*1%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QN3 In the last month which of the following companies have you used to send ...?
a) Letters / Large Letters
Base: All sending large letters (QV6a=1 or 2)

	Total base	Quarter Q2 2018
Unweighted total	**412**	412
Weighted total	**164**	164
Royal Mail	**152**	152
	93%	*93%*
DHL	**6**	6
	4%	*4%*
UK Mail	**1**	1
	****%***	**%*
UPS	**1**	1
	1%	*1%*
Yodel	*	*
	****%***	**%*
Parcelforce	**5**	5
	3%	*3%*
Hermes	**4**	4
	2%	*2%*
FedEx	**2**	2
	1%	*1%*
Secured Mail	*	*
	****%***	**%*
DX	**1**	1
	1%	*1%*
MHI (Mail Handling International)	*	*
	****%***	**%*
Pitney Bowes	**3**	3
	2%	*2%*
TNT Express	**2**	2
	1%	*1%*
Whistl (Previously known as TNT Post)	*	*
	****%***	**%*
Citipost	**-**	-
	-%	*-%*
Someone else	**4**	4
	3%	*3%*
Have not sent a letter /parcel in the last month	**10**	10
	6%	*6%*
NET: Royal Mail	**152**	152
	93%	*93%*
NET: Provider other than RM	**20**	20
	12%	*12%*
NET: RM ONLY	**134**	134
	82%	*82%*

QN3 In the last month which of the following companies have you used to send ...?
a) Letters / Large Letters
Base: All sending large letters (QV6a=1 or 2)

	Total base	Quarter Q2 2018
Unweighted total	**412**	412
Weighted total	**164**	164
NET: Provider other than RM ONLY	**2**	2
	1%	*1%*

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 218 Page 3889

QN3 In the last month which of the following companies have you used to send ...?
b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)
Base: All sending parcels and packets (QV6a=3)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	e	a	***b**	***c**	***d**	***e**
Unweighted total	**199**	90	54	39	16	109	42	25	12	8	22
Weighted total	**81**	73	4	3	1	8	31	16	4	1	3
Royal Mail	**69**	62	4	2	1	7	27	15	3	1	1
	86%	*85%*	*88%*	*90%*	*100%*	*91%*	*86%*	*92%*	*74%*	*94%*	*53%*
DHL	**8**	7	*	1	*	1	1	1	*	*	*
	10%	*9%*	*5%*	*21%* b	*38%*	*16%*	*4%*	*8%*	*1%*	*30%*	*15%*
UK Mail	**3**	2	*	*	-	*	*	2	*	-	-
	3%	*3%*	*5%*	*2%*	*-%*	*3%*	*1%*	*13%*	*1%*	*-%*	*-%*
UPS	**8**	7	*	*	*	1	3	2	*	*	*
	10%	*10%*	*6%*	*19%*	*19%*	*12%*	*10%*	*12%*	*2%*	*6%*	*2%*
Yodel	**2**	2	-	*	*	*	2	-	*	*	-
	3%	*3%*	*-%*	*4%*	*5%*	*2%*	*7%*	*-%*	*1%*	*6%*	*-%*
Parcelforce	**19**	18	1	1	*	1	9	5	*	1	*
	24%	*24%*	*13%*	*24%*	*21%*	*18%*	*28%*	*32%*	*1%*	*64%*	*14%*
Hermes	**9**	9	*	-	*	*	4	3	-	-	*
	12%	*12%* **bce**	*2%*	*-%*	*14%*	*3%*	*14%*	*18%*	*-%*	*-%*	*2%*
FedEx	**2**	1	*	-	*	1	-	1	-	*	*
	2%	*2%*	*12%* **ac**	*-%*	*14%*	*8%* a	*-%*	*6%*	*-%*	*16%*	*8%*
Secured Mail	*	-	*	-	-	*	-	-	-	*	-
	****%***	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*5%*	*-%*
DX	*	*	*	-	*	*	-	-	*	-	*
	****%***	**%*	*1%*	*-%*	*4%*	*1%*	*-%*	*-%*	*7%*	*-%*	*2%*
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	*	-	*	*	*	*	-	*	-	*	*
	1%	*-%*	*2%*	*10%* a	*5%*	*5%* a	*-%*	**%*	*-%*	*6%*	*2%*
TNT Express	**3**	2	*	*	-	*	-	*	*	-	*
	3%	*3%*	*5%*	*11%*	*-%*	*6%*	*-%*	**%*	*1%*	*-%*	*4%*
Whistl (Previously known as TNT Post)	**1**	1	-	-	-	-	1	-	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*
Citipost	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Someone else	**11**	9	1	1	-	2	5	1	2	*	2
	14%	*13%*	*30%* a	*26%*	*-%*	*24%* a	*17%*	*9%*	*52%*	*5%*	*64%*
Have not sent a letter /parcel in the last month	**1**	1	-	-	-	-	-	*	-	-	-
	2%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QN3 In the last month which of the following companies have you used to send ...?
b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)
Base: All sending parcels and packets (QV6a=3)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	*b	*c	*d	*e
Unweighted total	**199**	90	54	39	16	109	42	25	12	8	22
Weighted total	**81**	73	4	3	1	8	31	16	4	1	3
NET: Royal Mail	**69**	62	4	2	1	7	27	15	3	1	1
	86%	*85%*	*88%*	*90%*	*100%*	*91%*	*86%*	*92%*	*74%*	*94%*	*53%*
NET: Provider other than RM	**42**	37	3	2	1	5	16	9	3	1	2
	52%	*51%*	*63%*	*65%*	*69%*	*64%*	*50%*	*55%*	*63%*	*91%*	*83%*
NET: RM ONLY	**37**	35	2	1	*	3	16	7	2	*	*
	46%	*47%*	*37%*	*35%*	*31%*	*36%*	*50%*	*43%*	*37%*	*9%*	*17%*
NET: Provider other than RM ONLY	**10**	10	*	*	-	1	4	1	1	*	1
	13%	*13%*	*12%*	*10%*	*-%*	*9%*	*14%*	*6%*	*26%*	*6%*	*47%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 218 (continuation)

QN3 In the last month which of the following companies have you used to send ...?
b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)
Base: All sending parcels and packets (QV6a=3)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	199	13	8	24	5	8	27	18	15	16	134	29	18	18
Weighted total	81	9	6	7	3	6	14	9	8	9	72	5	3	2
Royal Mail	69	8	6	6	3	6	9	9	7	8	61	4	3	2
	86%	*87%*	*97%*	*84%*	*100%*	*100%*	*63%*	*100%*	*86%*	*80%*	*85%*	*92%*	*98%*	*84%*
DHL	8	-	1	*	*	1	2	*	*	2	7	1	*	*
	10%	*-%*	*21%*	*5%*	*4%*	*16%*	*15%*	*2%*	*1%*	*20%*	*10%*	*19%*	*4%*	*4%*
UK Mail	3	-	-	-	-	-	-	*	*	2	2	*	*	-
	3%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*	*21%*	*3%*	*1%*	*11%*	*-%*
UPS	8	1	*	*	-	1	2	*	1	2	8	*	*	*
	10%	*12%*	*3%*	*4%*	*-%*	*16%*	*14%*	*1%*	*14%*	*21%*	*11%*	*7%*	*3%*	*4%*
Yodel	2	2	-	*	-	-	-	-	-	-	2	-	*	-
	3%	*23%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*2%*	*-%*
Parcelforce	19	3	3	1	-	-	2	2	2	4	17	1	*	*
	24%	*35%*	*58%*	*15%*	*-%*	*-%*	*15%*	*25%*	*20%*	*40%*	*24%*	*22%*	*10%*	*23%*
Hermes	9	2	-	*	*	2	-	1	-	4	9	*	*	-
	12%	*23%*	*-%*	*1%*	*4%*	*32%*	*-%*	*12%*	*-%*	*40%*	*12%*	*6%*	*3%*	*-%*
FedEx	2	-	-	*	-	-	*	*	*	1	1	*	*	-
	2%	*-%*	*-%*	*2%*	*-%*	*-%*	**%*	*1%*	*2%*	*10%*	*2%*	*7%*	*6%*	*-%*
Secured Mail	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*
DX	*	-	-	-	-	-	-	-	-	-	-	*	-	*
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*-%*	*2%*
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	*	-	-	*	-	-	-	*	*	-	*	*	*	-
	1%	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	**%*	*3%*	*2%*	*-%*
TNT Express	3	-	-	1	-	1	*	*	-	-	2	*	*	*
	3%	*-%*	*-%*	*15%*	*-%*	*18%*	**%*	*1%*	*-%*	*-%*	*3%*	*7%*	*2%*	*2%*
Whistl (Previously known as TNT Post)	1	-	-	-	-	-	-	-	-	1	1	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*10%*	*1%*	*-%*	*-%*	*-%*
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Someone else	11	*	1	*	-	*	4	1	2	1	11	*	*	*
	14%	*5%*	*24%*	*4%*	*-%*	*2%*	*31%*	*12%*	*30%*	*10%*	*15%*	*3%*	*2%*	*4%*
Have not sent a letter /parcel in the last month	1	-	-	-	-	-	-	-	1	-	1	*	-	-
	2%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*14%*	*-%*	*1%*	*6%*	*-%*	*-%*
NET: Royal Mail	69	8	6	6	3	6	9	9	7	8	61	4	3	2
	86%	*87%*	*97%*	*84%*	*100%*	*100%*	*63%*	*100%*	*86%*	*80%*	*85%*	*92%*	*98%*	*84%*
NET: Provider other than RM	42	4	4	3	*	3	9	4	5	8	39	2	1	1
	52%	*40%*	*63%*	*39%*	*4%*	*50%*	*61%*	*40%*	*68%*	*82%*	*54%*	*48%*	*28%*	*34%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QN3 In the last month which of the following companies have you used to send ...?
b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)
Base: All sending parcels and packets (QV6a=3)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	199	13	8	24	5	8	27	18	15	16	134	29	18	18
Weighted total	81	9	6	7	3	6	14	9	8	9	72	5	3	2
NET: RM ONLY	37	5	2	5	3	3	6	5	1	2	32	2	2	1
	46%	*60%*	*37%*	*61%*	*96%*	*50%*	*39%*	*60%*	*18%*	*18%*	*45%*	*46%*	*72%*	*66%*
NET: Provider other than RM ONLY	10	1	*	1	-	-	5	-	*	2	10	*	*	*
	13%	*13%*	*3%*	*16%*	*-%*	*-%*	*37%*	*-%*	*1%*	*20%*	*14%*	*2%*	*2%*	*16%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 218 (continuation)

QN3 In the last month which of the following companies have you used to send ...?
b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)
Base: All sending parcels and packets (QV6a=3)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted total	199	2	31	4	18	64	9	7	64	136	63	166	33
Weighted total	81	*	11	*	9	31	1	3	26	60	21	68	13
Royal Mail	69	*	11	*	9	27	1	3	19	53	17	58	12
	86%	*100%*	*97%* h	*100%*	*100%*	*86%*	*100%*	*100%*	*74%*	*87%*	*81%*	*84%*	*91%*
DHL	8	*	3	*	*	4	*	*	1	7	1	6	2
	10%	*50%*	*23%* h	*13%*	*4%*	*11%*	*7%*	*2%*	*6%*	*12%* b	*3%*	*9%*	*13%*
UK Mail	3	-	*	-	-	*	-	-	2	2	1	3	-
	3%	-%	*%	-%	-%	*1%*	-%	-%	*9%* e	*3%*	*5%*	*4%*	-%
UPS	8	-	1	-	2	3	-	-	2	6	2	8	*
	10%	-%	*11%*	-%	*21%*	*9%*	-%	-%	*9%*	*10%*	*11%*	*12%* b	*%
Yodel	2	-	-	-	-	2	-	-	*	1	1	2	-
	3%	-%	-%	-%	-%	*7%* h	-%	-%	*%	*2%*	*5%*	*3%*	-%
Parcelforce	19	*	6	*	2	4	*	1	6	12	7	18	2
	24%	*50%*	*49%* eh	*10%*	*23%*	*13%*	*39%*	*42%*	*24%*	*21%*	*32%*	*26%*	*12%*
Hermes	9	-	3	-	2	4	*	-	*	8	1	9	*
	12%	-%	*25%* h	-%	*21%*	*13%* h	*39%*	-%	*1%*	*13%*	*7%*	*14%* b	*%
FedEx	2	-	1	-	-	1	-	-	*	2	*	2	-
	2%	-%	*10%* h	-%	-%	*2%*	-%	-%	*1%*	*3%*	*2%*	*3%*	-%
Secured Mail	*	-	-	-	-	*	-	-	-	-	*	*	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	*%	-%
DX	*	-	-	*	-	*	-	*	-	*	*	*	*
	*%	-%	-%	*67%*	-%	*%	-%	*2%*	-%	*%	*1%*	*%	*%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	*	-	*	-	-	*	*	*	*	*	*	*	*
	1%	-%	*%	-%	-%	*%	*6%*	*2%*	*1%*	*1%*	*%	*1%*	*%
TNT Express	3	-	*	*	-	1	-	-	1	3	*	3	-
	3%	-%	*1%*	*10%*	-%	*5%*	-%	-%	*4%*	*4%*	*1%*	*4%*	-%
Whistl (Previously known as TNT Post)	1	-	1	-	-	-	-	-	-	1	-	1	-
	1%	-%	*8%* eh	-%	-%	-%	-%	-%	-%	*2%*	-%	*1%*	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Someone else	11	-	1	*	1	3	*	1	6	9	3	10	1
	14%	-%	*6%*	*10%*	*13%*	*9%*	*7%*	*42%*	*21%* e	*14%*	*12%*	*15%*	*10%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QN3 In the last month which of the following companies have you used to send ...?
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Base: All sending parcels and packets (QV6a=3)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted total	199	2	31	4	18	64	9	7	64	136	63	166	33
Weighted total	81	*	11	*	9	31	1	3	26	60	21	68	13
Have not sent a letter /parcel in the last month	1	-	-	-	-	-	-	-	1	1	*	1	-
	2%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*2%*	*1%*	*2%*	*-%*
NET: Royal Mail	69	*	11	*	9	27	1	3	19	53	17	58	12
	86%	*100%*	*97%* h	*100%*	*100%*	*86%*	*100%*	*100%*	*74%*	*87%*	*81%*	*84%*	*91%*
NET: Provider other than RM	42	*	9	*	5	11	*	1	16	31	11	38	4
	52%	*50%*	*76%* e	*100%*	*61%*	*34%*	*53%*	*45%*	*60%* e	*52%*	*54%*	*56%* b	*31%*
NET: RM ONLY	37	*	3	-	3	21	*	1	9	28	9	28	9
	46%	*50%*	*24%*	*-%*	*39%*	*66%* **bh**	*47%*	*55%*	*34%*	*47%*	*44%*	*42%*	*69%* a
NET: Provider other than RM ONLY	10	-	*	-	-	5	-	-	5	7	4	9	1
	13%	*-%*	*3%*	*-%*	*-%*	*14%*	*-%*	*-%*	*21%* b	*11%*	*17%*	*14%*	*9%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QN3 In the last month which of the following companies have you used to send ...?
b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)
Base: All sending parcels and packets (QV6a=3)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	199	193	6	77	38	84
Weighted total	81	77	5	34	12	36
Royal Mail	69	65	5	27	9	33
	86%	85%	100%	81%	81%	92% a
DHL	8	8	-	4	1	3
	10%	11%	-%	12%	10%	8%
UK Mail	3	3	-	*	-	2
	3%	3%	-%	1%	-%	6%
UPS	8	6	2	4	1	3
	10%	8%	44%	11%	10%	9%
Yodel	2	2	-	1	*	1
	3%	3%	-%	3%	1%	3%
Parcelforce	19	17	2	6	1	12
	24%	22%	50%	18%	11%	33% ab
Hermes	9	9	*	4	2	4
	12%	12%	6%	11%	16%	10%
FedEx	2	2	-	*	1	*
	2%	2%	-%	1%	8% c	1%
Secured Mail	*	*	-	-	-	*
	*%	*%	-%	-%	-%	*%
DX	*	*	-	*	-	*
	*%	1%	-%	*%	-%	1%
MHI (Mail Handling International)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Pitney Bowes	*	*	-	*	*	*
	1%	1%	-%	*%	2%	*%
TNT Express	3	3	-	2	-	*
	3%	4%	-%	7% c	-%	1%
Whistl (Previously known as TNT Post)	1	1	-	-	-	1
	1%	1%	-%	-%	-%	3%
Citipost	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Someone else	11	11	-	5	3	4
	14%	15%	-%	14%	22%	11%
Have not sent a letter /parcel in the last month	1	1	-	1	-	-
	2%	2%	-%	4%	-%	-%
NET: Royal Mail	69	65	5	27	9	33
	86%	85%	100%	81%	81%	92% a

Columns Tested: a,b - a,b,c

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	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**199**	193	6	77	38	84
Weighted total	**81**	77	5	34	12	36
NET: Provider other than RM	**42**	40	2	18	5	19
	52%	*52%*	*50%*	*54%*	*42%*	*54%*
NET: RM ONLY	**37**	35	2	14	7	16
	46%	*46%*	*50%*	*42%*	*58%*	*46%*
NET: Provider other than RM ONLY	**10**	10	-	5	2	3
	13%	*13%*	*-%*	*15%*	*19%*	*8%*

Columns Tested: a,b - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QN3 In the last month which of the following companies have you used to send ...?
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Base: All sending parcels and packets (QV6a=3)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	199	101	74	20	3	1	-	-	-	175	24	19	82	98
Weighted total	81	54	20	6	*	*	-	-	-	74	7	13	42	27
Royal Mail	69	46	18	5	*	*	-	-	-	64	5	12	34	24
	86%	*84%*	*92%*	*78%*	*52%*	*100%*	*-%*	*-%*	*-%*	*86%*	*77%*	*92%*	*82%*	*88%*
DHL	8	5	2	1	-	-	-	-	-	7	1	*	5	3
	10%	*9%*	*8%*	*22%*	*-%*	*-%*	*-%*	*-%*	*-%*	*9%*	*20%*	**%*	*12%*	*11%*
UK Mail	3	*	*	2	-	-	-	-	-	*	2	-	*	2
	3%	*1%*	*1%*	*33%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*31%*	*-%*	*1%*	*8%*
														b
UPS	8	6	1	*	*	-	-	-	-	8	*	1	5	2
	10%	*12%*	*7%*	*3%*	*35%*	*-%*	*-%*	*-%*	*-%*	*11%*	*5%*	*8%*	*13%*	*6%*
Yodel	2	1	*	1	-	-	-	-	-	1	1	1	-	1
	3%	*2%*	**%*	*18%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*17%*	*8%*	*-%*	*5%*
Parcelforce	19	8	8	3	-	-	-	-	-	17	3	2	6	11
	24%	*16%*	*41%*	*40%*	*-%*	*-%*	*-%*	*-%*	*-%*	*22%*	*37%*	*17%*	*15%*	*40%*
			ai											b
Hermes	9	6	2	1	-	-	-	-	-	8	1	1	5	3
	12%	*11%*	*10%*	*17%*	*-%*	*-%*	*-%*	*-%*	*-%*	*11%*	*16%*	*8%*	*12%*	*12%*
FedEx	2	1	*	*	*	-	-	-	-	2	*	-	1	*
	2%	*3%*	*1%*	*3%*	*17%*	*-%*	*-%*	*-%*	*-%*	*2%*	*3%*	*-%*	*3%*	*2%*
Secured Mail	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*
DX	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	**%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	*	-	*	*	-	-	-	-	-	*	*	-	-	*
	1%	*-%*	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*2%*	*-%*	*-%*	*2%*
TNT Express	3	2	*	*	*	*	-	-	-	2	*	-	2	*
	3%	*4%*	*1%*	*2%*	*17%*	*100%*	*-%*	*-%*	*-%*	*3%*	*4%*	*-%*	*6%*	*2%*
Whistl (Previously known as TNT Post)	1	-	1	-	-	-	-	-	-	1	-	-	-	1
	1%	*-%*	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*3%*
			a											
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Someone else	11	6	4	*	*	*	-	-	-	11	1	1	5	5
	14%	*12%*	*22%*	*6%*	*48%*	*100%*	*-%*	*-%*	*-%*	*14%*	*10%*	*8%*	*13%*	*19%*
Have not sent a letter /parcel in the last month	1	1	-	-	-	-	-	-	-	1	-	1	*	-
	2%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*8%*	*1%*	*-%*
NET: Royal Mail	69	46	18	5	*	*	-	-	-	64	5	12	34	24
	86%	*84%*	*92%*	*78%*	*52%*	*100%*	*-%*	*-%*	*-%*	*86%*	*77%*	*92%*	*82%*	*88%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

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Base: All sending parcels and packets (QV6a=3)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	**199**	101	74	20	3	1	-	-	-	175	24	19	82	98
Weighted total	**81**	54	20	6	*	*	-	-	-	74	7	13	42	27
NET: Provider other than RM	**42**	24	13	5	*	*	-	-	-	37	6	3	21	18
	52%	*44%*	*63%* ai	*83%*	*100%*	*100%*	*-%*	*-%*	*-%*	*49%*	*84%*	*26%*	*50%*	*69%* b
NET: RM ONLY	**37**	29	7	1	-	-	-	-	-	36	1	8	21	8
	46%	*53%* b	*37%*	*17%*	*-%*	*-%*	*-%*	*-%*	*-%*	*49%*	*16%*	*66%*	*50%* c	*31%*
NET: Provider other than RM ONLY	**10**	7	2	1	*	-	-	-	-	9	2	-	7	3
	13%	*13%*	*8%*	*22%*	*48%*	*-%*	*-%*	*-%*	*-%*	*12%*	*23%*	*-%*	*17%*	*12%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QN3 In the last month which of the following companies have you used to send ...?
b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)
Base: All sending parcels and packets (QV6a=3)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	199	151	137	166	199	73	155	131	22	7	3	3	-	-
Weighted total	81	50	42	59	81	15	56	53	3	1	*	1	-	-
Royal Mail	69	44	37	51	69	15	51	45	3	1	*	1	-	-
	86%	*88%*	*89%*	*87%*	*86%*	*97%*	*91%*	*85%*	*92%*	*100%*	*100%*	*100%*	-%	-%
						abcd								
DHL	8	6	4	6	8	1	5	6	*	*	-	-	-	-
	10%	*12%*	*9%*	*10%*	*10%*	*6%*	*10%*	*11%*	*3%*	*4%*	-%	-%	-%	-%
UK Mail	3	2	1	3	3	1	3	1	*	-	-	1	-	-
	3%	*3%*	*4%*	*4%*	*3%*	*8%*	*5%*	*3%*	*1%*	-%	-%	*91%*	-%	-%
UPS	8	5	3	5	8	2	6	5	*	*	-	-	-	-
	10%	*10%*	*7%*	*9%*	*10%*	*13%*	*11%*	*9%*	*6%*	*4%*	-%	-%	-%	-%
Yodel	2	*	*	*	2	*	2	*	*	*	-	-	-	-
	3%	*%*	*%*	*%*	*3%*	*1%*	*4%*	*%*	*2%*	*4%*	-%	-%	-%	-%
							abc							
Parcelforce	19	12	10	14	19	5	15	12	1	1	-	*	-	-
	24%	*24%*	*24%*	*24%*	*24%*	*35%*	*27%*	*22%*	*37%*	*78%*	-%	*4%*	-%	-%
Hermes	9	5	3	5	9	1	7	5	*	*	-	*	-	-
	12%	*10%*	*7%*	*9%*	*12%*	*8%*	*12%*	*9%*	*3%*	*4%*	-%	*4%*	-%	-%
FedEx	2	2	2	2	2	1	2	2	*	-	-	*	-	-
	2%	*3%*	*4%*	*3%*	*2%*	*7%*	*3%*	*3%*	*2%*	-%	-%	*4%*	-%	-%
Secured Mail	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	-%	-%	-%	-%	-%
DX	*	*	*	*	*	*	*	*	*	-	-	-	-	-
	%	*1%*	*1%*	*1%*	*%*	*2%*	*1%*	*%*	*10%*	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	*	*	*	*	*	*	*	*	*	*	-	*	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*%*	*3%*	*4%*	-%	*4%*	-%	-%
TNT Express	3	2	2	3	3	1	2	3	*	-	-	-	-	-
	3%	*3%*	*4%*	*4%*	*3%*	*5%*	*3%*	*5%*	*3%*	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	1	-	-	-	1	-	1	-	-	-	-	-	-	-
	1%	-%	-%	-%	*1%*	-%	*2%*	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Someone else	11	8	7	9	11	2	6	8	*	*	*	-	-	-
	14%	*15%*	*16%*	*15%*	*14%*	*13%*	*11%*	*16%*	*11%*	*3%*	*47%*	-%	-%	-%
Have not sent a letter /parcel in the last month	1	1	-	1	1	-	-	1	-	-	-	-	-	-
	2%	*2%*	-%	*2%*	*2%*	-%	-%	*2%*	-%	-%	-%	-%	-%	-%
NET: Royal Mail	69	44	37	51	69	15	51	45	3	1	*	1	-	-
	86%	*88%*	*89%*	*87%*	*86%*	*97%*	*91%*	*85%*	*92%*	*100%*	*100%*	*100%*	-%	-%
						abcd								

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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Base: All sending parcels and packets (QV6a=3)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**199**	151	137	166	199	73	155	131	22	7	3	3	-	-
Weighted total	**81**	50	42	59	81	15	56	53	3	1	*	1	-	-
NET: Provider other than RM	**42**	28	23	32	42	11	30	28	2	1	*	1	-	-
	52%	*56%*	*53%*	*55%*	*52%*	*71%* abcdf	*53%*	*52%*	*68%*	*85%*	*47%*	*95%*	-%	-%
NET: RM ONLY	**37**	21	20	26	37	4	27	24	1	*	*	*	-	-
	46%	*42%*	*47%* e	*43%* e	*46%* e	*29%*	*47%* e	*46%*	*32%*	*15%*	*53%*	*5%*	-%	-%
NET: Provider other than RM ONLY	**10**	5	5	7	10	*	5	7	*	-	-	-	-	-
	13%	*9%*	*11%* e	*12%* e	*13%* e	*3%*	*9%*	*13%*	*8%*	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

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Base: All sending parcels and packets (QV6a=3)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	199	186	7	3	1	1	1	-	2	30	40	41	52	3
Weighted total	81	77	2	1	*	*	*	-	*	21	15	12	10	1
Royal Mail	69	67	1	1	*	*	*	-	*	16	13	11	10	1
	86%	*87%*	*48%*	*86%*	*100%*	*100%*	*100%*	*-%*	*100%*	*79%*	*86%*	*91%*	*96%* a	*100%*
DHL	8	8	*	-	-	-	-	-	-	1	2	1	2	-
	10%	*10%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*14%*	*7%*	*17%*	*-%*
UK Mail	3	2	1	-	-	-	-	-	-	1	*	-	1	-
	3%	*2%*	*41%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*1%*	*-%*	*13%* bc	*-%*
UPS	8	8	-	-	-	-	-	-	-	1	1	3	*	-
	10%	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*6%*	*23%* abd	*5%*	*-%*
Yodel	2	1	1	-	-	-	-	-	-	-	-	*	*	-
	3%	*2%*	*47%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*
Parcelforce	19	17	2	-	-	-	-	-	-	4	3	4	3	*
	24%	*22%*	*91%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*17%*	*18%*	*33%*	*34%*	*21%*
Hermes	9	8	1	-	-	-	-	-	-	1	2	-	2	-
	12%	*11%*	*47%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*12%* c	*-%*	*21%* c	*-%*
FedEx	2	2	*	-	-	-	-	-	-	-	*	*	1	-
	2%	*2%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*12%* a	*-%*
Secured Mail	*	*	-	-	-	-	-	-	-	-	-	-	*	-
	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*
DX	*	*	*	-	-	-	-	-	-	-	*	-	*	-
	**%*	**%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	**%*	*-%*
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	*	*	-	-	-	-	-	-	-	-	*	-	*	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*3%*	*-%*
TNT Express	3	3	*	-	-	*	-	-	*	1	1	*	*	-
	3%	*3%*	*2%*	*-%*	*-%*	*100%*	*-%*	*-%*	*68%*	*5%*	*6%*	*4%*	*2%*	*-%*
Whistl (Previously known as TNT Post)	1	1	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Someone else	11	11	*	*	*	-	-	-	*	3	2	2	1	-
	14%	*14%*	*2%*	*14%*	*100%*	*100%*	*-%*	*-%*	*68%*	*17%*	*16%*	*21%* d	*6%*	*-%*
Have not sent a letter /parcel in the last month	1	1	-	-	-	-	-	-	-	1	-	-	-	-
	2%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QN3 In the last month which of the following companies have you used to send ...?
b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)
Base: All sending parcels and packets (QV6a=3)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**199**	186	7	3	1	1	1	-	2	30	40	41	52	3
Weighted total	**81**	77	2	1	*	*	*	-	*	21	15	12	10	1
NET: Royal Mail	**69**	67	1	1	*	*	*	-	*	16	13	11	10	1
	86%	*87%*	*48%*	*86%*	*100%*	*100%*	*100%*	*-%*	*100%*	*79%*	*86%*	*91%*	*96%* a	*100%*
NET: Provider other than RM	**42**	40	2	*	*	*	-	-	*	10	9	7	7	*
	52%	*51%*	*98%*	*14%*	*100%*	*100%*	*-%*	*-%*	*68%*	*49%*	*56%*	*58%*	*65%*	*21%*
NET: RM ONLY	**37**	36	*	1	-	-	*	-	*	9	7	5	4	1
	46%	*47%*	*2%*	*86%*	*-%*	*-%*	*100%*	*-%*	*32%*	*46%*	*44%*	*42%*	*35%*	*79%*
NET: Provider other than RM ONLY	**10**	9	1	*	-	-	-	-	-	3	2	1	*	-
	13%	*12%*	*52%*	*14%*	*-%*	*-%*	*-%*	*-%*	*-%*	*16%*	*14%*	*9%*	*4%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 218 (continuation)

QN3 In the last month which of the following companies have you used to send ...?
b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)
Base: All sending parcels and packets (QV6a=3)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	199	64	42	47	42	4	110	12	76	162	37	151	15
Weighted total	81	30	17	18	14	2	52	5	24	65	16	55	4
Royal Mail	69	26	12	18	13	1	47	3	19	61	9	49	2
	86%	*85%*	*74%*	*99%* abd	*90%*	*38%*	*90%*	*57%*	*81%*	*93%* b	*55%*	*90%*	*43%*
DHL	8	1	3	1	3	-	4	*	3	6	2	6	*
	10%	*3%*	*18%* a	*8%*	*18%* a	*-%*	*8%*	*4%*	*15%*	*9%*	*15%*	*11%*	*3%*
UK Mail	3	-	*	-	2	-	3	-	-	3	-	3	-
	3%	*-%*	*2%*	*-%*	*16%* abc	*-%*	*5%*	*-%*	*-%*	*4%*	*-%*	*5%*	*-%*
UPS	8	1	3	2	1	-	5	-	3	7	1	5	*
	10%	*5%*	*18%* a	*13%*	*10%*	*-%*	*9%*	*-%*	*14%*	*11%*	*8%*	*9%*	*2%*
Yodel	2	1	*	*	-	1	2	-	*	2	*	*	*
	3%	*4%*	**%*	*1%*	*-%*	*62%*	*4%*	*-%*	**%*	*3%*	**%*	**%*	*1%*
Parcelforce	19	6	2	3	6	1	16	*	3	18	2	14	*
	24%	*21%*	*12%*	*17%*	*46%* abc	*80%*	*31%* c	*1%*	*12%*	*27%* b	*10%*	*25%*	*10%*
Hermes	9	3	2	3	1	1	7	-	2	7	2	4	1
	12%	*8%*	*11%*	*16%*	*7%*	*62%*	*13%*	*-%*	*10%*	*11%*	*12%*	*8%*	*21%*
FedEx	2	*	*	1	*	*	1	*	*	2	*	2	*
	2%	*2%*	**%*	*6%*	*2%*	*3%*	*3%*	*3%*	*1%*	*2%*	*2%*	*3%*	*1%*
Secured Mail	*	-	-	*	-	-	*	-	-	*	-	*	-
	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
DX	*	*	*	-	*	-	*	-	*	*	-	*	-
	**%*	*1%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	*1%*	*1%*	*-%*	*1%*	*-%*
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	*	*	*	*	*	-	*	*	*	*	*	*	*
	1%	**%*	*1%*	*1%*	*1%*	*-%*	**%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*
TNT Express	3	1	1	*	*	*	1	-	2	1	1	1	1
	3%	*5%*	*6%*	**%*	*1%*	*3%*	*1%*	*-%*	*8%* a	*2%*	*8%*	*3%*	*28%*
Whistl (Previously known as TNT Post)	1	-	-	-	1	-	1	-	-	1	-	-	-
	1%	*-%*	*-%*	*-%*	*7%* a	*-%*	*2%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 218 (continuation)

QN3 In the last month which of the following companies have you used to send ...?
b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)
Base: All sending parcels and packets (QV6a=3)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**199**	64	42	47	42	4	110	12	76	162	37	151	15
Weighted total	**81**	30	17	18	14	2	52	5	24	65	16	55	4
Someone else	**11**	3	2	3	3	-	7	2	2	6	6	8	1
	14%	*11%*	*14%*	*14%*	*23%*	*-%*	*13%*	*45%*	*10%*	*9%*	*36%* a	*14%*	*28%*
Have not sent a letter /parcel in the last month	**1**	1	-	-	-	-	-	1	*	1	*	1	-
	2%	*5%*	*-%*	*-%*	*-%*	*-%*	*-%*	*21%*	*1%*	*2%*	*2%*	*2%*	*-%*
NET: Royal Mail	**69**	26	12	18	13	1	47	3	19	61	9	49	2
	86%	*85%*	*74%*	*99%* **abd**	*90%*	*38%*	*90%*	*57%*	*81%*	*93%* b	*55%*	*90%*	*43%*
NET: Provider other than RM	**42**	13	9	8	11	1	29	2	11	30	12	29	4
	52%	*42%*	*51%*	*45%*	*81%* **abc**	*83%*	*54%*	*50%*	*48%*	*47%*	*74%* a	*52%*	*86%*
NET: RM ONLY	**37**	16	8	10	3	*	24	1	12	34	4	25	1
	46%	*53%* d	*49%* d	*55%* d	*19%*	*17%*	*46%*	*29%*	*51%*	*52%* b	*24%*	*46%*	*14%*
NET: Provider other than RM ONLY	**10**	3	4	*	1	1	5	1	4	3	7	4	3
	13%	*10%* c	*26%* **ac**	*1%*	*10%* c	*62%*	*10%*	*22%*	*18%*	*5%*	*43%* a	*8%*	*57%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 218 (continuation)

QN3 In the last month which of the following companies have you used to send ...?
b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)
Base: All sending parcels and packets (QV6a=3)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	b	a	*b	a	b	a	b	c	*d
Unweighted total	199	17	37	37	6	144	55	70	134	43	-
Weighted total	81	12	14	15	2	57	24	23	42	10	-
Royal Mail	69	12	8	12	1	54	16	20	37	10	-
	86%	100%	57%	78%	55%	94% b	66%	89%	87%	99% ab	-%
DHL	8	1	2	1	*	6	2	3	6	1	-
	10%	9%	17%	8%	2%	10%	10%	15%	14%	15%	-%
UK Mail	3	2	*	1	1	1	1	-	2	-	-
	3%	17%	2%	8%	46%	2%	6%	-%	4%	-%	-%
UPS	8	2	1	2	-	5	3	2	4	*	-
	10%	17%	9%	15%	-%	8%	14%	11%	9%	3%	-%
Yodel	2	-	-	-	-	2	*	*	*	*	-
	3%	-%	-%	-%	-%	4%	*%	*%	*%	1%	-%
Parcelforce	19	5	2	7	-	16	3	6	9	2	-
	24%	45%	18%	44%	-%	29% b	12%	26%	22%	21%	-%
Hermes	9	2	-	2	-	6	3	1	5	*	-
	12%	16%	-%	12%	-%	11%	12%	6%	12%	3%	-%
FedEx	2	1	*	1	-	2	*	1	2	*	-
	2%	8%	2%	7%	-%	3%	1%	2%	4%	1%	-%
Secured Mail	*	-	-	-	-	*	-	*	*	*	-
	*%	-%	-%	-%	-%	*%	-%	*%	*%	*%	-%
DX	*	-	*	*	-	*	*	*	*	*	-
	*%	-%	*%	*%	-%	1%	*%	*%	1%	*%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	*	*	-	*	-	*	*	*	*	*	-
	1%	*%	-%	*%	-%	1%	*%	1%	1%	2%	-%
TNT Express	3	-	*	*	-	1	1	1	1	1	-
	3%	-%	1%	1%	-%	3%	5%	5%	3%	10%	-%
Whistl (Previously known as TNT Post)	1	-	-	-	-	1	-	-	-	-	-
	1%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Someone else	11	1	5	4	1	4	7	4	5	*	-
	14%	10%	35%	24%	52%	7%	30% a	17%	13%	5%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QN3 In the last month which of the following companies have you used to send ...?
b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)
Base: All sending parcels and packets (QV6a=3)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**199**	17	37	37	6	144	55	70	134	43	-
Weighted total	**81**	12	14	15	2	57	24	23	42	10	-
Have not sent a letter /parcel in the last month	**1**	-	1	1	-	1	-	1	1	-	-
	2%	*-%*	*10%*	*7%*	*-%*	*2%*	*-%*	*5%*	*3%*	*-%*	*-%*
NET: Royal Mail	**69**	12	8	12	1	54	16	20	37	10	-
	86%	*100%*	*57%*	*78%*	*55%*	*94%* b	*66%*	*89%*	*87%*	*99%* **ab**	*-%*
NET: Provider other than RM	**42**	8	9	12	2	25	18	12	23	4	-
	52%	*72%*	*66%*	*77%*	*100%*	*43%*	*75%* a	*55%*	*54%*	*39%*	*-%*
NET: RM ONLY	**37**	3	3	2	-	31	6	9	18	6	-
	46%	*28%*	*24%*	*16%*	*-%*	*55%* b	*25%*	*41%*	*43%*	*61%* **ab**	*-%*
NET: Provider other than RM ONLY	**10**	-	4	2	1	2	8	1	4	*	-
	13%	*-%*	*33%*	*15%*	*45%*	*4%*	*34%* a	*6%*	*11%* c	*1%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 218 (continuation)

QN3 In the last month which of the following companies have you used to send ...?
b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)
Base: All sending parcels and packets (QV6a=3)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	199	66	117	32	-	136	139	50	-	138	123	160	136	103	6
Weighted total	81	21	34	7	-	56	57	16	-	47	38	65	46	35	2
Royal Mail	69	18	29	5	-	48	49	14	-	41	35	62	42	30	2
	86%	83%	87% c	68%	-%	85%	86%	84%	-%	88%	94%	95% a	90%	87%	96%
DHL	8	1	4	*	-	6	6	4	-	6	3	6	6	5	-
	10%	7%	11%	5%	-%	10%	11%	22% ab	-%	12%	9%	9%	12%	13%	-%
UK Mail	3	*	1	*	-	1	2	*	-	2	1	2	2	3	-
	3%	*%	4%	1%	-%	2%	4%	1%	-%	3%	4%	3%	5%	7%	-%
UPS	8	2	2	*	-	3	6	*	-	5	2	7	4	4	*
	10%	11%	6%	2%	-%	5%	11%	2%	-%	11%	5%	11%	8%	11%	4%
Yodel	2	*	*	*	-	2	1	1	-	*	*	1	*	*	*
	3%	*%	*%	1%	-%	4%	2%	7%	-%	*%	*%	2%	*%	*%	4%
Parcelforce	19	2	8	1	-	12	13	4	-	12	10	17	12	7	*
	24%	11%	25% ac	8%	-%	21%	23%	26%	-%	25%	26%	27%	26%	21%	19%
Hermes	9	1	3	-	-	5	7	1	-	4	3	6	4	4	-
	12%	4%	9%	-%	-%	10%	13%	8%	-%	9%	8%	10%	9%	11%	-%
FedEx	2	*	2	*	-	1	2	*	-	2	2	2	2	2	-
	2%	2%	5%	1%	-%	2%	3%	1%	-%	4%	4%	3%	3%	4%	-%
Secured Mail	*	*	*	*	-	*	*	*	-	*	*	*	*	*	*
	*%	*%	*%	1%	-%	*%	*%	*%	-%	*%	*%	*%	*%	*%	3%
DX	*	*	*	*	-	*	*	-	-	*	*	*	*	*	-
	*%	*%	1%	1%	-%	1%	1%	-%	-%	1%	1%	1%	1%	1%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	*	*	*	*	-	*	*	*	-	*	*	*	*	*	*
	1%	1%	1%	2%	-%	1%	1%	1%	-%	1%	1%	1%	1%	1%	4%
TNT Express	3	1	2	1	-	2	2	1	-	1	*	1	1	*	-
	3%	5%	4%	15% b	-%	3%	4%	7%	-%	3%	*%	2%	3%	1%	-%
Whistl (Previously known as TNT Post)	1	-	-	-	-	-	1	-	-	-	-	1	-	-	-
	1%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	1%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Someone else	11	5	3	1	-	10	3	2	-	8	5	5	6	4	-
	14%	23% b	9%	19%	-%	17% b	6%	11%	-%	16% c	14%	8%	12%	12%	-%
Have not sent a letter /parcel in the last month	1	-	-	-	-	1	1	*	-	1	-	1	1	1	-
	2%	-%	-%	-%	-%	2%	2%	2%	-%	2%	-%	2%	2%	3%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 05/02/19

QN3 In the last month which of the following companies have you used to send ...?
b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)
Base: All sending parcels and packets (QV6a=3)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**199**	66	117	32	-	136	139	50	-	138	123	160	136	103	6
Weighted total	**81**	21	34	7	-	56	57	16	-	47	38	65	46	35	2
NET: Royal Mail	**69**	18	29	5	-	48	49	14	-	41	35	62	42	30	2
	86%	*83%*	*87%* c	*68%*	*-%*	*85%*	*86%*	*84%*	*-%*	*88%*	*94%*	*95%* a	*90%*	*87%*	*96%*
NET: Provider other than RM	**42**	10	17	3	-	29	27	9	-	26	18	29	24	18	*
	52%	*47%*	*51%*	*47%*	*-%*	*51%*	*47%*	*52%*	*-%*	*56%* c	*49%*	*44%*	*53%*	*51%*	*25%*
NET: RM ONLY	**37**	11	17	4	-	26	29	8	-	19	19	35	21	16	1
	46%	*53%*	*49%*	*53%*	*-%*	*47%*	*51%*	*46%*	*-%*	*41%*	*51%*	*54%* a	*45%*	*46%*	*75%*
NET: Provider other than RM ONLY	**10**	4	4	2	-	7	7	2	-	4	2	2	3	3	*
	13%	*17%*	*13%*	*32%* b	*-%*	*12%*	*12%*	*14%*	*-%*	*9%* c	*6%*	*3%*	*7%*	*10%*	*4%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 218 (continuation)

QN3 In the last month which of the following companies have you used to send ...?
b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)
Base: All sending parcels and packets (QV6a=3)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**199**	135	78	96	36	30	138	105	6	5	5	3
Weighted total	**81**	49	27	37	7	6	51	36	2	1	4	1
Royal Mail	**69**	45	25	34	6	6	45	30	1	1	3	1
	86%	*93%*	*92%*	*92%*	*93%*	*94%*	*89%*	*85%*	*58%*	*93%*	*74%*	*100%*
DHL	**8**	6	2	5	2	*	6	4	1	-	-	-
	10%	*11%*	*7%*	*15%*	*37%* **abce**	*7%*	*11%*	*10%*	*50%*	*-%*	*-%*	*-%*
UK Mail	**3**	2	2	1	*	*	2	2	*	-	2	-
	3%	*5%*	*8%*	*3%*	*1%*	*2%*	*4%*	*5%*	*3%*	*-%*	*49%*	*-%*
UPS	**8**	4	4	3	*	*	5	5	1	*	*	-
	10%	*9%*	*13%*	*8%*	*4%*	*4%*	*9%*	*14%*	*47%*	*7%*	*1%*	*-%*
Yodel	**2**	*	*	*	*	*	1	1	-	*	1	-
	3%	**%*	**%*	**%*	*1%*	*1%*	*2%*	*3%*	*-%*	*7%*	*26%*	*-%*
Parcelforce	**19**	12	8	10	1	1	14	9	1	*	3	-
	24%	*24%*	*30%*	*28%*	*14%*	*22%*	*27%*	*24%*	*50%*	*39%*	*72%*	*-%*
Hermes	**9**	5	3	3	*	-	6	4	1	-	2	-
	12%	*11%*	*11%*	*9%*	*4%*	*-%*	*12%*	*11%*	*42%*	*-%*	*49%*	*-%*
FedEx	**2**	2	1	1	*	*	2	2	-	-	1	-
	2%	*3%*	*6%*	*4%*	*2%*	*3%*	*3%*	*5%*	*-%*	*-%*	*23%*	*-%*
Secured Mail	*	*	*	*	*	*	*	*	*	-	-	-
	****%***	**%*	**%*	**%*	*1%*	*1%*	**%*	**%*	*2%*	*-%*	*-%*	*-%*
DX	*	*	*	*	*	*	*	*	-	-	-	-
	****%***	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	*	*	*	*	*	*	*	*	-	*	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*-%*	*7%*	*-%*	*-%*
TNT Express	**3**	2	1	1	1	*	1	*	*	-	-	-
	3%	*5%*	*5%*	*4%*	*15%* **ac**	*2%*	*3%*	*1%*	*3%*	*-%*	*-%*	*-%*
Whistl (Previously known as TNT Post)	**1**	1	-	-	-	-	1	-	-	-	-	-
	1%	*2%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*
Citipost	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Someone else	**11**	2	1	4	1	*	3	4	-	*	-	*
	14%	*4%*	*2%*	*11%* **ab**	*8%*	*5%*	*6%*	*11%*	*-%*	*7%*	*-%*	*3%*
Have not sent a letter /parcel in the last month	**1**	*	1	1	*	*	1	1	-	-	-	-
	2%	*1%*	*4%*	*4%*	*4%*	*5%*	*3%*	*3%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QN3 In the last month which of the following companies have you used to send ...?
b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)
Base: All sending parcels and packets (QV6a=3)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**199**	135	78	96	36	30	138	105	6	5	5	3
Weighted total	**81**	49	27	37	7	6	51	36	2	1	4	1
NET: Royal Mail	**69**	45	25	34	6	6	45	30	1	1	3	1
	86%	*93%*	*92%*	*92%*	*93%*	*94%*	*89%*	*85%*	*58%*	*93%*	*74%*	*100%*
NET: Provider other than RM	**42**	22	14	20	4	2	24	18	2	*	4	*
	52%	*44%*	*51%*	*54%*	*58%*	*34%*	*47%*	*50%*	*100%*	*54%*	*100%*	*3%*
NET: RM ONLY	**37**	27	12	16	3	4	26	17	-	*	-	1
	46%	*55%*	*45%*	*43%*	*38%*	*62%*	*50%*	*47%*	*-%*	*46%*	*-%*	*97%*
NET: Provider other than RM ONLY	**10**	3	1	1	*	*	5	4	1	*	1	-
	13%	*6%*	*4%*	*4%*	*2%*	*2%*	*9%*	*12%*	*42%*	*7%*	*26%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 218 (continuation)

QN3 In the last month which of the following companies have you used to send ...?
b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)
Base: All sending parcels and packets (QV6a=3)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**199**	188	174	191	185	196	129	191	71	-	160	6	33	147
Weighted total	**81**	76	67	77	74	80	51	78	24	-	63	4	18	54
Royal Mail	**69**	65	59	66	64	68	42	67	18	-	57	4	17	49
	86%	*86%*	*88%*	*85%*	*87%*	*85%*	*82%*	*85%*	*76%*	*-%*	*91%*	*100%*	*92%*	*90%*
DHL	**8**	8	8	8	8	8	4	8	3	-	5	-	*	6
	10%	*10%*	*12%*	*10%*	*11%*	*10%*	*8%*	*10%*	*14%*	*-%*	*7%*	*-%*	*1%*	*10%*
UK Mail	**3**	3	3	3	3	3	1	3	*	-	1	-	2	1
	3%	*3%*	*4%*	*3%*	*3%*	*3%*	*2%*	*3%*	*%*	*-%*	*2%*	*-%*	*11%* b	*1%*
UPS	**8**	8	7	8	8	8	5	8	1	-	5	1	1	6
	10%	*11%*	*10%*	*11%*	*11%*	*10%*	*9%*	*10%* c	*3%*	*-%*	*8%*	*26%*	*6%*	*11%*
Yodel	**2**	2	2	2	1	2	1	2	1	-	2	-	2	-
	3%	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*5%*	*-%*	*3%*	*-%*	*12%* b	*-%*
Parcelforce	**19**	18	15	18	17	18	9	18	4	-	14	2	10	9
	24%	*24%*	*22%*	*23%*	*23%*	*23%*	*17%*	*23%*	*16%*	*-%*	*23%*	*64%*	*53%* b	*17%*
Hermes	**9**	9	9	9	8	9	6	9	3	-	4	1	4	3
	12%	*12%*	*14%*	*12%*	*11%*	*12%*	*12%*	*12%*	*14%*	*-%*	*7%*	*34%*	*24%* b	*6%*
FedEx	**2**	2	2	2	2	2	*	2	*	-	1	-	1	1
	2%	*2%*	*3%*	*2%*	*2%*	*2%*	*1%*	*2%*	*%*	*-%*	*1%*	*-%*	*5%*	*2%*
Secured Mail	*	*	*	*	*	*	*	*	*	-	*	-	-	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*-%*	*-%*	*%*
DX	*	*	*	*	*	*	*	*	-	-	*	-	-	*
	%	*1%*	*1%*	*1%*	*1%*	*%*	*%*	*%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	*	*	*	*	*	*	*	*	*	-	*	-	*	*
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*%*	*-%*	*1%*	*%*
TNT Express	**3**	3	2	3	2	3	3	3	2	-	2	-	*	1
	3%	*4%*	*3%*	*4%*	*2%*	*3%*	*5%*	*4%*	*10%* b	*-%*	*2%*	*-%*	*%*	*3%*
Whistl (Previously known as TNT Post)	**1**	1	1	1	1	1	1	1	-	-	-	1	1	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*-%*	*-%*	*-%*	*26%*	*5%* b	*-%*
Citipost	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Someone else	**11**	9	8	10	11	10	9	11	5	-	8	-	2	6
	14%	*12%*	*12%*	*13%*	*15%*	*13%*	*18%*	*14%*	*20%*	*-%*	*12%*	*-%*	*13%*	*12%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QN3 In the last month which of the following companies have you used to send ...?
b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)
Base: All sending parcels and packets (QV6a=3)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**199**	188	174	191	185	196	129	191	71	-	160	6	33	147
Weighted total	**81**	76	67	77	74	80	51	78	24	-	63	4	18	54
Have not sent a letter /parcel in the last month	**1**	1	*	1	1	1	1	1	*	-	1	-	*	1
	2%	*2%*	**%*	*2%*	*2%*	*2%*	*3%*	*2%*	*1%*	*-%*	*2%*	*-%*	*2%*	*2%*
NET: Royal Mail	**69**	65	59	66	64	68	42	67	18	-	57	4	17	49
	86%	*86%*	*88%*	*85%*	*87%*	*85%*	*82%*	*85%*	*76%*	*-%*	*91%*	*100%*	*92%*	*90%*
NET: Provider other than RM	**42**	40	35	41	39	41	26	41	13	-	27	2	12	22
	52%	*53%*	*52%*	*53%*	*53%*	*52%*	*51%*	*52%*	*55%*	*-%*	*44%*	*64%*	*67%* b	*41%*
NET: RM ONLY	**37**	35	32	35	34	37	24	36	10	-	34	1	6	31
	46%	*46%*	*47%*	*45%*	*46%*	*47%*	*47%*	*46%*	*44%*	*-%*	*54%*	*36%*	*31%*	*57%* a
NET: Provider other than RM ONLY	**10**	9	8	10	8	10	8	10	5	-	5	-	1	4
	13%	*12%*	*12%*	*13%*	*11%*	*13%*	*15%*	*13%*	*23%*	*-%*	*7%*	*-%*	*7%*	*8%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QN3 In the last month which of the following companies have you used to send ...?
b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)
Base: All sending parcels and packets (QV6a=3)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	*b	c	a	b
Unweighted total	199	62	2	17	53	35	131	33	39	16	143	105	94
Weighted total	81	29	*	9	23	13	57	11	21	8	52	44	37
Royal Mail	69	21	*	6	16	11	49	10	16	7	46	38	31
	86%	71%	100%	71%	70%	80%	86%	89%	72%	97%	89% a	87%	84%
DHL	8	2	-	2	1	1	6	*	2	1	5	5	3
	10%	8%	-%	23%	6%	10%	11%	4%	7%	14%	10%	12%	8%
UK Mail	3	2	-	1	1	1	*	1	2	-	1	1	1
	3%	8%	-%	10%	6%	8% b	1%	9% b	9% c	-%	1%	3%	3%
UPS	8	3	-	*	3	2	5	1	*	*	8	4	4
	10%	11%	-%	1%	14%	17%	9%	10%	2%	1%	15% a	10%	10%
Yodel	2	*	-	-	*	1	*	1	2	-	*	2	*
	3%	*%	-%	-%	*%	8% b	*%	10% b	10% c	-%	*%	5% b	*%
Parcelforce	19	7	-	3	5	5	10	4	8	3	8	11	8
	24%	24%	-%	37%	21%	38% b	17%	39% b	37% c	41%	16%	26%	21%
Hermes	9	4	-	-	4	4	3	2	4	-	5	8	1
	12%	13%	-%	-%	17%	29% b	6%	18% b	19%	-%	10%	18% b	3%
FedEx	2	1	-	*	1	1	*	*	1	-	1	1	*
	2%	4%	-%	1%	5%	8% b	1%	4%	5%	-%	2%	3%	1%
Secured Mail	*	-	-	-	-	-	*	-	-	-	*	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	*%
DX	*	*	-	-	*	-	*	*	-	-	*	*	*
	*%	*%	-%	-%	*%	-%	1%	*%	-%	-%	1%	*%	1%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	*	*	-	-	*	*	*	*	*	-	*	*	*
	1%	*%	-%	-%	*%	1%	*%	*%	*%	-%	1%	*%	1%
TNT Express	3	1	-	1	*	1	1	*	*	*	2	3	*
	3%	4%	-%	12%	1%	10% b	2%	2%	2%	1%	4%	6% b	*%
Whistl (Previously known as TNT Post)	1	-	-	-	-	1	-	-	-	-	1	1	-
	1%	-%	-%	-%	-%	7% b	-%	-%	-%	-%	2%	2%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Someone else	11	7	-	2	6	2	8	1	5	*	5	5	7
	14%	24%	-%	27%	25%	13%	14%	14%	26% c	6%	10%	11%	18%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Produced by OLR
Issue date: 05/02/19

QN3 In the last month which of the following companies have you used to send ...?
b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)
Base: All sending parcels and packets (QV6a=3)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	*b	c	a	b
Unweighted total	**199**	62	2	17	53	35	131	33	39	16	143	105	94
Weighted total	**81**	29	*	9	23	13	57	11	21	8	52	44	37
Have not sent a letter /parcel in the last month	**1**	1	-	-	1	-	1	-	1	-	-	*	1
	2%	*5%*	*-%*	*-%*	*6%*	*-%*	*2%*	*-%*	*6%* c	*-%*	*-%*	*1%*	*3%*
NET: Royal Mail	**69**	21	*	6	16	11	49	10	16	7	46	38	31
	86%	*71%*	*100%*	*71%*	*70%*	*80%*	*86%*	*89%*	*72%*	*97%*	*89%* a	*87%*	*84%*
NET: Provider other than RM	**42**	21	-	7	16	10	25	7	15	4	24	24	18
	52%	*71%*	*-%*	*76%*	*72%*	*75%* b	*44%*	*67%* b	*68%* c	*48%*	*46%*	*55%*	*49%*
NET: RM ONLY	**37**	7	*	2	5	3	30	4	6	4	28	19	18
	46%	*24%*	*100%*	*24%*	*22%*	*25%*	*54%* **ac**	*33%*	*26%*	*52%*	*54%* a	*44%*	*48%*
NET: Provider other than RM ONLY	**10**	7	-	3	5	3	6	1	5	*	6	6	5
	13%	*24%*	*-%*	*29%*	*24%*	*20%*	*11%*	*11%*	*21%*	*3%*	*11%*	*13%*	*13%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QN3 In the last month which of the following companies have you used to send ...?
b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)
Base: All sending parcels and packets (QV6a=3)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices				Month
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr' 2018
Significance Level: 95%		a	*b	c	d	a	b	c	d	a	b	*c	d	
Unweighted total	199	164	22	177	91	126	57	111	66	49	86	16	38	199
Weighted total	81	59	3	69	34	49	21	44	24	17	35	5	19	81
Royal Mail	69	51	2	69	29	49	21	40	22	14	28	3	18	69
	86%	*86%*	*65%*	*100%* ad	*86%*	*100%* cd	*100%* cd	*91%*	*92%*	*85%*	*81%*	*77%*	*94%*	*86%*
DHL	8	6	*	6	8	3	2	4	3	1	2	1	2	8
	10%	*10%*	*10%*	*9%*	*24%* ac	*7%*	*8%*	*10%*	*11%*	*3%*	*6%*	*28%*	*10%*	*10%*
UK Mail	3	3	*	3	3	1	2	1	2	1	1	-	*	3
	3%	*4%*	*5%*	*4%*	*8%*	*3%*	*11%* ac	*3%*	*10%* a	*7%*	*4%*	*-%*	**%*	*3%*
UPS	8	5	*	6	8	3	4	4	4	2	3	2	*	8
	10%	*9%*	*5%*	*9%*	*24%* ac	*7%*	*17%* a	*10%*	*15%*	*13%* d	*9%*	*54%*	*1%*	*10%*
Yodel	2	*	*	1	2	*	*	*	*	*	2	*	-	2
	3%	**%*	*3%*	*2%*	*7%* ac	**%*	**%*	**%*	**%*	**%*	*6%*	*2%*	*-%*	*3%*
Parcelforce	19	14	1	18	19	11	7	11	6	4	9	1	3	19
	24%	*24%*	*43%*	*26%*	*57%* ac	*22%*	*34%*	*25%*	*23%*	*23%*	*26%*	*12%*	*18%*	*24%*
Hermes	9	5	*	7	9	3	2	4	4	*	7	1	1	9
	12%	*9%*	*12%*	*11%*	*28%* ac	*7%*	*11%*	*9%*	*16%* a	*2%*	*21%* ad	*21%*	*5%*	*12%*
FedEx	2	2	*	2	2	2	*	1	2	*	1	-	*	2
	2%	*3%*	*1%*	*3%*	*6%*	*3%*	*1%*	*3%*	*6%*	*1%*	*4%*	*-%*	*1%*	*2%*
Secured Mail	*	*	*	*	*	*	*	*	*	-	-	*	-	*
	**%*	**%*	*1%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	*-%*	*1%*	*-%*	**%*
DX	*	*	*	*	*	*	*	*	*	*	*	-	-	*
	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	**%*	*1%*	*2%*	**%*	*-%*	*-%*	**%*
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	*	*	*	*	*	*	*	*	*	*	*	*	*	*
	1%	*1%*	*12%*	*1%*	*1%*	*1%*	**%*	**%*	*1%*	*1%*	**%*	*1%*	**%*	*1%*
TNT Express	3	3	1	2	3	1	*	1	*	*	1	*	1	3
	3%	*4%*	*31%*	*2%*	*8%* c	*2%*	*2%*	*3%*	*1%*	*1%*	*4%*	*8%*	*6%*	*3%*
Whistl (Previously known as TNT Post)	1	-	-	1	1	-	-	-	-	-	1	-	-	1
	1%	*-%*	*-%*	*1%*	*3%* a	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*1%*
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Someone else	11	9	*	6	3	4	1	7	3	1	6	*	4	11
	14%	*15%* c	*5%*	*8%*	*8%*	*8%*	*7%*	*16%*	*11%*	*8%*	*17%*	*5%*	*19%*	*14%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 218 (continuation)

QN3 In the last month which of the following companies have you used to send ...?
b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)
Base: All sending parcels and packets (QV6a=3)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices				Month
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr' 2018
Significance Level: 95%		a	*b	c	d	a	b	c	d	a	b	*c	d	
Unweighted total	**199**	164	22	177	91	126	57	111	66	49	86	16	38	199
Weighted total	**81**	59	3	69	34	49	21	44	24	17	35	5	19	81
Have not sent a letter /parcel in the last month	**1**	1	-	-	-	-	-	-	-	1	*	-	-	1
	2%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*1%*	*-%*	*-%*	*2%*
NET: Royal Mail	**69**	51	2	69	29	49	21	40	22	14	28	3	18	69
	86%	*86%*	*65%*	*100%* **ad**	*86%*	*100%* **cd**	*100%* **cd**	*91%*	*92%*	*85%*	*81%*	*77%*	*94%*	*86%*
NET: Provider other than RM	**42**	32	3	32	34	21	11	24	14	6	22	3	7	42
	52%	*55%*	*98%*	*46%*	*100%* **ac**	*42%*	*54%*	*55%*	*58%* a	*38%*	*64%* **ad**	*65%*	*38%*	*52%*
NET: RM ONLY	**37**	26	*	37	-	28	9	20	10	9	12	2	12	37
	46%	*44%* d	*2%*	*54%* d	*-%*	*58%* d	*46%*	*45%*	*42%*	*56%* b	*35%*	*35%*	*62%* b	*46%*
NET: Provider other than RM ONLY	**10**	7	1	-	5	-	-	4	2	2	6	1	1	10
	13%	*12%* c	*35%*	*-%*	*14%* c	*-%*	*-%*	*9%* **ab**	*8%* **ab**	*9%*	*18%*	*23%*	*6%*	*13%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

QN3 In the last month which of the following companies have you used to send ...?
b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)
Base: All sending parcels and packets (QV6a=3)

	Total base	Quarter Q2 2018
Unweighted total	**199**	199
Weighted total	**81**	81
Royal Mail	**69**	69
	86%	*86%*
DHL	**8**	8
	10%	*10%*
UK Mail	**3**	3
	3%	*3%*
UPS	**8**	8
	10%	*10%*
Yodel	**2**	2
	3%	*3%*
Parcelforce	**19**	19
	24%	*24%*
Hermes	**9**	9
	12%	*12%*
FedEx	**2**	2
	2%	*2%*
Secured Mail	*	*
	***%**	**%*
DX	*	*
	***%**	**%*
MHI (Mail Handling International)	**-**	-
	***-%**	*-%*
Pitney Bowes	*	*
	***1%**	*1%*
TNT Express	**3**	3
	3%	*3%*
Whistl (Previously known as TNT Post)	**1**	1
	1%	*1%*
Citipost	**-**	-
	***-%**	*-%*
Someone else	**11**	11
	14%	*14%*
Have not sent a letter /parcel in the last month	**1**	1
	2%	*2%*
NET: Royal Mail	**69**	69
	86%	*86%*
NET: Provider other than RM	**42**	42
	52%	*52%*
NET: RM ONLY	**37**	37
	46%	*46%*

QN3 In the last month which of the following companies have you used to send ...?
b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)
Base: All sending parcels and packets (QV6a=3)

	Total base	Quarter Q2 2018
Unweighted total	**199**	199
Weighted total	**81**	81
NET: Provider other than RM ONLY	**10**	10
	13%	*13%*

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QN4a. When sending parcels using Royal Mail, which service do you tend to use?

Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	*b	*c	*d	*e
Unweighted total	163	70	45	32	16	93	32	22	10	5	18
Weighted total	61	54	3	2	1	7	22	14	3	1	1
1st class - all the time	24	22	1	1	*	2	10	4	2	*	*
	39%	*41%* e	*25%*	*27%*	*26%*	*26%*	*47%*	*27%*	*71%*	*41%*	*28%*
1st class - most of the time	16	13	1	1	1	3	5	3	1	*	*
	26%	*25%*	*43%* a	*27%*	*47%*	*39%*	*24%*	*25%*	*17%*	*53%*	*33%*
1st and 2nd class in equal amounts	10	9	*	*	*	1	*	5	*	*	*
	16%	*16%*	*9%*	*21%*	*5%*	*12%*	*1%*	*37%*	*10%*	*6%*	*12%*
2nd class - most of the time	7	6	1	*	*	1	4	1	*	-	*
	12%	*12%*	*18%*	*20%*	*8%*	*17%*	*18%*	*11%*	*1%*	*-%*	*23%*
2nd class - all the time	3	3	*	*	*	*	2	-	-	-	*
	6%	*6%*	*2%*	*2%*	*14%*	*4%*	*11%*	*-%*	*-%*	*-%*	*3%*
Never send parcels	*	*	-	-	-	-	-	-	-	-	-
	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know (DO NOT READ OUT)	*	-	*	*	-	*	-	-	*	-	-
	**%*	*-%*	*3%*	*3%*	*-%*	*3%*	*-%*	*-%*	*2%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QN4a. When sending parcels using Royal Mail, which service do you tend to use?
Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	163	9	7	20	5	7	19	15	12	13	107	26	17	13
Weighted total	61	6	6	5	3	6	8	6	6	7	52	4	3	2
1st class - all the time	24	3	1	1	2	*	3	1	6	3	21	1	*	1
	39%	*59%*	*19%*	*25%*	*62%*	*2%*	*43%*	*19%*	*90%*	*47%*	*41%*	*34%*	*11%*	*43%*
1st class - most of the time	16	-	*	4	-	2	1	5	1	1	13	1	1	*
	26%	*-%*	*3%*	*70%*	*-%*	*33%*	*14%*	*77%*	*10%*	*19%*	*25%*	*34%*	*33%*	*27%*
1st and 2nd class in equal amounts	10	-	1	*	-	3	3	*	-	1	9	1	*	*
	16%	*-%*	*19%*	*1%*	*-%*	*49%*	*40%*	*3%*	*-%*	*20%*	*16%*	*14%*	*18%*	*3%*
2nd class - most of the time	7	1	3	*	*	-	*	*	-	1	6	1	1	*
	12%	*21%*	*59%*	*3%*	*4%*	*-%*	*1%*	*1%*	*-%*	*14%*	*11%*	*18%*	*26%*	*3%*
2nd class - all the time	3	1	-	-	1	1	*	-	-	-	3	-	*	*
	6%	*18%*	*-%*	*-%*	*35%*	*16%*	*1%*	*-%*	*-%*	*-%*	*6%*	*-%*	*11%*	*6%*
Never send parcels	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*19%*
Don't know (DO NOT READ OUT)	*	*	-	*	-	-	*	-	-	-	*	-	-	-
	**%*	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QN4a. When sending parcels using Royal Mail, which service do you tend to use?
Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	*b
Unweighted total	163	2	23	3	18	48	9	7	53	110	53	135	28
Weighted total	61	*	9	*	9	20	1	3	19	44	17	52	9
1st class - all the time	24	-	3	-	4	6	*	1	9	17	7	21	3
	39%	*-%*	*39%*	*-%*	*43%*	*30%*	*35%*	*46%*	*46%*	*38%*	*41%*	*40%*	*33%*
1st class - most of the time	16	*	5	*	1	6	*	1	2	14	2	12	4
	26%	*100%*	*54%*	*100%*	*16%*	*29%* h	*12%*	*52%*	*10%*	*31%* b	*13%*	*23%*	*46%*
1st and 2nd class in equal amounts	10	-	*	-	2	3	*	-	3	6	4	8	1
	16%	*-%*	*2%*	*-%*	*27%*	*17%*	*53%*	*-%*	*18%*	*13%*	*24%*	*16%*	*14%*
2nd class - most of the time	7	-	*	-	*	4	-	*	3	4	4	7	*
	12%	*-%*	*3%*	*-%*	*4%*	*19%*	*-%*	*2%*	*16%*	*9%*	*22%* a	*14%*	*2%*
2nd class - all the time	3	-	*	-	1	1	-	-	2	3	*	3	-
	6%	*-%*	*1%*	*-%*	*11%*	*5%*	*-%*	*-%*	*8%*	*8%*	*1%*	*7%*	*-%*
Never send parcels	*	-	-	-	-	-	-	-	*	*	-	-	*
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*-%*	*-%*	*3%*
Don't know (DO NOT READ OUT)	*	-	-	-	-	*	-	-	*	*	-	*	*
	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	**%*	*-%*	**%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QN4a. When sending parcels using Royal Mail, which service do you tend to use?
Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	163	157	6	64	33	66
Weighted total	61	56	5	24	9	27
1st class - all the time	24	22	1	9	5	9
	39%	*40%*	*27%*	*38%*	*59%* c	*33%*
1st class - most of the time	16	15	1	5	1	10
	26%	*27%*	*23%*	*21%*	*14%*	*35%* b
1st and 2nd class in equal amounts	10	8	1	6	1	3
	16%	*15%*	*27%*	*24%* c	*13%*	*10%*
2nd class - most of the time	7	7	-	1	1	5
	12%	*13%*	*-%*	*5%*	*14%*	*18%* a
2nd class - all the time	3	2	1	2	-	1
	6%	*4%*	*23%*	*10%*	*-%*	*4%*
Never send parcels	*	*	-	*	-	-
	**%*	*1%*	*-%*	*1%*	*-%*	*-%*
Don't know (DO NOT READ OUT)	*	*	-	*	-	*
	**%*	**%*	*-%*	**%*	*-%*	**%*

Columns Tested: a,b - a,b,c

QN4a. When sending parcels using Royal Mail, which service do you tend to use?
Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	**163**	83	67	11	2	-	-	-	-	150	13	17	66	80
Weighted total	**61**	39	17	4	*	-	-	-	-	57	4	10	29	21
1st class - all the time	**24**	17	7	*	-	-	-	-	-	23	*	4	13	7
	39%	*42%*	*38%*	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*41%*	*10%*	*35%*	*45%*	*33%*
1st class - most of the time	**16**	9	6	*	*	-	-	-	-	15	*	3	7	7
	26%	*23%*	*36%*	*9%*	*68%*	*-%*	*-%*	*-%*	*-%*	*27%*	*11%*	*26%*	*23%*	*31%*
1st and 2nd class in equal amounts	**10**	8	*	1	-	-	-	-	-	9	1	1	7	2
	16%	*20%* b	*3%*	*30%*	*-%*	*-%*	*-%*	*-%*	*-%*	*15%* b	*29%*	*11%*	*24%* c	*8%*
2nd class - most of the time	**7**	4	3	1	*	-	-	-	-	6	1	1	2	4
	12%	*9%*	*16%*	*25%*	*32%*	*-%*	*-%*	*-%*	*-%*	*11%*	*25%*	*13%*	*8%*	*18%*
2nd class - all the time	**3**	1	1	1	-	-	-	-	-	3	1	1	*	2
	6%	*4%*	*7%*	*25%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*24%*	*13%*	**%*	*10%* b
Never send parcels	*	*	-	-	-	-	-	-	-	*	-	*	-	-
	****%***	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*3%*	*-%*	*-%*
Don't know (DO NOT READ OUT)	*	*	*	-	-	-	-	-	-	*	-	-	*	*
	****%***	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QN4a. When sending parcels using Royal Mail, which service do you tend to use?
Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**163**	136	124	148	163	65	132	116	19	7	3	3	-	-
Weighted total	**61**	44	37	51	61	15	48	45	3	1	*	1	-	-
1st class - all the time	**24**	16	18	18	24	6	18	16	2	*	*	-	-	-
	39%	*36%*	*48%* c	*36%*	*39%*	*38%*	*38%*	*36%*	*50%*	*3%*	*21%*	*-%*	*-%*	*-%*
1st class - most of the time	**16**	11	10	14	16	4	14	11	1	1	-	*	-	-
	26%	*25%*	*27%*	*27%*	*26%*	*29%*	*30%*	*25%*	*30%*	*85%*	*-%*	*5%*	*-%*	*-%*
1st and 2nd class in equal amounts	**10**	8	2	10	10	1	6	8	*	*	*	1	-	-
	16%	*19%* b	*5%*	*19%* b	*16%* b	*10%*	*12%*	*18%*	*5%*	*4%*	*79%*	*95%*	*-%*	*-%*
2nd class - most of the time	**7**	6	6	7	7	2	6	7	*	*	-	-	-	-
	12%	*14%*	*16%*	*14%*	*12%*	*14%*	*13%*	*15%*	*11%*	*4%*	*-%*	*-%*	*-%*	*-%*
2nd class - all the time	**3**	2	1	2	3	1	3	2	*	*	-	-	-	-
	6%	*5%*	*3%*	*4%*	*6%*	*9%*	*7%*	*4%*	*4%*	*3%*	*-%*	*-%*	*-%*	*-%*
Never send parcels	*	*	-	*	*	-	-	*	-	-	-	-	-	-
	%	*1%*	*-%*	*1%*	*%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know (DO NOT READ OUT)	*	*	*	*	*	-	*	*	-	-	-	-	-	-
	%	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QN4a. When sending parcels using Royal Mail, which service do you tend to use?
Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	b	c	d	*e
Unweighted total	**163**	156	4	1	1	-	1	-	1	25	35	39	46	3
Weighted total	**61**	58	1	1	*	-	*	-	*	16	13	11	10	1
1st class - all the time	**24**	24	*	-	*	-	-	-	-	6	4	3	5	*
	39%	*40%*	*4%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*35%*	*30%*	*32%*	*49%*	*25%*
1st class - most of the time	**16**	16	-	-	-	-	-	-	-	5	4	2	3	-
	26%	*27%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*30%*	*30%*	*20%*	*28%*	*-%*
1st and 2nd class in equal amounts	**10**	10	*	-	-	-	-	-	-	3	4	2	1	-
	16%	*16%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*20%*	*28%* d	*20%*	*6%*	*-%*
2nd class - most of the time	**7**	6	1	-	-	-	*	-	*	1	1	3	2	1
	12%	*11%*	*91%*	*-%*	*-%*	*-%*	*100%*	*-%*	*100%*	*7%*	*4%*	*27%* b	*16%*	*75%*
2nd class - all the time	**3**	3	-	1	-	-	-	-	-	1	1	*	*	-
	6%	*4%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*7%*	**%*	*1%*	*-%*
Never send parcels	*	*	-	-	-	-	-	-	-	*	-	-	-	-
	****%***	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*
Don't know (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	-	-	*	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QN4a. When sending parcels using Royal Mail, which service do you tend to use?
Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	***b**	c	a	***b**	a	***b**
Unweighted total	**163**	51	35	42	32	3	88	8	66	143	20	139	9
Weighted total	**61**	22	11	16	10	1	42	2	17	55	5	49	2
1st class - all the time	**24**	9	5	7	3	1	16	1	6	23	*	18	*
	39%	*40%*	*41%*	*42%*	*26%*	*91%*	*39%*	*59%*	*36%*	*42%*	*5%*	*37%*	*6%*
1st class - most of the time	**16**	7	2	5	3	-	10	*	6	12	3	14	*
	26%	*31%*	*13%*	*28%*	*28%*	*-%*	*24%*	*22%*	*33%*	*23%*	*64%*	*27%*	*6%*
1st and 2nd class in equal amounts	**10**	3	5	1	1	-	8	*	2	9	1	9	1
	16%	*12%*	*40%* **acd**	*8%*	*12%*	*-%*	*19%*	*16%*	*10%*	*16%*	*11%*	*18%*	*32%*
2nd class - most of the time	**7**	2	1	3	3	*	6	*	2	7	*	7	*
	12%	*8%*	*5%*	*16%*	*24%* **ab**	*9%*	*14%*	*3%*	*9%*	*13%*	*3%*	*14%*	*5%*
2nd class - all the time	**3**	2	*	1	1	-	2	-	2	2	1	1	1
	6%	*7%*	**%*	*6%*	*9%*	*-%*	*5%*	*-%*	*9%*	*5%*	*18%*	*2%*	*51%*
Never send parcels	*	*	-	-	-	-	-	-	*	*	-	*	-
	****%***	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*-%*	*1%*	*-%*
Don't know (DO NOT READ OUT)	*	*	-	-	*	-	*	-	*	*	-	*	-
	****%***	*1%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*	*1%*	**%*	*-%*	**%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

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QN4a. When sending parcels using Royal Mail, which service do you tend to use?
Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	***b**	a	***b**	a	b	a	b	c	***d**
Unweighted total	**163**	17	21	30	3	129	34	65	120	41	-
Weighted total	**61**	12	5	12	1	48	12	20	37	10	-
1st class - all the time	**24**	5	1	4	*	20	4	10	11	4	-
	39%	*46%*	*25%*	*38%*	*17%*	*41%*	*29%*	*48%* b	*29%*	*39%*	-%
1st class - most of the time	**16**	1	3	3	-	11	5	5	10	3	-
	26%	*10%*	*63%*	*22%*	-%	*23%*	*37%*	*22%*	*27%*	*29%*	-%
1st and 2nd class in equal amounts	**10**	2	*	1	1	7	3	3	8	2	-
	16%	*17%*	*2%*	*9%*	*83%*	*15%*	*21%*	*16%*	*23%*	*20%*	-%
2nd class - most of the time	**7**	3	*	3	-	7	*	3	5	*	-
	12%	*26%*	*6%*	*30%*	-%	*15%*	*4%*	*14%* c	*13%* c	*2%*	-%
2nd class - all the time	**3**	-	*	*	-	2	1	-	2	1	-
	6%	-%	*3%*	*1%*	-%	*5%*	*9%*	-%	*6%* a	*10%* a	-%
Never send parcels	*	-	-	-	-	*	-	-	*	-	-
	%	-%	-%	-%	-%	*1%*	-%	-%	*1%*	-%	-%
Don't know (DO NOT READ OUT)	*	*	-	*	-	*	-	-	*	-	-
	%	*%	-%	*%	-%	*%	-%	-%	*%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

QN4a. When sending parcels using Royal Mail, which service do you tend to use?
Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**163**	57	107	27	-	106	120	38	-	126	115	142	124	94	5
Weighted total	**61**	18	29	5	-	40	46	11	-	41	35	55	42	30	2
1st class - all the time	**24**	10	13	3	-	17	16	5	-	16	17	22	17	8	1
	39%	*55%*	*43%*	*56%*	*-%*	*43%*	*34%*	*40%*	*-%*	*38%*	*47%*	*40%*	*40%* b	*25%*	*93%*
1st class - most of the time	**16**	5	9	1	-	11	13	4	-	10	10	15	12	7	-
	26%	*26%*	*30%*	*11%*	*-%*	*28%*	*27%*	*32%*	*-%*	*24%*	*28%*	*28%*	*30%*	*25%*	*-%*
1st and 2nd class in equal amounts	**10**	*	2	*	-	6	10	1	-	8	2	9	9	8	*
	16%	*2%*	*7%*	*7%*	*-%*	*16%*	*21%*	*7%*	*-%*	*19%* b	*5%*	*16%* b	*22%*	*25%*	*3%*
2nd class - most of the time	**7**	3	5	*	-	3	5	1	-	6	6	6	3	6	*
	12%	*17%*	*16%*	*4%*	*-%*	*8%*	*10%*	*11%*	*-%*	*15%*	*16%*	*11%*	*8%*	*20%* a	*4%*
2nd class - all the time	**3**	-	1	1	-	1	3	1	-	1	1	3	*	1	-
	6%	*-%*	*4%*	*20%*	*-%*	*3%*	*7%*	*9%*	*-%*	*3%*	*3%*	*5%*	**%*	*4%*	*-%*
Never send parcels	*	-	-	-	-	*	*	-	-	*	-	*	*	*	-
	****%***	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	*1%*	*-%*
Don't know (DO NOT READ OUT)	*	-	*	*	-	*	-	*	-	*	*	*	*	*	-
	****%***	*-%*	**%*	*1%*	*-%*	**%*	*-%*	*1%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QN4a. When sending parcels using Royal Mail, which service do you tend to use?
Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	***d**	***e**	a	b	***a**	***b**	***c**	***d**
Unweighted total	**163**	121	74	81	29	24	118	91	5	4	3	3
Weighted total	**61**	43	25	30	5	5	42	29	1	1	3	1
1st class - all the time	**24**	17	2	13	2	1	17	6	-	1	1	1
	39%	*39%* b	*9%*	*43%* b	*41%*	*29%*	*41%* b	*20%*	*-%*	*92%*	*32%*	*79%*
1st class - most of the time	**16**	12	5	9	2	2	12	8	*	-	-	-
	26%	*28%*	*22%*	*28%*	*32%*	*39%*	*29%*	*27%*	*8%*	*-%*	*-%*	*-%*
1st and 2nd class in equal amounts	**10**	9	8	4	1	*	9	8	1	*	1	-
	16%	*22%*	*33%* c	*13%*	*20%*	*8%*	*21%*	*26%*	*88%*	*8%*	*36%*	*-%*
2nd class - most of the time	**7**	4	6	4	*	*	3	5	*	-	1	-
	12%	*10%*	*23%* a	*13%*	*6%*	*4%*	*7%*	*18%* a	*4%*	*-%*	*32%*	*-%*
2nd class - all the time	**3**	*	3	*	-	1	*	2	-	-	-	*
	6%	**%*	*13%* **ac**	*1%*	*-%*	*19%*	**%*	*8%* a	*-%*	*-%*	*-%*	*21%*
Never send parcels	*	*	-	*	-	-	*	*	-	-	-	-
	****%***	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*
Don't know (DO NOT READ OUT)	*	*	-	*	*	-	*	*	-	-	-	-
	****%***	**%*	*-%*	**%*	*1%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QN4a. When sending parcels using Royal Mail, which service do you tend to use?
Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	*a	b
Unweighted total	**163**	156	146	158	153	160	103	157	54	-	137	5	26	128
Weighted total	**61**	58	52	58	57	59	35	59	14	-	51	3	15	44
1st class - all the time	**24**	23	21	23	23	23	17	24	4	-	22	-	6	17
	39%	*39%*	*40%*	*39%*	*41%*	*39%*	*48%*	*40%*	*33%*	*-%*	*44%*	*-%*	*43%*	*39%*
1st class - most of the time	**16**	15	14	15	14	15	7	16	4	-	13	1	3	13
	26%	*26%*	*27%*	*26%*	*24%*	*25%*	*21%*	*27%*	*26%*	*-%*	*25%*	*51%*	*18%*	*30%*
1st and 2nd class in equal amounts	**10**	10	10	10	10	10	5	9	3	-	7	*	3	6
	16%	*17%*	*19%*	*17%*	*17%*	*16%*	*14%*	*14%*	*22%*	*-%*	*15%*	*13%*	*18%*	*15%*
2nd class - most of the time	**7**	7	5	7	6	7	5	7	2	-	6	-	2	5
	12%	*13%*	*10%*	*13%*	*11%*	*13%*	*13%*	*12%*	*11%*	*-%*	*12%*	*-%*	*15%*	*12%*
2nd class - all the time	**3**	3	2	3	3	3	1	3	1	-	2	1	1	2
	6%	*5%*	*4%*	*6%*	*6%*	*6%*	*3%*	*6%*	*7%*	*-%*	*3%*	*35%*	*6%*	*4%*
Never send parcels	*	-	-	-	-	*	-	-	-	-	*	-	-	*
	%	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*
Don't know (DO NOT READ OUT)	*	*	*	*	*	*	*	*	*	-	*	-	*	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*-%*	*%*	*%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QN4a. When sending parcels using Royal Mail, which service do you tend to use?
Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	b	*c	*a	*b	c	a	b
Unweighted total	**163**	42	2	10	37	24	111	28	25	11	126	87	76
Weighted total	**61**	18	*	5	14	9	42	10	11	7	42	33	28
1st class - all the time	**24**	7	-	*	7	6	14	4	2	3	19	12	12
	39%	*39%*	*-%*	*1%*	*50%*	*64%*	*34%*	*39%*	*19%*	*37%*	*45%*	*36%*	*43%*
1st class - most of the time	**16**	4	*	3	1	*	13	2	3	2	11	10	6
	26%	*25%*	*68%*	*60%*	*10%*	*2%*	*32%*	*24%*	*24%*	*33%*	*25%*	*29%*	*23%*
1st and 2nd class in equal amounts	**10**	3	-	-	3	2	6	2	3	1	6	6	4
	16%	*16%*	*-%*	*-%*	*20%*	*17%*	*13%*	*26%*	*25%*	*14%*	*14%*	*19%*	*13%*
2nd class - most of the time	**7**	2	-	2	2	1	6	1	2	1	4	4	4
	12%	*14%*	*-%*	*38%*	*11%*	*6%*	*14%*	*10%*	*21%*	*15%*	*10%*	*11%*	*13%*
2nd class - all the time	**3**	1	-	-	1	1	2	*	1	*	2	1	2
	6%	*6%*	*-%*	*-%*	*8%*	*11%*	*6%*	*1%*	*11%*	*1%*	*5%*	*4%*	*8%*
Never send parcels	*	-	-	-	-	-	*	-	-	-	*	*	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*
Don't know (DO NOT READ OUT)	*	-	*	*	-	-	*	*	-	-	*	*	*
	%	*-%*	*32%*	*1%*	*-%*	*-%*	*%*	*1%*	*-%*	*-%*	*%*	*%*	*%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 219 (continuation)

QN4a. When sending parcels using Royal Mail, which service do you tend to use?

Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices				Month
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%		a	*b	c	d	a	b	c	d	a	b	*c	d	
Unweighted total	**163**	148	19	163	72	126	57	106	64	43	69	13	32	163
Weighted total	**61**	51	2	61	25	49	21	40	22	14	23	3	17	61
1st class - all the time	**24**	18	1	24	6	24	-	18	3	5	7	2	9	24
	39%	*36%*	*56%*	*39%*	*26%*	*48%*	*-%*	*45%*	*16%*	*36%*	*29%*	*48%*	*55%*	*39%*
						bd		**bd**	b				b	
1st class - most of the time	**16**	14	*	16	7	16	-	13	1	3	7	-	5	16
	26%	*27%*	*19%*	*26%*	*30%*	*32%*	*-%*	*31%*	*5%*	*22%*	*30%*	*-%*	*28%*	*26%*
						bd		**bd**						
1st and 2nd class in equal amounts	**10**	10	*	10	4	10	10	8	9	2	5	1	1	10
	16%	*19%*	*17%*	*16%*	*18%*	*20%*	*47%*	*20%*	*42%*	*14%*	*22%*	*42%*	*7%*	*16%*
							ac		**ac**					
2nd class - most of the time	**7**	7	*	7	4	-	7	1	6	2	3	*	1	7
	12%	*14%*	*7%*	*12%*	*17%*	*-%*	*36%*	*3%*	*27%*	*13%*	*13%*	*10%*	*8%*	*12%*
							ac	a	**ac**					
2nd class - all the time	**3**	2	-	3	2	-	3	-	2	2	1	-	*	3
	6%	*4%*	*-%*	*6%*	*9%*	*-%*	*17%*	*-%*	*10%*	*15%*	*4%*	*-%*	*2%*	*6%*
							ac		**ac**					
Never send parcels	*	*	-	*	-	-	-	*	-	-	*	-	-	*
	%	*1%*	*-%*	*%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*%*
Don't know (DO NOT READ OUT)	*	*	-	*	-	-	-	*	-	-	*	-	*	*
	%	*%*	*-%*	*%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*	*%*	*%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

QN4a. When sending parcels using Royal Mail, which service do you tend to use?
Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Quarter
		Q2 2018
Unweighted total	**163**	163
Weighted total	**61**	61
1st class - all the time	**24**	24
	39%	*39%*
1st class - most of the time	**16**	16
	26%	*26%*
1st and 2nd class in equal amounts	**10**	10
	16%	*16%*
2nd class - most of the time	**7**	7
	12%	*12%*
2nd class - all the time	**3**	3
	6%	*6%*
Never send parcels	*	*
	***%**	*%
Don't know (DO NOT READ OUT)	*	*
	***%**	*%

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 220 Page 3934

QN4b. And when sending letters and large letters using Royal Mail, which service do you tend to use?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	e	a	b	***c**	***d**	e
Unweighted total	**297**	126	94	51	26	171	52	44	21	8	38
Weighted total	**110**	97	7	4	2	12	34	27	9	1	6
1st class - all the time	**27**	23	2	1	1	4	14	3	1	1	2
	25%	*24%*	*34%*	*29%*	*27%*	*31%*	*41%* b	*11%*	*15%*	*51%*	*31%* b
1st class - most of the time	**33**	30	2	1	*	3	7	8	4	*	*
	30%	*30%*	*27%*	*22%*	*19%*	*24%*	*22%*	*29%* e	*42%*	*40%*	*8%*
1st and 2nd class in equal amounts	**23**	21	1	1	*	2	7	8	1	*	*
	21%	*21%* b	*10%*	*14%*	*21%*	*13%*	*21%* e	*32%* e	*15%*	*5%*	*6%*
2nd class - most of the time	**21**	17	2	1	*	3	4	5	2	*	3
	19%	*18%*	*24%*	*34%* a	*24%*	*27%*	*10%*	*19%*	*24%*	*5%*	*55%* **ab**
2nd class - all the time	**7**	7	*	-	*	*	2	2	*	-	-
	6%	*7%*	*4%*	*-%*	*8%*	*3%*	*6%*	*9%*	*4%*	*-%*	*-%*
Never send letters	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know (DO NOT READ OUT)	*	-	*	-	-	*	-	-	-	-	-
	****%***	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 220 (continuation)

QN4b. And when sending letters and large letters using Royal Mail, which service do you tend to use?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	f	***g**	***h**	***i**	j	k	l	m
Unweighted total	**297**	15	10	29	9	17	37	28	17	20	182	49	34	32
Weighted total	**110**	11	6	8	5	6	20	16	8	11	92	8	5	5
1st class - all the time	**27**	3	2	1	1	1	7	1	5	1	22	2	1	1
	25%	*30%*	*40%*	*7%*	*18%*	*10%*	*34%*	*8%*	*62%*	*11%*	*24%*	*26%*	*29%*	*23%*
1st class - most of the time	**33**	1	*	6	*	1	4	8	1	5	27	3	1	2
	30%	*9%*	*5%*	*74%*	*7%*	*15%*	*21%*	*49%*	*17%*	*45%*	*29%*	*33%*	*16%*	*46%* **fl**
1st and 2nd class in equal amounts	**23**	3	1	1	1	2	4	3	1	3	21	1	1	*
	21%	*30%*	*17%*	*15%*	*18%*	*34%*	*21%* m	*21%*	*15%*	*29%*	*22%* **km**	*9%*	*20%*	*4%*
2nd class - most of the time	**21**	3	2	*	1	2	2	3	1	2	17	2	1	1
	19%	*31%*	*37%*	*3%*	*18%*	*25%*	*12%*	*22%*	*7%*	*16%*	*18%*	*21%*	*29%*	*20%*
2nd class - all the time	**7**	-	-	*	2	1	2	-	-	-	5	1	*	*
	6%	*-%*	*-%*	*1%*	*40%*	*15%*	*11%*	*-%*	*-%*	*-%*	*6%*	*11%*	*6%*	*7%*
Never send letters	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-	-	*	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 220 (continuation)

QN4b. And when sending letters and large letters using Royal Mail, which service do you tend to use?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	d	e	***f**	***g**	h	a	b	a	b
Unweighted total	**297**	4	34	4	45	61	18	19	112	187	110	245	52
Weighted total	**110**	*	12	1	19	22	6	7	43	72	37	97	13
1st class - all the time	**27**	*	3	-	4	4	1	2	13	14	12	22	4
	25%	*68%*	*28%*	*-%*	*20%*	*17%*	*16%*	*25%*	*31%* e	*20%*	*33%* a	*23%*	*35%*
1st class - most of the time	**33**	*	7	*	6	6	2	3	9	28	5	27	5
	30%	*11%*	*57%* **deh**	*7%*	*30%*	*28%*	*38%*	*35%*	*22%*	*39%* b	*12%*	*28%*	*42%* a
1st and 2nd class in equal amounts	**23**	*	1	-	5	4	2	1	9	13	10	21	2
	21%	*11%*	*12%*	*-%*	*24%*	*17%*	*43%*	*19%*	*21%*	*18%*	*26%*	*22%*	*13%*
2nd class - most of the time	**21**	*	*	-	3	7	*	1	9	12	9	19	1
	19%	*11%*	*3%*	*-%*	*15%*	*32%* **bd**	*4%*	*16%*	*22%* b	*16%*	*24%*	*20%*	*10%*
2nd class - all the time	**7**	-	*	1	2	1	-	*	2	5	2	7	-
	6%	*-%*	**%*	*93%*	*11%*	*6%*	*-%*	*4%*	*5%*	*7%*	*5%*	*7%* b	*-%*
Never send letters	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	*	*	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QN4b. And when sending letters and large letters using Royal Mail, which service do you tend to use?
Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**297**	286	11	151	59	86
Weighted total	**110**	103	7	64	18	27
1st class - all the time	**27**	25	2	14	5	7
	25%	*24%*	*27%*	*21%*	*27%*	*27%*
1st class - most of the time	**33**	30	3	22	3	7
	30%	*29%*	*41%*	*35%* b	*18%*	*26%*
1st and 2nd class in equal amounts	**23**	21	2	13	5	5
	21%	*20%*	*28%*	*21%*	*26%*	*17%*
2nd class - most of the time	**21**	20	*	9	5	7
	19%	*20%*	*4%*	*14%*	*28%* a	*25%* a
2nd class - all the time	**7**	7	-	5	*	1
	6%	*7%*	*-%*	*8%*	*2%*	*5%*
Never send letters	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know (DO NOT READ OUT)	*	*	-	*	-	-
	%	*%*	*-%*	*%*	*-%*	*-%*

Columns Tested: a,b - a,b,c

QN4b. And when sending letters and large letters using Royal Mail, which service do you tend to use?
Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	**297**	195	88	12	2	-	-	-	-	283	14	58	137	102
Weighted total	**110**	89	17	4	*	-	-	-	-	106	4	35	54	21
1st class - all the time	**27**	22	5	*	-	-	-	-	-	27	*	9	13	5
	25%	*25%*	*27%*	*11%*	*-%*	*-%*	*-%*	*-%*	*-%*	*25%*	*10%*	*25%*	*24%*	*24%*
1st class - most of the time	**33**	28	4	*	-	-	-	-	-	32	*	13	15	5
	30%	*31%*	*26%*	*8%*	*-%*	*-%*	*-%*	*-%*	*-%*	*30%*	*8%*	*36%*	*28%*	*22%*
1st and 2nd class in equal amounts	**23**	21	1	1	*	-	-	-	-	21	1	7	14	2
	21%	*23%*	*5%*	*28%*	*68%*	*-%*	*-%*	*-%*	*-%*	*20%*	*30%*	*19%*	*25%*	*10%*
		b								b			c	
2nd class - most of the time	**21**	15	4	1	*	-	-	-	-	20	1	5	10	6
	19%	*17%*	*27%*	*28%*	*32%*	*-%*	*-%*	*-%*	*-%*	*19%*	*28%*	*15%*	*19%*	*27%*
2nd class - all the time	**7**	4	2	1	-	-	-	-	-	6	1	2	2	3
	6%	*4%*	*15%*	*25%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*24%*	*5%*	*3%*	*17%*
			ai											**ab**
Never send letters	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QN4b. And when sending letters and large letters using Royal Mail, which service do you tend to use?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**297**	274	203	297	153	106	219	246	29	10	7	5	-	-
Weighted total	**110**	97	62	110	55	29	74	100	5	2	2	1	-	-
1st class - all the time	**27**	24	20	27	16	8	16	24	3	*	-	*	-	-
	25%	*25%*	*32%* f	*25%*	*30%*	*26%*	*22%*	*24%*	*61%*	*3%*	*-%*	*4%*	*-%*	*-%*
1st class - most of the time	**33**	29	17	33	15	6	20	31	*	1	-	-	-	-
	30%	*30%*	*28%*	*30%*	*27%*	*22%*	*27%*	*31%*	*8%*	*70%*	*-%*	*-%*	*-%*	*-%*
1st and 2nd class in equal amounts	**23**	18	11	23	13	5	17	21	*	-	*	1	-	-
	21%	*19%*	*19%*	*21%*	*24%*	*17%*	*23%*	*21%*	*5%*	*-%*	*16%*	*85%*	*-%*	*-%*
2nd class - most of the time	**21**	19	10	21	8	7	15	18	1	*	1	*	-	-
	19%	*19%*	*16%*	*19%*	*15%*	*23%*	*20%*	*18%*	*19%*	*27%*	*82%*	*12%*	*-%*	*-%*
2nd class - all the time	**7**	7	3	7	2	4	6	6	*	-	*	-	-	-
	6%	*7%*	*5%*	*6%*	*4%*	*12%* bd	*8%*	*6%*	*8%*	*-%*	*3%*	*-%*	*-%*	*-%*
Never send letters	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know (DO NOT READ OUT)	*	*	*	*	*	-	-	*	-	-	-	-	-	-
	****%***	**%*	**%*	**%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QN4b. And when sending letters and large letters using Royal Mail, which service do you tend to use?
Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	***b**	***c**	***d**	***e**	***f**	***g**	***h**	a	b	c	d	***e**
Unweighted total	**297**	147	3	1	1	-	1	-	1	73	77	76	68	3
Weighted total	**110**	53	1	1	*	-	*	-	*	42	30	23	13	1
1st class - all the time	**27**	16	*	-	-	-	-	-	-	10	7	5	5	*
	25%	*31%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*24%*	*22%*	*22%*	*37%* c	*25%*
1st class - most of the time	**33**	15	-	-	-	-	-	-	-	13	9	8	2	-
	30%	*28%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*31%* d	*31%* d	*35%* d	*17%*	*-%*
1st and 2nd class in equal amounts	**23**	13	-	-	-	-	-	-	-	10	7	4	2	-
	21%	*25%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*24%*	*24%*	*15%*	*13%*	*-%*
2nd class - most of the time	**21**	7	1	-	-	-	*	-	*	6	4	6	4	1
	19%	*13%*	*96%*	*-%*	*-%*	*-%*	*100%*	*-%*	*100%*	*15%*	*12%*	*23%*	*32%* **ab**	*75%*
2nd class - all the time	**7**	1	-	1	*	-	-	-	-	3	3	1	*	-
	6%	*3%*	*-%*	*100%*	*100%*	*-%*	*-%*	*-%*	*-%*	*6%*	*10%* d	*5%*	*1%*	*-%*
Never send letters	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	*%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

QN4b. And when sending letters and large letters using Royal Mail, which service do you tend to use?
Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	*b	a	*b
Unweighted total	**297**	49	35	36	30	3	79	9	65	271	26	284	13
Weighted total	**110**	22	11	12	8	1	35	3	17	101	9	106	4
1st class - all the time	**27**	8	3	4	2	*	8	1	7	26	1	27	*
	25%	*35%*	*25%*	*31%*	*19%*	*46%*	*23%*	*39%*	*41%* a	*25%*	*16%*	*25%*	*5%*
1st class - most of the time	**33**	8	1	3	2	*	8	1	5	29	4	32	*
	30%	*37%* b	*12%*	*24%*	*21%*	*46%*	*23%*	*45%*	*30%*	*29%*	*40%*	*31%*	*3%*
1st and 2nd class in equal amounts	**23**	4	5	3	1	-	11	-	3	21	1	21	1
	21%	*16%*	*47%* **ad**	*25%*	*17%*	*-%*	*31%* c	*-%*	*16%*	*21%*	*15%*	*20%*	*34%*
2nd class - most of the time	**21**	2	2	2	3	*	6	*	2	19	2	19	1
	19%	*10%*	*15%*	*13%*	*31%* a	*9%*	*17%*	*16%*	*9%*	*19%*	*17%*	*18%*	*36%*
2nd class - all the time	**7**	*	*	1	1	-	2	-	1	6	1	6	1
	6%	*2%*	**%*	*8%*	*12%* b	*-%*	*5%*	*-%*	*3%*	*6%*	*11%*	*6%*	*23%*
Never send letters	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know (DO NOT READ OUT)	*	*	-	-	-	-	-	-	*	*	-	*	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 220 (continuation)

QN4b. And when sending letters and large letters using Royal Mail, which service do you tend to use?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	a	*b	a	b	a	b	c	*d
Unweighted total	297	15	20	38	4	120	33	98	253	49	-
Weighted total	110	10	5	15	2	43	12	33	87	13	-
1st class - all the time	27	3	2	4	1	13	4	10	19	4	-
	25%	*26%*	*44%*	*28%*	*52%*	*30%*	*29%*	*30%*	*22%*	*35%* b	*-%*
1st class - most of the time	33	2	2	6	-	11	4	12	25	4	-
	30%	*21%*	*46%*	*36%*	*-%*	*26%*	*29%*	*35%*	*29%*	*33%*	*-%*
1st and 2nd class in equal amounts	23	3	-	2	1	10	3	7	18	2	-
	21%	*31%*	*-%*	*12%*	*48%*	*24%*	*27%*	*20%*	*21%*	*13%*	*-%*
2nd class - most of the time	21	2	*	3	-	7	1	5	18	2	-
	19%	*21%*	*7%*	*23%*	*-%*	*17%*	*6%*	*16%*	*21%*	*12%*	*-%*
2nd class - all the time	7	-	*	*	-	1	1	-	7	1	-
	6%	*-%*	*3%*	*1%*	*-%*	*3%*	*9%*	*-%*	*8%* a	*7%* a	*-%*
Never send letters	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know (DO NOT READ OUT)	*	*	-	*	-	*	-	-	*	-	-
	**%*	*1%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 220 (continuation)

QN4b. And when sending letters and large letters using Royal Mail, which service do you tend to use?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	297	81	181	35	-	100	113	35	-	261	192	130	244	190	5
Weighted total	110	24	53	7	-	38	41	9	-	93	59	48	88	69	2
1st class - all the time	27	10	14	3	-	14	8	3	-	24	18	16	24	4	1
	25%	*43%* b	*26%*	*40%*	*-%*	*37%* b	*21%*	*27%*	*-%*	*26%*	*32%*	*34%*	*28%* b	*6%*	*93%*
1st class - most of the time	33	7	16	1	-	10	12	3	-	28	17	13	31	20	-
	30%	*27%*	*30%* c	*12%*	*-%*	*28%*	*28%*	*32%*	*-%*	*30%*	*30%*	*27%*	*36%*	*30%*	*-%*
1st and 2nd class in equal amounts	23	4	10	1	-	8	12	2	-	18	10	11	20	19	*
	21%	*16%*	*20%*	*16%*	*-%*	*22%*	*30%*	*16%*	*-%*	*19%*	*18%*	*23%*	*23%*	*28%*	*3%*
2nd class - most of the time	21	3	10	1	-	4	6	1	-	17	9	6	12	19	*
	19%	*13%*	*19%*	*20%*	*-%*	*10%*	*16%*	*15%*	*-%*	*19%*	*16%*	*13%*	*13%*	*28%* a	*4%*
2nd class - all the time	7	-	3	1	-	1	2	1	-	6	3	1	*	6	-
	6%	*-%*	*5%* a	*12%* a	*-%*	*3%*	*6%*	*10%*	*-%*	*6%*	*5%*	*3%*	*1%*	*9%* a	*-%*
Never send letters	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know (DO NOT READ OUT)	*	-	-	*	-	-	-	*	-	*	*	*	*	*	-
	**%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 220 (continuation)

QN4b. And when sending letters and large letters using Royal Mail, which service do you tend to use?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	***d**	***e**	a	b	***a**	***b**	***c**	***d**
Unweighted total	**297**	116	69	77	28	23	223	183	8	5	3	1
Weighted total	**110**	40	22	28	4	4	81	64	3	1	3	*
1st class - all the time	**27**	11	*	9	1	*	21	1	-	1	-	-
	25%	*27%* b	*1%*	*34%* b	*28%*	*11%*	*26%* b	*2%*	*-%*	*94%*	*-%*	*-%*
1st class - most of the time	**33**	11	5	8	2	2	29	20	1	-	-	-
	30%	*28%*	*20%*	*29%*	*45%*	*47%*	*35%*	*31%*	*35%*	*-%*	*-%*	*-%*
1st and 2nd class in equal amounts	**23**	11	8	7	1	*	19	20	2	*	2	-
	21%	*28%*	*36%*	*24%*	*12%*	*12%*	*23%*	*31%*	*63%*	*6%*	*68%*	*-%*
2nd class - most of the time	**21**	6	7	3	1	*	12	17	*	-	1	-
	19%	*16%*	*32%* **ac**	*12%*	*15%*	*5%*	*15%*	*27%* a	*1%*	*-%*	*32%*	*-%*
2nd class - all the time	**7**	*	2	*	-	1	*	6	-	-	-	*
	6%	*1%*	*11%* **ac**	*1%*	*-%*	*25%*	*1%*	*9%* a	*-%*	*-%*	*-%*	*100%*
Never send letters	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know (DO NOT READ OUT)	*	-	-	*	-	-	*	*	-	-	-	-
	****%***	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 220 (continuation)

QN4b. And when sending letters and large letters using Royal Mail, which service do you tend to use?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**297**	286	249	291	253	291	164	285	81	-	244	10	42	242
Weighted total	**110**	103	89	105	89	107	52	103	22	-	89	4	21	85
1st class - all the time	**27**	24	22	25	24	26	18	25	7	-	23	*	8	19
	25%	*24%*	*25%*	*24%*	*26%*	*25%*	*34%* b	*25%*	*34%*	*-%*	*26%*	*10%*	*39%* b	*22%*
1st class - most of the time	**33**	32	28	33	26	33	15	33	7	-	26	2	4	28
	30%	*32%*	*31%*	*31%*	*29%*	*30%*	*30%*	*31%*	*31%*	*-%*	*30%*	*53%*	*21%*	*33%*
1st and 2nd class in equal amounts	**23**	20	20	21	20	21	10	20	3	-	18	*	3	18
	21%	*20%*	*23%*	*20%*	*23%*	*20%*	*19%*	*20%*	*14%*	*-%*	*20%*	*4%*	*16%*	*21%*
2nd class - most of the time	**21**	19	13	19	14	20	7	18	3	-	17	*	3	16
	19%	*18%*	*15%*	*18%*	*16%*	*18%*	*13%*	*18%*	*15%*	*-%*	*19%*	*1%*	*14%*	*19%*
2nd class - all the time	**7**	7	6	7	6	7	2	7	1	-	4	1	2	4
	6%	*7%*	*6%*	*7%*	*6%*	*6%*	*3%*	*7%*	*5%*	*-%*	*5%*	*31%*	*10%*	*5%*
Never send letters	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know (DO NOT READ OUT)	*	*	*	*	*	*	-	*	-	-	*	-	-	*
	****%***	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QN4b. And when sending letters and large letters using Royal Mail, which service do you tend to use?
Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	*b	c	a	b
Unweighted total	297	47	3	9	46	38	203	55	31	11	252	166	131
Weighted total	110	18	*	4	18	12	79	18	14	7	88	64	45
1st class - all the time	27	5	-	*	6	5	18	4	2	2	23	13	14
	25%	*26%*	*-%*	*2%*	*31%*	*43%* bc	*22%*	*23%*	*17%*	*23%*	*26%*	*20%*	*31%* a
1st class - most of the time	33	5	*	1	4	*	26	6	5	2	25	21	11
	30%	*30%*	*40%*	*35%*	*24%*	*2%*	*33%* a	*35%* a	*36%*	*29%*	*29%*	*33%*	*24%*
1st and 2nd class in equal amounts	23	4	-	-	4	4	14	4	4	1	18	13	9
	21%	*24%*	*-%*	*-%*	*24%*	*35%* b	*18%*	*23%*	*25%*	*15%*	*20%*	*20%*	*21%*
2nd class - most of the time	21	3	*	2	3	1	17	3	2	2	16	13	7
	19%	*15%*	*40%*	*62%*	*15%*	*10%*	*21%*	*17%*	*15%*	*33%*	*18%*	*21%*	*16%*
2nd class - all the time	7	1	-	-	1	1	5	*	1	-	6	3	4
	6%	*6%*	*-%*	*-%*	*6%*	*10%*	*7%*	*2%*	*7%*	*-%*	*7%*	*5%*	*8%*
Never send letters	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know (DO NOT READ OUT)	*	-	*	*	-	-	*	-	-	-	*	-	*
	**%*	*-%*	*19%*	*2%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 220 (continuation)

QN4b. And when sending letters and large letters using Royal Mail, which service do you tend to use?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices				Month
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	*c	d	
Unweighted total	**297**	297	37	148	72	115	53	208	134	67	131	23	66	297
Weighted total	**110**	110	9	51	23	41	19	82	50	22	46	7	30	110
1st class - all the time	**27**	27	3	16	6	14	1	27	-	5	10	3	9	27
	25%	*25%*	*34%*	*30%*	*24%*	*34%* **bd**	*8%* d	*33%* **bd**	*-%*	*22%*	*21%*	*43%*	*30%*	*25%*
1st class - most of the time	**33**	33	2	13	7	13	*	33	-	7	13	*	10	33
	30%	*30%*	*28%*	*26%*	*28%*	*32%* **bd**	*1%*	*40%* **bd**	*-%*	*32%*	*28%*	*1%*	*35%*	*30%*
1st and 2nd class in equal amounts	**23**	23	1	11	6	11	8	23	23	2	12	2	6	23
	21%	*21%*	*8%*	*22%*	*28%* b	*27%*	*42%* c	*27%*	*45%* **ac**	*10%*	*26%* a	*33%*	*20%*	*21%*
2nd class - most of the time	**21**	21	2	8	3	2	7	-	21	6	10	1	3	21
	19%	*19%*	*17%*	*16%*	*14%*	*5%* c	*39%* **ac**	*-%*	*41%* **ac**	*25%* d	*22%*	*8%*	*10%*	*19%*
2nd class - all the time	**7**	7	1	2	1	*	2	-	7	2	2	1	2	7
	6%	*6%*	*12%*	*5%*	*6%*	*1%*	*11%* **ac**	*-%*	*14%* **ac**	*11%* b	*4%*	*14%*	*6%*	*6%*
Never send letters	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know (DO NOT READ OUT)	*	*	-	*	-	-	-	-	-	-	-	-	-	*
	****%***	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

QN4b. And when sending letters and large letters using Royal Mail, which service do you tend to use?
Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Quarter
		Q2 2018
Unweighted total	**297**	297
Weighted total	**110**	110
1st class - all the time	**27**	27
	25%	*25%*
1st class - most of the time	**33**	33
	30%	*30%*
1st and 2nd class in equal amounts	**23**	23
	21%	*21%*
2nd class - most of the time	**21**	21
	19%	*19%*
2nd class - all the time	**7**	7
	6%	*6%*
Never send letters	**-**	-
	-%	*-%*
Don't know (DO NOT READ OUT)	*	*
	***%**	*%*

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 221 Page 3949

QN5. And which if any of these describe your reasons for using second class postage all or most of the time?

Base: All using second class postage all or most of the time (QN4a/b=4-5)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	*a	*b	*c	*d	*e
Unweighted total	116	50	33	20	13	66	19	17	6	4	18
Weighted total	42	37	2	1	1	5	12	10	3	2	3
They are the stamps I have to hand	4	3	*	*	*	*	1	-	*	-	*
	9%	*8%*	*10%*	*14%*	*5%*	*10%*	*12%*	*-%*	*10%*	*-%*	*5%*
Value for money	15	14	1	1	*	2	2	4	*	1	2
	36%	*37%*	*35%*	*37%*	*31%*	*35%*	*20%*	*39%*	*2%*	*54%*	*72%*
Speed of delivery	8	8	*	*	*	1	3	2	-	-	1
	20%	*20%*	*12%*	*26%*	*17%*	*17%*	*25%*	*26%*	*-%*	*-%*	*33%*
It's cheaper	28	25	1	1	1	3	8	7	2	1	3
	67%	*68%*	*57%*	*68%*	*69%*	*62%*	*71%*	*72%*	*88%*	*48%*	*90%*
Value of the item to be sent	6	5	*	*	*	1	3	*	-	*	1
	14%	*13%*	*9%*	*29%*	*32%*	*20%*	*26%*	*1%*	*-%*	*2%*	*33%*
It's what I can afford	8	7	*	*	*	1	3	2	-	-	1
	19%	*19%*	*7%*	*26%*	*20%*	*15%*	*26%*	*24%*	*-%*	*-%*	*33%*
Other (please specify)	4	4	-	*	-	*	1	1	-	1	-
	10%	*11%*	*-%*	*15%*	*-%*	*5%*	*8%*	*10%*	*-%*	*46%*	*-%*
No particular reason (DO NOT READ OUT)	1	1	-	-	-	-	-	-	-	1	-
	3%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*46%*	*-%*
I don't know (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QN5. And which if any of these describe your reasons for using second class postage all or most of the time?
Base: All using second class postage all or most of the time (QN4a/b=4-5)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	116	8	4	7	5	10	15	9	6	2	66	20	19	11
Weighted total	42	7	3	*	3	5	8	5	2	2	35	3	3	1
They are the stamps I have to hand	4	-	-	*	-	*	1	-	-	1	2	1	*	*
	9%	*-%*	*-%*	*14%*	*-%*	*4%*	*14%*	*-%*	*-%*	*50%*	*7%*	*20%*	*12%*	*27%*
Value for money	15	2	-	*	3	1	3	1	1	1	13	1	1	*
	36%	*34%*	*-%*	*43%*	*93%*	*20%*	*43%*	*26%*	*79%*	*50%*	*38%*	*24%*	*45%*	*4%*
Speed of delivery	8	-	-	*	2	1	3	*	*	1	8	*	*	*
	20%	*-%*	*-%*	*29%*	*59%*	*22%*	*41%*	*1%*	*9%*	*50%*	*22%*	*12%*	*12%*	*4%*
It's cheaper	28	5	*	*	2	3	7	3	1	2	24	2	1	1
	67%	*82%*	*5%*	*86%*	*66%*	*58%*	*84%*	*74%*	*82%*	*100%*	*70%*	*58%*	*43%*	*73%*
Value of the item to be sent	6	-	1	*	2	*	1	*	*	1	6	*	-	*
	14%	*-%*	*32%*	*43%*	*59%*	*4%*	*14%*	*2%*	*9%*	*50%*	*16%*	*3%*	*-%*	*7%*
It's what I can afford	8	-	1	*	2	1	2	*	*	1	7	*	*	-
	19%	*-%*	*32%*	*29%*	*59%*	*20%*	*28%*	*1%*	*9%*	*50%*	*21%*	*11%*	*6%*	*-%*
Other (please specify)	4	1	1	-	1	1	*	-	*	-	4	-	-	-
	10%	*16%*	*32%*	*-%*	*29%*	*18%*	*1%*	*-%*	*9%*	*-%*	*12%*	*-%*	*-%*	*-%*
No particular reason (DO NOT READ OUT)	1	1	-	-	-	-	-	-	-	-	1	-	-	-
	3%	*16%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*
I don't know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*9%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QN5. And which if any of these describe your reasons for using second class postage all or most of the time?
Base: All using second class postage all or most of the time (QN4a/b=4-5)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	h	a	b	a	*b
Unweighted total	116	2	10	2	15	25	3	5	54	66	50	106	10
Weighted total	42	1	1	1	5	12	*	3	19	25	17	40	1
They are the stamps I have to hand	4	-	*	-	1	1	-	-	1	3	1	4	*
	9%	-%	*13%*	-%	*25%*	*13%*	-%	-%	*4%*	*11%*	*5%*	*9%*	*3%*
Value for money	15	*	*	1	3	5	*	1	4	10	5	14	1
	36%	*5%*	*51%*	*78%*	*57%*	*44%*	*21%*	*54%*	*22%*	*40%*	*31%*	*35%*	*68%*
Speed of delivery	8	-	*	-	2	3	-	1	2	6	2	7	1
	20%	-%	*22%*	-%	*39%*	*26%*	-%	*54%*	*9%*	*25%*	*12%*	*18%*	*65%*
It's cheaper	28	1	*	*	5	8	*	1	12	15	13	27	1
	67%	*100%*	*64%*	*22%*	*87%*	*70%*	*79%*	*58%*	*63%*	*62%*	*76%*	*66%*	*100%*
Value of the item to be sent	6	*	*	-	1	4	-	-	*	5	1	5	1
	14%	*5%*	*22%*	-%	*19%*	*36%*	-%	-%	*2%*	*19%*	*7%*	*12%*	*68%*
It's what I can afford	8	-	*	-	2	4	-	-	2	5	2	7	1
	19%	-%	*15%*	-%	*36%*	*35%*	-%	-%	*9%*	*22%*	*15%*	*17%*	*65%*
Other (please specify)	4	-	-	-	-	4	-	-	*	2	2	4	-
	10%	-%	-%	-%	-%	*35%*	-%	-%	*1%*	*8%*	*13%*	*10%*	-%
No particular reason (DO NOT READ OUT)	1	-	-	-	-	-	-	-	1	-	1	1	-
	3%	-%	-%	-%	-%	-%	-%	-%	*6%*	-%	*6%* a	*3%*	-%
I don't know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	*	-	*	*	-
	1%	-%	-%	-%	-%	-%	-%	-%	*2%*	-%	*2%*	*1%*	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QN5. And which if any of these describe your reasons for using second class postage all or most of the time?
Base: All using second class postage all or most of the time (QN4a/b=4-5)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	*b	c
Unweighted total	**116**	112	4	58	20	38
Weighted total	**42**	40	2	26	7	10
They are the stamps I have to hand	**4**	3	1	3	*	-
	9%	*7%*	*44%*	*13%* c	*5%*	*-%*
Value for money	**15**	14	1	9	3	3
	36%	*35%*	*56%*	*36%*	*39%*	*36%*
Speed of delivery	**8**	7	1	6	1	2
	20%	*18%*	*51%*	*22%*	*16%*	*16%*
It's cheaper	**28**	26	2	19	5	4
	67%	*66%*	*95%*	*75%* c	*76%*	*40%*
Value of the item to be sent	**6**	5	1	3	*	2
	14%	*12%*	*51%*	*13%*	*1%*	*24%*
It's what I can afford	**8**	7	1	4	1	3
	19%	*17%*	*51%*	*17%*	*14%*	*29%*
Other (please specify)	**4**	4	-	*	2	2
	10%	*11%*	*-%*	*1%*	*30%*	*21%* a
No particular reason (DO NOT READ OUT)	**1**	1	-	1	-	-
	3%	*3%*	*-%*	*4%*	*-%*	*-%*
I don't know (DO NOT READ OUT)	*	*	-	*	-	-
	1%	*1%*	*-%*	*1%*	*-%*	*-%*

Columns Tested: a,b - a,b,c

QN5. And which if any of these describe your reasons for using second class postage all or most of the time?
Base: All using second class postage all or most of the time (QN4a/b=4-5)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	**116**	72	38	5	1	-	-	-	-	110	6	24	48	44
Weighted total	**42**	31	9	2	*	-	-	-	-	40	2	14	16	11
They are the stamps I have to hand	**4**	3	*	-	-	-	-	-	-	4	-	2	2	*
	9%	*11%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*9%*	*-%*	*11%*	*12%*	*1%*
Value for money	**15**	10	4	1	*	-	-	-	-	14	1	5	5	5
	36%	*33%*	*44%*	*54%*	*100%*	*-%*	*-%*	*-%*	*-%*	*35%*	*55%*	*34%*	*32%*	*46%*
Speed of delivery	**8**	5	3	1	*	-	-	-	-	7	1	2	3	4
	20%	*16%*	*28%*	*44%*	*100%*	*-%*	*-%*	*-%*	*-%*	*18%*	*45%*	*15%*	*16%*	*31%*
It's cheaper	**28**	21	5	2	*	-	-	-	-	26	2	9	12	7
	67%	*69%*	*55%*	*92%*	*100%*	*-%*	*-%*	*-%*	*-%*	*66%*	*93%*	*62%*	*76%*	*62%*
Value of the item to be sent	**6**	3	1	1	*	-	-	-	-	5	1	1	2	2
	14%	*11%*	*14%*	*46%*	*100%*	*-%*	*-%*	*-%*	*-%*	*12%*	*48%*	*8%*	*14%*	*21%*
It's what I can afford	**8**	5	2	1	*	-	-	-	-	7	1	1	4	3
	19%	*15%*	*25%*	*44%*	*100%*	*-%*	*-%*	*-%*	*-%*	*17%*	*45%*	*8%*	*21%*	*29%*
Other (please specify)	**4**	2	1	1	-	-	-	-	-	3	1	-	2	2
	10%	*7%*	*12%*	*44%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*43%*	*-%*	*13%*	*17%*
No particular reason (DO NOT READ OUT)	**1**	1	-	-	-	-	-	-	-	1	-	1	-	-
	3%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*8%*	*-%*	*-%*
I don't know (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	*	-	*	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*2%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QN5. And which if any of these describe your reasons for using second class postage all or most of the time?
Base: All using second class postage all or most of the time (QN4a/b=4-5)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	116	107	69	112	53	43	96	87	10	8	4	3	-	-
Weighted total	42	38	19	40	16	13	32	36	1	1	2	*	-	-
They are the stamps I have to hand	4	4	1	4	*	*	3	4	-	-	-	-	-	-
	9%	*10%*	*6%*	*9%*	*3%*	*3%*	*10%*	*10%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Value for money	15	15	3	15	3	6	13	13	*	1	*	*	-	-
	36%	*39%* bd	*16%*	*37%* b	*22%*	*45%* bd	*40%* bd	*36%*	*31%*	*86%*	*3%*	*69%*	*-%*	*-%*
Speed of delivery	8	8	3	8	1	4	7	8	*	-	-	-	-	-
	20%	*21%* d	*13%*	*21%* d	*8%*	*33%* bd	*22%* d	*22%*	*25%*	*-%*	*-%*	*-%*	*-%*	*-%*
It's cheaper	28	25	14	27	11	10	22	23	1	1	1	*	-	-
	67%	*65%*	*73%*	*67%*	*69%*	*80%*	*69%*	*66%*	*52%*	*92%*	*89%*	*62%*	*-%*	*-%*
Value of the item to be sent	6	6	3	6	2	2	6	6	*	*	*	-	-	-
	14%	*15%*	*18%*	*15%*	*15%*	*17%*	*17%*	*16%*	*4%*	*7%*	*8%*	*-%*	*-%*	*-%*
It's what I can afford	8	8	3	8	4	4	7	8	*	-	-	*	-	-
	19%	*21%*	*14%*	*20%*	*22%*	*27%*	*20%*	*21%*	*25%*	*-%*	*-%*	*31%*	*-%*	*-%*
Other (please specify)	4	4	2	4	3	2	4	3	-	1	-	-	-	-
	10%	*11%*	*12%*	*10%*	*18%*	*16%*	*13%*	*9%*	*-%*	*71%*	*-%*	*-%*	*-%*	*-%*
No particular reason (DO NOT READ OUT)	1	1	1	1	-	-	1	1	-	-	-	-	-	-
	3%	*3%*	*6%*	*3%*	*-%*	*-%*	*3%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
I don't know (DO NOT READ OUT)	*	*	-	*	-	*	-	*	-	-	-	-	-	-
	1%	*1%*	*-%*	*1%*	*-%*	*2%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QN5. And which if any of these describe your reasons for using second class postage all or most of the time?
Base: All using second class postage all or most of the time (QN4a/b=4-5)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	c	d	*e
Unweighted total	116	48	2	1	1	-	1	-	1	24	25	32	30	1
Weighted total	42	14	1	1	*	-	*	-	*	15	9	10	5	1
They are the stamps I have to hand	4	*	-	-	-	-	-	-	-	*	3	*	*	-
	9%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*34%*	**%*	*2%*	*-%*
Value for money	15	2	*	1	*	-	-	-	-	5	3	4	3	-
	36%	*18%*	*6%*	*100%*	*100%*	*-%*	*-%*	*-%*	*-%*	*37%*	*29%*	*38%*	*56%*	*-%*
Speed of delivery	8	*	*	1	-	-	-	-	-	3	2	1	2	-
	20%	*2%*	*6%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*23%*	*26%*	*11%*	*28%*	*-%*
It's cheaper	28	9	1	1	-	-	*	-	*	9	8	6	4	1
	67%	*64%*	*100%*	*100%*	*-%*	*-%*	*100%*	*-%*	*100%*	*64%*	*82%*	*56%*	*65%*	*100%*
Value of the item to be sent	6	1	*	1	-	-	-	-	-	2	2	1	*	-
	14%	*10%*	*6%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*14%*	*25%*	*13%*	*5%*	*-%*
It's what I can afford	8	3	*	1	-	-	-	-	-	4	3	1	*	-
	19%	*19%*	*6%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*27%*	*28%*	*11%*	*6%*	*-%*
Other (please specify)	4	2	-	1	-	-	-	-	-	2	-	1	1	-
	10%	*14%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*13%*	*-%*	*12%*	*20%*	*-%*
No particular reason (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	1	-	-	-	-
	3%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*-%*	*-%*	*-%*	*-%*
I don't know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QN5. And which if any of these describe your reasons for using second class postage all or most of the time?
Base: All using second class postage all or most of the time (QN4a/b=4-5)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	a	*b	a	*b
Unweighted total	**116**	15	13	12	12	1	29	4	20	107	9	105	7
Weighted total	**42**	5	3	4	4	*	11	2	4	39	3	38	2
They are the stamps I have to hand	**4**	*	*	-	-	-	*	*	*	3	*	3	*
	9%	*1%*	*12%*	*-%*	*-%*	*-%*	**%*	*19%*	*3%*	*9%*	*11%*	*9%*	*14%*
Value for money	**15**	2	*	*	1	*	2	1	1	14	1	14	1
	36%	*35%*	*5%*	*3%*	*37%*	*100%*	*17%*	*70%*	*17%*	*36%*	*49%*	*36%*	*45%*
Speed of delivery	**8**	*	*	*	1	*	1	-	*	7	1	7	1
	20%	*1%*	*1%*	*1%*	*27%*	*100%*	*9%*	*-%*	*6%*	*18%*	*41%*	*19%*	*43%*
It's cheaper	**28**	4	3	2	2	*	6	1	3	27	1	26	1
	67%	*82%*	*86%*	*44%*	*61%*	*100%*	*59%*	*81%*	*91%*	*69%*	*42%*	*69%*	*41%*
Value of the item to be sent	**6**	*	*	1	1	*	2	-	*	6	*	6	-
	14%	*2%*	*1%*	*32%*	*27%*	*100%*	*20%*	*-%*	*7%*	*15%*	*2%*	*15%*	*-%*
It's what I can afford	**8**	*	1	*	2	*	3	*	*	8	*	8	-
	19%	*9%*	*30%*	*1%*	*56%*	*100%*	*31%*	*8%*	*5%*	*20%*	*2%*	*21%*	*-%*
Other (please specify)	**4**	-	1	1	1	-	3	-	-	4	-	4	-
	10%	*-%*	*30%*	*27%*	*25%*	*-%*	*27%*	*-%*	*-%*	*11%*	*-%*	*11%*	*-%*
No particular reason (DO NOT READ OUT)	**1**	-	-	-	-	-	-	-	-	1	-	1	-
	3%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*3%*	*-%*
I don't know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	*	-	*	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QN5. And which if any of these describe your reasons for using second class postage all or most of the time?
Base: All using second class postage all or most of the time (QN4a/b=4-5)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	a	*b	*a	b	*c	*d
Unweighted total	116	5	10	16	-	40	13	28	104	12	-
Weighted total	42	3	3	7	-	13	3	12	35	4	-
They are the stamps I have to hand	4	-	*	*	-	*	*	1	4	*	-
	9%	-%	*3%*	*1%*	-%	*%	*12%*	*5%*	*10%*	*8%*	-%
Value for money	15	-	1	2	-	3	*	3	14	3	-
	36%	-%	*48%*	*31%*	-%	*24%*	*11%*	*22%*	*41%*	*85%*	-%
Speed of delivery	8	-	*	1	-	1	*	1	8	2	-
	20%	-%	*4%*	*15%*	-%	*9%*	*3%*	*10%*	*23%*	*54%*	-%
It's cheaper	28	1	3	5	-	8	3	8	25	3	-
	67%	*33%*	*91%*	*66%*	-%	*66%*	*81%*	*68%*	*69%*	*92%*	-%
Value of the item to be sent	6	1	*	2	-	2	*	2	5	2	-
	14%	*34%*	*4%*	*32%*	-%	*18%*	*3%*	*19%*	*13%*	*56%*	-%
It's what I can afford	8	1	*	2	-	4	*	2	8	2	-
	19%	*34%*	*2%*	*30%*	-%	*27%*	*2%*	*19%*	*22%*	*54%*	-%
Other (please specify)	4	-	-	-	-	3	-	-	4	2	-
	10%	-%	-%	-%	-%	*23%*	-%	-%	*12%*	*55%*	-%
No particular reason (DO NOT READ OUT)	1	-	-	-	-	-	-	1	-	-	-
	3%	-%	-%	-%	-%	-%	-%	*9%*	-%	-%	-%
I don't know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	*	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

QN5. And which if any of these describe your reasons for using second class postage all or most of the time?
Base: All using second class postage all or most of the time (QN4a/b=4-5)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	116	19	64	9	-	33	40	8	-	102	64	45	66	104	1
Weighted total	42	7	16	2	-	8	13	3	-	35	18	12	21	36	*
They are the stamps I have to hand	4	*	1	*	-	*	*	-	-	3	1	*	3	3	-
	9%	5%	7%	12%	-%	6%	3%	-%	-%	9%	5%	1%	14%	9%	-%
Value for money	15	1	3	2	-	2	3	1	-	13	3	3	8	14	-
	36%	19%	18%	82%	-%	28%	23%	54%	-%	38%	16%	28%	41%	38%	-%
										b					
Speed of delivery	8	1	3	2	-	*	1	1	-	7	3	1	3	7	-
	20%	15%	16%	80%	-%	3%	10%	39%	-%	20%	14%	9%	16%	20%	-%
It's cheaper	28	3	13	2	-	5	9	1	-	24	14	7	15	26	*
	67%	45%	82%	88%	-%	58%	74%	43%	-%	67%	74%	62%	75%	71%	100%
Value of the item to be sent	6	2	2	2	-	1	1	1	-	6	3	2	4	5	-
	14%	30%	15%	82%	-%	19%	10%	43%	-%	16%	19%	20%	17%	13%	-%
It's what I can afford	8	1	3	2	-	2	4	2	-	8	3	4	6	8	-
	19%	19%	16%	80%	-%	30%	28%	81%	-%	22%	14%	29%	28%	22%	-%
Other (please specify)	4	1	2	1	-	1	3	1	-	4	2	3	2	4	-
	10%	14%	14%	38%	-%	12%	23%	37%	-%	12%	12%	24%	11%	12%	-%
No particular reason (DO NOT READ OUT)	1	1	-	-	-	-	-	-	-	1	1	-	1	1	-
	3%	14%	-%	-%	-%	-%	-%	-%	-%	3%	6%	-%	5%	3%	-%
I don't know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 221 (continuation)

QN5. And which if any of these describe your reasons for using second class postage all or most of the time?

Base: All using second class postage all or most of the time (QN4a/b=4-5)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	*c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	116	35	37	28	6	7	59	102	2	-	1	2
Weighted total	42	7	12	6	1	1	18	35	*	-	1	*
They are the stamps I have to hand	4	*	*	*	*	-	2	3	*	-	-	-
	9%	*6%*	*3%*	*2%*	*45%*	*-%*	*10%*	*10%*	*45%*	*-%*	*-%*	*-%*
Value for money	15	1	2	2	*	1	7	14	*	-	-	*
	36%	*12%*	*21%*	*35%*	*48%*	*92%*	*40%*	*40%*	*100%*	*-%*	*-%*	*100%*
Speed of delivery	8	*	1	*	*	1	2	7	*	-	-	-
	20%	*2%*	*10%*	*4%*	*17%*	*77%*	*13%*	*21%*	*100%*	*-%*	*-%*	*-%*
It's cheaper	28	4	9	3	*	1	14	25	*	-	1	-
	67%	*52%*	*76%* a	*53%*	*31%*	*88%*	*79%*	*72%*	*100%*	*-%*	*100%*	*-%*
Value of the item to be sent	6	*	1	1	*	1	3	5	*	-	-	-
	14%	*5%*	*11%*	*23%*	*24%*	*81%*	*14%*	*14%*	*100%*	*-%*	*-%*	*-%*
It's what I can afford	8	2	3	1	*	1	5	8	*	-	-	-
	19%	*34%*	*29%*	*22%*	*17%*	*77%*	*27%*	*23%*	*100%*	*-%*	*-%*	*-%*
Other (please specify)	4	2	3	-	-	1	2	4	-	-	-	-
	10%	*28%*	*24%*	*-%*	*-%*	*69%*	*12%*	*12%*	*-%*	*-%*	*-%*	*-%*
No particular reason (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	-	-	-
	3%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
I don't know (DO NOT READ OUT)	*	-	-	-	-	-	-	*	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QN5. And which if any of these describe your reasons for using second class postage all or most of the time?
Base: All using second class postage all or most of the time (QN4a/b=4-5)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	a	*b	*a	b
Unweighted total	**116**	112	92	113	99	113	60	110	23	-	90	4	19	91
Weighted total	**42**	39	28	40	33	41	20	38	8	-	31	1	7	32
They are the stamps I have to hand	**4**	4	2	4	2	4	2	4	*	-	2	-	*	3
	9%	*9%*	*6%*	*9%*	*5%*	*9%*	*9%*	*10%*	*5%*	*-%*	*5%*	*-%*	*4%*	*10%*
Value for money	**15**	14	8	14	11	15	7	14	3	-	10	1	3	12
	36%	*35%*	*30%*	*35%*	*34%*	*38%*	*33%*	*37%*	*43%*	*-%*	*32%*	*92%*	*36%*	*36%*
Speed of delivery	**8**	8	5	8	5	8	4	8	1	-	4	1	1	6
	20%	*21%*	*17%*	*21%*	*16%*	*20%*	*19%*	*22%*	*14%*	*-%*	*12%*	*70%*	*16%*	*19%*
It's cheaper	**28**	27	18	27	21	27	13	26	5	-	22	1	6	22
	67%	*69%*	*63%*	*69%*	*63%*	*66%*	*66%*	*67%*	*66%*	*-%*	*72%*	*78%*	*77%*	*67%*
Value of the item to be sent	**6**	6	3	6	3	6	4	6	2	-	3	1	2	4
	14%	*15%*	*10%*	*15%*	*9%*	*14%*	*19%*	*15%*	*29%*	*-%*	*8%*	*70%*	*29%*	*11%*
It's what I can afford	**8**	8	5	8	5	8	4	8	2	-	6	1	1	7
	19%	*20%*	*17%*	*20%*	*15%*	*19%*	*18%*	*21%*	*26%*	*-%*	*18%*	*70%*	*13%*	*22%*
Other (please specify)	**4**	4	4	4	4	4	3	4	2	-	3	1	2	2
	10%	*11%*	*14%*	*11%*	*13%*	*10%*	*16%*	*11%*	*29%*	*-%*	*10%*	*70%*	*27%*	*7%*
No particular reason (DO NOT READ OUT)	**1**	1	1	1	1	1	1	1	-	-	1	-	-	1
	3%	*3%*	*4%*	*3%*	*3%*	*3%*	*5%*	*3%*	*-%*	*-%*	*3%*	*-%*	*-%*	*3%*
I don't know (DO NOT READ OUT)	*	*	-	*	-	*	-	*	-	-	*	-	-	*
	1%	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QN5. And which if any of these describe your reasons for using second class postage all or most of the time?
Base: All using second class postage all or most of the time (QN4a/b=4-5)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*a	b	*c	*a	*b	c	a	b
Unweighted total	116	18	1	4	19	14	82	19	13	5	95	65	51
Weighted total	42	7	*	2	7	4	33	5	8	2	32	23	19
They are the stamps I have to hand	4	*	-	-	*	-	3	*	1	-	2	2	2
	9%	*5%*	*-%*	*-%*	*5%*	*-%*	*10%*	*6%*	*18%*	*-%*	*7%*	*9%*	*8%*
Value for money	15	2	-	-	3	2	12	2	4	1	10	8	7
	36%	*30%*	*-%*	*-%*	*46%*	*54%*	*36%*	*29%*	*47%*	*47%*	*33%*	*34%*	*40%*
Speed of delivery	8	1	-	-	2	2	6	1	2	1	5	4	5
	20%	*14%*	*-%*	*-%*	*28%*	*43%*	*18%*	*18%*	*30%*	*45%*	*15%*	*16%*	*25%*
It's cheaper	28	6	-	1	5	3	21	5	5	*	22	15	13
	67%	*79%*	*-%*	*45%*	*63%*	*81%*	*63%*	*84%*	*70%*	*11%*	*71%*	*64%*	*71%*
Value of the item to be sent	6	2	*	*	2	1	4	1	3	-	2	2	4
	14%	*29%*	*100%*	*5%*	*29%*	*27%*	*12%*	*18%*	*40%*	*-%*	*8%*	*10%*	*19%*
It's what I can afford	8	1	-	1	1	1	6	1	2	1	5	5	3
	19%	*14%*	*-%*	*49%*	*13%*	*27%*	*18%*	*20%*	*26%*	*47%*	*15%*	*20%*	*18%*
Other (please specify)	4	-	-	-	-	1	3	-	1	-	3	2	2
	10%	*-%*	*-%*	*-%*	*-%*	*27%*	*10%*	*-%*	*12%*	*-%*	*10%*	*9%*	*11%*
No particular reason (DO NOT READ OUT)	1	-	-	-	-	-	1	-	-	-	1	1	-
	3%	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*3%*	*5%*	*-%*
I don't know (DO NOT READ OUT)	*	-	-	-	-	-	*	-	*	-	-	*	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*4%*	*-%*	*-%*	*1%*	*-%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 221 (continuation)

QN5. And which if any of these describe your reasons for using second class postage all or most of the time?

Base: All using second class postage all or most of the time (QN4a/b=4-5)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices				Month
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr' 2018
Significance Level: 95%		a	*b	c	*d	*a	b	*c	d	a	b	*c	*d	
Unweighted total	116	112	16	50	26	16	40	5	90	31	52	7	19	116
Weighted total	42	40	3	14	7	3	12	1	28	10	18	3	7	42
They are the stamps I have to hand	4	4	*	*	*	*	*	-	2	*	3	-	1	4
	9%	9%	11%	3%	1%	11%	3%	-%	7%	1%	14% a	-%	12%	9%
Value for money	15	15	2	2	*	1	2	*	11	4	5	1	3	15
	36%	37% c	78%	18%	6%	21%	14%	8%	38% b	43%	30%	50%	41%	36%
Speed of delivery	8	8	1	1	*	-	1	*	6	1	5	1	1	8
	20%	21%	39%	9%	2%	-%	10%	4%	23%	12%	26%	44%	17%	20%
It's cheaper	28	27	2	9	5	2	8	*	19	9	11	3	4	28
	67%	67%	50%	64%	66%	70%	65%	16%	69%	88% b	59%	94%	48%	67%
Value of the item to be sent	6	6	1	2	1	*	2	1	4	1	2	*	2	6
	14%	15%	44%	18%	19%	6%	19%	84%	13%	12%	13%	6%	27%	14%
It's what I can afford	8	8	1	4	1	1	3	*	7	1	3	1	1	8
	19%	20%	39%	26%	18%	40%	28%	4%	25%	11%	20%	44%	13%	19%
Other (please specify)	4	4	-	3	-	1	3	-	3	1	2	-	-	4
	10%	10%	-%	21%	-%	36%	24%	-%	11%	9%	13%	-%	-%	10%
No particular reason (DO NOT READ OUT)	1	1	-	-	-	-	-	-	-	-	-	-	1	1
	3%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	14%	3%
I don't know (DO NOT READ OUT)	*	*	-	-	-	-	-	-	*	-	*	-	-	*
	1%	1%	-%	-%	-%	-%	-%	-%	1%	-%	2%	-%	-%	1%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

QN5. And which if any of these describe your reasons for using second class postage all or most of the time?
Base: All using second class postage all or most of the time (QN4a/b=4-5)

	Total base	Quarter
		Q2 2018
Unweighted total	**116**	116
Weighted total	**42**	42
They are the stamps I have to hand	**4**	4
	9%	*9%*
Value for money	**15**	15
	36%	*36%*
Speed of delivery	**8**	8
	20%	*20%*
It's cheaper	**28**	28
	67%	*67%*
Value of the item to be sent	**6**	6
	14%	*14%*
It's what I can afford	**8**	8
	19%	*19%*
Other (please specify)	**4**	4
	10%	*10%*
No particular reason (DO NOT READ OUT)	**1**	1
	3%	*3%*
I don't know (DO NOT READ OUT)	*	*
	1%	*1%*

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 222 Page 3964

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	*a	*b	*c	*d	*e
Unweighted total	130	49	33	29	19	81	22	18	6	7	13
Weighted total	47	42	2	2	1	5	16	11	1	1	2
Lower cost of postage	13	12	*	*	*	1	7	4	-	*	*
	28%	29%	12%	21%	34%	21%	43%	38%	-%	5%	19%
Lower cost of insurance	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Guarantee that the parcel would arrive on time	*	-	*	*	*	*	-	-	-	-	*
	*%	-%	2%	2%	7%	4%	-%	-%	-%	-%	3%
Better ability to track the delivery	1	1	*	*	*	*	-	-	-	*	*
	3%	3%	10%	2%	8%	7%	-%	-%	-%	17%	3%
Parcel less likely to get lost	2	2	-	-	-	-	-	-	-	-	-
	4%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%
		e									
Ability to select an express service	1	1	-	-	-	-	-	-	-	-	-
	2%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quicker delivery	6	5	*	*	*	1	2	1	-	*	*
	13%	13%	12%	13%	8%	11%	15%	11%	-%	11%	9%
More convenient for me to drop the parcel off	1	1	*	*	-	*	-	*	*	-	-
	3%	3%	5%	11%	-%	6%	-%	1%	7%	-%	-%
More convenient for me to have the parcel collected	5	4	*	*	*	1	1	2	*	*	-
	11%	10%	15%	7%	20%	13%	8%	19%	13%	5%	-%
More convenient for the recipient to take the delivery	1	1	*	*	-	*	-	*	*	-	-
	3%	3%	5%	2%	-%	3%	-%	1%	7%	-%	-%
Ability to set a specific date/time for delivery	1	1	*	-	-	*	-	-	-	-	*
	2%	3%	3%	-%	-%	1%	-%	-%	-%	-%	3%
Guarantee that the parcel would arrive intact	1	1	-	*	-	*	-	-	-	-	-
	2%	3%	-%	3%	-%	1%	-%	-%	-%	-%	-%
The business has a contract with the provider	2	2	-	*	-	*	-	-	-	-	1
	4%	4%	-%	5%	-%	2%	-%	-%	-%	-%	59%
Recommended by other	1	1	-	-	*	*	*	-	-	-	-
	2%	3%	-%	-%	3%	1%	*%	-%	-%	-%	-%
It's a decision taken by the business	3	3	*	*	*	*	-	1	*	-	*
	7%	7%	13%	2%	8%	8%	-%	10%	7%	-%	6%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?
Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	*a	*b	*c	*d	*e
Unweighted total	**130**	49	33	29	19	81	22	18	6	7	13
Weighted total	**47**	42	2	2	1	5	16	11	1	1	2
Other	**21**	19	1	1	*	2	8	4	1	1	*
	45%	*46%*	*43%*	*38%*	*26%*	*37%*	*48%*	*40%*	*87%*	*67%*	*9%*
NET: Convenience	**5**	4	*	*	*	1	1	2	*	*	-
	11%	*10%*	*18%*	*20%*	*20%*	*19%*	*8%*	*20%*	*13%*	*5%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 222 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	130	5	7	22	3	6	13	10	11	8	85	21	14	10
Weighted total	47	5	4	6	2	3	7	4	5	7	43	3	1	1
Lower cost of postage	13	3	1	*	1	1	-	2	2	1	12	*	1	*
	28%	*60%*	*36%*	*3%*	*50%*	*33%*	*-%*	*61%*	*39%*	*14%*	*28%*	*18%*	*42%*	*48%*
Lower cost of insurance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Guarantee that the parcel would arrive on time	*	-	-	*	-	-	-	-	-	-	*	*	*	*
	**%*	-%	-%	*1%*	-%	-%	-%	-%	-%	-%	**%*	*2%*	*4%*	*6%*
Better ability to track the delivery	1	-	-	1	-	-	-	-	*	*	1	-	-	*
	3%	-%	-%	*18%*	-%	-%	-%	-%	*3%*	*2%*	*3%*	-%	-%	*6%*
Parcel less likely to get lost	2	-	-	2	-	-	-	-	-	-	2	-	-	-
	4%	-%	-%	*34%*	-%	-%	-%	-%	-%	-%	*5%*	-%	-%	-%
Ability to select an express service	1	-	-	1	-	-	-	-	-	-	1	-	-	-
	2%	-%	-%	*17%*	-%	-%	-%	-%	-%	-%	*2%*	-%	-%	-%
Quicker delivery	6	1	-	1	-	*	*	-	1	2	6	*	-	*
	13%	*20%*	-%	*19%*	-%	*4%*	*1%*	-%	*22%*	*29%*	*13%*	*18%*	-%	*13%*
More convenient for me to drop the parcel off	1	-	*	1	-	-	*	-	-	-	1	-	-	-
	3%	-%	*4%*	*19%*	-%	-%	*1%*	-%	-%	-%	*3%*	-%	-%	-%
More convenient for me to have the parcel collected	5	-	*	1	*	-	*	2	-	1	5	*	*	*
	11%	-%	*4%*	*20%*	*6%*	-%	*1%*	*58%*	-%	*14%*	*11%*	*11%*	*8%*	*19%*
More convenient for the recipient to take the delivery	1	-	-	1	-	-	-	-	-	-	1	-	*	-
	3%	-%	-%	*19%*	-%	-%	-%	-%	-%	-%	*3%*	-%	*4%*	-%
Ability to set a specific date/time for delivery	1	-	-	1	-	-	-	*	-	-	1	-	-	-
	2%	-%	-%	*17%*	-%	-%	-%	*2%*	-%	-%	*3%*	-%	-%	-%
Guarantee that the parcel would arrive intact	1	-	-	1	-	-	*	-	-	-	1	-	-	-
	2%	-%	-%	*17%*	-%	-%	*1%*	-%	-%	-%	*3%*	-%	-%	-%
The business has a contract with the provider	2	-	-	-	1	-	1	-	-	-	2	*	*	-
	4%	-%	-%	-%	*44%*	-%	*14%*	-%	-%	-%	*4%*	*2%*	*4%*	-%
Recommended by other	1	-	-	-	-	-	-	-	1	-	1	-	*	-
	2%	-%	-%	-%	-%	-%	-%	-%	*21%*	-%	*2%*	-%	*4%*	-%
It's a decision taken by the business	3	-	-	1	-	1	1	*	-	-	3	*	*	-
	7%	-%	-%	*20%*	-%	*30%*	*17%*	*2%*	-%	-%	*8%*	*3%*	*4%*	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 05/02/19

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?
Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	***f**	***g**	***h**	***i**	j	***k**	***l**	***m**
Unweighted total	**130**	5	7	22	3	6	13	10	11	8	85	21	14	10
Weighted total	**47**	5	4	6	2	3	7	4	5	7	43	3	1	1
Other	**21**	2	2	3	-	2	5	*	1	3	19	1	*	*
	45%	*40%*	*60%*	*55%*	*-%*	*63%*	*82%*	*8%*	*16%*	*41%*	*45%*	*50%*	*40%*	*19%*
NET: Convenience	**5**	-	*	1	*	-	*	2	-	1	5	*	*	*
	11%	*-%*	*8%*	*21%*	*6%*	*-%*	*2%*	*58%*	*-%*	*14%*	*11%*	*11%*	*11%*	*19%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?
Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	***b**	***c**	***d**	e	***f**	***g**	h	a	b	a	***b**
Unweighted total	**130**	2	23	5	11	31	4	9	45	89	41	106	24
Weighted total	**47**	*	8	2	6	12	1	4	14	37	11	40	8
Lower cost of postage	**13**	*	2	1	2	6	-	-	2	10	3	12	1
	28%	*50%*	*27%*	*74%*	*35%*	*51%* h	*-%*	*-%*	*12%*	*28%*	*27%*	*30%*	*17%*
Lower cost of insurance	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Guarantee that the parcel would arrive on time	*	-	*	-	-	-	-	*	*	*	*	*	*
	****%***	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*2%*	**%*	**%*	**%*	**%*	*2%*
Better ability to track the delivery	**1**	-	*	-	-	*	-	*	1	1	*	1	-
	3%	*-%*	*2%*	*-%*	*-%*	*1%*	*-%*	*1%*	*7%*	*3%*	*3%*	*4%*	*-%*
Parcel less likely to get lost	**2**	-	-	-	-	-	-	1	1	2	-	1	1
	4%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*24%*	*7%*	*6%*	*-%*	*3%*	*14%*
Ability to select an express service	**1**	-	-	-	-	-	-	-	1	1	-	1	-
	2%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*3%*	*-%*	*3%*	*-%*
Quicker delivery	**6**	-	1	-	*	*	*	1	3	6	*	4	2
	13%	*-%*	*12%*	*-%*	*2%*	*2%*	*49%*	*24%*	*23%* e	*16%* b	*4%*	*10%*	*29%*
More convenient for me to drop the parcel off	**1**	-	*	-	-	*	-	-	1	1	*	1	*
	3%	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*9%*	*3%*	*1%*	*3%*	*2%*
More convenient for me to have the parcel collected	**5**	*	-	*	*	2	-	1	1	5	*	5	*
	11%	*50%*	*-%*	*6%*	*1%*	*19%*	*-%*	*24%*	*10%*	*13%*	*4%*	*13%*	*1%*
More convenient for the recipient to take the delivery	**1**	-	-	-	-	*	-	-	1	1	*	1	*
	3%	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*8%*	*3%*	**%*	*3%*	*1%*
Ability to set a specific date/time for delivery	**1**	-	*	-	-	-	-	-	1	1	-	1	-
	2%	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*3%*	*-%*	*3%*	*-%*
Guarantee that the parcel would arrive intact	**1**	-	-	-	-	-	-	-	1	1	*	1	-
	2%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*3%*	*1%*	*3%*	*-%*
The business has a contract with the provider	**2**	-	*	-	1	1	-	-	-	*	2	1	1
	4%	*-%*	*1%*	*-%*	*17%*	*8%*	*-%*	*-%*	*-%*	**%*	*17%* a	*2%*	*13%*
Recommended by other	**1**	-	-	-	-	-	-	-	1	1	-	1	-
	2%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*3%*	*-%*	*3%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?
Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	***b**	***c**	***d**	e	***f**	***g**	h	a	b	a	***b**
Unweighted total	**130**	2	23	5	11	31	4	9	45	89	41	106	24
Weighted total	**47**	*	8	2	6	12	1	4	14	37	11	40	8
It's a decision taken by the business	**3**	-	*	*	-	1	-	-	2	3	*	3	-
	7%	*-%*	*1%*	*4%*	*-%*	*8%*	*-%*	*-%*	*17%*	*9%*	*2%*	*9%*	*-%*
Other	**21**	-	5	*	4	4	*	2	6	16	5	18	3
	45%	*-%*	*57%*	*20%*	*62%*	*29%*	*51%*	*51%*	*45%*	*45%*	*44%*	*46%*	*38%*
NET: Convenience	**5**	*	*	*	*	2	-	1	2	5	1	5	*
	11%	*50%*	*1%*	*6%*	*1%*	*19%*	*-%*	*24%*	*12%*	*13%*	*6%*	*13%*	*3%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?
Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	*b	c
Unweighted total	130	125	5	62	21	47
Weighted total	47	44	4	24	5	18
Lower cost of postage	13	13	-	6	1	6
	28%	*30%*	*-%*	*26%*	*20%*	*33%*
Lower cost of insurance	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
Guarantee that the parcel would arrive on time	*	*	-	*	*	*
	**%*	**%*	*-%*	**%*	*1%*	**%*
Better ability to track the delivery	1	1	-	1	*	*
	3%	*3%*	*-%*	*5%*	*1%*	*2%*
Parcel less likely to get lost	2	2	-	2	-	-
	4%	*5%*	*-%*	*9%* c	*-%*	*-%*
Ability to select an express service	1	1	-	1	-	-
	2%	*2%*	*-%*	*4%*	*-%*	*-%*
Quicker delivery	6	5	1	4	*	2
	13%	*11%*	*39%*	*18%*	*4%*	*8%*
More convenient for me to drop the parcel off	1	1	-	1	*	*
	3%	*3%*	*-%*	*5%*	*4%*	**%*
More convenient for me to have the parcel collected	5	5	-	2	1	2
	11%	*12%*	*-%*	*7%*	*22%*	*13%*
More convenient for the recipient to take the delivery	1	1	-	1	-	*
	3%	*3%*	*-%*	*5%*	*-%*	**%*
Ability to set a specific date/time for delivery	1	1	-	1	-	*
	2%	*3%*	*-%*	*4%*	*-%*	**%*
Guarantee that the parcel would arrive intact	1	1	-	1	-	-
	2%	*3%*	*-%*	*5%*	*-%*	*-%*
The business has a contract with the provider	2	1	1	1	*	1
	4%	*2%*	*27%*	*4%*	*1%*	*5%*
Recommended by other	1	1	-	-	*	1
	2%	*3%*	*-%*	*-%*	*1%*	*6%*
It's a decision taken by the business	3	3	-	3	*	*
	7%	*8%*	*-%*	*13%* c	*2%*	*1%*

Columns Tested: a,b - a,b,c

Produced by OLR
Issue date: 05/02/19

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?
Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	***b**	a	***b**	c
Unweighted total	**130**	125	5	62	21	47
Weighted total	**47**	44	4	24	5	18
Other	**21**	20	1	12	2	7
	45%	*45%*	*35%*	*49%*	*47%*	*39%*
NET: Convenience	**5**	5	-	2	1	2
	11%	*12%*	*-%*	*8%*	*25%*	*13%*

Columns Tested: a,b - a,b,c

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?
Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	130	67	45	15	2	1	-	-	-	112	18	8	59	63
Weighted total	47	31	11	5	*	*	-	-	-	42	5	6	25	17
Lower cost of postage	13	9	3	1	-	*	-	-	-	12	1	2	7	4
	28%	*29%*	*26%*	*25%*	-%	*100%*	-%	-%	-%	*28%*	*26%*	*37%*	*27%*	*26%*
Lower cost of insurance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Guarantee that the parcel would arrive on time	*	*	*	-	-	-	-	-	-	*	-	-	*	*
	*%	*%	*1%*	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*1%*
Better ability to track the delivery	1	1	*	*	*	-	-	-	-	1	*	-	1	*
	3%	*4%*	*%	*3%*	*68%*	-%	-%	-%	-%	*3%*	*5%*	-%	*4%*	*2%*
Parcel less likely to get lost	2	2	-	-	-	-	-	-	-	2	-	-	2	-
	4%	*7%*	-%	-%	-%	-%	-%	-%	-%	*5%*	-%	-%	*8%* c	-%
Ability to select an express service	1	1	-	-	-	-	-	-	-	1	-	-	1	-
	2%	*3%*	-%	-%	-%	-%	-%	-%	-%	*3%*	-%	-%	*4%*	-%
Quicker delivery	6	5	*	1	-	-	-	-	-	5	1	1	3	2
	13%	*15%* b	*3%*	*24%*	-%	-%	-%	-%	-%	*12%*	*23%*	*18%*	*14%*	*9%*
More convenient for me to drop the parcel off	1	1	*	-	-	-	-	-	-	1	-	-	1	*
	3%	*4%*	*%	-%	-%	-%	-%	-%	-%	*3%*	-%	-%	*5%*	*%
More convenient for me to have the parcel collected	5	4	2	-	-	-	-	-	-	5	-	-	4	2
	11%	*11%*	*15%*	-%	-%	-%	-%	-%	-%	*12%*	-%	-%	*14%*	*10%*
More convenient for the recipient to take the delivery	1	1	*	-	-	-	-	-	-	1	-	-	1	*
	3%	*4%*	*%	-%	-%	-%	-%	-%	-%	*3%*	-%	-%	*5%*	*%
Ability to set a specific date/time for delivery	1	1	-	-	*	-	-	-	-	1	*	-	1	*
	2%	*3%*	-%	-%	*32%*	-%	-%	-%	-%	*3%*	*1%*	-%	*4%*	*%
Guarantee that the parcel would arrive intact	1	1	-	-	-	-	-	-	-	1	-	-	1	-
	2%	*4%*	-%	-%	-%	-%	-%	-%	-%	*3%*	-%	-%	*4%*	-%
The business has a contract with the provider	2	2	-	-	-	-	-	-	-	2	-	-	2	-
	4%	*6%*	-%	-%	-%	-%	-%	-%	-%	*5%*	-%	-%	*8%* c	-%
Recommended by other	1	-	1	-	-	-	-	-	-	1	-	-	-	1
	2%	-%	*10%* a	-%	-%	-%	-%	-%	-%	*3%*	-%	-%	-%	*7%* b

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?
Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	***c**	***d**	***e**	***f**	***g**	***h**	i	***j**	***a**	b	c
Unweighted total	**130**	67	45	15	2	1	-	-	-	112	18	8	59	63
Weighted total	**47**	31	11	5	*	*	-	-	-	42	5	6	25	17
It's a decision taken by the business	**3**	3	*	*	-	-	-	-	-	3	*	-	3	*
	7%	*11%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*1%*	*-%*	*13%* c	*1%*
Other	**21**	13	5	2	*	-	-	-	-	19	3	3	11	8
	45%	*44%*	*47%*	*47%*	*32%*	*-%*	*-%*	*-%*	*-%*	*44%*	*46%*	*45%*	*43%*	*46%*
NET: Convenience	**5**	4	2	-	-	-	-	-	-	5	-	-	4	2
	11%	*12%*	*15%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*13%*	*-%*	*-%*	*15%*	*10%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 222 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	130	108	91	118	93	56	104	94	18	2	1	3	-	-
Weighted total	47	32	26	39	34	16	33	33	3	1	*	1	-	-
Lower cost of postage	13	10	7	10	10	5	11	9	*	1	-	-	-	-
	28%	*31%*	*25%*	*26%*	*29%*	*32%*	*34%*	*27%*	*1%*	*95%*	-%	-%	-%	-%
Lower cost of insurance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Guarantee that the parcel would arrive on time	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	*%	*1%*	*1%*	*%*	*%*	*%*	*%*	*1%*	-%	-%	-%	-%	-%	-%
Better ability to track the delivery	1	*	1	1	1	*	*	1	*	-	-	-	-	-
	3%	*1%*	*5%*	*3%*	*4%*	*1%*	*1%*	*4%*	*3%*	-%	-%	-%	-%	-%
Parcel less likely to get lost	2	-	2	2	1	1	-	2	-	-	-	-	-	-
	4%	-%	*8%* af	*5%* af	*3%*	*7%* af	-%	*6%*	-%	-%	-%	-%	-%	-%
Ability to select an express service	1	-	1	1	1	-	-	1	-	-	-	-	-	-
	2%	-%	*4%* af	*3%*	*3%*	-%	-%	*3%*	-%	-%	-%	-%	-%	-%
Quicker delivery	6	4	2	5	4	4	4	3	1	-	*	1	-	-
	13%	*12%*	*9%*	*13%*	*11%*	*22%* b	*11%*	*8%*	*36%*	-%	*100%*	*92%*	-%	-%
More convenient for me to drop the parcel off	1	*	1	1	1	*	*	1	*	-	-	-	-	-
	3%	*1%*	*5%*	*4%*	*3%*	*1%*	*1%*	*4%*	*5%*	-%	-%	-%	-%	-%
More convenient for me to have the parcel collected	5	2	3	3	5	*	2	3	*	-	-	-	-	-
	11%	*6%*	*11%*	*8%*	*15%* aef	*3%*	*6%*	*9%*	*5%*	-%	-%	-%	-%	-%
More convenient for the recipient to take the delivery	1	*	1	1	1	*	*	1	-	-	-	-	-	-
	3%	*%*	*5%*	*3%*	*3%*	*%*	*%*	*4%*	-%	-%	-%	-%	-%	-%
Ability to set a specific date/time for delivery	1	*	1	1	1	*	*	1	*	-	-	-	-	-
	2%	*%*	*4%*	*3%*	*3%*	*%*	*%*	*3%*	*2%*	-%	-%	-%	-%	-%
Guarantee that the parcel would arrive intact	1	-	1	1	1	-	*	1	-	-	-	-	-	-
	2%	-%	*4%* a	*3%*	*3%*	-%	*%*	*3%*	-%	-%	-%	-%	-%	-%
The business has a contract with the provider	2	2	1	2	1	1	2	2	-	-	-	-	-	-
	4%	*6%*	*4%*	*5%*	*3%*	*6%*	*6%*	*6%*	-%	-%	-%	-%	-%	-%
Recommended by other	1	1	1	1	1	1	1	*	1	-	-	-	-	-
	2%	*3%*	*4%*	*3%*	*3%*	*7%*	*3%*	*%*	*31%*	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 05/02/19

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?
Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	**130**	108	91	118	93	56	104	94	18	2	1	3	-	-
Weighted total	**47**	32	26	39	34	16	33	33	3	1	*	1	-	-
It's a decision taken by the business	**3**	2	2	3	2	*	2	3	-	*	-	*	-	-
	7%	*7%*	*9%*	*9%*	*7%*	*1%*	*7%*	*10%*	*-%*	*5%*	*-%*	*4%*	*-%*	*-%*
			e											
Other	**21**	14	12	18	14	5	13	17	1	-	-	*	-	-
	45%	*43%*	*48%*	*47%*	*40%*	*34%*	*39%*	*53%*	*20%*	*-%*	*-%*	*4%*	*-%*	*-%*
NET: Convenience	**5**	2	3	3	5	1	2	3	*	-	-	-	-	-
	11%	*7%*	*12%*	*9%*	*15%*	*4%*	*7%*	*9%*	*9%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?
Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	b	*c	d	*e
Unweighted total	130	86	6	-	-	1	-	-	1	23	30	26	38	1
Weighted total	47	31	2	-	-	*	-	-	*	13	11	8	6	*
Lower cost of postage	13	9	1	-	-	*	-	-	*	3	3	3	2	-
	28%	27%	51%	-%	-%	100%	-%	-%	100%	23%	26%	32%	25%	-%
Lower cost of insurance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Guarantee that the parcel would arrive on time	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	2%	-%
Better ability to track the delivery	1	1	-	-	-	-	-	-	-	1	-	*	*	-
	3%	4%	-%	-%	-%	-%	-%	-%	-%	8%	-%	1%	3%	-%
Parcel less likely to get lost	2	1	-	-	-	-	-	-	-	2	-	-	-	-
	4%	3%	-%	-%	-%	-%	-%	-%	-%	16%	-%	-%	-%	-%
Ability to select an express service	1	1	-	-	-	-	-	-	-	1	-	-	-	-
	2%	3%	-%	-%	-%	-%	-%	-%	-%	8%	-%	-%	-%	-%
Quicker delivery	6	4	-	-	-	-	-	-	-	4	*	*	1	-
	13%	12%	-%	-%	-%	-%	-%	-%	-%	26%	*%	3%	20% b	-%
More convenient for me to drop the parcel off	1	1	-	-	-	-	-	-	-	1	-	*	*	-
	3%	4%	-%	-%	-%	-%	-%	-%	-%	8%	-%	3%	1%	-%
More convenient for me to have the parcel collected	5	5	-	-	-	-	-	-	-	1	1	*	*	-
	11%	16%	-%	-%	-%	-%	-%	-%	-%	8%	13%	1%	6%	-%
More convenient for the recipient to take the delivery	1	1	-	-	-	-	-	-	-	1	-	*	-	-
	3%	4%	-%	-%	-%	-%	-%	-%	-%	8%	-%	1%	-%	-%
Ability to set a specific date/time for delivery	1	1	*	-	-	-	-	-	-	1	-	-	*	-
	2%	3%	3%	-%	-%	-%	-%	-%	-%	8%	-%	-%	1%	-%
Guarantee that the parcel would arrive intact	1	1	-	-	-	-	-	-	-	1	-	-	-	-
	2%	4%	-%	-%	-%	-%	-%	-%	-%	8%	-%	-%	-%	-%
The business has a contract with the provider	2	1	-	-	-	-	-	-	-	1	-	1	-	-
	4%	3%	-%	-%	-%	-%	-%	-%	-%	7%	-%	12%	-%	-%
Recommended by other	1	1	-	-	-	-	-	-	-	-	-	-	1	-
	2%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	18% b	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?
Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	b	*c	d	*e
Unweighted total	**130**	86	6	-	-	1	-	-	1	23	30	26	38	1
Weighted total	**47**	31	2	-	-	*	-	-	*	13	11	8	6	*
It's a decision taken by the business	**3**	2	-	-	-	-	-	-	-	1	1	1	*	-
	7%	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*9%*	*16%*	*2%*	*-%*
Other	**21**	13	1	-	-	-	-	-	-	6	7	4	2	*
	45%	*40%*	*49%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*42%*	*63%* d	*46%*	*28%*	*100%*
NET: Convenience	**5**	5	-	-	-	-	-	-	-	1	1	*	*	-
	11%	*16%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*9%*	*13%*	*5%*	*6%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?
Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	c	a	*b	a	*b
Unweighted total	130	25	20	20	25	3	56	4	33	102	28	101	17
Weighted total	47	10	6	7	10	1	24	*	9	36	12	32	7
Lower cost of postage	13	3	2	3	1	1	9	*	1	11	2	9	1
	28%	*28%*	*26%*	*46%*	*15%*	*75%*	*36%* c	*44%*	*11%*	*30%*	*21%*	*27%*	*20%*
Lower cost of insurance	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Guarantee that the parcel would arrive on time	*	*	-	*	-	-	-	-	*	*	-	*	-
	**%*	*1%*	-%	*1%*	-%	-%	-%	-%	*1%*	*1%*	-%	*1%*	-%
Better ability to track the delivery	1	1	-	*	*	-	*	-	1	*	1	*	1
	3%	*11%*	-%	*1%*	*3%*	-%	*1%*	-%	*13%* a	*1%*	*10%*	*1%*	*15%*
Parcel less likely to get lost	2	1	-	-	-	-	-	-	1	-	2	-	2
	4%	*11%*	-%	-%	-%	-%	-%	-%	*11%* a	-%	*18%*	-%	*30%*
Ability to select an express service	1	1	-	-	-	-	-	-	1	-	1	-	1
	2%	*11%*	-%	-%	-%	-%	-%	-%	*11%* a	-%	*9%*	-%	*15%*
Quicker delivery	6	2	*	1	1	-	1	*	2	5	1	4	1
	13%	*16%*	*1%*	*16%*	*12%*	-%	*5%*	*17%*	*26%* a	*14%*	*10%*	*12%*	*16%*
More convenient for me to drop the parcel off	1	1	-	*	-	-	*	-	1	*	1	*	1
	3%	*11%*	-%	*1%*	-%	-%	*%*	-%	*11%* a	*1%*	*9%*	*1%*	*16%*
More convenient for me to have the parcel collected	5	3	1	*	1	-	3	*	2	2	3	2	1
	11%	*28%*	*16%*	*2%*	*11%*	-%	*13%*	*17%*	*18%*	*5%*	*29%*	*6%*	*17%*
More convenient for the recipient to take the delivery	1	1	*	*	-	-	*	-	1	*	1	*	1
	3%	*11%*	*1%*	*1%*	-%	-%	*%*	-%	*12%* a	*%*	*9%*	*%*	*15%*
Ability to set a specific date/time for delivery	1	1	-	-	-	*	*	-	1	-	1	*	1
	2%	*11%*	-%	-%	-%	*4%*	*%*	-%	*11%* a	-%	*9%*	*%*	*15%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?
Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	c	a	*b	a	*b
Unweighted total	**130**	25	20	20	25	3	56	4	33	102	28	101	17
Weighted total	**47**	10	6	7	10	1	24	*	9	36	12	32	7
Guarantee that the parcel would arrive intact	**1**	1	-	-	-	-	-	-	1	*	1	-	1
	2%	*12%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*12%* a	**%*	*9%*	*-%*	*15%*
The business has a contract with the provider	**2**	-	-	1	-	-	1	-	-	2	-	2	-
	4%	*-%*	*-%*	*14%*	*-%*	*-%*	*4%*	*-%*	*-%*	*5%*	*-%*	*6%*	*-%*
Recommended by other	**1**	-	-	*	1	-	1	-	*	1	-	1	-
	2%	*-%*	*-%*	*1%*	*11%*	*-%*	*4%*	*-%*	**%*	*3%*	*-%*	*4%*	*-%*
It's a decision taken by the business	**3**	1	1	*	*	-	*	-	2	2	1	2	1
	7%	*12%*	*15%*	*2%*	*1%*	*-%*	*1%*	*-%*	*23%* a	*7%*	*9%*	*8%*	*15%*
Other	**21**	4	4	1	5	*	10	*	4	15	7	14	4
	45%	*39%*	*57%*	*20%*	*47%*	*25%*	*40%*	*21%*	*42%*	*41%*	*56%*	*43%*	*61%*
NET: Convenience	**5**	3	1	*	1	-	3	*	2	2	3	2	1
	11%	*28%*	*17%*	*2%*	*11%*	*-%*	*13%*	*17%*	*18%*	*6%*	*29%*	*7%*	*17%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?
Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	a	b	a	b	*c	*d
Unweighted total	130	11	21	28	7	60	33	46	97	27	-
Weighted total	47	8	5	10	3	22	12	12	28	6	-
Lower cost of postage	13	4	*	4	*	6	4	5	7	*	-
	28%	*48%*	*8%*	*42%*	*2%*	*28%*	*31%*	*40%*	*26%*	*5%*	-%
Lower cost of insurance	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Guarantee that the parcel would arrive on time	*	-	*	-	*	*	*	*	*	*	-
	**%*	-%	*1%*	-%	*2%*	**%*	**%*	**%*	*1%*	*1%*	-%
Better ability to track the delivery	1	-	*	-	-	*	1	*	*	*	-
	3%	-%	*3%*	-%	-%	*1%*	*10%* a	**%*	*1%*	*1%*	-%
Parcel less likely to get lost	2	-	-	-	1	-	1	-	-	-	-
	4%	-%	-%	-%	*31%*	-%	*9%* a	-%	-%	-%	-%
Ability to select an express service	1	-	-	-	-	-	1	-	-	-	-
	2%	-%	-%	-%	-%	-%	*9%* a	-%	-%	-%	-%
Quicker delivery	6	1	*	*	2	3	1	*	4	1	-
	13%	*13%*	*2%*	*2%*	*62%*	*12%*	*10%*	*4%*	*13%*	*9%*	-%
More convenient for me to drop the parcel off	1	-	*	*	*	-	1	*	*	*	-
	3%	-%	*1%*	*1%*	*2%*	-%	*9%* a	*1%*	*1%*	*1%*	-%
More convenient for me to have the parcel collected	5	-	1	*	*	1	3	2	2	*	-
	11%	-%	*23%*	*2%*	*2%*	*7%*	*29%* a	*14%*	*7%*	*3%*	-%
More convenient for the recipient to take the delivery	1	-	*	*	-	*	1	*	*	*	-
	3%	-%	*1%*	*1%*	-%	**%*	*9%* a	*1%*	*1%*	*1%*	-%
Ability to set a specific date/time for delivery	1	-	*	*	-	-	1	*	*	-	-
	2%	-%	*1%*	*1%*	-%	-%	*9%* a	**%*	**%*	-%	-%
Guarantee that the parcel would arrive intact	1	-	-	-	-	*	1	-	-	-	-
	2%	-%	-%	-%	-%	**%*	*9%* a	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?
Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	***b**	***a**	***b**	a	b	a	b	***c**	***d**
Unweighted total	**130**	11	21	28	7	60	33	46	97	27	-
Weighted total	**47**	8	5	10	3	22	12	12	28	6	-
The business has a contract with the provider	**2**	-	-	1	-	1	-	1	2	1	-
	4%	*-%*	*-%*	*9%*	*-%*	*4%*	*-%*	*7%*	*7%*	*16%*	*-%*
Recommended by other	**1**	-	-	-	-	1	-	-	1	-	-
	2%	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*	*-%*	*4%*	*-%*	*-%*
It's a decision taken by the business	**3**	-	*	*	-	1	1	1	2	1	-
	7%	*-%*	*1%*	*1%*	*-%*	*5%*	*9%*	*9%*	*9%*	*19%*	*-%*
Other	**21**	4	4	6	1	8	5	4	13	3	-
	45%	*50%*	*65%*	*54%*	*33%*	*38%*	*45%*	*36%*	*44%*	*49%*	*-%*
NET: Convenience	**5**	-	1	*	*	1	3	2	2	*	-
	11%	*-%*	*23%*	*2%*	*2%*	*7%*	*29%* a	*14%*	*8%*	*3%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 222 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	130	43	80	24	-	67	63	27	-	96	76	72	88	71	3
Weighted total	47	12	23	6	-	22	24	7	-	29	20	26	27	19	*
Lower cost of postage	13	4	4	*	-	8	5	1	-	9	4	7	5	4	-
	28%	31%	18%	3%	-%	36% b	20%	20%	-%	30%	20%	26%	19%	23%	-%
Lower cost of insurance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Guarantee that the parcel would arrive on time	*	*	*	*	-	*	*	*	-	*	*	*	*	*	-
	*%	*%	1%	1%	-%	*%	*%	1%	-%	1%	1%	*%	1%	1%	-%
Better ability to track the delivery	1	1	1	1	-	*	1	*	-	*	*	*	*	*	-
	3%	9%	6%	17%	-%	2%	5%	2%	-%	1%	1%	1%	1%	1%	-%
Parcel less likely to get lost	2	2	2	2	-	-	1	-	-	-	-	-	-	-	-
	4%	17%	9%	33%	-%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%
Ability to select an express service	1	1	1	1	-	-	1	-	-	-	-	-	-	-	-
	2%	9%	5%	16%	-%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%
Quicker delivery	6	1	2	1	-	2	4	*	-	4	1	4	4	2	*
	13%	9%	11%	18%	-%	8%	15%	6%	-%	14%	7%	14%	14%	13%	26%
More convenient for me to drop the parcel off	1	1	1	1	-	-	1	*	-	*	*	*	*	*	-
	3%	10%	5%	16%	-%	-%	5%	1%	-%	1%	1%	*%	1%	1%	-%
More convenient for me to have the parcel collected	5	2	3	1	-	4	3	*	-	2	2	3	2	2	-
	11%	20%	12%	19%	-%	16%	11%	2%	-%	6%	8%	10%	6%	9%	-%
More convenient for the recipient to take the delivery	1	1	1	1	-	*	1	*	-	*	*	*	*	*	-
	3%	9%	5%	16%	-%	*%	5%	1%	-%	1%	1%	*%	1%	*%	-%
Ability to set a specific date/time for delivery	1	1	1	1	-	*	1	-	-	*	-	*	-	*	-
	2%	9%	5%	16%	-%	*%	5%	-%	-%	*%	-%	*%	-%	*%	-%
Guarantee that the parcel would arrive intact	1	1	1	1	-	*	1	*	-	-	-	*	-	-	-
	2%	9%	5%	16%	-%	*%	5%	1%	-%	-%	-%	*%	-%	-%	-%
The business has a contract with the provider	2	1	1	1	-	-	1	-	-	2	1	1	2	2	-
	4%	8%	4%	14%	-%	-%	4%	-%	-%	7%	5%	4%	7%	10%	-%
Recommended by other	1	-	1	-	-	1	1	-	-	1	1	1	1	*	-
	2%	-%	5%	-%	-%	5%	5%	-%	-%	4%	6%	4%	4%	*%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 05/02/19

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?
Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	***c**	***d**	a	b	***c**	***d**	a	b	c	a	b	***c**
Unweighted total	**130**	43	80	24	-	67	63	27	-	96	76	72	88	71	3
Weighted total	**47**	12	23	6	-	22	24	7	-	29	20	26	27	19	*
It's a decision taken by the business	**3**	1	2	1	-	1	2	1	-	2	1	1	2	1	-
	7%	*10%*	*11%*	*17%*	*-%*	*5%*	*10%*	*14%*	*-%*	*8%*	*7%*	*5%*	*9%*	*8%*	*-%*
Other	**21**	5	12	3	-	7	10	4	-	11	10	10	13	9	*
	45%	*37%*	*52%*	*45%*	*-%*	*33%*	*43%*	*56%*	*-%*	*37%*	*51%*	*40%*	*48%*	*47%*	*74%*
NET: Convenience	**5**	3	3	1	-	4	3	*	-	2	2	3	2	2	-
	11%	*22%*	*13%*	*19%*	*-%*	*17%*	*12%*	*2%*	*-%*	*7%*	*10%*	*10%*	*8%*	*10%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 222 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted total	130	58	40	51	20	16	87	72	7	2	5	-
Weighted total	47	20	14	17	4	2	29	19	2	*	4	-
Lower cost of postage	13	3	2	6	*	*	6	6	*	-	2	-
	28%	13%	18%	37% a	8%	15%	21%	33%	7%	-%	51%	-%
Lower cost of insurance	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Guarantee that the parcel would arrive on time	*	*	*	*	-	-	*	*	-	-	-	-
	*%	1%	*%	*%	-%	-%	1%	1%	-%	-%	-%	-%
Better ability to track the delivery	1	1	1	*	*	*	*	*	-	-	-	-
	3%	6%	8%	2%	2%	10%	1%	2%	-%	-%	-%	-%
Parcel less likely to get lost	2	1	1	-	-	-	-	-	-	-	-	-
	4%	5%	8% c	-%	-%	-%	-%	-%	-%	-%	-%	-%
Ability to select an express service	1	1	1	-	-	-	-	-	-	-	-	-
	2%	5%	8% c	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quicker delivery	6	3	2	1	*	*	4	2	*	*	1	-
	13%	13%	17% c	3%	12%	7%	13%	13%	4%	16%	28%	-%
More convenient for me to drop the parcel off	1	1	1	-	*	*	*	*	-	-	-	-
	3%	6%	8% c	-%	2%	3%	1%	1%	-%	-%	-%	-%
More convenient for me to have the parcel collected	5	3	2	2	*	*	2	2	1	-	-	-
	11%	13%	12%	13%	3%	10%	6%	8%	44%	-%	-%	-%
More convenient for the recipient to take the delivery	1	1	1	-	*	*	*	*	-	-	-	-
	3%	6%	8% c	-%	2%	3%	1%	1%	-%	-%	-%	-%
Ability to set a specific date/time for delivery	1	1	1	*	-	-	-	*	-	-	-	-
	2%	5%	8%	*%	-%	-%	-%	*%	-%	-%	-%	-%
Guarantee that the parcel would arrive intact	1	1	1	*	*	-	*	*	-	-	-	-
	2%	6%	8%	*%	2%	-%	*%	*%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?
Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	***d**	***e**	a	b	***a**	***b**	***c**	***d**
Unweighted total	**130**	58	40	51	20	16	87	72	7	2	5	-
Weighted total	**47**	20	14	17	4	2	29	19	2	*	4	-
The business has a contract with the provider	**2**	1	1	-	-	-	2	2	*	-	-	-
	4%	*5%*	*7%*	*-%*	*-%*	*-%*	*7%*	*10%*	*2%*	*-%*	*-%*	*-%*
Recommended by other	**1**	1	*	-	-	-	1	*	-	-	-	-
	2%	*5%*	**%*	*-%*	*-%*	*-%*	*4%*	**%*	*-%*	*-%*	*-%*	*-%*
It's a decision taken by the business	**3**	2	1	1	1	*	2	1	-	-	-	-
	7%	*12%*	*9%*	*6%*	*29%*	*3%*	*8%*	*7%*	*-%*	*-%*	*-%*	*-%*
Other	**21**	10	7	8	2	1	14	7	1	*	1	-
	45%	*49%*	*51%*	*45%*	*48%*	*63%*	*47%*	*35%*	*50%*	*84%*	*23%*	*-%*
NET: Convenience	**5**	3	2	2	*	*	2	2	1	-	-	-
	11%	*13%*	*12%*	*13%*	*3%*	*10%*	*7%*	*10%*	*44%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?
Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	*a	b
Unweighted total	**130**	125	116	126	115	129	83	126	46	-	93	4	21	91
Weighted total	**47**	46	40	46	40	46	26	46	13	-	27	2	11	26
Lower cost of postage	**13**	13	12	13	12	13	9	13	4	-	7	1	5	6
	28%	*28%*	*29%*	*28%*	*30%*	*29%*	*33%*	*28%*	*31%*	*-%*	*25%*	*45%*	*47%*	*22%*
Lower cost of insurance	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Guarantee that the parcel would arrive on time	*	*	*	*	*	*	*	*	*	-	*	-	-	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	*1%*	*-%*	*-%*	*1%*
Better ability to track the delivery	**1**	1	*	1	*	1	1	1	1	-	*	-	-	*
	3%	*3%*	*1%*	*3%*	*1%*	*3%*	*5%*	*3%*	*8%*	*-%*	*1%*	*-%*	*-%*	*1%*
Parcel less likely to get lost	**2**	2	1	2	1	2	2	2	2	-	-	-	-	-
	4%	*5%*	*3%*	*5%*	*3%*	*5%*	*8%*	*5%*	*16%* b	*-%*	*-%*	*-%*	*-%*	*-%*
Ability to select an express service	**1**	1	-	1	-	1	1	1	1	-	-	-	-	-
	2%	*2%*	*-%*	*2%*	*-%*	*2%*	*4%*	*2%*	*8%*	*-%*	*-%*	*-%*	*-%*	*-%*
Quicker delivery	**6**	6	5	6	5	6	2	6	2	-	2	*	2	3
	13%	*13%*	*12%*	*13%*	*13%*	*13%*	*7%*	*13%*	*13%*	*-%*	*9%*	*13%*	*14%*	*13%*
More convenient for me to drop the parcel off	**1**	1	*	1	*	1	1	1	1	-	*	*	-	*
	3%	*3%*	*1%*	*3%*	*1%*	*3%*	*5%*	*3%*	*8%*	*-%*	*1%*	*2%*	*-%*	*1%*
More convenient for me to have the parcel collected	**5**	4	3	4	4	4	3	5	2	-	2	-	*	3
	11%	*9%*	*7%*	*9%*	*10%*	*9%*	*13%*	*11%*	*17%*	*-%*	*7%*	*-%*	*%*	*11%*
More convenient for the recipient to take the delivery	**1**	1	*	1	*	1	1	1	1	-	*	-	-	*
	3%	*3%*	*%*	*3%*	*%*	*3%*	*5%*	*3%*	*8%*	*-%*	*1%*	*-%*	*-%*	*1%*
Ability to set a specific date/time for delivery	**1**	1	*	1	*	1	1	1	1	-	*	-	-	*
	2%	*2%*	*%*	*2%*	*%*	*2%*	*4%*	*2%*	*8%*	*-%*	*%*	*-%*	*-%*	*%*
Guarantee that the parcel would arrive intact	**1**	1	*	1	*	1	1	1	1	-	*	-	-	*
	2%	*2%*	*%*	*2%*	*%*	*2%*	*4%*	*2%*	*8%*	*-%*	*%*	*-%*	*-%*	*%*
The business has a contract with the provider	**2**	2	2	2	1	2	1	2	1	-	2	-	-	2
	4%	*4%*	*5%*	*4%*	*3%*	*4%*	*4%*	*4%*	*7%*	*-%*	*7%*	*-%*	*-%*	*7%*
Recommended by other	**1**	1	1	1	1	1	1	1	-	-	1	-	1	*
	2%	*2%*	*3%*	*2%*	*3%*	*2%*	*4%*	*2%*	*-%*	*-%*	*4%*	*-%*	*10%*	*%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?
Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	*a	b
Unweighted total	**130**	125	116	126	115	129	83	126	46	-	93	4	21	91
Weighted total	**47**	46	40	46	40	46	26	46	13	-	27	2	11	26
It's a decision taken by the business	**3**	3	2	3	2	3	3	3	2	-	2	-	*	2
	7%	*8%*	*6%*	*8%*	*6%*	*7%*	*13%*	*8%*	*15%*	*-%*	*9%*	*-%*	**%*	*9%*
Other	**21**	21	19	21	18	21	12	20	4	-	12	1	3	12
	45%	*46%*	*47%*	*46%*	*45%*	*46%*	*45%*	*43%*	*33%*	*-%*	*45%*	*40%*	*28%*	*44%*
NET: Convenience	**5**	4	3	4	4	4	4	5	2	-	2	*	*	3
	11%	*9%*	*8%*	*10%*	*11%*	*9%*	*14%*	*12%*	*18%*	*-%*	*8%*	*2%*	**%*	*12%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?
Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	b	*c	*a	*b	c	a	b
Unweighted total	130	47	1	11	42	20	83	27	29	6	92	74	56
Weighted total	47	22	*	7	17	10	27	10	16	4	27	31	17
Lower cost of postage	13	6	-	1	6	3	7	4	8	*	5	10	4
	28%	*27%*	*-%*	*20%*	*32%*	*28%*	*26%*	*33%*	*50%*	*1%*	*20%*	*31%*	*22%*
Lower cost of insurance	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Guarantee that the parcel would arrive on time	*	*	-	-	*	-	*	*	-	-	*	*	*
	**%*	**%*	*-%*	*-%*	**%*	*-%*	*1%*	**%*	*-%*	*-%*	*1%*	**%*	*1%*
Better ability to track the delivery	1	1	-	1	*	1	*	-	-	-	1	1	*
	3%	*5%*	*-%*	*16%*	*1%*	*11%*	*1%*	*-%*	*-%*	*-%*	*5%*	*4%*	*2%*
Parcel less likely to get lost	2	2	-	1	1	1	1	-	1	-	1	2	-
	4%	*10%*	*-%*	*16%*	*6%*	*11%*	*4%*	*-%*	*7%*	*-%*	*4%*	*7%* b	*-%*
Ability to select an express service	1	1	-	1	-	1	-	-	-	-	1	1	-
	2%	*5%*	*-%*	*16%*	*-%*	*11%*	*-%*	*-%*	*-%*	*-%*	*4%*	*3%*	*-%*
Quicker delivery	6	2	*	*	2	2	4	*	2	*	4	5	1
	13%	*11%*	*100%*	*3%*	*13%*	*23%*	*14%*	**%*	*14%*	*1%*	*14%*	*15%*	*9%*
More convenient for me to drop the parcel off	1	1	-	1	*	1	*	*	*	-	1	1	*
	3%	*5%*	*-%*	*16%*	**%*	*11%*	*1%*	*1%*	**%*	*-%*	*5%*	*4%*	**%*
More convenient for me to have the parcel collected	5	3	-	2	1	2	2	1	2	*	3	3	2
	11%	*16%*	*-%*	*32%*	*8%*	*22%*	*9%*	*5%*	*14%*	*1%*	*11%*	*9%*	*14%*
More convenient for the recipient to take the delivery	1	1	-	1	-	1	*	*	-	-	1	1	-
	3%	*5%*	*-%*	*16%*	*-%*	*11%*	**%*	*1%*	*-%*	*-%*	*5%*	*4%*	*-%*
Ability to set a specific date/time for delivery	1	1	-	1	*	1	*	-	-	-	1	1	-
	2%	*5%*	*-%*	*16%*	**%*	*11%*	**%*	*-%*	*-%*	*-%*	*4%*	*4%*	*-%*
Guarantee that the parcel would arrive intact	1	1	-	1	-	1	-	*	-	-	1	1	*
	2%	*5%*	*-%*	*16%*	*-%*	*11%*	*-%*	*1%*	*-%*	*-%*	*4%*	*3%*	**%*
The business has a contract with the provider	2	1	-	-	1	-	1	1	-	-	2	2	-
	4%	*4%*	*-%*	*-%*	*5%*	*-%*	*4%*	*9%*	*-%*	*-%*	*7%*	*6%*	*-%*
Recommended by other	1	-	-	-	-	1	*	-	-	1	*	*	1
	2%	*-%*	*-%*	*-%*	*-%*	*11%*	**%*	*-%*	*-%*	*24%*	**%*	**%*	*6%* a

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?
Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	b	*c	*a	*b	c	a	b
Unweighted total	**130**	47	1	11	42	20	83	27	29	6	92	74	56
Weighted total	**47**	22	*	7	17	10	27	10	16	4	27	31	17
It's a decision taken by the business	**3**	1	-	1	-	1	1	1	1	-	2	2	1
	7%	*5%*	*-%*	*16%*	*-%*	*11%*	*4%*	*11%*	*7%*	*-%*	*9%*	*7%*	*8%*
Other	**21**	11	-	4	9	2	13	6	6	3	12	13	9
	45%	*51%*	*-%*	*61%*	*52%*	*16%*	*49%*	*60%*	*35%*	*73%*	*46%*	*41%*	*51%*
NET: Convenience	**5**	3	-	2	1	2	3	1	2	*	3	3	2
	11%	*16%*	*-%*	*32%*	*8%*	*22%*	*10%*	*5%*	*14%*	*1%*	*12%*	*10%*	*15%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 222 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices				Month
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%		a	b	c	d	a	*b	c	d	a	b	*c	*d	
Unweighted total	130	113	59	82	91	55	27	66	41	34	61	12	18	130
Weighted total	47	37	17	29	34	18	11	23	14	9	23	4	8	47
Lower cost of postage	13	9	4	8	10	4	3	6	4	2	6	1	3	13
	28%	*25%*	*21%*	*29%*	*29%*	*24%*	*25%*	*25%*	*27%*	*22%*	*24%*	*34%*	*41%*	*28%*
Lower cost of insurance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Guarantee that the parcel would arrive on time	*	*	*	*	*	*	-	*	*	*	*	-	-	*
	**%*	*1%*	*1%*	**%*	**%*	*1%*	*-%*	**%*	**%*	*2%*	**%*	*-%*	*-%*	**%*
Better ability to track the delivery	1	1	1	*	1	*	-	*	*	*	1	-	*	1
	3%	*3%*	*6%*	*1%*	*4%*	*1%*	*-%*	*1%*	*1%*	*1%*	*5%*	*-%*	*3%*	*3%*
Parcel less likely to get lost	2	2	2	-	1	-	-	-	-	1	1	-	-	2
	4%	*6%* c	*12%* **cd**	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*12%*	*5%*	*-%*	*-%*	*4%*
Ability to select an express service	1	1	1	-	1	-	-	-	-	-	1	-	-	1
	2%	*3%*	*6%* c	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*	*-%*	*2%*
Quicker delivery	6	5	3	4	4	3	3	4	1	2	2	1	1	6
	13%	*14%*	*17%*	*13%*	*11%*	*14%*	*23%*	*16%*	*10%*	*26%* b	*7%*	*29%*	*12%*	*13%*
More convenient for me to drop the parcel off	1	1	1	*	1	*	-	*	-	-	1	-	-	1
	3%	*4%*	*8%* c	**%*	*3%*	**%*	*-%*	**%*	*-%*	*-%*	*6%*	*-%*	*-%*	*3%*
More convenient for me to have the parcel collected	5	3	1	3	5	2	*	2	1	*	3	1	1	5
	11%	*8%*	*8%*	*10%*	*15%*	*9%*	*2%*	*7%*	*10%*	*5%*	*11%*	*24%*	*13%*	*11%*
More convenient for the recipient to take the delivery	1	1	1	*	1	*	-	*	-	-	1	-	-	1
	3%	*3%*	*7%* c	**%*	*3%*	*1%*	*-%*	*1%*	*-%*	*-%*	*5%*	*-%*	*-%*	*3%*
Ability to set a specific date/time for delivery	1	1	1	*	1	-	*	-	*	*	1	-	-	1
	2%	*3%*	*6%* c	**%*	*3%*	*-%*	*1%*	*-%*	**%*	*1%*	*5%*	*-%*	*-%*	*2%*
Guarantee that the parcel would arrive intact	1	1	1	*	1	-	-	-	-	-	1	-	*	1
	2%	*3%*	*6%* c	**%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*	*1%*	*2%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?
Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices				Month
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr' 2018
Significance Level: 95%		a	b	c	d	a	*b	c	d	a	b	*c	*d	
Unweighted total	**130**	113	59	82	91	55	27	66	41	34	61	12	18	130
Weighted total	**47**	37	17	29	34	18	11	23	14	9	23	4	8	47
The business has a contract with the provider	**2**	2	1	1	1	1	1	1	2	1	1	-	-	2
	4%	*5%*	*6%*	*3%*	*3%*	*5%*	*9%*	*4%*	*14%*	*11%*	*4%*	*-%*	*-%*	*4%*
Recommended by other	**1**	1	-	1	1	1	*	1	*	*	1	-	-	1
	2%	*3%*	*-%*	*4%*	*3%*	*6%*	**%*	*5%*	**%*	*1%*	*5%*	*-%*	*-%*	*2%*
It's a decision taken by the business	**3**	3	2	1	2	1	*	2	*	*	2	-	1	3
	7%	*9%*	*14%* c	*4%*	*7%*	*7%*	**%*	*10%*	*1%*	*1%*	*10%*	*-%*	*12%*	*7%*
Other	**21**	17	9	12	14	7	5	10	6	4	13	1	1	21
	45%	*46%*	*52%*	*43%*	*40%*	*39%*	*50%*	*42%*	*45%*	*47%*	*55%*	*14%*	*17%*	*45%*
NET: Convenience	**5**	3	2	3	5	2	*	2	1	*	3	1	1	5
	11%	*9%*	*10%*	*10%*	*15%*	*9%*	*2%*	*8%*	*10%*	*5%*	*13%*	*24%*	*13%*	*11%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?
Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	Total base	Quarter
		Q2 2018
Unweighted total	**130**	130
Weighted total	**47**	47
Lower cost of postage	**13**	13
	28%	*28%*
Lower cost of insurance	**-**	-
	-%	*-%*
Guarantee that the parcel would arrive on time	*	*
	****%***	**%*
Better ability to track the delivery	**1**	1
	3%	*3%*
Parcel less likely to get lost	**2**	2
	4%	*4%*
Ability to select an express service	**1**	1
	2%	*2%*
Quicker delivery	**6**	6
	13%	*13%*
More convenient for me to drop the parcel off	**1**	1
	3%	*3%*
More convenient for me to have the parcel collected	**5**	5
	11%	*11%*
More convenient for the recipient to take the delivery	**1**	1
	3%	*3%*
Ability to set a specific date/time for delivery	**1**	1
	2%	*2%*
Guarantee that the parcel would arrive intact	**1**	1
	2%	*2%*
The business has a contract with the provider	**2**	2
	4%	*4%*
Recommended by other	**1**	1
	2%	*2%*
It's a decision taken by the business	**3**	3
	7%	*7%*
Other	**21**	21
	45%	*45%*

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?
Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	Total base	Quarter
		Q2 2018
Unweighted total	**130**	130
Weighted total	**47**	47
NET: Convenience	**5**	5
	11%	*11%*

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 223 Page 3994

QN7a. If your business' total cost of sending letters went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	***c**	***d**	e
Unweighted total	**387**	171	119	65	32	216	70	66	24	12	46
Weighted total	**152**	137	8	5	2	15	47	40	9	3	6
Our use of letters services, including use of 1st and 2nd class, would not change	**57**	52	3	1	1	4	15	12	6	1	3
	37%	*38%* c	*35%* c	*21%*	*22%*	*29%*	*32%*	*29%*	*60%*	*42%*	*50%* b
We would send a similar number of letters but use 2nd class postage more	**34**	30	2	1	1	4	14	6	2	2	*
	22%	*22%*	*19%*	*29%*	*28%*	*24%*	*29%* e	*15%*	*20%*	*48%*	*7%*
We would send fewer letters to save money	**8**	8	*	*	*	1	1	3	-	*	*
	5%	*6%*	*4%*	*2%*	*4%*	*3%*	*3%*	*8%*	*-%*	*1%*	*2%*
We would send fewer letters and switch to electronic alternatives where we can	**45**	38	3	2	1	6	14	16	2	*	3
	29%	*28%*	*38%*	*42%* a	*44%*	*40%* a	*30%*	*38%*	*20%*	*8%*	*41%*
Some other impact of postage price increase	**3**	3	-	-	-	-	1	2	-	-	-
	2%	*3%* e	*-%*	*-%*	*-%*	*-%*	*2%*	*5%*	*-%*	*-%*	*-%*
We would not send any mail because the price would be unaffordable	**2**	2	*	-	-	*	-	2	-	-	-
	1%	*1%*	*1%*	*-%*	*-%*	**%*	*-%*	*5%*	*-%*	*-%*	*-%*
Other (write in)	**2**	1	*	*	*	*	1	-	-	-	-
	1%	*1%*	*1%*	*3%*	*2%*	*2%*	*3%*	*-%*	*-%*	*-%*	*-%*
Don't know (DO NOT READ OUT)	**1**	1	*	*	-	*	-	-	-	-	-
	1%	*1%*	*2%*	*2%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Would send fewer letters	**53**	46	4	2	1	7	16	19	2	*	3
	35%	*34%*	*42%*	*44%*	*48%*	*44%* a	*33%*	*46%*	*20%*	*9%*	*43%*
NET: Would send a similar number of letters	**91**	83	5	2	1	8	29	18	8	3	4
	60%	*61%*	*55%*	*50%*	*50%*	*53%*	*62%* b	*44%*	*80%*	*91%*	*57%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QN7a. If your business' total cost of sending letters went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		***a**	***b**	c	***d**	***e**	f	g	***h**	***i**	j	k	l	m
Unweighted total	**387**	21	12	38	13	21	51	35	22	24	237	58	50	42
Weighted total	**152**	17	7	12	7	9	29	23	13	14	130	9	6	6
Our use of letters services, including use of 1st and 2nd class, would not change	**57**	7	1	5	*	3	8	13	4	7	48	4	3	2
	37%	*40%*	*17%*	*41%*	*4%*	*34%*	*27%*	*57%* **fjm**	*32%*	*50%*	*37%*	*42%*	*42%*	*34%*
We would send a similar number of letters but use 2nd class postage more	**34**	5	2	2	3	3	7	2	4	1	29	1	2	2
	22%	*32%*	*33%*	*19%*	*48%*	*30%*	*23%*	*9%*	*28%*	*8%*	*23%*	*13%*	*27%* g	*31%* **gk**
We would send fewer letters to save money	**8**	-	1	1	-	-	1	2	1	1	8	*	*	*
	5%	*-%*	*14%*	*10%* k	*-%*	*-%*	*4%*	*9%*	*8%*	*8%*	*6%*	*1%*	*1%*	*6%*
We would send fewer letters and switch to electronic alternatives where we can	**45**	4	1	4	3	3	12	5	2	4	38	3	2	2
	29%	*22%*	*19%*	*29%*	*48%*	*36%*	*42%* g	*20%*	*15%*	*28%*	*29%*	*37%*	*29%*	*28%*
Some other impact of postage price increase	**3**	-	-	-	-	-	1	1	1	-	3	*	-	-
	2%	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*5%*	*8%*	*-%*	*2%*	*3%*	*-%*	*-%*
We would not send any mail because the price would be unaffordable	**2**	1	-	-	-	-	-	-	-	1	2	-	*	-
	1%	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*2%*	*-%*	*1%*	*-%*
Other (write in)	**2**	-	1	-	-	-	-	*	-	-	1	*	*	-
	1%	*-%*	*17%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*3%*	*1%*	*-%*
Don't know (DO NOT READ OUT)	**1**	-	-	*	-	-	*	-	1	-	1	*	-	*
	1%	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*8%*	*-%*	*1%*	**%*	*-%*	*1%*
NET: Would send fewer letters	**53**	4	2	5	3	3	13	7	3	5	45	4	2	2
	35%	*22%*	*33%*	*39%*	*48%*	*36%*	*46%*	*29%*	*23%*	*35%*	*35%*	*38%*	*30%*	*34%*
NET: Would send a similar number of letters	**91**	12	4	7	3	6	14	15	8	8	77	5	4	4
	60%	*72%*	*50%*	*61%*	*52%*	*64%*	*50%*	*66%*	*60%*	*58%*	*59%*	*55%*	*69%*	*65%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QN7a. If your business' total cost of sending letters went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?
Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted total	387	6	47	8	53	79	19	31	144	240	147	324	63
Weighted total	152	1	16	2	20	32	6	16	60	96	56	137	15
Our use of letters services, including use of 1st and 2nd class, would not change	57	*	5	*	8	10	2	10	22	32	24	54	3
	37%	*21%*	*32%*	*3%*	*40%*	*33%*	*28%*	*62%* beh	*36%*	*34%*	*43%*	*40%* b	*17%*
We would send a similar number of letters but use 2nd class postage more	34	*	4	-	3	9	2	2	14	26	9	30	4
	22%	*3%*	*23%*	*-%*	*16%*	*27%*	*38%*	*15%*	*23%*	*27%* b	*15%*	*22%*	*29%*
We would send fewer letters to save money	8	*	*	-	1	1	-	1	4	4	4	7	1
	5%	*3%*	*1%*	*-%*	*5%*	*5%*	*-%*	*7%*	*7%*	*5%*	*6%*	*5%*	*9%*
We would send fewer letters and switch to electronic alternatives where we can	45	1	6	2	8	9	2	2	16	27	17	39	6
	29%	*73%*	*36%* g	*94%*	*39%* g	*28%* g	*33%*	*10%*	*27%* g	*29%*	*31%*	*29%*	*36%*
Some other impact of postage price increase	3	-	1	-	-	*	-	1	1	1	2	3	-
	2%	*-%*	*7%*	*-%*	*-%*	*1%*	*-%*	*7%*	*2%*	*1%*	*4%*	*3%*	*-%*
We would not send any mail because the price would be unaffordable	2	-	-	-	-	2	*	-	-	2	*	1	1
	1%	*-%*	*-%*	*-%*	*-%*	*6%* h	*1%*	*-%*	*-%*	*2%*	**%*	*1%*	*7%* a
Other (write in)	2	-	*	-	-	-	-	-	1	2	*	1	*
	1%	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*2%*	**%*	*1%*	*2%*
Don't know (DO NOT READ OUT)	1	-	-	*	-	*	-	*	1	1	*	1	*
	1%	*-%*	*-%*	*3%*	*-%*	**%*	*-%*	**%*	*2%*	*1%*	**%*	*1%*	**%*
NET: Would send fewer letters	53	1	6	2	9	10	2	3	20	32	21	46	7
	35%	*76%*	*37%* g	*94%*	*44%* g	*33%*	*33%*	*16%*	*34%*	*33%*	*37%*	*33%*	*46%*
NET: Would send a similar number of letters	91	*	9	*	11	19	4	12	35	58	33	84	7
	60%	*24%*	*55%*	*3%*	*56%*	*60%*	*66%*	*77%*	*60%*	*60%*	*59%*	*61%* b	*45%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QN7a. If your business' total cost of sending letters went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**387**	372	15	203	83	100
Weighted total	**152**	143	9	90	29	32
Our use of letters services, including use of 1st and 2nd class, would not change	**57**	56	1	37	8	11
	37%	*39%*	*6%*	*41%* b	*27%*	*33%*
We would send a similar number of letters but use 2nd class postage more	**34**	29	5	21	7	6
	22%	*20%*	*55%*	*23%*	*25%*	*19%*
We would send fewer letters to save money	**8**	8	-	5	2	*
	5%	*6%*	*-%*	*6%*	*8%* c	*1%*
We would send fewer letters and switch to electronic alternatives where we can	**45**	41	4	25	10	10
	29%	*29%*	*39%*	*28%*	*32%*	*32%*
Some other impact of postage price increase	**3**	3	-	*	1	2
	2%	*2%*	*-%*	**%*	*4%* a	*7%* a
We would not send any mail because the price would be unaffordable	**2**	2	-	1	1	*
	1%	*1%*	*-%*	*1%*	*3%*	**%*
Other (write in)	**2**	2	-	1	*	1
	1%	*1%*	*-%*	*1%*	**%*	*3%*
Don't know (DO NOT READ OUT)	**1**	1	-	*	*	1
	1%	*1%*	*-%*	**%*	**%*	*4%* a
NET: Would send fewer letters	**53**	49	4	30	12	11
	35%	*34%*	*39%*	*34%*	*40%*	*34%*
NET: Would send a similar number of letters	**91**	85	6	57	15	17
	60%	*60%*	*61%*	*64%*	*53%*	*53%*

Columns Tested: a,b - a,b,c

QN7a. If your business' total cost of sending letters went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	387	267	102	15	3	-	-	-	-	369	18	83	184	120
Weighted total	152	127	21	4	*	-	-	-	-	148	4	52	75	25
Our use of letters services, including use of 1st and 2nd class, would not change	57	52	4	1	-	-	-	-	-	55	1	24	27	5
	37%	*41%* b	*18%*	*34%*	*-%*	*-%*	*-%*	*-%*	*-%*	*37%* b	*31%*	*47%* c	*36%* c	*20%*
We would send a similar number of letters but use 2nd class postage more	34	29	5	*	-	-	-	-	-	34	*	10	19	6
	22%	*22%*	*26%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*23%*	*3%*	*18%*	*25%*	*22%*
We would send fewer letters to save money	8	8	*	*	-	-	-	-	-	8	*	4	3	1
	5%	*6%*	*2%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*1%*	*8%* c	*4%*	*2%*
We would send fewer letters and switch to electronic alternatives where we can	45	35	7	2	*	-	-	-	-	42	3	12	23	9
	29%	*28%*	*32%*	*60%*	*100%*	*-%*	*-%*	*-%*	*-%*	*28%*	*64%*	*24%*	*30%*	*38%* a
Some other impact of postage price increase	3	1	2	-	-	-	-	-	-	3	-	*	1	2
	2%	*1%*	*10%* **ai**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*1%*	*1%*	*8%* **ab**
We would not send any mail because the price would be unaffordable	2	2	-	-	-	-	-	-	-	2	-	1	1	-
	1%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*2%*	*1%*	*-%*
Other (write in)	2	*	1	-	-	-	-	-	-	2	-	-	*	1
	1%	**%*	*6%* **ai**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*5%* **ab**
Don't know (DO NOT READ OUT)	1	*	1	*	-	-	-	-	-	1	*	*	*	1
	1%	**%*	*5%* **ai**	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	**%*	**%*	*5%* b
NET: Would send fewer letters	53	43	7	2	*	-	-	-	-	50	3	17	26	10
	35%	*34%*	*35%*	*62%*	*100%*	*-%*	*-%*	*-%*	*-%*	*34%*	*65%*	*32%*	*35%*	*40%*
NET: Would send a similar number of letters	91	80	9	1	-	-	-	-	-	89	1	34	46	11
	60%	*63%* b	*44%*	*37%*	*-%*	*-%*	*-%*	*-%*	*-%*	*60%* b	*34%*	*65%* c	*62%* c	*42%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QN7a. If your business' total cost of sending letters went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?
Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	387	355	259	387	164	141	287	324	38	11	8	6	-	-
Weighted total	152	132	85	152	59	40	104	139	7	3	2	2	-	-
Our use of letters services, including use of 1st and 2nd class, would not change	57	47	33	57	16	11	36	56	*	*	*	*	-	-
	37%	36%	39%	37%	27%	27%	35%	40%	4%	2%	16%	4%	-%	-%
		de	de	de				b						
We would send a similar number of letters but use 2nd class postage more	34	30	16	34	12	8	21	31	2	1	*	-	-	-
	22%	23%	19%	22%	20%	21%	20%	22%	25%	42%	15%	-%	-%	-%
We would send fewer letters to save money	8	6	6	8	4	2	5	8	*	*	-	*	-	-
	5%	5%	7%	5%	6%	4%	5%	6%	1%	4%	-%	2%	-%	-%
We would send fewer letters and switch to electronic alternatives where we can	45	41	25	45	22	15	36	38	2	1	1	1	-	-
	29%	31%	29%	29%	38%	37%	35%	28%	37%	52%	69%	48%	-%	-%
Some other impact of postage price increase	3	2	2	3	1	3	2	2	-	-	-	1	-	-
	2%	2%	3%	2%	2%	8%	2%	2%	-%	-%	-%	46%	-%	-%
						abcdf								
We would not send any mail because the price would be unaffordable	2	2	1	2	1	*	2	1	1	-	-	-	-	-
	1%	2%	1%	1%	2%	*%	2%	1%	16%	-%	-%	-%	-%	-%
									a					
Other (write in)	2	2	1	2	2	*	*	2	*	-	-	-	-	-
	1%	1%	1%	1%	3%	*%	*%	1%	1%	-%	-%	-%	-%	-%
					f									
Don't know (DO NOT READ OUT)	1	1	1	1	1	1	1	*	1	-	-	-	-	-
	1%	1%	1%	1%	2%	3%	1%	*%	17%	-%	-%	-%	-%	-%
									a					
NET: Would send fewer letters	53	47	31	53	26	17	41	46	3	1	1	1	-	-
	35%	36%	36%	35%	44%	41%	40%	33%	38%	56%	69%	50%	-%	-%
					c									
NET: Would send a similar number of letters	91	77	49	91	28	19	57	87	2	1	1	*	-	-
	60%	59%	58%	60%	47%	47%	55%	63%	29%	44%	31%	4%	-%	-%
		de	d	de				b						

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QN7a. If your business' total cost of sending letters went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	387	156	4	2	1	-	1	-	1	105	98	95	86	3
Weighted total	152	57	1	1	*	-	*	-	*	61	39	31	20	1
Our use of letters services, including use of 1st and 2nd class, would not change	57	15	1	-	-	-	-	-	-	26	13	12	5	*
	37%	*26%*	*91%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*43%* d	*35%*	*40%* d	*23%*	*21%*
We would send a similar number of letters but use 2nd class postage more	34	12	-	-	*	-	*	-	*	14	9	5	5	-
	22%	*21%*	*-%*	*-%*	*100%*	*-%*	*100%*	*-%*	*100%*	*23%*	*24%*	*17%*	*25%*	*-%*
We would send fewer letters to save money	8	4	*	-	-	-	-	-	-	2	4	1	*	-
	5%	*7%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*11%* **ad**	*4%*	*2%*	*-%*
We would send fewer letters and switch to electronic alternatives where we can	45	21	*	1	-	-	-	-	-	16	11	9	7	1
	29%	*37%*	*5%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*26%*	*28%*	*30%*	*38%*	*75%*
Some other impact of postage price increase	3	1	-	-	-	-	-	-	-	1	-	1	1	-
	2%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*3%*	*5%* b	*-%*
We would not send any mail because the price would be unaffordable	2	1	-	-	-	-	-	-	-	-	1	1	-	-
	1%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*4%*	*-%*	*-%*
Other (write in)	2	2	-	-	-	-	-	-	-	1	-	*	-	*
	1%	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*1%*	*-%*	*4%*
Don't know (DO NOT READ OUT)	1	1	-	-	-	-	-	-	-	*	*	*	1	-
	1%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	*6%* **abc**	*-%*
NET: Would send fewer letters	53	25	*	1	-	-	-	-	-	18	15	11	8	1
	35%	*44%*	*9%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*30%*	*39%*	*34%*	*40%*	*75%*
NET: Would send a similar number of letters	91	27	1	-	*	-	*	-	*	40	23	18	10	*
	60%	*47%*	*91%*	*-%*	*100%*	*-%*	*100%*	*-%*	*100%*	*66%* d	*59%*	*57%*	*49%*	*21%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QN7a. If your business' total cost of sending letters went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**387**	53	38	38	32	3	86	11	67	353	34	366	21
Weighted total	**152**	25	13	12	8	1	37	4	18	139	14	143	9
Our use of letters services, including use of 1st and 2nd class, would not change	**57**	9	2	3	1	1	9	1	5	52	5	54	3
	37%	*36%* b	*12%*	*27%*	*18%*	*91%*	*25%*	*28%*	*29%*	*37%*	*37%*	*38%*	*31%*
We would send a similar number of letters but use 2nd class postage more	**34**	5	4	2	*	-	7	2	3	30	4	32	2
	22%	*21%* d	*33%* d	*19%*	*4%*	*-%*	*18%*	*57%*	*17%*	*21%*	*33%*	*22%*	*25%*
We would send fewer letters to save money	**8**	1	2	*	*	-	3	*	1	7	1	7	1
	5%	*4%*	*17%* **ac**	*1%*	*4%*	*-%*	*7%*	*1%*	*6%*	*5%*	*8%*	*5%*	*12%*
We would send fewer letters and switch to electronic alternatives where we can	**45**	9	4	5	4	*	13	1	8	43	2	43	2
	29%	*37%*	*31%*	*41%*	*47%*	*9%*	*37%*	*13%*	*45%*	*31%* b	*15%*	*30%*	*20%*
Some other impact of postage price increase	**3**	*	-	1	-	-	1	-	*	2	1	2	1
	2%	*1%*	*-%*	*9%*	*-%*	*-%*	*3%*	*-%*	*2%*	*2%*	*8%* a	*2%*	*12%*
We would not send any mail because the price would be unaffordable	**2**	*	1	-	-	-	1	-	-	2	-	2	-
	1%	**%*	*7%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*
Other (write in)	**2**	-	*	*	1	-	2	-	*	2	-	2	-
	1%	*-%*	**%*	*2%*	*15%* **ab**	*-%*	*4%*	*-%*	**%*	*1%*	*-%*	*1%*	*-%*
Don't know (DO NOT READ OUT)	**1**	*	-	*	1	-	1	*	*	1	-	1	-
	1%	**%*	*-%*	*1%*	*13%* **abc**	*-%*	*3%*	*1%*	**%*	*1%*	*-%*	*1%*	*-%*
NET: Would send fewer letters	**53**	10	6	5	4	*	16	1	10	50	3	50	3
	35%	*42%*	*48%*	*42%*	*51%*	*9%*	*44%*	*14%*	*52%*	*36%*	*23%*	*35%*	*32%*
NET: Would send a similar number of letters	**91**	14	6	6	2	1	16	3	8	81	9	86	5
	60%	*56%* d	*44%* d	*46%* d	*22%*	*91%*	*44%*	*85%*	*46%*	*59%*	*70%*	*60%*	*56%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QN7a. If your business' total cost of sending letters went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	a	*b	a	b	a	b	c	*d
Unweighted total	387	15	27	44	9	123	41	116	331	57	-
Weighted total	152	10	8	18	4	44	15	44	120	16	-
Our use of letters services, including use of 1st and 2nd class, would not change	57	2	2	4	3	13	3	18	40	5	-
	37%	*22%*	*23%*	*23%*	*73%*	*29%*	*21%*	*40%*	*33%*	*29%*	*-%*
We would send a similar number of letters but use 2nd class postage more	34	1	3	5	-	9	3	10	28	3	-
	22%	*12%*	*42%*	*27%*	*-%*	*20%*	*22%*	*24%*	*23%*	*16%*	*-%*
We would send fewer letters to save money	8	-	*	*	*	3	1	2	6	1	-
	5%	*-%*	*1%*	**%*	*1%*	*6%*	*8%*	*5%*	*5%*	*9%*	*-%*
We would send fewer letters and switch to electronic alternatives where we can	45	4	3	6	1	16	6	10	41	7	-
	29%	*42%*	*34%*	*37%*	*26%*	*36%*	*42%*	*22%*	*34%* a	*44%* a	*-%*
Some other impact of postage price increase	3	1	-	1	-	*	1	1	1	-	-
	2%	*11%*	*-%*	*6%*	*-%*	*1%*	*7%* a	*3%*	*1%*	*-%*	*-%*
We would not send any mail because the price would be unaffordable	2	-	-	-	-	1	-	1	2	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*2%*	*2%*	*-%*	*-%*
Other (write in)	2	1	-	1	-	2	-	1	1	*	-
	1%	*11%*	*-%*	*6%*	*-%*	*4%*	*-%*	*3%*	*1%*	*2%*	*-%*
Don't know (DO NOT READ OUT)	1	*	-	*	-	1	-	*	1	*	-
	1%	*2%*	*-%*	*1%*	*-%*	*3%*	*-%*	**%*	*1%*	**%*	*-%*
NET: Would send fewer letters	53	4	3	7	1	19	7	12	47	9	-
	35%	*42%*	*35%*	*37%*	*27%*	*42%*	*50%*	*27%*	*39%* a	*53%* a	*-%*
NET: Would send a similar number of letters	91	3	5	9	3	21	6	28	68	7	-
	60%	*35%*	*65%*	*50%*	*73%*	*48%*	*43%*	*64%* c	*56%*	*45%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

QN7a. If your business' total cost of sending letters went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	387	104	229	43	-	107	120	37	-	337	242	135	313	250	6
Weighted total	152	38	73	12	-	39	45	9	-	125	79	49	116	96	2
Our use of letters services, including use of 1st and 2nd class, would not change	57	14	25	5	-	11	10	2	-	46	32	14	47	33	1
	37%	*38%*	*34%*	*39%*	*-%*	*28%*	*22%*	*25%*	*-%*	*36%*	*40%* c	*28%*	*40%*	*35%*	*87%*
We would send a similar number of letters but use 2nd class postage more	34	8	15	1	-	11	9	2	-	28	14	10	28	22	*
	22%	*22%*	*20%*	*12%*	*-%*	*27%*	*20%*	*22%*	*-%*	*22%*	*17%*	*20%*	*24%*	*23%*	*6%*
We would send fewer letters to save money	8	2	6	1	-	1	4	*	-	6	5	3	6	4	*
	5%	*6%*	*8%*	*12%*	*-%*	*3%*	*8%*	*4%*	*-%*	*5%*	*6%*	*5%*	*5%*	*4%*	*4%*
We would send fewer letters and switch to electronic alternatives where we can	45	10	24	3	-	12	18	3	-	39	24	18	31	32	*
	29%	*27%*	*33%*	*25%*	*-%*	*31%*	*41%*	*35%*	*-%*	*31%*	*31%*	*37%*	*27%*	*34%*	*4%*
Some other impact of postage price increase	3	1	1	1	-	1	*	-	-	1	1	1	*	1	-
	2%	*4%*	*1%*	*9%* b	*-%*	*3%*	*1%*	*-%*	*-%*	*1%*	*2%*	*3%*	**%*	*1%*	*-%*
We would not send any mail because the price would be unaffordable	2	1	1	-	-	1	1	-	-	2	1	1	1	2	-
	1%	*2%*	*1%*	*-%*	*-%*	*2%*	*2%*	*-%*	*-%*	*2%*	*1%*	*2%*	*1%*	*2%*	*-%*
Other (write in)	2	*	*	*	-	1	1	1	-	2	1	2	1	2	-
	1%	*1%*	**%*	*2%*	*-%*	*3%*	*3%*	*14%* **ab**	*-%*	*1%*	*1%*	*3%*	*1%*	*2%*	*-%*
Don't know (DO NOT READ OUT)	1	*	1	*	-	1	1	*	-	1	1	1	1	*	-
	1%	**%*	*2%*	*1%*	*-%*	*3%*	*3%*	*1%*	*-%*	*1%*	*2%*	*3%*	*1%*	**%*	*-%*
NET: Would send fewer letters	53	12	30	4	-	13	22	4	-	45	29	21	37	36	*
	35%	*33%*	*41%*	*37%*	*-%*	*34%*	*49%* a	*38%*	*-%*	*36%*	*37%*	*42%*	*32%*	*37%*	*7%*
NET: Would send a similar number of letters	91	23	40	6	-	22	19	4	-	73	45	23	75	55	1
	60%	*60%*	*54%*	*51%*	*-%*	*55%*	*42%*	*47%*	*-%*	*59%* c	*58%*	*48%*	*65%*	*57%*	*93%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QN7a. If your business' total cost of sending letters went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?
Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	***e**	a	b	***a**	***b**	***c**	***d**
Unweighted total	**387**	121	71	82	30	24	280	240	9	6	3	1
Weighted total	**152**	41	24	29	4	4	104	91	4	1	3	*
Our use of letters services, including use of 1st and 2nd class, would not change	**57**	10	5	8	1	*	39	27	*	1	1	-
	37%	*24%*	*22%*	*28%*	*29%*	*8%*	*37%*	*30%*	*1%*	*61%*	*32%*	*-%*
We would send a similar number of letters but use 2nd class postage more	**34**	7	4	6	1	*	28	22	1	-	-	*
	22%	*18%*	*15%*	*20%*	*25%*	*4%*	*27%*	*24%*	*25%*	*-%*	*-%*	*100%*
We would send fewer letters to save money	**8**	4	3	1	*	*	5	3	1	-	-	-
	5%	*9%*	*14%* c	*4%*	*1%*	*1%*	*5%*	*4%*	*24%*	*-%*	*-%*	*-%*
We would send fewer letters and switch to electronic alternatives where we can	**45**	16	10	10	2	3	29	34	*	*	2	-
	29%	*40%*	*43%*	*35%*	*37%*	*77%*	*28%*	*37%* a	*3%*	*39%*	*68%*	*-%*
Some other impact of postage price increase	**3**	-	-	1	-	-	*	1	1	-	-	-
	2%	*-%*	*-%*	*5%* a	*-%*	*-%*	**%*	*1%*	*24%*	*-%*	*-%*	*-%*
We would not send any mail because the price would be unaffordable	**2**	1	*	1	-	-	1	2	1	-	-	-
	1%	*2%*	**%*	*3%*	*-%*	*-%*	*1%*	*2%*	*21%*	*-%*	*-%*	*-%*
Other (write in)	**2**	1	1	1	*	*	1	1	-	-	-	-
	1%	*3%*	*5%*	*5%*	*8%*	*9%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*
Don't know (DO NOT READ OUT)	**1**	1	*	*	-	-	1	*	-	-	-	-
	1%	*3%*	**%*	**%*	*-%*	*-%*	*1%*	**%*	*-%*	*-%*	*-%*	*-%*
NET: Would send fewer letters	**53**	20	14	11	2	3	34	37	1	*	2	-
	35%	*50%*	*57%* c	*39%*	*38%*	*78%*	*32%*	*41%* a	*28%*	*39%*	*68%*	*-%*
NET: Would send a similar number of letters	**91**	17	9	14	2	*	67	49	1	1	1	*
	60%	*42%*	*37%*	*48%*	*54%*	*12%*	*64%* b	*54%*	*27%*	*61%*	*32%*	*100%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QN7a. If your business' total cost of sending letters went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?
Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**387**	374	325	379	323	380	217	371	102	-	315	12	50	318
Weighted total	**152**	144	121	146	119	148	79	143	31	-	118	4	25	118
Our use of letters services, including use of 1st and 2nd class, would not change	**57**	50	42	51	43	53	29	50	14	-	46	1	9	45
	37%	*35%*	*35%*	*35%*	*36%*	*36%*	*37%*	*35%*	*44%*	*-%*	*39%*	*27%*	*36%*	*38%*
We would send a similar number of letters but use 2nd class postage more	**34**	33	28	34	28	34	20	34	8	-	28	*	4	28
	22%	*23%*	*23%*	*23%*	*23%*	*23%*	*25%*	*24%*	*26%*	*-%*	*23%*	*11%*	*18%*	*23%*
We would send fewer letters to save money	**8**	8	6	8	7	8	4	7	2	-	4	-	2	5
	5%	*6%*	*5%*	*6%*	*6%*	*5%*	*6%*	*5%*	*7%*	*-%*	*3%*	*-%*	*8%*	*4%*
We would send fewer letters and switch to electronic alternatives where we can	**45**	44	38	44	36	45	21	44	6	-	34	3	7	35
	29%	*31%*	*31%*	*30%*	*30%*	*30%*	*27%*	*31%* c	*19%*	*-%*	*29%*	*61%*	*30%*	*30%*
Some other impact of postage price increase	**3**	3	2	3	2	3	1	3	1	-	2	-	1	1
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*-%*	*2%*	*-%*	*4%*	*1%*
We would not send any mail because the price would be unaffordable	**2**	2	2	2	1	2	1	2	-	-	1	-	-	2
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*2%*
Other (write in)	**2**	2	2	2	2	2	*	1	*	-	2	-	-	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*-%*	*1%*	*-%*	*-%*	*1%*
Don't know (DO NOT READ OUT)	**1**	1	1	1	1	1	1	1	*	-	1	*	1	*
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*-%*	*1%*	*1%*	*4%* b	**%*
NET: Would send fewer letters	**53**	52	44	52	43	52	26	51	8	-	38	3	10	40
	35%	*36%*	*36%*	*36%*	*36%*	*35%*	*33%*	*36%*	*27%*	*-%*	*32%*	*61%*	*38%*	*34%*
NET: Would send a similar number of letters	**91**	83	70	85	70	87	49	84	22	-	74	2	13	73
	60%	*58%*	*58%*	*58%*	*59%*	*59%*	*62%*	*59%*	*69%* b	*-%*	*63%*	*38%*	*53%*	*61%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QN7a. If your business' total cost of sending letters went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	***b**	***a**	b	a	b	c	a	***b**	c	a	b
Unweighted total	**387**	60	3	14	56	47	269	70	41	13	330	224	163
Weighted total	**152**	25	*	6	24	17	109	26	21	8	122	91	61
Our use of letters services, including use of 1st and 2nd class, would not change	**57**	8	-	1	8	3	42	11	7	2	47	33	24
	37%	*32%*	*-%*	*23%*	*32%*	*20%*	*39%* a	*43%* a	*33%*	*25%*	*39%*	*36%*	*39%*
We would send a similar number of letters but use 2nd class postage more	**34**	6	*	2	5	1	31	2	4	-	30	19	15
	22%	*23%*	*40%*	*37%*	*20%*	*8%*	*28%* **ac**	*8%*	*17%*	*-%*	*25%*	*21%*	*24%*
We would send fewer letters to save money	**8**	1	-	1	*	3	4	1	1	1	6	6	3
	5%	*4%*	*-%*	*18%*	**%*	*20%* **bc**	*3%*	*4%*	*5%*	*17%*	*5%*	*6%*	*4%*
We would send fewer letters and switch to electronic alternatives where we can	**45**	9	*	*	9	6	28	11	9	2	33	28	16
	29%	*37%*	*40%*	*3%*	*39%*	*37%*	*25%*	*41%* b	*45%* c	*19%*	*27%*	*31%*	*27%*
Some other impact of postage price increase	**3**	1	-	-	2	-	3	-	-	1	2	1	2
	2%	*4%*	*-%*	*-%*	*9%*	*-%*	*3%*	*-%*	*-%*	*13%*	*2%*	*1%*	*4%*
We would not send any mail because the price would be unaffordable	**2**	-	-	-	-	1	*	1	-	-	2	2	*
	1%	*-%*	*-%*	*-%*	*-%*	*5%* b	**%*	*4%* b	*-%*	*-%*	*2%*	*2%*	**%*
Other (write in)	**2**	-	-	1	-	*	1	-	-	1	1	1	*
	1%	*-%*	*-%*	*18%*	*-%*	*2%*	*1%*	*-%*	*-%*	*13%*	**%*	*2%*	**%*
Don't know (DO NOT READ OUT)	**1**	*	*	*	*	1	*	-	-	1	*	*	1
	1%	**%*	*19%*	*1%*	**%*	*7%* **bc**	**%*	*-%*	*-%*	*13%*	**%*	**%*	*2%*
NET: Would send fewer letters	**53**	10	*	1	9	10	31	12	10	3	39	34	19
	35%	*41%*	*40%*	*21%*	*39%*	*58%* b	*29%*	*45%* b	*50%* c	*36%*	*32%*	*37%*	*31%*
NET: Would send a similar number of letters	**91**	14	*	4	12	5	73	13	11	2	78	52	39
	60%	*54%*	*40%*	*60%*	*51%*	*28%*	*67%* **ac**	*51%* a	*50%*	*25%*	*64%*	*58%*	*63%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QN7a. If your business' total cost of sending letters went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices				Month
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr' 2018
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d	
Unweighted total	**387**	387	56	148	77	115	53	208	134	86	176	30	82	387
Weighted total	**152**	152	15	51	25	41	19	82	50	32	64	11	39	152
Our use of letters services, including use of 1st and 2nd class, would not change	**57**	57	4	14	6	11	5	30	17	13	16	2	24	57
	37%	*37%*	*25%*	*28%*	*23%*	*26%*	*26%*	*36%* a	*33%*	*41%* **bc**	*25%*	*20%*	*62%* **abc**	*37%*
		cd												
We would send a similar number of letters but use 2nd class postage more	**34**	34	4	9	4	7	4	22	10	10	10	4	7	34
	22%	*22%*	*30%* c	*17%*	*17%*	*18%*	*23%*	*27%*	*20%*	*33%* **bd**	*16%*	*32%* b	*18%*	*22%*
We would send fewer letters to save money	**8**	8	1	3	2	3	2	3	2	*	6	1	1	8
	5%	*5%*	*7%*	*5%*	*9%*	*6%*	*12%* c	*3%*	*5%*	**%*	*9%* a	*10%* a	*3%*	*5%*
We would send fewer letters and switch to electronic alternatives where we can	**45**	45	6	21	8	18	6	24	18	7	28	2	6	45
	29%	*29%*	*37%*	*41%* a	*34%*	*43%* c	*33%*	*29%*	*35%*	*21%*	*45%* **acd**	*19%*	*16%*	*29%*
Some other impact of postage price increase	**3**	3	-	1	1	1	-	1	1	1	1	1	*	3
	2%	*2%*	*-%*	*3%*	*4%*	*3%*	*-%*	*2%*	*2%*	*3%*	*2%*	*10%* **bd**	*1%*	*2%*
We would not send any mail because the price would be unaffordable	**2**	2	-	*	1	*	*	1	1	-	1	1	-	2
	1%	*1%*	*-%*	**%*	*4%* c	**%*	**%*	*1%*	*2%*	*-%*	*2%*	*8%* **abd**	*-%*	*1%*
Other (write in)	**2**	2	*	2	1	*	1	*	1	*	*	*	-	2
	1%	*1%*	**%*	*3%*	*5%* a	*1%*	*6%* **ac**	**%*	*2%*	*1%*	**%*	**%*	*-%*	*1%*
Don't know (DO NOT READ OUT)	**1**	1	-	1	1	1	*	1	*	*	1	-	*	1
	1%	*1%*	*-%*	*2%*	*4%* a	*3%*	**%*	*1%*	**%*	**%*	*2%*	*-%*	**%*	*1%*
NET: Would send fewer letters	**53**	53	7	24	11	20	8	26	20	7	34	3	7	53
	35%	*35%*	*45%*	*46%* a	*43%*	*49%* c	*44%*	*32%*	*40%*	*21%*	*54%* **acd**	*29%*	*19%*	*35%*
NET: Would send a similar number of letters	**91**	91	8	23	10	18	9	52	27	23	26	6	31	91
	60%	*60%* **cd**	*55%*	*45%*	*40%*	*44%*	*48%*	*63%* a	*53%*	*74%* **bc**	*41%*	*53%*	*80%* **bc**	*60%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QN7a. If your business' total cost of sending letters went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Quarter Q2 2018
Unweighted total	**387**	387
Weighted total	**152**	152
Our use of letters services, including use of 1st and 2nd class, would not change	**57**	57
	37%	*37%*
We would send a similar number of letters but use 2nd class postage more	**34**	34
	22%	*22%*
We would send fewer letters to save money	**8**	8
	5%	*5%*
We would send fewer letters and switch to electronic alternatives where we can	**45**	45
	29%	*29%*
Some other impact of postage price increase	**3**	3
	2%	*2%*
We would not send any mail because the price would be unaffordable	**2**	2
	1%	*1%*
Other (write in)	**2**	2
	1%	*1%*
Don't know (DO NOT READ OUT)	**1**	1
	1%	*1%*
NET: Would send fewer letters	**53**	53
	35%	*35%*
NET: Would send a similar number of letters	**91**	91
	60%	*60%*

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 224 Page 4009

QN7b. And if letters prices went up by 20% what would your business do in response?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	e
Unweighted total	387	171	119	65	32	216	70	66	24	12	46
Weighted total	152	137	8	5	2	15	47	40	9	3	6
Our use of letters services, including use of 1st and 2nd class, would not change	**37**	35	1	*	*	2	11	8	2	1	1
	24%	*26%* bcde	*12%*	*10%*	*9%*	*11%*	*24%* e	*21%*	*23%*	*42%*	*8%*
We would send a similar number of letters but use 2nd class postage more	**27**	24	1	1	1	3	11	4	1	-	2
	17%	*18%*	*14%*	*19%*	*23%*	*17%*	*22%*	*10%*	*15%*	*-%*	*38%* b
We would send fewer letters to save money	**5**	5	*	*	*	1	1	2	1	-	*
	4%	*4%*	*4%*	*4%*	*2%*	*4%*	*2%*	*4%*	*12%*	*-%*	*4%*
We would send fewer letters and switch to electronic alternatives where we can	**74**	64	5	3	1	9	20	23	5	2	3
	48%	*47%*	*62%* a	*58%*	*57%*	*60%* a	*43%*	*57%*	*48%*	*53%*	*48%*
Some other impact of postage price increase	**1**	1	-	*	-	*	1	-	-	-	-
	1%	*1%*	*-%*	*6%* ab	*-%*	*2%*	*2%*	*-%*	*-%*	*-%*	*-%*
We would not send any mail because the price would be unaffordable	**4**	4	*	-	-	*	2	2	*	*	-
	3%	*3%*	*4%*	*-%*	*-%*	*2%*	*4%*	*5%*	*1%*	*5%*	*-%*
Other (write in)	**3**	3	*	-	*	*	1	1	-	-	*
	2%	*2%*	*1%*	*-%*	*2%*	*1%*	*2%*	*3%*	*-%*	*-%*	*1%*
Don't know (DO NOT READ OUT)	**1**	-	*	*	*	1	-	-	*	-	*
	****%***	*-%*	*4%* a	*3%* a	*7%* a	*4%* a	*-%*	*-%*	**%*	*-%*	*1%*
NET: Would send fewer letters	**79**	69	6	3	1	10	21	25	6	2	3
	52%	*51%*	*66%* a	*62%*	*59%*	*64%* a	*45%*	*61%*	*61%*	*53%*	*52%*
NET: Would send a similar number of letters	**63**	59	2	1	1	4	22	13	4	1	3
	42%	*43%* bce	*26%*	*29%*	*32%*	*28%*	*46%*	*31%*	*38%*	*42%*	*46%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 224 (continuation)

QN7b. And if letters prices went up by 20% what would your business do in response?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		***a**	***b**	c	***d**	***e**	f	g	***h**	***i**	j	k	l	m
Unweighted total	**387**	21	12	38	13	21	51	35	22	24	237	58	50	42
Weighted total	**152**	17	7	12	7	9	29	23	13	14	130	9	6	6
Our use of letters services, including use of 1st and 2nd class, would not change	**37**	4	1	2	*	1	6	5	3	5	29	3	2	2
	24%	*25%*	*17%*	*19%*	*5%*	*10%*	*22%*	*24%*	*28%*	*35%*	*23%*	*30%*	*38%* j	*36%*
We would send a similar number of letters but use 2nd class postage more	**27**	3	1	*	1	2	4	5	4	3	24	1	1	*
	17%	*19%*	*19%*	*2%*	*14%*	*25%*	*15%* c	*24%* **ck**	*28%*	*22%*	*19%* **ck**	*7%*	*16%* c	*8%*
We would send fewer letters to save money	**5**	-	1	*	*	-	-	2	1	-	5	*	*	*
	4%	*-%*	*14%*	*1%*	*2%*	*-%*	*-%*	*9%* f	*8%*	*-%*	*3%*	*5%*	*5%*	*2%*
We would send fewer letters and switch to electronic alternatives where we can	**74**	8	3	9	4	5	15	9	4	6	63	5	2	3
	48%	*49%*	*36%*	*77%* **fgjklm**	*63%*	*52%*	*51%*	*38%*	*34%*	*43%*	*48%*	*55%*	*38%*	*54%*
Some other impact of postage price increase	**1**	-	-	-	1	-	-	-	*	-	1	-	-	-
	1%	*-%*	*-%*	*-%*	*16%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*
We would not send any mail because the price would be unaffordable	**4**	1	-	*	-	1	2	-	-	-	4	*	*	-
	3%	*6%*	*-%*	**%*	*-%*	*12%*	*7%*	*-%*	*-%*	*-%*	*3%*	**%*	*1%*	*-%*
Other (write in)	**3**	-	1	-	-	-	1	1	-	-	3	*	-	-
	2%	*-%*	*14%*	*-%*	*-%*	*-%*	*4%*	*5%*	*-%*	*-%*	*3%*	**%*	*-%*	*-%*
Don't know (DO NOT READ OUT)	**1**	-	-	*	-	*	*	-	-	-	*	*	*	*
	****%***	*-%*	*-%*	**%*	*-%*	*1%*	**%*	*-%*	*-%*	*-%*	**%*	*2%*	*2%*	*1%*
NET: Would send fewer letters	**79**	8	4	9	4	5	15	11	5	6	67	6	3	4
	52%	*49%*	*50%*	*78%* **fgjlm**	*64%*	*52%*	*51%*	*48%*	*43%*	*43%*	*52%*	*60%*	*43%*	*56%*
NET: Would send a similar number of letters	**63**	7	3	3	1	3	11	11	7	8	54	3	4	3
	42%	*44%*	*36%*	*22%*	*20%*	*35%*	*38%*	*47%* c	*56%*	*57%*	*41%* c	*37%*	*54%* c	*43%* c

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 224 (continuation)

QN7b. And if letters prices went up by 20% what would your business do in response?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	d	e	***f**	g	h	a	b	a	b
Unweighted total	**387**	6	47	8	53	79	19	31	144	240	147	324	63
Weighted total	**152**	1	16	2	20	32	6	16	60	96	56	137	15
Our use of letters services, including use of 1st and 2nd class, would not change	**37**	*	4	*	4	8	1	7	12	18	19	35	2
	24%	*21%*	*28%*	*3%*	*22%*	*24%*	*22%*	*45%* **deh**	*20%*	*19%*	*34%* a	*26%* b	*12%*
We would send a similar number of letters but use 2nd class postage more	**27**	-	2	-	3	5	1	3	13	19	8	24	2
	17%	*-%*	*15%*	*-%*	*14%*	*15%*	*19%*	*16%*	*22%*	*20%*	*14%*	*18%*	*13%*
We would send fewer letters to save money	**5**	*	*	-	1	1	-	1	3	2	4	4	1
	4%	*3%*	**%*	*-%*	*2%*	*4%*	*-%*	*7%*	*4%*	*2%*	*7%* a	*3%*	*7%*
We would send fewer letters and switch to electronic alternatives where we can	**74**	1	8	2	12	15	3	4	29	52	21	64	9
	48%	*76%*	*49%* g	*94%*	*57%* g	*49%* g	*56%*	*26%*	*48%* g	*55%* b	*38%*	*47%*	*59%*
Some other impact of postage price increase	**1**	-	-	-	*	-	-	-	1	1	-	1	-
	1%	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*2%*	*1%*	*-%*	*1%*	*-%*
We would not send any mail because the price would be unaffordable	**4**	-	-	-	1	1	-	1	1	2	2	3	1
	3%	*-%*	*-%*	*-%*	*5%*	*4%*	*-%*	*7%*	*2%*	*2%*	*4%*	*2%*	*7%*
Other (write in)	**3**	-	1	-	-	1	*	-	1	1	2	3	*
	2%	*-%*	*7%*	*-%*	*-%*	*4%*	*1%*	*-%*	*2%*	*1%*	*4%*	*2%*	**%*
Don't know (DO NOT READ OUT)	**1**	-	*	*	-	*	*	-	*	*	*	*	*
	****%***	*-%*	**%*	*3%*	*-%*	*1%*	*2%*	*-%*	**%*	**%*	*1%*	**%*	*1%*
NET: Would send fewer letters	**79**	1	8	2	12	17	3	5	31	54	25	69	10
	52%	*79%*	*50%*	*94%*	*59%* g	*52%*	*56%*	*32%*	*53%* g	*56%* b	*45%*	*50%*	*67%* a
NET: Would send a similar number of letters	**63**	*	7	*	7	13	2	10	25	37	27	60	4
	42%	*21%*	*43%*	*3%*	*35%*	*40%*	*41%*	*61%* **deh**	*41%*	*38%*	*47%*	*44%* b	*25%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QN7b. And if letters prices went up by 20% what would your business do in response?
Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	***b**	a	b	c
Unweighted total	**387**	372	15	203	83	100
Weighted total	**152**	143	9	90	29	32
Our use of letters services, including use of 1st and 2nd class, would not change	**37**	36	1	24	4	8
	24%	*25%*	*6%*	*26%* b	*13%*	*26%* b
We would send a similar number of letters but use 2nd class postage more	**27**	23	4	16	6	5
	17%	*16%*	*42%*	*18%*	*20%*	*14%*
We would send fewer letters to save money	**5**	5	-	4	2	*
	4%	*4%*	*-%*	*4%*	*6%* c	**%*
We would send fewer letters and switch to electronic alternatives where we can	**74**	69	5	40	18	16
	48%	*48%*	*50%*	*44%*	*60%* a	*51%*
Some other impact of postage price increase	**1**	1	*	1	-	*
	1%	*1%*	*2%*	*1%*	*-%*	*1%*
We would not send any mail because the price would be unaffordable	**4**	4	-	4	*	*
	3%	*3%*	*-%*	*5%* c	**%*	**%*
Other (write in)	**3**	3	-	1	*	2
	2%	*2%*	*-%*	*1%*	**%*	*7%* **ab**
Don't know (DO NOT READ OUT)	**1**	1	-	*	*	*
	****%***	**%*	*-%*	**%*	*1%*	*1%*
NET: Would send fewer letters	**79**	74	5	43	19	16
	52%	*52%*	*50%*	*48%*	*66%* **ac**	*51%*
NET: Would send a similar number of letters	**63**	59	5	40	10	13
	42%	*41%*	*48%*	*44%*	*33%*	*41%*

Columns Tested: a,b - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 224 (continuation)

QN7b. And if letters prices went up by 20% what would your business do in response?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	387	267	102	15	3	-	-	-	-	369	18	83	184	120
Weighted total	152	127	21	4	*	-	-	-	-	148	4	52	75	25
Our use of letters services, including use of 1st and 2nd class, would not change	37	34	1	1	-	-	-	-	-	36	1	15	20	2
	24%	*27%* b	*5%*	*33%*	*-%*	*-%*	*-%*	*-%*	*-%*	*24%* b	*30%*	*29%* c	*26%* c	*10%*
We would send a similar number of letters but use 2nd class postage more	27	24	2	*	-	-	-	-	-	26	*	10	14	2
	17%	*19%* b	*10%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*18%*	*3%*	*19%* c	*19%* c	*9%*
We would send fewer letters to save money	5	5	*	-	-	-	-	-	-	5	-	4	1	*
	4%	*4%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*9%* **bc**	*1%*	*1%*
We would send fewer letters and switch to electronic alternatives where we can	74	56	15	2	*	-	-	-	-	71	3	20	35	18
	48%	*44%*	*72%* **ai**	*63%*	*100%*	*-%*	*-%*	*-%*	*-%*	*48%*	*66%*	*39%*	*47%*	*71%* **ab**
Some other impact of postage price increase	1	1	-	-	-	-	-	-	-	1	-	*	1	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	*1%*	*-%*
We would not send any mail because the price would be unaffordable	4	4	*	-	-	-	-	-	-	4	-	2	2	*
	3%	*3%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*4%*	*3%*	**%*
Other (write in)	3	1	2	-	-	-	-	-	-	3	-	-	1	2
	2%	*1%*	*10%* **ai**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*2%*	*9%* **ab**
Don't know (DO NOT READ OUT)	1	*	*	*	-	-	-	-	-	1	*	-	*	*
	**%*	**%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	**%*	*1%*
NET: Would send fewer letters	79	61	15	2	*	-	-	-	-	76	3	25	36	18
	52%	*48%*	*72%* **ai**	*63%*	*100%*	*-%*	*-%*	*-%*	*-%*	*52%*	*66%*	*48%*	*48%*	*71%* **ab**
NET: Would send a similar number of letters	63	59	3	1	-	-	-	-	-	62	1	25	34	5
	42%	*46%* b	*16%*	*36%*	*-%*	*-%*	*-%*	*-%*	*-%*	*42%* b	*33%*	*48%* c	*45%* c	*19%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QN7b. And if letters prices went up by 20% what would your business do in response?
Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	387	355	259	387	164	141	287	324	38	11	8	6	-	-
Weighted total	152	132	85	152	59	40	104	139	7	3	2	2	-	-
Our use of letters services, including use of 1st and 2nd class, would not change	37	29	25	37	12	6	23	36	*	-	*	*	-	-
	24%	*22%* e	*29%* **ae**	*24%* e	*21%*	*14%*	*22%* e	*26%* b	*3%*	*-%*	*16%*	*2%*	*-%*	*-%*
We would send a similar number of letters but use 2nd class postage more	27	23	12	27	8	7	15	25	1	-	*	*	-	-
	17%	*17%*	*14%*	*17%*	*13%*	*17%*	*15%*	*18%*	*22%*	*-%*	*6%*	*4%*	*-%*	*-%*
We would send fewer letters to save money	5	4	4	5	1	1	3	5	*	-	-	-	-	-
	4%	*3%*	*5%*	*4%*	*2%*	*3%*	*3%*	*4%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
We would send fewer letters and switch to electronic alternatives where we can	74	68	38	74	34	24	56	65	4	3	1	1	-	-
	48%	*52%*	*45%*	*48%*	*58%* **bc**	*59%* **bc**	*54%* b	*47%*	*54%*	*100%*	*75%*	*48%*	*-%*	*-%*
Some other impact of postage price increase	1	1	*	1	-	*	1	1	-	-	-	-	-	-
	1%	*1%*	**%*	*1%*	*-%*	**%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
We would not send any mail because the price would be unaffordable	4	4	2	4	1	1	3	3	1	-	*	-	-	-
	3%	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*	*2%*	*16%* a	*-%*	*2%*	*-%*	*-%*	*-%*
Other (write in)	3	1	3	3	2	1	1	2	*	-	-	1	-	-
	2%	*1%*	*4%* **af**	*2%*	*4%* a	*3%*	*1%*	*2%*	*1%*	*-%*	*-%*	*46%*	*-%*	*-%*
Don't know (DO NOT READ OUT)	1	1	*	1	*	*	1	*	*	-	-	-	-	-
	**%*	**%*	**%*	**%*	*1%*	*1%*	*1%*	**%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Would send fewer letters	79	72	43	79	36	25	59	70	4	3	1	1	-	-
	52%	*55%*	*50%*	*52%*	*60%* b	*63%* **bc**	*57%*	*51%*	*56%*	*100%*	*75%*	*48%*	*-%*	*-%*
NET: Would send a similar number of letters	63	52	37	63	20	12	38	61	2	-	*	*	-	-
	42%	*39%*	*43%* **de**	*42%* e	*33%*	*31%*	*37%*	*44%* b	*25%*	*-%*	*22%*	*6%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QN7b. And if letters prices went up by 20% what would your business do in response?
Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**387**	156	4	2	1	-	1	-	1	105	98	95	86	3
Weighted total	**152**	57	1	1	*	-	*	-	*	61	39	31	20	1
Our use of letters services, including use of 1st and 2nd class, would not change	**37**	11	1	-	-	-	-	-	-	19	7	7	4	*
	24%	*20%*	*91%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*31%* b	*18%*	*22%*	*19%*	*21%*
We would send a similar number of letters but use 2nd class postage more	**27**	8	-	-	-	-	-	-	-	11	7	6	3	-
	17%	*13%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*18%*	*18%*	*19%*	*14%*	*-%*
We would send fewer letters to save money	**5**	1	*	-	-	-	-	-	-	2	2	1	*	-
	4%	*2%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*6%* d	*2%*	**%*	*-%*
We would send fewer letters and switch to electronic alternatives where we can	**74**	33	*	1	-	-	*	-	*	26	20	14	13	1
	48%	*58%*	*5%*	*100%*	*-%*	*-%*	*100%*	*-%*	*100%*	*42%*	*51%*	*46%*	*65%* **ac**	*75%*
Some other impact of postage price increase	**1**	-	-	-	-	-	-	-	-	-	1	*	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	**%*	*-%*	*-%*
We would not send any mail because the price would be unaffordable	**4**	1	-	-	*	-	-	-	-	2	*	2	-	-
	3%	*2%*	*-%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*4%*	**%*	*7%* **bd**	*-%*	*-%*
Other (write in)	**3**	2	-	-	-	-	-	-	-	1	1	1	*	*
	2%	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*3%*	*3%*	**%*	*4%*
Don't know (DO NOT READ OUT)	**1**	*	-	-	-	-	-	-	-	*	*	*	*	-
	****%***	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	**%*	*1%*	*-%*
NET: Would send fewer letters	**79**	34	*	1	-	-	*	-	*	28	22	15	13	1
	52%	*61%*	*9%*	*100%*	*-%*	*-%*	*100%*	*-%*	*100%*	*46%*	*57%*	*48%*	*65%* **ac**	*75%*
NET: Would send a similar number of letters	**63**	19	1	-	-	-	-	-	-	30	14	13	7	*
	42%	*33%*	*91%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*49%* d	*36%*	*41%*	*33%*	*21%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QN7b. And if letters prices went up by 20% what would your business do in response?
Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**387**	53	38	38	32	3	86	11	67	353	34	366	21
Weighted total	**152**	25	13	12	8	1	37	4	18	139	14	143	9
Our use of letters services, including use of 1st and 2nd class, would not change	**37**	7	1	2	1	1	7	1	4	35	2	35	2
	24%	*30%* b	*6%*	*18%*	*13%*	*91%*	*20%*	*28%*	*20%*	*25%*	*12%*	*25%*	*18%*
We would send a similar number of letters but use 2nd class postage more	**27**	3	3	1	*	-	3	1	4	24	2	25	1
	17%	*10%*	*25%* d	*11%*	*4%*	*-%*	*7%*	*27%*	*22%* a	*18%*	*16%*	*18%*	*13%*
We would send fewer letters to save money	**5**	-	1	*	*	-	1	*	*	5	-	5	-
	4%	*-%*	*9%* a	**%*	*1%*	*-%*	*3%*	*1%*	**%*	*4%*	*-%*	*4%*	*-%*
We would send fewer letters and switch to electronic alternatives where we can	**74**	14	6	8	7	*	23	2	9	64	10	68	6
	48%	*59%*	*43%*	*61%*	*80%* **ab**	*9%*	*64%*	*40%*	*51%*	*46%*	*72%* a	*47%*	*69%*
Some other impact of postage price increase	**1**	-	-	-	-	-	-	-	-	1	-	1	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*
We would not send any mail because the price would be unaffordable	**4**	-	1	*	*	-	*	-	1	4	*	4	-
	3%	*-%*	*7%* a	**%*	*1%*	*-%*	**%*	*-%*	*5%* a	*3%*	**%*	*3%*	*-%*
Other (write in)	**3**	-	1	1	*	-	2	-	*	3	-	3	-
	2%	*-%*	*9%* a	*9%* a	*1%*	*-%*	*6%*	*-%*	*1%*	*2%*	*-%*	*2%*	*-%*
Don't know (DO NOT READ OUT)	**1**	*	*	*	*	-	*	*	*	1	-	1	-
	****%***	*1%*	*1%*	*1%*	*1%*	*-%*	**%*	*4%*	*1%*	**%*	*-%*	**%*	*-%*
NET: Would send fewer letters	**79**	14	7	8	7	*	25	2	10	69	10	73	6
	52%	*59%*	*52%*	*61%*	*81%* **ab**	*9%*	*67%*	*41%*	*52%*	*50%*	*72%* a	*51%*	*69%*
NET: Would send a similar number of letters	**63**	10	4	4	1	1	10	2	8	60	4	61	3
	42%	*41%* d	*31%*	*29%*	*17%*	*91%*	*27%*	*55%*	*41%*	*43%*	*27%*	*42%*	*31%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QN7b. And if letters prices went up by 20% what would your business do in response?
Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	***b**	a	***b**	a	b	a	b	c	***d**
Unweighted total	**387**	15	27	44	9	123	41	116	331	57	-
Weighted total	**152**	10	8	18	4	44	15	44	120	16	-
Our use of letters services, including use of 1st and 2nd class, would not change	**37**	2	*	3	2	11	1	13	23	3	-
	24%	*22%*	*5%*	*16%*	*49%*	*26%* b	*5%*	*31%* b	*19%*	*17%*	-%
We would send a similar number of letters but use 2nd class postage more	**27**	-	2	1	1	5	2	5	22	1	-
	17%	-%	*27%*	*7%*	*21%*	*12%*	*14%*	*12%*	*19%*	*9%*	-%
We would send fewer letters to save money	**5**	*	*	*	*	1	*	1	4	1	-
	4%	*%	*1%*	*1%*	*1%*	*3%*	*1%*	*3%*	*4%*	*7%*	-%
We would send fewer letters and switch to electronic alternatives where we can	**74**	5	5	11	1	23	11	21	64	11	-
	48%	*55%*	*66%*	*64%*	*30%*	*53%*	*74%* a	*47%*	*53%*	*66%* a	-%
Some other impact of postage price increase	**1**	-	-	-	-	-	-	1	1	-	-
	1%	-%	-%	-%	-%	-%	-%	*2%*	*1%*	-%	-%
We would not send any mail because the price would be unaffordable	**4**	1	*	1	-	-	1	1	4	*	-
	3%	*10%*	*1%*	*6%*	-%	-%	*7%* a	*3%*	*4%*	*%	-%
Other (write in)	**3**	1	-	1	-	2	-	1	*	*	-
	2%	*11%*	-%	*6%*	-%	*5%*	-%	*3%* b	*%	*%	-%
Don't know (DO NOT READ OUT)	**1**	*	-	*	-	*	-	*	1	*	-
	%	*1%*	-%	*1%*	-%	*1%*	-%	*%	*%	*1%	-%
NET: Would send fewer letters	**79**	5	5	11	1	25	11	22	68	12	-
	52%	*56%*	*67%*	*65%*	*31%*	*56%*	*74%* a	*50%*	*57%*	*73%* **ab**	-%
NET: Would send a similar number of letters	**63**	2	2	4	3	17	3	19	45	4	-
	42%	*22%*	*32%*	*23%*	*69%*	*38%* b	*19%*	*43%* c	*38%*	*26%*	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

QN7b. And if letters prices went up by 20% what would your business do in response?
Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**387**	104	229	43	-	107	120	37	-	337	242	135	313	250	6
Weighted total	**152**	38	73	12	-	39	45	9	-	125	79	49	116	96	2
Our use of letters services, including use of 1st and 2nd class, would not change	**37**	12	19	4	-	8	8	2	-	28	23	11	33	20	1
	24%	*32%*	*26%*	*35%*	*-%*	*19%*	*18%*	*18%*	*-%*	*23%*	*30%*	*23%*	*28%*	*21%*	*87%*
We would send a similar number of letters but use 2nd class postage more	**27**	5	11	2	-	6	5	3	-	23	11	6	23	19	-
	17%	*14%*	*15%*	*13%*	*-%*	*16%*	*12%*	*27%* b	*-%*	*18%*	*14%*	*13%*	*20%*	*19%*	*-%*
We would send fewer letters to save money	**5**	*	4	-	-	1	1	-	-	4	4	1	4	4	*
	4%	**%*	*6%* a	*-%*	*-%*	*3%*	*3%*	*-%*	*-%*	*3%*	*5%*	*2%*	*4%*	*4%*	*4%*
We would send fewer letters and switch to electronic alternatives where we can	**74**	19	35	5	-	23	27	5	-	62	34	27	50	46	*
	48%	*50%*	*47%*	*41%*	*-%*	*58%*	*61%*	*53%*	*-%*	*50%*	*44%*	*54%* b	*43%*	*48%*	*9%*
Some other impact of postage price increase	**1**	-	*	-	-	-	-	-	-	1	*	-	1	1	-
	1%	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*	*1%*	*1%*	*-%*
We would not send any mail because the price would be unaffordable	**4**	-	1	-	-	*	1	*	-	4	2	1	3	4	-
	3%	*-%*	*2%*	*-%*	*-%*	**%*	*2%*	*1%*	*-%*	*4%*	*3%*	*2%*	*3%*	*5%*	*-%*
Other (write in)	**3**	1	2	1	-	1	1	-	-	1	3	2	1	1	-
	2%	*3%*	*3%*	*9%*	*-%*	*3%*	*3%*	*-%*	*-%*	*1%*	*4%* a	*5%* a	*1%*	*1%*	*-%*
Don't know (DO NOT READ OUT)	**1**	*	*	*	-	*	*	*	-	1	*	*	1	*	-
	****%***	**%*	**%*	*2%*	*-%*	*1%*	*1%*	*1%*	*-%*	**%*	*1%*	*1%*	*1%*	**%*	*-%*
NET: Would send fewer letters	**79**	19	39	5	-	24	28	5	-	66	38	28	54	51	*
	52%	*50%*	*53%*	*41%*	*-%*	*61%*	*64%*	*53%*	*-%*	*53%*	*49%*	*57%*	*47%*	*53%*	*13%*
NET: Would send a similar number of letters	**63**	17	30	6	-	14	14	4	-	51	34	18	56	39	1
	42%	*46%*	*41%*	*48%*	*-%*	*35%*	*31%*	*45%*	*-%*	*41%*	*43%*	*36%*	*48%*	*40%*	*87%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QN7b. And if letters prices went up by 20% what would your business do in response?
Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	***e**	a	b	***a**	***b**	***c**	***d**
Unweighted total	**387**	121	71	82	30	24	280	240	9	6	3	1
Weighted total	**152**	41	24	29	4	4	104	91	4	1	3	*
Our use of letters services, including use of 1st and 2nd class, would not change	**37**	8	4	7	1	-	26	16	-	1	1	-
	24%	*20%*	*18%*	*24%*	*15%*	*-%*	*25%* b	*18%*	*-%*	*56%*	*32%*	*-%*
We would send a similar number of letters but use 2nd class postage more	**27**	5	2	4	1	*	22	18	2	*	-	-
	17%	*11%*	*10%*	*13%*	*33%* **abc**	*10%*	*21%*	*20%*	*47%*	*5%*	*-%*	*-%*
We would send fewer letters to save money	**5**	1	1	1	-	-	4	3	-	-	-	-
	4%	*3%*	*5%*	*4%*	*-%*	*-%*	*4%*	*3%*	*-%*	*-%*	*-%*	*-%*
We would send fewer letters and switch to electronic alternatives where we can	**74**	25	14	16	2	3	46	46	*	*	2	-
	48%	*60%*	*59%*	*54%*	*48%*	*85%*	*45%*	*51%*	*4%*	*39%*	*68%*	*-%*
Some other impact of postage price increase	**1**	-	-	-	-	-	1	1	-	-	-	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*
We would not send any mail because the price would be unaffordable	**4**	1	1	*	*	*	2	4	-	-	-	*
	3%	*3%*	*4%*	**%*	*1%*	*1%*	*2%*	*5%*	*-%*	*-%*	*-%*	*100%*
Other (write in)	**3**	1	1	1	*	*	1	1	2	-	-	-
	2%	*3%*	*5%*	*4%*	*1%*	*1%*	*1%*	*1%*	*49%*	*-%*	*-%*	*-%*
Don't know (DO NOT READ OUT)	**1**	*	-	*	*	*	1	*	-	-	-	-
	****%***	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*	**%*	*-%*	*-%*	*-%*	*-%*
NET: Would send fewer letters	**79**	26	15	17	2	3	50	49	*	*	2	-
	52%	*63%*	*64%*	*58%*	*48%*	*85%*	*49%*	*54%*	*4%*	*39%*	*68%*	*-%*
NET: Would send a similar number of letters	**63**	12	7	11	2	*	48	35	2	1	1	-
	42%	*31%*	*28%*	*37%*	*48%* b	*10%*	*47%*	*38%*	*47%*	*61%*	*32%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 224 (continuation)

QN7b. And if letters prices went up by 20% what would your business do in response?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**387**	374	325	379	323	380	217	371	102	-	315	12	50	318
Weighted total	**152**	144	121	146	119	148	79	143	31	-	118	4	25	118
Our use of letters services, including use of 1st and 2nd class, would not change	**37**	32	28	33	29	34	20	33	7	-	30	*	6	29
	24%	*22%*	*23%*	*23%*	*24%*	*23%*	*25%*	*23%*	*24%*	*-%*	*26%*	*1%*	*25%*	*25%*
We would send a similar number of letters but use 2nd class postage more	**27**	24	21	25	18	27	12	25	6	-	22	*	3	22
	17%	*17%*	*17%*	*17%*	*16%*	*18%*	*15%*	*18%*	*18%*	*-%*	*18%*	*8%*	*13%*	*19%*
We would send fewer letters to save money	**5**	4	4	4	4	5	2	4	1	-	4	-	-	5
	4%	*3%*	*3%*	*3%*	*3%*	*4%*	*2%*	*3%*	*4%*	*-%*	*3%*	*-%*	*-%*	*5%*
We would send fewer letters and switch to electronic alternatives where we can	**74**	73	61	73	60	73	41	73	15	-	53	4	12	55
	48%	*51%*	*51%*	*50%*	*51%*	*49%*	*52%*	*51%*	*46%*	*-%*	*45%*	*91%*	*49%*	*47%*
Some other impact of postage price increase	**1**	1	1	1	1	1	1	1	-	-	1	-	-	1
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*
We would not send any mail because the price would be unaffordable	**4**	4	4	4	3	4	2	3	*	-	4	-	-	4
	3%	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	*2%*	*1%*	*-%*	*4%*	*-%*	*-%*	*4%*
Other (write in)	**3**	3	1	3	2	3	1	2	2	-	2	-	3	*
	2%	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*7%* **ab**	*-%*	*2%*	*-%*	*13%* b	**%*
Don't know (DO NOT READ OUT)	**1**	1	1	1	1	1	*	1	*	-	1	-	*	1
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*1%*	*-%*	*1%*	*-%*	**%*	**%*
NET: Would send fewer letters	**79**	77	65	78	64	79	43	77	16	-	58	4	12	61
	52%	*54%*	*54%*	*53%*	*54%*	*53%*	*54%*	*54%*	*50%*	*-%*	*49%*	*91%*	*49%*	*51%*
NET: Would send a similar number of letters	**63**	57	48	59	47	60	31	59	13	-	52	*	10	51
	42%	*39%*	*40%*	*40%*	*40%*	*41%*	*39%*	*41%*	*42%*	*-%*	*44%*	*9%*	*39%*	*43%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QN7b. And if letters prices went up by 20% what would your business do in response?
Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	a	b	c	a	*b	c	a	b
Unweighted total	**387**	60	3	14	56	47	269	70	41	13	330	224	163
Weighted total	**152**	25	*	6	24	17	109	26	21	8	122	91	61
Our use of letters services, including use of 1st and 2nd class, would not change	**37**	5	-	1	4	1	27	8	5	1	31	22	14
	24%	*22%*	*-%*	*21%*	*17%*	*9%*	*25%* a	*31%* a	*23%*	*13%*	*25%*	*25%*	*24%*
We would send a similar number of letters but use 2nd class postage more	**27**	2	*	*	3	3	21	3	3	*	23	17	10
	17%	*9%*	*40%*	*3%*	*13%*	*16%*	*19%*	*10%*	*15%*	*1%*	*19%*	*19%*	*16%*
We would send fewer letters to save money	**5**	*	-	*	*	1	4	*	1	-	4	1	4
	4%	**%*	*-%*	*1%*	**%*	*6%*	*4%*	**%*	*5%*	*-%*	*4%*	*2%*	*7%* a
We would send fewer letters and switch to electronic alternatives where we can	**74**	15	*	4	14	12	52	10	11	6	56	45	28
	48%	*60%*	*40%*	*73%*	*60%*	*68%* **bc**	*48%*	*38%*	*52%*	*74%*	*46%*	*50%*	*46%*
Some other impact of postage price increase	**1**	-	-	-	-	-	1	-	-	-	1	-	1
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	*2%* a
We would not send any mail because the price would be unaffordable	**4**	1	-	*	1	*	*	4	-	-	4	3	1
	3%	*4%*	*-%*	*1%*	*4%*	**%*	**%*	*16%* **ab**	*-%*	*-%*	*4%*	*4%*	*2%*
Other (write in)	**3**	1	-	-	1	*	2	1	1	1	1	1	2
	2%	*4%*	*-%*	*-%*	*4%*	**%*	*2%*	*4%*	*5%* c	*13%*	*1%*	*1%*	*4%*
Don't know (DO NOT READ OUT)	**1**	*	*	*	*	*	*	*	-	-	1	*	*
	****%***	**%*	*19%*	*1%*	**%*	*1%*	**%*	*1%*	*-%*	*-%*	*1%*	**%*	*1%*
NET: Would send fewer letters	**79**	15	*	4	14	13	57	10	12	6	61	47	32
	52%	*61%*	*40%*	*74%*	*60%*	*74%* **bc**	*52%* c	*38%*	*57%*	*74%*	*50%*	*51%*	*53%*
NET: Would send a similar number of letters	**63**	8	*	1	7	4	49	11	8	1	54	39	24
	42%	*31%*	*40%*	*24%*	*31%*	*25%*	*45%* a	*41%*	*38%*	*13%*	*44%*	*43%*	*39%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 224 (continuation)

QN7b. And if letters prices went up by 20% what would your business do in response?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices				Month
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr' 2018
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d	
Unweighted total	**387**	387	56	148	77	115	53	208	134	86	176	30	82	387
Weighted total	**152**	152	15	51	25	41	19	82	50	32	64	11	39	152
Our use of letters services, including use of 1st and 2nd class, would not change	**37**	37	3	12	4	9	4	21	11	9	8	2	17	37
	24%	*24%*	*21%*	*23%*	*16%*	*22%*	*20%*	*26%*	*21%*	*29%* b	*13%*	*16%*	*45%* **abc**	*24%*
We would send a similar number of letters but use 2nd class postage more	**27**	27	3	4	3	3	1	16	9	10	7	2	6	27
	17%	*17%* c	*21%* c	*7%*	*13%*	*8%*	*6%*	*20%* **ab**	*18%* **ab**	*30%* **bd**	*11%*	*19%*	*15%*	*17%*
We would send fewer letters to save money	**5**	5	*	1	*	1	1	2	2	*	2	-	3	5
	4%	*4%*	*1%*	*2%*	**%*	*3%*	*6%*	*2%*	*5%*	*1%*	*4%*	*-%*	*7%*	*4%*
We would send fewer letters and switch to electronic alternatives where we can	**74**	74	8	31	14	25	10	38	25	11	40	7	12	74
	48%	*48%*	*56%*	*60%* a	*57%*	*61%* c	*52%*	*47%*	*49%*	*35%*	*64%* **ad**	*61%* **ad**	*30%*	*48%*
Some other impact of postage price increase	**1**	1	*	-	-	-	-	1	1	-	1	*	*	1
	1%	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*	*-%*	*1%*	*1%*	**%*	*1%*
We would not send any mail because the price would be unaffordable	**4**	4	-	1	1	1	1	1	1	-	3	*	*	4
	3%	*3%*	*-%*	*2%*	*4%*	*2%*	*5%*	*1%*	*2%*	*-%*	*5%* **ad**	*1%*	**%*	*3%*
Other (write in)	**3**	3	-	2	2	1	2	2	1	1	1	*	1	3
	2%	*2%*	*-%*	*4%*	*9%* **ab**	*3%*	*11%* **acd**	*3%*	*2%*	*4%*	*2%*	**%*	*3%*	*2%*
Don't know (DO NOT READ OUT)	**1**	1	-	*	*	*	-	*	*	*	*	-	*	1
	****%***	**%*	*-%*	*1%*	*1%*	*1%*	*-%*	**%*	**%*	*1%*	**%*	*-%*	**%*	**%*
NET: Would send fewer letters	**79**	79	8	32	14	26	11	40	27	11	43	7	14	79
	52%	*52%*	*57%*	*63%* a	*57%*	*64%* c	*58%*	*49%*	*54%*	*36%*	*67%* **ad**	*61%* **ad**	*37%*	*52%*
NET: Would send a similar number of letters	**63**	63	6	15	7	13	5	37	20	19	15	4	23	63
	42%	*42%* **cd**	*42%*	*30%*	*29%*	*30%*	*26%*	*45%* **ab**	*39%*	*59%* **bc**	*24%*	*35%*	*60%* **bc**	*42%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QN7b. And if letters prices went up by 20% what would your business do in response?
Base: All using RM to send letters/large letters in the last month (QN3a=1)

	Total base	Quarter
		Q2 2018
Unweighted total	**387**	387
Weighted total	**152**	152
Our use of letters services, including use of 1st and 2nd class, would not change	**37**	37
	24%	*24%*
We would send a similar number of letters but use 2nd class postage more	**27**	27
	17%	*17%*
We would send fewer letters to save money	**5**	5
	4%	*4%*
We would send fewer letters and switch to electronic alternatives where we can	**74**	74
	48%	*48%*
Some other impact of postage price increase	**1**	1
	1%	*1%*
We would not send any mail because the price would be unaffordable	**4**	4
	3%	*3%*
Other (write in)	**3**	3
	2%	*2%*
Don't know (DO NOT READ OUT)	**1**	1
	***%**	*%*
NET: Would send fewer letters	**79**	79
	52%	*52%*
NET: Would send a similar number of letters	**63**	63
	42%	*42%*

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 225 Page 4024

QN7c. If your business' total cost of sending parcels went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	e	a	***b**	***c**	***d**	***e**
Unweighted total	**177**	78	49	34	16	99	37	23	10	7	18
Weighted total	**69**	62	4	2	1	7	27	15	3	1	1
Our use of parcels services, including use of 1st and 2nd class, would not change	**24**	22	2	*	*	2	8	3	1	*	1
	34%	*34%*	*48%* c	*20%*	*13%*	*33%*	*31%*	*19%*	*39%*	*41%*	*39%*
We would send a similar number of parcels but use 2nd class postage more	**15**	13	1	*	*	2	4	4	1	*	*
	22%	*21%*	*18%*	*21%*	*36%*	*22%*	*16%*	*29%*	*40%*	*36%*	*29%*
We would send fewer parcels to save money	**2**	2	*	*	*	*	2	-	-	-	*
	3%	*3%*	*3%*	*2%*	*8%*	*4%*	*8%*	*-%*	*-%*	*-%*	*12%*
We would switch to cheaper parcel service providers	**21**	19	1	1	*	2	6	7	1	*	*
	30%	*31%*	*19%*	*38%*	*38%*	*28%*	*23%*	*50%*	*21%*	*22%*	*4%*
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	**5**	5	*	*	*	*	5	*	-	-	*
	8%	*8%*	*4%*	*12%*	*5%*	*7%*	*17%*	*2%*	*-%*	*-%*	*16%*
Some other impact of postage price increase	*	-	*	-	-	*	-	-	-	-	-
	****%***	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
We would not send any parcels as the price would be unaffordable	*	*	-	-	-	-	*	-	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*
Other (write in)	**1**	1	*	-	-	*	1	-	-	-	-
	2%	*2%*	*2%*	*-%*	*-%*	*1%*	*4%*	*-%*	*-%*	*-%*	*-%*
Don't know (DO NOT READ OUT)	*	-	*	*	-	*	-	-	-	-	-
	****%***	*-%*	*5%*	*8%* a	*-%*	*5%* a	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Would send fewer parcels	**24**	21	1	1	1	2	8	7	1	*	*
	34%	*34%*	*22%*	*40%*	*46%*	*32%*	*30%*	*50%*	*21%*	*22%*	*16%*
NET: Would send a similar number of parcels	**39**	35	2	1	1	4	13	7	2	1	1
	56%	*56%*	*66%* c	*41%*	*49%*	*55%*	*48%*	*48%*	*79%*	*78%*	*68%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 225 (continuation)

QN7c. If your business' total cost of sending parcels went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	177	11	7	21	5	8	21	18	13	14	118	26	17	16
Weighted total	69	8	6	6	3	6	9	9	7	8	61	4	3	2
Our use of parcels services, including use of 1st and 2nd class, would not change	24	4	1	1	3	1	4	2	3	3	22	1	*	*
	34%	*46%*	*19%*	*23%*	*96%*	*16%*	*49%*	*25%*	*44%*	*39%*	*37%*	*20%*	*4%*	*28%*
We would send a similar number of parcels but use 2nd class postage more	15	1	2	2	-	2	2	*	1	2	12	1	1	1
	22%	*14%*	*38%*	*36%*	*-%*	*32%*	*23%*	*1%*	*21%*	*21%*	*20%*	*26%*	*30%*	*39%*
We would send fewer parcels to save money	2	-	-	1	-	-	*	1	-	-	2	*	-	*
	3%	*-%*	*-%*	*19%*	*-%*	*-%*	*1%*	*12%*	*-%*	*-%*	*4%*	*1%*	*-%*	*3%*
We would switch to cheaper parcel service providers	21	1	2	*	*	3	1	5	2	3	18	2	2	*
	30%	*13%*	*41%*	*3%*	*4%*	*50%*	*15%*	*50%*	*35%*	*39%*	*29%*	*40%*	*65%*	*8%*
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	5	2	*	*	-	-	1	1	-	-	5	*	-	*
	8%	*27%*	*3%*	*2%*	*-%*	*-%*	*12%*	*12%*	*-%*	*-%*	*8%*	*7%*	*-%*	*22%*
Some other impact of postage price increase	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*
We would not send any parcels as the price would be unaffordable	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*-%*	*-%*
Other (write in)	1	-	-	1	-	-	-	*	-	-	1	-	-	-
	2%	*-%*	*-%*	*17%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*
Don't know (DO NOT READ OUT)	*	-	-	*	-	*	*	-	-	*	*	-	-	-
	**%*	*-%*	*-%*	*1%*	*-%*	*2%*	*1%*	*-%*	*-%*	*2%*	*1%*	*-%*	*-%*	*-%*
NET: Would send fewer parcels	24	1	2	1	*	3	1	6	2	3	20	2	2	*
	34%	*13%*	*41%*	*22%*	*4%*	*50%*	*15%*	*61%*	*35%*	*39%*	*33%*	*41%*	*65%*	*11%*
NET: Would send a similar number of parcels	39	5	3	4	3	3	7	2	4	4	35	2	1	1
	56%	*60%*	*57%*	*59%*	*96%*	*48%*	*72%*	*26%*	*65%*	*60%*	*57%*	*45%*	*33%*	*67%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 225 (continuation)

QN7c. If your business' total cost of sending parcels went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted total	177	2	26	4	18	57	9	7	54	121	56	146	31
Weighted total	69	*	11	*	9	27	1	3	19	53	17	58	12
Our use of parcels services, including use of 1st and 2nd class, would not change	24	*	4	-	1	10	*	1	7	17	6	18	6
	34%	*50%*	*39%*	*-%*	*15%*	*38%*	*18%*	*44%*	*35%*	*33%*	*38%*	*31%*	*50%*
We would send a similar number of parcels but use 2nd class postage more	15	-	*	*	5	5	*	*	5	12	3	12	3
	22%	*-%*	*4%*	*13%*	*54%*	*18%*	*14%*	*6%*	*25%*	*23%*	*17%*	*21%*	*25%*
We would send fewer parcels to save money	2	-	1	-	*	1	-	-	*	2	*	2	*
	3%	*-%*	*10%*	*-%*	*1%*	*5%*	*-%*	*-%*	*%*	*4%*	*%*	*4%*	*1%*
We would switch to cheaper parcel service providers	21	*	4	*	2	9	*	1	5	15	6	19	2
	30%	*50%*	*34%*	*77%*	*18%*	*34%*	*7%*	*50%*	*26%*	*28%*	*38%*	*33%*	*20%*
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	5	-	1	*	1	1	-	-	2	5	1	5	*
	8%	*-%*	*12%*	*10%*	*12%*	*5%*	*-%*	*-%*	*8%*	*9%*	*4%*	*8%*	*4%*
Some other impact of postage price increase	*	-	-	-	-	-	*	-	-	-	*	*	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*-%*	*-%*	*-%*	*%*	*%*	*-%*
We would not send any parcels as the price would be unaffordable	*	-	-	-	-	-	*	-	-	-	*	*	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*39%*	*-%*	*-%*	*-%*	*2%*	*1%*	*-%*
Other (write in)	1	-	-	-	-	-	-	-	1	1	-	1	-
	2%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*2%*	*-%*	*2%*	*-%*
Don't know (DO NOT READ OUT)	*	-	*	-	-	*	*	-	*	*	-	*	*
	%	*-%*	*1%*	*-%*	*-%*	*%*	*15%*	*-%*	*%*	*1%*	*-%*	*%*	*1%*
NET: Would send fewer parcels	24	*	5	*	2	10	*	1	5	17	6	21	2
	34%	*50%*	*44%*	*77%*	*18%*	*39%*	*7%*	*50%*	*26%*	*32%*	*38%*	*37%*	*21%*
NET: Would send a similar number of parcels	39	*	5	*	6	15	*	1	11	29	9	30	9
	56%	*50%*	*43%*	*13%*	*69%*	*56%*	*32%*	*50%*	*60%*	*56%*	*56%*	*52%*	*75%* a

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QN7c. If your business' total cost of sending parcels went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**177**	171	6	70	33	74
Weighted total	**69**	65	5	27	9	33
Our use of parcels services, including use of 1st and 2nd class, would not change	**24**	23	1	12	2	10
	34%	*35%*	*20%*	*43%*	*25%*	*30%*
We would send a similar number of parcels but use 2nd class postage more	**15**	14	1	6	4	5
	22%	*21%*	*27%*	*22%*	*42%* **ac**	*15%*
We would send fewer parcels to save money	**2**	2	-	*	*	2
	3%	*4%*	*-%*	*1%*	*1%*	*7%*
We would switch to cheaper parcel service providers	**21**	21	-	6	3	13
	30%	*33%*	*-%*	*21%*	*29%*	*38%* a
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	**5**	3	2	4	*	2
	8%	*5%*	*46%*	*13%* b	*1%*	*5%*
Some other impact of postage price increase	*	*	-	-	-	*
	%	*%*	*-%*	*-%*	*-%*	*%*
We would not send any parcels as the price would be unaffordable	*	-	*	-	-	*
	%	*-%*	*6%*	*-%*	*-%*	*1%*
Other (write in)	**1**	1	-	-	*	1
	2%	*2%*	*-%*	*-%*	*1%*	*3%*
Don't know (DO NOT READ OUT)	*	*	-	*	*	*
	%	*1%*	*-%*	*%*	*2%*	*%*
NET: Would send fewer parcels	**24**	24	-	6	3	15
	34%	*36%*	*-%*	*22%*	*30%*	*45%* a
NET: Would send a similar number of parcels	**39**	37	2	18	6	15
	56%	*56%*	*47%*	*65%* c	*67%* c	*45%*

Columns Tested: a,b - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 225 (continuation)

QN7c. If your business' total cost of sending parcels went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	177	91	69	14	2	1	-	-	-	160	17	18	73	86
Weighted total	69	46	18	5	*	*	-	-	-	64	5	12	34	24
Our use of parcels services, including use of 1st and 2nd class, would not change	24	17	4	2	*	-	-	-	-	21	2	4	14	7
	34%	*37%*	*23%*	*48%*	*32%*	*-%*	*-%*	*-%*	*-%*	*33%*	*46%*	*32%*	*39%*	*28%*
We would send a similar number of parcels but use 2nd class postage more	15	11	3	1	*	-	-	-	-	14	1	2	9	4
	22%	*24%*	*15%*	*22%*	*68%*	*-%*	*-%*	*-%*	*-%*	*21%*	*23%*	*19%*	*25%*	*17%*
We would send fewer parcels to save money	2	1	1	-	-	-	-	-	-	2	-	-	1	1
	3%	*3%*	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*-%*	*4%*	*5%*
We would switch to cheaper parcel service providers	21	11	8	1	-	*	-	-	-	20	1	2	9	10
	30%	*25%*	*46%* ai	*25%*	*-%*	*100%*	*-%*	*-%*	*-%*	*31%*	*26%*	*21%*	*26%*	*42%* b
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	5	5	*	*	-	-	-	-	-	5	*	3	1	1
	8%	*10%*	*2%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*4%*	*28%*	*4%*	*3%*
Some other impact of postage price increase	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*
We would not send any parcels as the price would be unaffordable	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*
Other (write in)	1	*	1	-	-	-	-	-	-	1	-	-	*	1
	2%	**%*	*6%* a	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	**%*	*5%*
Don't know (DO NOT READ OUT)	*	*	*	-	-	-	-	-	-	*	-	-	*	*
	**%*	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*1%*
NET: Would send fewer parcels	24	13	10	1	-	*	-	-	-	22	1	2	10	11
	34%	*27%*	*52%* ai	*25%*	*-%*	*100%*	*-%*	*-%*	*-%*	*35%*	*26%*	*21%*	*29%*	*46%* b
NET: Would send a similar number of parcels	39	28	7	4	*	-	-	-	-	35	4	6	22	11
	56%	*61%* b	*38%*	*70%*	*100%*	*-%*	*-%*	*-%*	*-%*	*55%* b	*70%*	*51%*	*65%* c	*45%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 05/02/19

QN7c. If your business' total cost of sending parcels went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	177	138	125	150	177	67	141	118	19	7	3	3	-	-
Weighted total	69	44	37	51	69	15	51	45	3	1	*	1	-	-
Our use of parcels services, including use of 1st and 2nd class, would not change	24	15	16	17	24	3	17	17	*	*	-	*	-	-
	34%	34%	44% e	34%	34% e	21%	33%	38%	8%	7%	-%	4%	-%	-%
We would send a similar number of parcels but use 2nd class postage more	15	13	8	14	15	4	13	12	*	*	*	1	-	-
	22%	28%	21%	27%	22%	26%	25%	28%	9%	4%	74%	91%	-%	-%
We would send fewer parcels to save money	2	1	*	1	2	1	1	1	*	-	-	-	-	-
	3%	3%	1%	3%	3%	8% b	3%	3%	1%	-%	-%	-%	-%	-%
We would switch to cheaper parcel service providers	21	12	10	14	21	6	13	11	2	1	*	*	-	-
	30%	28%	26%	28%	30%	40%	26%	25%	65%	82%	26%	5%	-%	-%
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	5	2	3	3	5	1	5	3	*	*	-	-	-	-
	8%	5%	8%	6%	8%	4%	10%	6%	9%	7%	-%	-%	-%	-%
Some other impact of postage price increase	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	-%
We would not send any parcels as the price would be unaffordable	*	*	-	*	*	-	-	*	-	-	-	-	-	-
	*%	1%	-%	1%	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%
Other (write in)	1	*	*	*	1	*	1	*	-	-	-	-	-	-
	2%	*%	*%	*%	2%	*%	2%	*%	-%	-%	-%	-%	-%	-%
Don't know (DO NOT READ OUT)	*	*	*	*	*	*	*	*	*	-	-	-	-	-
	*%	1%	1%	1%	*%	1%	1%	*%	7%	-%	-%	-%	-%	-%
NET: Would send fewer parcels	24	14	10	16	24	7	15	12	2	1	*	*	-	-
	34%	31%	27%	31%	34%	47% abcf	29%	27%	66%	82%	26%	5%	-%	-%
NET: Would send a similar number of parcels	39	28	24	31	39	7	30	29	1	*	*	1	-	-
	56%	63% e	64% e	61% e	56%	47%	58%	65%	17%	11%	74%	95%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 05/02/19

QN7c. If your business' total cost of sending parcels went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	b	c	d	*e
Unweighted total	177	168	4	2	1	1	1	-	2	25	36	39	47	3
Weighted total	69	67	1	1	*	*	*	-	*	16	13	11	10	1
Our use of parcels services, including use of 1st and 2nd class, would not change	24	23	*	1	-	-	-	-	-	8	3	3	3	*
	34%	*34%*	*5%*	*100%*	*-%*	*-%*	*-%*	*-%*	*-%*	*48%*	*26%*	*31%*	*27%*	*21%*
We would send a similar number of parcels but use 2nd class postage more	15	15	*	-	*	-	-	-	-	4	5	4	2	-
	22%	*22%*	*4%*	*-%*	*100%*	*-%*	*-%*	*-%*	*-%*	*23%*	*34%*	*40%* d	*16%*	*-%*
We would send fewer parcels to save money	2	2	*	-	-	-	-	-	-	1	*	*	-	-
	3%	*3%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*1%*	*1%*	*-%*	*-%*
We would switch to cheaper parcel service providers	21	20	1	-	-	*	*	-	*	3	3	2	5	1
	30%	*30%*	*86%*	*-%*	*-%*	*100%*	*100%*	*-%*	*100%*	*21%*	*25%*	*16%*	*52%* **bc**	*75%*
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	5	5	-	-	-	-	-	-	-	*	2	1	*	-
	8%	*8%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*12%*	*10%*	*4%*	*-%*
Some other impact of postage price increase	*	*	-	-	-	-	-	-	-	-	-	*	-	-
	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*
We would not send any parcels as the price would be unaffordable	*	*	-	-	-	-	-	-	-	*	-	-	-	-
	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*
Other (write in)	1	1	-	-	-	-	-	-	-	-	-	-	-	*
	2%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*
Don't know (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	-	*	*	*	-
	**%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*	*1%*	*-%*
NET: Would send fewer parcels	24	22	1	-	-	*	*	-	*	4	3	2	5	1
	34%	*33%*	*91%*	*-%*	*-%*	*100%*	*100%*	*-%*	*100%*	*28%*	*26%*	*17%*	*52%* **bc**	*75%*
NET: Would send a similar number of parcels	39	38	*	1	*	-	-	-	-	11	8	8	4	*
	56%	*56%*	*9%*	*100%*	*100%*	*-%*	*-%*	*-%*	*-%*	*70%*	*61%*	*71%* d	*44%*	*21%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QN7c. If your business' total cost of sending parcels went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	*b	a	*b
Unweighted total	**177**	57	36	44	37	3	97	9	70	152	25	140	10
Weighted total	**69**	26	12	18	13	1	47	3	19	61	9	49	2
Our use of parcels services, including use of 1st and 2nd class, would not change	**24**	8	6	6	4	1	16	1	6	20	4	16	1
	34%	*32%*	*45%*	*31%*	*30%*	*100%*	*34%*	*39%*	*33%*	*33%*	*40%*	*33%*	*58%*
We would send a similar number of parcels but use 2nd class postage more	**15**	6	2	5	1	-	9	*	5	14	1	14	*
	22%	*25%*	*17%*	*27%*	*11%*	*-%*	*20%*	*4%*	*28%*	*23%*	*14%*	*28%*	*2%*
We would send fewer parcels to save money	**2**	2	*	*	-	-	1	-	1	2	-	1	-
	3%	*9%*	*1%*	*1%*	*-%*	*-%*	*3%*	*-%*	*6%*	*4%*	*-%*	*3%*	*-%*
We would switch to cheaper parcel service providers	**21**	5	4	5	7	-	16	2	3	17	4	14	1
	30%	*19%*	*34%*	*27%*	*56%* ac	*-%*	*34%* c	*53%*	*17%*	*28%*	*45%*	*28%*	*34%*
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	**5**	4	*	1	*	-	3	*	2	5	*	3	*
	8%	*14%* b	*1%*	*6%*	*4%*	*-%*	*6%*	*2%*	*12%*	*9%*	*1%*	*6%*	*5%*
Some other impact of postage price increase	*	*	-	-	-	-	*	-	-	*	-	*	-
	%	*%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*	*%*	*-%*
We would not send any parcels as the price would be unaffordable	*	*	-	-	-	-	-	-	*	*	-	*	-
	%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*%*	*-%*	*1%*	*-%*
Other (write in)	**1**	-	*	1	-	-	1	-	*	1	-	*	-
	2%	*-%*	*%*	*6%*	*-%*	*-%*	*2%*	*-%*	*%*	*2%*	*-%*	*%*	*-%*
Don't know (DO NOT READ OUT)	*	*	*	*	-	-	-	*	*	*	-	*	-
	%	*%*	*1%*	*1%*	*-%*	*-%*	*-%*	*2%*	*2%*	*1%*	*-%*	*1%*	*-%*
NET: Would send fewer parcels	**24**	7	4	5	7	-	17	2	5	20	4	15	1
	34%	*28%*	*35%*	*28%*	*56%* ac	*-%*	*37%*	*53%*	*24%*	*32%*	*45%*	*31%*	*34%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QN7c. If your business' total cost of sending parcels went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	*b	a	*b
Unweighted total	**177**	57	36	44	37	3	97	9	70	152	25	140	10
Weighted total	**69**	26	12	18	13	1	47	3	19	61	9	49	2
NET: Would send a similar number of parcels	**39**	15	8	11	5	1	26	1	12	34	5	30	1
	56%	*57%*	*63%*	*59%*	*41%*	*100%*	*54%*	*43%*	*61%*	*56%*	*54%*	*62%*	*60%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QN7c. If your business' total cost of sending parcels went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	a	*b	a	b	a	b	c	*d
Unweighted total	177	17	25	31	3	137	40	65	122	42	-
Weighted total	69	12	8	12	1	54	16	20	37	10	-
Our use of parcels services, including use of 1st and 2nd class, would not change	24	3	3	3	*	19	5	10	9	4	-
	34%	*29%*	*32%*	*22%*	*13%*	*36%*	*29%*	*47%* b	*24%*	*42%* b	*-%*
We would send a similar number of parcels but use 2nd class postage more	15	2	2	3	1	11	3	4	12	1	-
	22%	*19%*	*31%*	*29%*	*83%*	*21%*	*22%*	*18%*	*31%* c	*12%*	*-%*
We would send fewer parcels to save money	2	-	*	*	-	2	*	*	1	1	-
	3%	*-%*	*1%*	**%*	*-%*	*4%*	**%*	**%*	*3%*	*11%* a	*-%*
We would switch to cheaper parcel service providers	21	5	3	4	*	15	6	6	12	3	-
	30%	*42%*	*36%*	*38%*	*4%*	*28%*	*40%*	*31%*	*33%*	*26%*	*-%*
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	5	1	*	1	-	4	1	*	2	1	-
	8%	*9%*	*1%*	*9%*	*-%*	*8%*	*8%*	*1%*	*6%*	*6%*	*-%*
Some other impact of postage price increase	*	-	-	-	-	*	-	-	*	-	-
	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*
We would not send any parcels as the price would be unaffordable	*	-	-	-	-	*	-	*	*	*	-
	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	*3%*	*-%*
Other (write in)	1	-	-	-	-	1	-	*	*	*	-
	2%	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	**%*	**%*	*1%*	*-%*
Don't know (DO NOT READ OUT)	*	*	-	*	-	*	-	*	*	*	-
	**%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*1%*	*1%*	*-%*
NET: Would send fewer parcels	24	5	3	4	*	17	6	6	14	4	-
	34%	*42%*	*36%*	*38%*	*4%*	*32%*	*41%*	*31%*	*37%*	*37%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QN7c. If your business' total cost of sending parcels went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	***b**	a	***b**	a	b	a	b	c	***d**
Unweighted total	**177**	17	25	31	3	137	40	65	122	42	-
Weighted total	**69**	12	8	12	1	54	16	20	37	10	-
NET: Would send a similar number of parcels	**39**	6	5	6	1	31	8	13	20	5	-
	56%	*48%*	*63%*	*51%*	*96%*	*57%*	*52%*	*66%*	*56%*	*53%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 225 (continuation)

QN7c. If your business' total cost of sending parcels went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	177	57	108	27	-	119	126	44	-	127	115	151	125	95	5
Weighted total	69	18	29	5	-	48	49	14	-	41	35	62	42	30	2
Our use of parcels services, including use of 1st and 2nd class, would not change	24	11	11	3	-	18	15	6	-	14	15	21	13	8	1
	34%	*59%* b	*37%*	*63%*	*-%*	*38%*	*30%*	*40%*	*-%*	*34%*	*43%*	*34%*	*31%*	*26%*	*90%*
We would send a similar number of parcels but use 2nd class postage more	15	4	5	*	-	12	10	1	-	11	7	14	12	8	*
	22%	*22%*	*18%*	*3%*	*-%*	*25%* c	*20%*	*8%*	*-%*	*28%*	*21%*	*22%*	*28%*	*26%*	*3%*
We would send fewer parcels to save money	2	*	*	*	-	1	1	1	-	1	*	2	1	1	*
	3%	*1%*	*1%*	*1%*	*-%*	*2%*	*3%*	*8%*	*-%*	*3%*	**%*	*4%*	*3%*	*4%*	*4%*
We would switch to cheaper parcel service providers	21	2	10	1	-	13	17	5	-	12	9	18	12	10	*
	30%	*9%*	*33%* a	*22%*	*-%*	*28%*	*35%*	*37%*	*-%*	*29%*	*27%*	*29%*	*29%*	*33%*	*3%*
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	5	2	3	*	-	3	4	1	-	2	3	5	3	3	-
	8%	*9%*	*10%*	*8%*	*-%*	*5%*	*8%*	*4%*	*-%*	*5%*	*8%*	*8%*	*7%*	*9%*	*-%*
Some other impact of postage price increase	*	-	*	-	-	-	*	-	-	*	*	*	*	*	-
	**%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*
We would not send any parcels as the price would be unaffordable	*	-	-	-	-	*	*	*	-	*	-	*	*	-	-
	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*2%*	*-%*	*1%*	*-%*	**%*	*1%*	*-%*	*-%*
Other (write in)	1	-	*	-	-	-	1	-	-	*	*	1	*	-	-
	2%	*-%*	**%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	**%*	**%*	*2%*	**%*	*-%*	*-%*
Don't know (DO NOT READ OUT)	*	*	*	*	-	*	*	*	-	*	*	*	*	*	-
	**%*	**%*	*1%*	*2%*	*-%*	**%*	*1%*	**%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*
NET: Would send fewer parcels	24	2	10	1	-	14	18	6	-	13	10	20	14	11	*
	34%	*10%*	*34%* a	*23%*	*-%*	*30%*	*38%*	*45%*	*-%*	*32%*	*27%*	*33%*	*32%*	*38%*	*7%*
NET: Would send a similar number of parcels	39	15	16	3	-	30	25	7	-	26	23	35	25	16	1
	56%	*81%* b	*55%*	*66%*	*-%*	*63%* b	*50%*	*48%*	*-%*	*62%*	*64%*	*56%*	*59%*	*53%*	*93%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 225 (continuation)

QN7c. If your business' total cost of sending parcels went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	*a	*b	*c	*d
Unweighted total	177	126	76	88	32	27	124	96	5	4	4	3
Weighted total	69	45	25	34	6	6	45	30	1	1	3	1
Our use of parcels services, including use of 1st and 2nd class, would not change	24	13	5	12	2	3	12	5	*	*	-	-
	34%	*29%*	*19%*	*36%* b	*39%* b	*43%*	*27%*	*17%*	*4%*	*50%*	-%	-%
We would send a similar number of parcels but use 2nd class postage more	15	11	4	8	1	*	11	7	*	-	1	*
	22%	*24%*	*17%*	*23%*	*18%*	*2%*	*25%*	*24%*	*4%*	-%	*37%*	*24%*
We would send fewer parcels to save money	2	1	*	1	*	1	1	*	-	-	-	-
	3%	*3%*	*1%*	*4%*	*1%*	*18%*	*3%*	*1%*	-%	-%	-%	-%
We would switch to cheaper parcel service providers	21	15	12	11	2	2	15	12	1	*	2	1
	30%	*33%*	*47%* c	*31%*	*33%*	*33%*	*34%*	*41%*	*92%*	*50%*	*63%*	*76%*
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	5	3	4	1	*	*	3	4	-	-	-	-
	8%	*7%*	*15%* **ac**	*4%*	*3%*	*3%*	*7%*	*12%*	-%	-%	-%	-%
Some other impact of postage price increase	*	*	*	-	-	-	*	*	-	-	-	-
	**%*	**%*	**%*	-%	-%	-%	**%*	**%*	-%	-%	-%	-%
We would not send any parcels as the price would be unaffordable	*	*	-	*	*	-	*	-	-	-	-	-
	**%*	*1%*	-%	*1%*	*5%*	-%	*1%*	-%	-%	-%	-%	-%
Other (write in)	1	1	*	*	*	*	1	1	-	-	-	-
	2%	*2%*	**%*	**%*	*1%*	*1%*	*2%*	*4%*	-%	-%	-%	-%
Don't know (DO NOT READ OUT)	*	*	*	*	-	-	*	*	-	-	-	-
	**%*	*1%*	**%*	**%*	-%	-%	*1%*	*1%*	-%	-%	-%	-%
NET: Would send fewer parcels	24	16	12	12	2	3	17	13	1	*	2	1
	34%	*36%*	*47%*	*35%*	*34%*	*51%*	*37%*	*42%*	*92%*	*50%*	*63%*	*76%*
NET: Would send a similar number of parcels	39	24	9	20	4	3	24	13	*	*	1	*
	56%	*54%* b	*36%*	*59%* b	*57%* b	*45%*	*52%*	*41%*	*8%*	*50%*	*37%*	*24%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QN7c. If your business' total cost of sending parcels went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	*a	b
Unweighted total	**177**	169	158	171	165	174	112	170	61	-	147	6	28	137
Weighted total	**69**	65	59	66	64	68	42	67	18	-	57	4	17	49
Our use of parcels services, including use of 1st and 2nd class, would not change	**24**	23	21	23	23	24	16	23	5	-	21	1	5	16
	34%	*35%*	*36%*	*35%*	*35%*	*35%*	*38%*	*34%*	*29%*	*-%*	*36%*	*26%*	*32%*	*34%*
We would send a similar number of parcels but use 2nd class postage more	**15**	14	13	14	15	15	12	15	5	-	11	-	3	12
	22%	*22%*	*22%*	*22%*	*23%*	*22%*	*28%*	*22%*	*28%*	*-%*	*20%*	*-%*	*20%*	*24%*
We would send fewer parcels to save money	**2**	2	1	2	1	2	1	2	*	-	2	-	-	2
	3%	*4%*	*2%*	*4%*	*2%*	*4%*	*3%*	*4%*	*1%*	*-%*	*4%*	*-%*	*-%*	*5%*
We would switch to cheaper parcel service providers	**21**	19	18	19	20	20	10	20	6	-	16	2	6	13
	30%	*29%*	*30%*	*29%*	*31%*	*30%*	*23%*	*30%*	*32%*	*-%*	*28%*	*66%*	*39%*	*27%*
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	**5**	5	4	5	4	5	3	5	1	-	5	-	1	4
	8%	*8%*	*7%*	*8%*	*6%*	*7%*	*7%*	*8%*	*8%*	*-%*	*9%*	*-%*	*7%*	*8%*
Some other impact of postage price increase	*	*	*	*	*	*	-	*	-	-	*	-	-	*
	%	*%*	*%*	*%*	*%*	*%*	*-%*	*%*	*-%*	*-%*	*%*	*-%*	*-%*	*%*
We would not send any parcels as the price would be unaffordable	*	*	*	*	*	*	*	*	*	-	-	*	*	-
	%	*%*	*%*	*%*	*%*	*%*	*1%*	*%*	*2%*	*-%*	*-%*	*8%*	*2%*	*-%*
Other (write in)	**1**	1	1	1	1	1	*	1	*	-	1	-	-	1
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*%*	*2%*	*%*	*-%*	*2%*	*-%*	*-%*	*2%*
Don't know (DO NOT READ OUT)	*	*	*	*	*	*	*	*	*	-	*	-	-	*
	%	*1%*	*%*	*1%*	*1%*	*1%*	*%*	*1%*	*%*	*-%*	*1%*	*-%*	*-%*	*1%*
NET: Would send fewer parcels	**24**	21	19	21	21	22	11	22	6	-	18	2	6	15
	34%	*32%*	*32%*	*33%*	*33%*	*33%*	*26%*	*33%*	*33%*	*-%*	*32%*	*66%*	*39%*	*31%*
NET: Would send a similar number of parcels	**39**	37	35	37	37	39	28	37	10	-	32	1	9	28
	56%	*57%*	*58%*	*57%*	*58%*	*57%*	*66%*	*56%*	*57%*	*-%*	*56%*	*26%*	*52%*	*57%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QN7c. If your business' total cost of sending parcels went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	b	c	*a	*b	c	a	b
Unweighted total	177	47	2	11	42	27	120	30	29	14	133	93	84
Weighted total	69	21	*	6	16	11	49	10	16	7	46	38	31
Our use of parcels services, including use of 1st and 2nd class, would not change	24	7	-	1	6	2	19	3	4	1	18	12	12
	34%	*33%*	*-%*	*19%*	*36%*	*21%*	*39%*	*26%*	*28%*	*17%*	*39%*	*31%*	*38%*
We would send a similar number of parcels but use 2nd class postage more	15	4	*	1	3	4	11	*	3	*	12	10	5
	22%	*21%*	*68%*	*18%*	*21%*	*34%*	*23%* c	*1%*	*19%*	*1%*	*26%*	*26%*	*16%*
We would send fewer parcels to save money	2	*	-	-	*	-	2	-	-	-	2	1	1
	3%	*%*	*-%*	*-%*	*%*	*-%*	*5%*	*-%*	*-%*	*-%*	*5%*	*3%*	*4%*
We would switch to cheaper parcel service providers	21	8	-	4	5	3	11	7	7	6	8	12	9
	30%	*39%*	*-%*	*62%*	*34%*	*33%*	*22%*	*71%* b	*46%*	*77%*	*18%*	*32%*	*29%*
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	5	1	-	-	1	1	4	*	1	*	4	2	4
	8%	*6%*	*-%*	*-%*	*8%*	*13%*	*8%*	*%*	*7%*	*5%*	*8%*	*4%*	*12%*
Some other impact of postage price increase	*	-	-	-	-	-	*	-	-	-	*	-	*
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*%*	*-%*	*%*
We would not send any parcels as the price would be unaffordable	*	-	-	-	-	-	*	-	-	-	*	*	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*
Other (write in)	1	-	-	-	-	*	1	-	-	-	1	1	*
	2%	*-%*	*-%*	*-%*	*-%*	*1%*	*2%*	*-%*	*-%*	*-%*	*2%*	*3%*	*%*
Don't know (DO NOT READ OUT)	*	*	*	*	*	-	*	*	-	-	*	*	*
	%	*%*	*32%*	*1%*	*%*	*-%*	*%*	*1%*	*-%*	*-%*	*1%*	*%*	*1%*
NET: Would send fewer parcels	24	8	-	4	5	3	13	7	7	6	11	13	10
	34%	*39%*	*-%*	*62%*	*34%*	*33%*	*27%*	*71%* b	*46%*	*77%*	*23%*	*35%*	*33%*
NET: Would send a similar number of parcels	39	11	*	2	9	6	30	3	7	1	30	22	17
	56%	*55%*	*68%*	*37%*	*58%*	*54%*	*62%* c	*27%*	*46%*	*18%*	*65%*	*57%*	*54%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Produced by OLR
Issue date: 05/02/19

QN7c. If your business' total cost of sending parcels went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices				Month
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr' 2018
Significance Level: 95%		a	*b	c	d	a	b	c	d	a	b	*c	d	
Unweighted total	177	148	19	177	81	126	57	106	64	44	76	13	36	177
Weighted total	69	51	2	69	29	49	21	40	22	14	28	3	18	69
Our use of parcels services, including use of 1st and 2nd class, would not change	24	17	1	24	6	17	4	14	5	5	5	2	10	24
	34%	*34%*	*61%*	*34%*	*22%*	*34%*	*18%*	*34%*	*22%*	*34%*	*18%*	*45%*	*56%*	*34%*
		d		d		b		b					b	
We would send a similar number of parcels but use 2nd class postage more	15	14	*	15	6	12	6	13	6	2	8	1	4	15
	22%	*27%*	*7%*	*22%*	*21%*	*25%*	*31%*	*31%*	*27%*	*13%*	*28%*	*42%*	*21%*	*22%*
We would send fewer parcels to save money	2	1	-	2	1	1	*	1	*	*	2	-	*	2
	3%	*3%*	*-%*	*3%*	*4%*	*3%*	**%*	*3%*	**%*	**%*	*8%*	*-%*	**%*	*3%*
We would switch to cheaper parcel service providers	21	14	*	21	13	14	9	10	11	4	11	*	3	21
	30%	*28%*	*12%*	*30%*	*44%*	*29%*	*42%*	*24%*	*48%*	*29%*	*38%*	*12%*	*15%*	*30%*
					ac		c		ac		d			
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	5	3	*	5	3	3	1	3	*	2	2	-	1	5
	8%	*6%*	*8%*	*8%*	*9%*	*6%*	*7%*	*7%*	*2%*	*15%*	*6%*	*-%*	*8%*	*8%*
Some other impact of postage price increase	*	*	-	*	-	*	*	-	*	-	*	-	-	*
	**%*	**%*	*-%*	**%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	**%*
We would not send any parcels as the price would be unaffordable	*	*	*	*	*	*	*	*	-	-	*	-	-	*
	**%*	*1%*	*13%*	**%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*
Other (write in)	1	*	-	1	-	1	-	*	-	1	-	*	-	1
	2%	**%*	*-%*	*2%*	*-%*	*2%*	*-%*	**%*	*-%*	*7%*	*-%*	*2%*	*-%*	*2%*
										b				
Don't know (DO NOT READ OUT)	*	*	-	*	-	*	*	*	*	*	*	-	-	*
	**%*	*1%*	*-%*	**%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*-%*	*-%*	**%*
NET: Would send fewer parcels	24	16	*	24	14	15	9	11	11	4	13	*	3	24
	34%	*31%*	*12%*	*34%*	*48%*	*31%*	*42%*	*27%*	*49%*	*29%*	*46%*	*12%*	*15%*	*34%*
					ac		c		ac		d			
NET: Would send a similar number of parcels	39	31	1	39	12	29	10	26	11	7	13	3	14	39
	56%	*61%*	*67%*	*56%*	*43%*	*60%*	*49%*	*65%*	*49%*	*47%*	*46%*	*87%*	*78%*	*56%*
		d		d				bd					ab	

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

QN7c. If your business' total cost of sending parcels went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Quarter Q2 2018
Unweighted total	**177**	177
Weighted total	**69**	69
Our use of parcels services, including use of 1st and 2nd class, would not change	**24**	24
	34%	*34%*
We would send a similar number of parcels but use 2nd class postage more	**15**	15
	22%	*22%*
We would send fewer parcels to save money	**2**	2
	3%	*3%*
We would switch to cheaper parcel service providers	**21**	21
	30%	*30%*
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	**5**	5
	8%	*8%*
Some other impact of postage price increase	*	*
	***%**	*%
We would not send any parcels as the price would be unaffordable	*	*
	***%**	*%
Other (write in)	**1**	1
	2%	*2%
Don't know (DO NOT READ OUT)	*	*
	***%**	*%
NET: Would send fewer parcels	**24**	24
	34%	*34%*
NET: Would send a similar number of parcels	**39**	39
	56%	*56%*

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 226 Page 4041

QN7d. And if parcels prices went up by 20% what would your business do?

Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	e	a	***b**	***c**	***d**	***e**
Unweighted total	**177**	78	49	34	16	99	37	23	10	7	18
Weighted total	**69**	62	4	2	1	7	27	15	3	1	1
Our use of parcels services, including use of 1st and 2nd class, would not change	**18**	17	1	*	*	1	7	1	1	*	*
	27%	*28%* c	*27%* c	*9%*	*4%*	*17%*	*27%*	*10%*	*34%*	*36%*	*19%*
We would send a similar number of parcels but use 2nd class postage more	**13**	12	1	*	*	1	4	2	1	*	*
	19%	*19%*	*19%*	*21%*	*14%*	*19%*	*15%*	*16%*	*40%*	*36%*	*29%*
We would send fewer parcels to save money	**3**	2	*	*	*	*	2	-	-	-	*
	4%	*3%*	*4%*	*2%*	*17%*	*6%*	*8%*	*-%*	*-%*	*-%*	*8%*
We would switch to cheaper parcel service providers	**27**	25	1	1	1	3	9	9	1	*	*
	39%	*39%*	*36%*	*38%*	*60%*	*41%*	*32%*	*64%*	*24%*	*27%*	*25%*
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	**5**	5	*	*	*	1	4	1	*	-	*
	8%	*8%*	*6%*	*16%*	*5%*	*9%*	*13%*	*9%*	*1%*	*-%*	*16%*
Some other impact of postage price increase	**-**	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
We would not send any parcels as the price would be unaffordable	**1**	1	-	*	-	*	1	-	-	-	-
	1%	*1%*	*-%*	*2%*	*-%*	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*
Other (write in)	**1**	1	-	*	-	*	1	-	-	-	*
	2%	*2%*	*-%*	*2%*	*-%*	*1%*	*4%*	*-%*	*-%*	*-%*	*4%*
Don't know (DO NOT READ OUT)	**1**	-	*	*	-	1	-	-	-	-	-
	1%	*-%*	*8%* a	*10%* a	*-%*	*7%* a	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Would send fewer parcels	**30**	27	1	1	1	3	11	9	1	*	*
	43%	*43%*	*41%*	*40%*	*77%*	*47%*	*40%*	*64%*	*24%*	*27%*	*32%*
NET: Would send a similar number of parcels	**32**	29	2	1	*	3	11	4	2	1	1
	46%	*47%*	*46%*	*30%*	*18%*	*36%*	*41%*	*26%*	*74%*	*73%*	*48%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QN7d. And if parcels prices went up by 20% what would your business do?
Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	177	11	7	21	5	8	21	18	13	14	118	26	17	16
Weighted total	69	8	6	6	3	6	9	9	7	8	61	4	3	2
Our use of parcels services, including use of 1st and 2nd class, would not change	18	2	1	*	2	-	4	2	3	3	18	1	-	*
	27%	30%	19%	2%	65%	-%	48%	23%	41%	37%	29%	13%	-%	22%
We would send a similar number of parcels but use 2nd class postage more	13	1	1	3	1	1	1	*	1	2	11	1	*	1
	19%	16%	19%	54%	31%	16%	11%	1%	18%	21%	19%	24%	11%	39%
We would send fewer parcels to save money	3	1	-	*	-	-	*	1	-	-	2	*	*	*
	4%	13%	-%	3%	-%	-%	1%	12%	-%	-%	4%	1%	2%	5%
We would switch to cheaper parcel service providers	27	3	2	1	*	5	1	5	3	3	23	2	2	*
	39%	41%	41%	23%	4%	82%	15%	51%	40%	39%	39%	48%	68%	8%
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	5	-	*	1	-	-	2	1	-	-	5	*	*	*
	8%	-%	3%	17%	-%	-%	24%	14%	-%	-%	8%	7%	5%	22%
Some other impact of postage price increase	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
We would not send any parcels as the price would be unaffordable	1	-	-	-	-	-	-	-	-	-	-	*	*	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	7%	13%	-%
Other (write in)	1	-	1	-	-	-	*	-	-	-	1	-	-	-
	2%	-%	19%	-%	-%	-%	1%	-%	-%	-%	2%	-%	-%	-%
Don't know (DO NOT READ OUT)	1	-	-	*	-	*	*	-	-	*	*	-	-	*
	1%	-%	-%	1%	-%	2%	1%	-%	-%	3%	1%	-%	-%	3%
NET: Would send fewer parcels	30	4	2	2	*	5	1	6	3	3	26	2	2	*
	43%	55%	41%	26%	4%	82%	16%	63%	40%	39%	42%	49%	70%	13%
NET: Would send a similar number of parcels	32	4	2	3	3	1	5	2	4	4	29	2	*	1
	46%	45%	38%	56%	96%	16%	59%	24%	60%	58%	47%	37%	11%	62%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 226 (continuation)

QN7d. And if parcels prices went up by 20% what would your business do?

Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	***b**	***c**	***d**	e	***f**	***g**	h	a	b	a	b
Unweighted total	**177**	2	26	4	18	57	9	7	54	121	56	146	31
Weighted total	**69**	*	11	*	9	27	1	3	19	53	17	58	12
Our use of parcels services, including use of 1st and 2nd class, would not change	**18**	-	3	-	*	8	*	1	6	12	6	15	3
	27%	*-%*	*28%*	*-%*	*5%*	*29%*	*12%*	*44%*	*31%*	*23%*	*37%* a	*26%*	*28%*
We would send a similar number of parcels but use 2nd class postage more	**13**	-	1	*	5	4	*	-	3	11	3	9	4
	19%	*-%*	*13%*	*13%*	*54%*	*14%*	*12%*	*-%*	*17%*	*20%*	*16%*	*16%*	*35%* a
We would send fewer parcels to save money	**3**	-	-	-	*	1	-	-	1	2	*	2	*
	4%	*-%*	*-%*	*-%*	*1%*	*5%*	*-%*	*-%*	*7%*	*5%*	**%*	*4%*	*1%*
We would switch to cheaper parcel service providers	**27**	*	5	*	3	13	*	1	6	21	7	24	4
	39%	*100%*	*45%*	*77%*	*29%*	*47%*	*7%*	*56%*	*29%*	*40%*	*39%*	*41%*	*31%*
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	**5**	-	1	*	1	*	*	-	3	5	1	5	1
	8%	*-%*	*12%*	*10%*	*12%*	*1%*	*14%*	*-%*	*14%* e	*9%*	*5%*	*9%*	*4%*
Some other impact of postage price increase	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
We would not send any parcels as the price would be unaffordable	**1**	-	-	-	-	-	*	-	*	*	*	1	-
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*39%*	*-%*	*2%*	*1%*	*2%*	*1%*	*-%*
Other (write in)	**1**	-	*	-	-	1	-	-	-	1	-	1	-
	2%	*-%*	*1%*	*-%*	*-%*	*4%*	*-%*	*-%*	*-%*	*2%*	*-%*	*2%*	*-%*
Don't know (DO NOT READ OUT)	**1**	-	*	-	-	*	*	-	*	*	*	*	*
	1%	*-%*	*2%*	*-%*	*-%*	**%*	*15%*	*-%*	*1%*	*1%*	**%*	*1%*	*1%*
NET: Would send fewer parcels	**30**	*	5	*	3	14	*	1	7	23	7	26	4
	43%	*100%*	*45%*	*77%*	*29%*	*51%*	*7%*	*56%*	*36%*	*44%*	*39%*	*45%*	*32%*
NET: Would send a similar number of parcels	**32**	-	4	*	5	12	*	1	9	23	9	24	7
	46%	*-%*	*41%*	*13%*	*59%*	*43%*	*24%*	*44%*	*49%*	*43%*	*54%*	*42%*	*63%* a

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QN7d. And if parcels prices went up by 20% what would your business do?
Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**177**	171	6	70	33	74
Weighted total	**69**	65	5	27	9	33
Our use of parcels services, including use of 1st and 2nd class, would not change	**18**	18	1	7	2	9
	27%	*27%*	*20%*	*25%*	*25%*	*28%*
We would send a similar number of parcels but use 2nd class postage more	**13**	12	1	7	3	4
	19%	*19%*	*20%*	*24%* c	*31%* c	*12%*
We would send fewer parcels to save money	**3**	1	1	1	*	1
	4%	*2%*	*23%*	*4%*	*2%*	*3%*
We would switch to cheaper parcel service providers	**27**	27	*	10	4	14
	39%	*42%*	*6%*	*35%*	*39%*	*43%*
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	**5**	4	1	3	*	3
	8%	*7%*	*23%*	*9%*	*1%*	*9%*
Some other impact of postage price increase	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
We would not send any parcels as the price would be unaffordable	**1**	*	*	*	-	*
	1%	*1%*	*6%*	*1%*	*-%*	*1%*
Other (write in)	**1**	1	-	-	-	1
	2%	*2%*	*-%*	*-%*	*-%*	*3%*
Don't know (DO NOT READ OUT)	**1**	1	-	*	*	*
	1%	*1%*	*-%*	*1%*	*2%*	**%*
NET: Would send fewer parcels	**30**	29	1	11	4	15
	43%	*44%*	*30%*	*40%*	*41%*	*47%*
NET: Would send a similar number of parcels	**32**	30	2	14	5	13
	46%	*46%*	*41%*	*49%*	*56%*	*40%*

Columns Tested: a,b - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 226 (continuation)

QN7d. And if parcels prices went up by 20% what would your business do?

Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	177	91	69	14	2	1	-	-	-	160	17	18	73	86
Weighted total	69	46	18	5	*	*	-	-	-	64	5	12	34	24
Our use of parcels services, including use of 1st and 2nd class, would not change	18	13	3	2	-	-	-	-	-	16	2	4	10	5
	27%	*29%* b	*15%*	*47%*	*-%*	*-%*	*-%*	*-%*	*-%*	*25%*	*44%*	*31%*	*28%*	*22%*
We would send a similar number of parcels but use 2nd class postage more	13	10	2	1	*	-	-	-	-	12	1	2	8	3
	19%	*23%* b	*9%*	*22%*	*68%*	*-%*	*-%*	*-%*	*-%*	*19%*	*23%*	*17%*	*25%* c	*13%*
We would send fewer parcels to save money	3	2	*	*	-	-	-	-	-	2	*	1	1	*
	4%	*5%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*1%*	*9%*	*4%*	*1%*
We would switch to cheaper parcel service providers	27	15	11	1	*	*	-	-	-	26	1	4	12	12
	39%	*33%*	*59%* **ai**	*25%*	*32%*	*100%*	*-%*	*-%*	*-%*	*40%*	*27%*	*31%*	*34%*	*52%* b
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	5	4	2	*	-	-	-	-	-	5	*	1	3	2
	8%	*8%*	*9%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*8%*	*3%*	*9%*	*8%*	*8%*
Some other impact of postage price increase	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
We would not send any parcels as the price would be unaffordable	1	1	-	-	-	-	-	-	-	1	-	*	*	-
	1%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*3%*	*1%*	*-%*
Other (write in)	1	-	1	*	-	-	-	-	-	1	*	-	-	1
	2%	*-%*	*6%* a	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*1%*	*-%*	*-%*	*5%*
Don't know (DO NOT READ OUT)	1	*	*	-	-	-	-	-	-	1	-	*	*	*
	1%	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	*1%*
NET: Would send fewer parcels	30	18	11	1	*	*	-	-	-	28	1	5	13	12
	43%	*38%*	*59%* **ai**	*26%*	*32%*	*100%*	*-%*	*-%*	*-%*	*44%*	*28%*	*40%*	*38%*	*52%*
NET: Would send a similar number of parcels	32	24	5	3	*	-	-	-	-	28	4	5	18	8
	46%	*52%* b	*25%*	*69%*	*68%*	*-%*	*-%*	*-%*	*-%*	*44%* b	*68%*	*47%*	*53%* c	*34%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 226 (continuation)

QN7d. And if parcels prices went up by 20% what would your business do?

Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted total	177	138	125	150	177	67	141	118	19	7	3	3	-	-
Weighted total	69	44	37	51	69	15	51	45	3	1	*	1	-	-
Our use of parcels services, including use of 1st and 2nd class, would not change	18	13	14	14	18	3	15	14	*	*	*	-	-	-
	27%	*30%*	*38%* de	*28%*	*27%*	*18%*	*29%*	*31%*	*6%*	*3%*	*21%*	*-%*	*-%*	*-%*
We would send a similar number of parcels but use 2nd class postage more	13	10	8	12	13	3	9	11	*	-	*	1	-	-
	19%	*22%*	*21%*	*23%*	*19%*	*21%*	*18%*	*23%*	*9%*	*-%*	*53%*	*91%*	*-%*	*-%*
We would send fewer parcels to save money	3	*	*	*	3	*	1	*	*	*	-	-	-	-
	4%	*1%*	*1%*	*1%*	*4%*	*1%*	*3%*	*1%*	*1%*	*4%*	*-%*	*-%*	*-%*	*-%*
We would switch to cheaper parcel service providers	27	16	10	18	27	8	19	15	2	1	*	*	-	-
	39%	*36%*	*28%*	*36%*	*39%* b	*50%* bc	*36%*	*33%*	*67%*	*85%*	*26%*	*9%*	*-%*	*-%*
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	5	3	3	4	5	1	5	4	*	*	-	-	-	-
	8%	*7%*	*8%*	*9%*	*8%*	*5%*	*11%*	*9%*	*9%*	*7%*	*-%*	*-%*	*-%*	*-%*
Some other impact of postage price increase	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
We would not send any parcels as the price would be unaffordable	1	*	*	*	1	*	*	*	-	-	-	-	-	-
	1%	*1%*	*%*	*1%*	*1%*	*2%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other (write in)	1	1	1	1	1	*	1	1	-	-	-	-	-	-
	2%	*3%*	*3%*	*2%*	*2%*	*%*	*2%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know (DO NOT READ OUT)	1	*	*	*	1	*	*	*	*	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Would send fewer parcels	30	17	11	19	30	8	20	15	2	1	*	*	-	-
	43%	*37%*	*29%*	*36%*	*43%* b	*51%* bc	*39%*	*33%*	*68%*	*89%*	*26%*	*9%*	*-%*	*-%*
NET: Would send a similar number of parcels	32	23	22	26	32	6	24	25	*	*	*	1	-	-
	46%	*51%*	*59%* de	*51%*	*46%*	*40%*	*47%*	*54%*	*15%*	*3%*	*74%*	*91%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 05/02/19

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 226 (continuation)

QN7d. And if parcels prices went up by 20% what would your business do?

Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	b	c	d	*e
Unweighted total	177	168	4	2	1	1	1	-	2	25	36	39	47	3
Weighted total	69	67	1	1	*	*	*	-	*	16	13	11	10	1
Our use of parcels services, including use of 1st and 2nd class, would not change	18	17	-	1	*	-	-	-	-	7	2	2	2	*
	27%	26%	-%	100%	100%	-%	-%	-%	-%	42%	18%	23%	24%	21%
We would send a similar number of parcels but use 2nd class postage more	13	13	-	-	-	-	-	-	-	4	3	4 d	1	-
	19%	20%	-%	-%	-%	-%	-%	-%	-%	23%	25%	34%	14%	-%
We would send fewer parcels to save money	3	2	*	-	-	-	-	-	-	-	*	*	*	-
	4%	4%	4%	-%	-%	-%	-%	-%	-%	-%	2%	*%	1%	-%
We would switch to cheaper parcel service providers	27	26	1	-	-	*	*	-	*	5	4	2	5 bc	1
	39%	39%	96%	-%	-%	100%	100%	-%	100%	33%	33%	18%	56%	75%
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	5	5	-	-	-	-	-	-	-	*	3 d	1	*	*
	8%	8%	-%	-%	-%	-%	-%	-%	-%	*%	20%	12%	3%	4%
Some other impact of postage price increase	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
We would not send any parcels as the price would be unaffordable	1	1	-	-	-	-	-	-	-	*	-	*	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	-%	2%	-%	*%	-%	-%
Other (write in)	1	1	-	-	-	-	-	-	-	-	-	1 bd	-	-
	2%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%	-%	-%
Don't know (DO NOT READ OUT)	1	1	-	-	-	-	-	-	-	-	*	*	*	-
	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	2%	1%	-%
NET: Would send fewer parcels	30	29	1	-	-	*	*	-	*	5	5	2	6 bc	1
	43%	43%	100%	-%	-%	100%	100%	-%	100%	33%	35%	18%	57%	75%
NET: Would send a similar number of parcels	32	31	-	1	*	-	-	-	-	11	6	6	4	*
	46%	46%	-%	100%	100%	-%	-%	-%	-%	65%	43%	57%	38%	21%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QN7d. And if parcels prices went up by 20% what would your business do?
Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	*b	a	*b
Unweighted total	177	57	36	44	37	3	97	9	70	152	25	140	10
Weighted total	69	26	12	18	13	1	47	3	19	61	9	49	2
Our use of parcels services, including use of 1st and 2nd class, would not change	18	8	3	3	3	1	12	1	5	17	1	14	*
	27%	*31%*	*27%*	*18%*	*27%*	*91%*	*26%*	*39%*	*26%*	*28%*	*16%*	*29%*	*2%*
We would send a similar number of parcels but use 2nd class postage more	13	5	3	4	2	-	8	*	6	12	1	12	*
	19%	*18%*	*26%*	*22%*	*12%*	*-%*	*16%*	*4%*	*29%* a	*20%*	*14%*	*24%*	*2%*
We would send fewer parcels to save money	3	2	*	*	-	-	*	-	2	3	-	*	-
	4%	*9%*	*1%*	*1%*	*-%*	*-%*	**%*	*-%*	*13%* a	*4%*	*-%*	*1%*	*-%*
We would switch to cheaper parcel service providers	27	7	5	7	7	*	22	2	4	21	6	17	2
	39%	*29%*	*44%*	*40%*	*57%* a	*9%*	*46%* c	*53%*	*20%*	*35%*	*68%*	*34%*	*84%*
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	5	3	*	2	*	-	4	*	1	5	*	4	*
	8%	*10%*	*2%*	*12%*	*4%*	*-%*	*9%*	*2%*	*7%*	*9%*	*2%*	*9%*	*8%*
Some other impact of postage price increase	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
We would not send any parcels as the price would be unaffordable	1	1	-	-	-	-	-	-	1	1	-	*	-
	1%	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*1%*	*-%*	*1%*	*-%*
Other (write in)	1	*	-	1	-	-	1	-	-	1	*	1	*
	2%	**%*	*-%*	*6%*	*-%*	*-%*	*2%*	*-%*	*-%*	*2%*	*1%*	*2%*	*3%*
Don't know (DO NOT READ OUT)	1	*	*	*	-	-	-	*	*	1	-	*	-
	1%	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*	*2%*	*2%*	*1%*	*-%*	*1%*	*-%*
NET: Would send fewer parcels	30	10	6	8	7	*	22	2	6	24	6	17	2
	43%	*37%*	*45%*	*41%*	*57%*	*9%*	*47%*	*53%*	*33%*	*39%*	*68%*	*35%*	*84%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QN7d. And if parcels prices went up by 20% what would your business do?
Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	*b	a	*b
Unweighted total	**177**	57	36	44	37	3	97	9	70	152	25	140	10
Weighted total	**69**	26	12	18	13	1	47	3	19	61	9	49	2
NET: Would send a similar number of parcels	**32**	13	7	7	5	1	20	1	11	29	3	26	*
	46%	*49%*	*53%*	*40%*	*39%*	*91%*	*42%*	*43%*	*55%*	*48%*	*29%*	*53%*	*5%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QN7d. And if parcels prices went up by 20% what would your business do?
Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	a	*b	a	b	a	b	c	*d
Unweighted total	177	17	25	31	3	137	40	65	122	42	-
Weighted total	69	12	8	12	1	54	16	20	37	10	-
Our use of parcels services, including use of 1st and 2nd class, would not change	18	3	1	2	*	16	2	8	7	4	-
	27%	*29%*	*18%*	*21%*	*13%*	*30%*	*16%*	*42%* b	*20%*	*37%* b	-%
We would send a similar number of parcels but use 2nd class postage more	13	1	2	2	1	10	3	3	9	1	-
	19%	*9%*	*29%*	*20%*	*83%*	*19%*	*21%*	*14%*	*25%*	*15%*	-%
We would send fewer parcels to save money	3	-	*	*	-	2	*	*	*	*	-
	4%	-%	*1%*	*1%*	-%	*5%*	*1%*	*%	*1%*	*1%*	-%
We would switch to cheaper parcel service providers	27	5	4	5	*	19	9	7	16	4	-
	39%	*42%*	*51%*	*39%*	*4%*	*35%*	*54%* a	*34%*	*43%*	*38%*	-%
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	5	1	*	1	-	4	1	*	3	1	-
	8%	*9%*	*1%*	*9%*	-%	*8%*	*8%*	*1%*	*9%* a	*6%*	-%
Some other impact of postage price increase	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
We would not send any parcels as the price would be unaffordable	1	-	-	-	-	1	-	*	*	*	-
	1%	-%	-%	-%	-%	*1%*	-%	*2%*	*1%*	*3%*	-%
Other (write in)	1	1	-	1	-	1	*	1	-	-	-
	2%	*9%*	-%	*9%*	-%	*2%*	*%	*6%* b	-%	-%	-%
Don't know (DO NOT READ OUT)	1	*	-	*	-	1	-	*	*	*	-
	1%	*1%*	-%	*1%*	-%	*1%*	-%	*1%*	*1%*	*1%*	-%
NET: Would send fewer parcels	30	5	4	5	*	21	9	7	16	4	-
	43%	*42%*	*52%*	*40%*	*4%*	*40%*	*55%*	*34%*	*44%*	*39%*	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

QN7d. And if parcels prices went up by 20% what would your business do?
Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	***b**	a	***b**	a	b	a	b	c	***d**
Unweighted total	**177**	17	25	31	3	137	40	65	122	42	-
Weighted total	**69**	12	8	12	1	54	16	20	37	10	-
NET: Would send a similar number of parcels	**32**	5	4	5	1	26	6	11	17	5	-
	46%	*38%*	*47%*	*41%*	*96%*	*48%*	*37%*	*56%*	*45%*	*51%*	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

QN7d. And if parcels prices went up by 20% what would your business do?
Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	177	57	108	27	-	119	126	44	-	127	115	151	125	95	5
Weighted total	69	18	29	5	-	48	49	14	-	41	35	62	42	30	2
Our use of parcels services, including use of 1st and 2nd class, would not change	18	9	10	3	-	13	11	5	-	13	13	17	11	7	1
	27%	*48%* b	*32%*	*55%*	*-%*	*27%*	*23%*	*35%*	*-%*	*31%*	*37%*	*27%*	*26%*	*24%*	*90%*
We would send a similar number of parcels but use 2nd class postage more	13	4	6	*	-	11	8	2	-	9	7	12	11	6	*
	19%	*23%*	*20%*	*9%*	*-%*	*22%*	*17%*	*11%*	*-%*	*21%*	*21%*	*19%*	*26%*	*20%*	*3%*
We would send fewer parcels to save money	3	*	*	-	-	1	1	*	-	*	*	2	*	*	*
	4%	*1%*	*1%*	*-%*	*-%*	*3%*	*3%*	*%*	*-%*	*1%*	*1%*	*4%*	*1%*	*1%*	*4%*
We would switch to cheaper parcel service providers	27	2	10	1	-	18	22	7	-	15	10	23	15	13	*
	39%	*13%*	*35%* a	*25%*	*-%*	*38%*	*44%*	*47%*	*-%*	*35%*	*29%*	*37%*	*36%*	*42%*	*3%*
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	5	2	3	*	-	3	5	1	-	3	3	5	4	4	-
	8%	*9%*	*11%*	*8%*	*-%*	*6%*	*11%*	*4%*	*-%*	*8%*	*9%*	*8%*	*10%*	*13%*	*-%*
Some other impact of postage price increase	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
We would not send any parcels as the price would be unaffordable	1	*	*	-	-	1	*	*	-	*	*	1	*	*	-
	1%	*%*	*%*	*-%*	*-%*	*1%*	*1%*	*2%*	*-%*	*1%*	*%*	*1%*	*1%*	*%*	*-%*
Other (write in)	1	1	-	-	-	1	-	-	-	1	1	1	-	-	-
	2%	*6%* b	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*3%*	*3%*	*2%*	*-%*	*-%*	*-%*
Don't know (DO NOT READ OUT)	1	*	*	*	-	*	*	*	-	*	*	1	*	*	-
	1%	*1%*	*1%*	*2%*	*-%*	*1%*	*1%*	*%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*
NET: Would send fewer parcels	30	2	11	1	-	20	23	7	-	15	10	26	15	13	*
	43%	*13%*	*36%* a	*25%*	*-%*	*41%*	*47%*	*48%*	*-%*	*36%*	*29%*	*41%* b	*36%*	*43%*	*7%*
NET: Would send a similar number of parcels	32	13	15	3	-	23	20	6	-	22	21	29	22	13	1
	46%	*71%* b	*52%*	*64%*	*-%*	*49%*	*41%*	*46%*	*-%*	*52%*	*58%*	*47%*	*52%*	*44%*	*93%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QN7d. And if parcels prices went up by 20% what would your business do?
Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	***e**	a	b	***a**	***b**	***c**	***d**
Unweighted total	**177**	126	76	88	32	27	124	96	5	4	4	3
Weighted total	**69**	45	25	34	6	6	45	30	1	1	3	1
Our use of parcels services, including use of 1st and 2nd class, would not change	**18**	11	3	9	2	2	10	5	-	*	-	*
	27%	*23%*	*14%*	*28%* b	*29%*	*35%*	*21%*	*16%*	*-%*	*50%*	*-%*	*3%*
We would send a similar number of parcels but use 2nd class postage more	**13**	10	3	7	2	*	10	5	*	-	1	-
	19%	*22%*	*13%*	*21%*	*25%*	*7%*	*22%*	*16%*	*4%*	*-%*	*36%*	*-%*
We would send fewer parcels to save money	**3**	*	1	*	*	-	*	1	-	-	*	-
	4%	**%*	*5%* a	*1%*	*1%*	*-%*	*1%*	*4%*	*-%*	*-%*	*2%*	*-%*
We would switch to cheaper parcel service providers	**27**	19	14	12	2	3	19	14	1	*	2	1
	39%	*41%*	*56%* **ac**	*37%*	*37%*	*55%*	*42%*	*46%*	*96%*	*50%*	*63%*	*76%*
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	**5**	5	3	3	*	*	5	5	-	-	-	-
	8%	*12%*	*11%*	*8%*	*3%*	*4%*	*12%*	*16%*	*-%*	*-%*	*-%*	*-%*
Some other impact of postage price increase	**-**	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
We would not send any parcels as the price would be unaffordable	**1**	*	-	1	*	-	*	*	-	-	-	*
	1%	*1%*	*-%*	*2%*	*5%*	*-%*	*1%*	**%*	*-%*	*-%*	*-%*	*21%*
Other (write in)	**1**	-	-	1	-	-	-	-	-	-	-	-
	2%	*-%*	*-%*	*3%* a	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know (DO NOT READ OUT)	**1**	*	*	*	-	-	1	*	-	-	-	-
	1%	*1%*	**%*	**%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*
NET: Would send fewer parcels	**30**	19	15	13	2	3	19	15	1	*	2	1
	43%	*42%*	*61%* **acd**	*38%*	*38%*	*55%*	*43%*	*50%*	*96%*	*50%*	*64%*	*76%*
NET: Would send a similar number of parcels	**32**	20	7	17	3	3	20	10	*	*	1	*
	46%	*45%* b	*27%*	*49%* b	*54%* b	*42%*	*43%*	*33%*	*4%*	*50%*	*36%*	*3%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QN7d. And if parcels prices went up by 20% what would your business do?
Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	a	***b**	***a**	b
Unweighted total	**177**	169	158	171	165	174	112	170	61	-	147	6	28	137
Weighted total	**69**	65	59	66	64	68	42	67	18	-	57	4	17	49
Our use of parcels services, including use of 1st and 2nd class, would not change	**18**	18	17	18	18	18	12	18	3	-	16	1	5	12
	27%	*28%*	*29%*	*28%*	*29%*	*27%*	*28%*	*28%*	*16%*	*-%*	*29%*	*26%*	*30%*	*25%*
We would send a similar number of parcels but use 2nd class postage more	**13**	13	13	13	13	13	11	13	4	-	11	-	2	11
	19%	*20%*	*22%*	*20%*	*20%*	*20%*	*25%*	*20%*	*22%*	*-%*	*19%*	*-%*	*14%*	*22%*
We would send fewer parcels to save money	**3**	3	1	3	3	3	1	3	*	-	3	-	*	2
	4%	*4%*	*2%*	*4%*	*4%*	*4%*	*3%*	*4%*	*1%*	*-%*	*4%*	*-%*	*1%*	*5%*
We would switch to cheaper parcel service providers	**27**	24	22	24	24	26	14	25	8	-	21	2	8	17
	39%	*37%*	*37%*	*37%*	*37%*	*39%*	*32%*	*38%*	*45%*	*-%*	*37%*	*66%*	*46%*	*35%*
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	**5**	5	5	5	4	5	3	5	1	-	5	-	-	5
	8%	*8%*	*9%*	*8%*	*6%*	*8%*	*7%*	*8%*	*8%*	*-%*	*9%*	*-%*	*-%*	*11%*
Some other impact of postage price increase	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
We would not send any parcels as the price would be unaffordable	**1**	*	*	*	1	1	*	1	*	-	*	*	*	*
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*-%*	*1%*	*8%*	*2%*	*1%*
Other (write in)	**1**	1	*	1	1	1	1	1	1	-	-	-	1	-
	2%	*2%*	**%*	*2%*	*2%*	*2%*	*3%*	*2%*	*6%*	*-%*	*-%*	*-%*	*6%*	*-%*
Don't know (DO NOT READ OUT)	**1**	1	*	1	1	1	*	1	*	-	1	-	*	*
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	**%*	*1%*
NET: Would send fewer parcels	**30**	27	23	27	26	29	15	28	8	-	24	2	8	20
	43%	*41%*	*39%*	*41%*	*41%*	*43%*	*36%*	*41%*	*46%*	*-%*	*41%*	*66%*	*47%*	*40%*
NET: Would send a similar number of parcels	**32**	31	30	31	31	32	22	31	7	-	27	1	7	23
	46%	*48%*	*51%*	*48%*	*49%*	*47%*	*53%*	*47%*	*38%*	*-%*	*48%*	*26%*	*45%*	*47%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QN7d. And if parcels prices went up by 20% what would your business do?
Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	b	c	*a	*b	c	a	b
Unweighted total	177	47	2	11	42	27	120	30	29	14	133	93	84
Weighted total	69	21	*	6	16	11	49	10	16	7	46	38	31
Our use of parcels services, including use of 1st and 2nd class, would not change	18	5	-	1	4	2	15	2	3	1	14	9	9
	27%	23%	-%	17%	23%	15%	30%	24%	20%	17%	30%	24%	30%
We would send a similar number of parcels but use 2nd class postage more	13	3	*	1	2	4	9	*	1	-	12	9	4
	19%	16%	68%	18%	14%	37%	19% c	1%	9%	-%	26%	25% b	12%
We would send fewer parcels to save money	3	*	-	-	*	-	3	-	-	*	2	1	1
	4%	*%	-%	-%	1%	-%	5%	-%	-%	1%	5%	3%	4%
We would switch to cheaper parcel service providers	27	10	-	4	8	5	16	7	9	6	12	16	12
	39%	49%	-%	63%	47%	45%	32%	73% b	61%	77%	26%	41%	37%
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	5	1	-	-	1	*	5	*	*	*	5	2	4
	8%	6%	-%	-%	8%	3%	10%	1%	*%	5%	11%	4%	12%
Some other impact of postage price increase	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
We would not send any parcels as the price would be unaffordable	1	-	-	-	-	*	1	-	*	-	*	1	-
	1%	-%	-%	-%	-%	*%	1%	-%	2%	-%	1%	2%	-%
Other (write in)	1	1	-	*	1	-	1	-	1	-	-	*	1
	2%	5%	-%	1%	7%	-%	2%	-%	7%	-%	-%	*%	3%
Don't know (DO NOT READ OUT)	1	*	*	*	*	-	*	*	-	-	1	*	*
	1%	*%	32%	1%	*%	-%	1%	1%	-%	-%	1%	1%	1%
NET: Would send fewer parcels	30	10	-	4	8	5	18	7	9	6	15	17	13
	43%	50%	-%	63%	48%	45%	37%	73% b	61%	78%	32%	45%	41%
NET: Would send a similar number of parcels	32	8	*	2	6	6	24	2	5	1	26	18	13
	46%	39%	68%	35%	37%	52%	49% c	25%	30%	17%	56%	48%	42%

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 226 (continuation)

QN7d. And if parcels prices went up by 20% what would your business do?

Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices				Month
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr' 2018
Significance Level: 95%		a	***b**	c	d	a	b	c	d	a	b	***c**	d	
Unweighted total	**177**	148	19	177	81	126	57	106	64	44	76	13	36	177
Weighted total	**69**	51	2	69	29	49	21	40	22	14	28	3	18	69
Our use of parcels services, including use of 1st and 2nd class, would not change	**18**	14	1	18	5	15	2	12	3	4	3	1	8	18
	27%	*28%* d	*54%*	*27%*	*16%*	*30%* **bd**	*11%*	*30%* **bd**	*16%*	*31%* b	*10%*	*37%*	*43%* b	*27%*
We would send a similar number of parcels but use 2nd class postage more	**13**	12	*	13	5	11	3	11	4	2	8	*	4	13
	19%	*23%*	*7%*	*19%*	*17%*	*23%*	*15%*	*28%*	*18%*	*12%*	*27%*	*10%*	*20%*	*19%*
We would send fewer parcels to save money	**3**	*	*	3	1	*	1	*	*	1	1	-	*	3
	4%	*1%*	*5%*	*4%*	*5%*	*1%*	*6%* **ac**	*1%*	*1%*	*8%*	*4%*	*-%*	**%*	*4%*
We would switch to cheaper parcel service providers	**27**	18	*	27	16	17	11	11	13	5	15	1	4	27
	39%	*36%*	*16%*	*39%*	*56%* **ac**	*35%*	*52%* **ac**	*28%*	*58%* **ac**	*32%*	*54%* **ad**	*16%*	*21%*	*39%*
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	**5**	4	*	5	*	5	2	4	2	2	1	1	1	5
	8%	*9%* d	*5%*	*8%* d	*1%*	*10%*	*8%*	*10%*	*7%*	*15%* b	*3%*	*34%*	*8%*	*8%*
Some other impact of postage price increase	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
We would not send any parcels as the price would be unaffordable	**1**	*	*	1	*	*	1	*	*	*	*	-	*	1
	1%	*1%*	*13%*	*1%*	*1%*	*1%*	*3%*	*1%*	**%*	**%*	*1%*	*-%*	*2%*	*1%*
Other (write in)	**1**	1	-	1	1	*	1	1	-	-	*	-	1	1
	2%	*2%*	*-%*	*2%*	*4%*	**%*	*5%* a	*3%*	*-%*	*-%*	**%*	*-%*	*6%* b	*2%*
Don't know (DO NOT READ OUT)	**1**	*	-	1	*	*	*	*	*	*	*	*	-	1
	1%	*1%*	*-%*	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	*-%*	*1%*
NET: Would send fewer parcels	**30**	19	*	30	18	17	12	11	13	6	16	1	4	30
	43%	*36%*	*21%*	*43%*	*61%* **ac**	*35%*	*58%* **ac**	*28%*	*59%* **ac**	*41%*	*58%* d	*16%*	*21%*	*43%*
NET: Would send a similar number of parcels	**32**	26	1	32	10	26	5	23	7	6	10	2	11	32
	46%	*52%* d	*61%*	*46%*	*33%*	*53%* **bd**	*26%*	*58%* **bd**	*33%*	*43%*	*37%*	*47%*	*63%* b	*46%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QN7d. And if parcels prices went up by 20% what would your business do?
Base: All using RM to send a small parcel in the last month (QN3b=1)

	Total base	Quarter
		Q2 2018
Unweighted total	**177**	177
Weighted total	**69**	69
Our use of parcels services, including use of 1st and 2nd class, would not change	**18**	18
	27%	*27%*
We would send a similar number of parcels but use 2nd class postage more	**13**	13
	19%	*19%*
We would send fewer parcels to save money	**3**	3
	4%	*4%*
We would switch to cheaper parcel service providers	**27**	27
	39%	*39%*
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	**5**	5
	8%	*8%*
Some other impact of postage price increase	**-**	-
	-%	*-%*
We would not send any parcels as the price would be unaffordable	**1**	1
	1%	*1%*
Other (write in)	**1**	1
	2%	*2%*
Don't know (DO NOT READ OUT)	**1**	1
	1%	*1%*
NET: Would send fewer parcels	**30**	30
	43%	*43%*
NET: Would send a similar number of parcels	**32**	32
	46%	*46%*

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 227 Page 4058

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?

Base: All respondents

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	e
Unweighted total	**563**	294	160	70	39	269	138	95	33	20	57
Weighted total	**261**	242	12	5	3	20	103	60	13	7	8
We send a similar number of letters nowadays and have not changed our level of 1st class usage	**24**	22	1	*	1	2	11	2	*	*	*
	9%	*9%*	*10%*	*9%*	*18%*	*11%*	*11%* b	*3%*	*3%*	*1%*	*5%*
We send a similar number of letters nowadays but are using 2nd class postage more	**23**	22	1	*	*	2	7	7	1	*	3
	9%	*9%*	*7%*	*8%*	*11%*	*8%*	*6%*	*12%*	*4%*	*4%*	*32%* **abc**
We send fewer letters nowadays to save money	**10**	10	1	*	*	1	2	4	*	*	1
	4%	*4%*	*6%*	*2%*	*3%*	*4%*	*2%*	*6%*	*1%*	*2%*	*12%* a
We send fewer letters nowadays but mainly because we have switched to e-mail	**102**	93	5	3	1	8	41	25	6	1	3
	39%	*39%*	*39%*	*52%* a	*44%*	*43%*	*40%*	*41%*	*46%*	*21%*	*37%*
We send more letters nowadays but using 2nd class postage more	**9**	8	*	*	-	1	3	4	*	*	*
	3%	*3%*	*1%*	*10%* **abde**	*-%*	*3%*	*3%*	*7%*	*3%*	*1%*	*1%*
We send more letters nowadays but have not changed our relative level of 1st class usage	**6**	5	1	*	-	1	3	*	*	*	*
	2%	*2%*	*8%* a	*3%*	*-%*	*6%* a	*3%*	*1%*	**%*	*3%*	*1%*
We have made no changes to the number of letters we send	**73**	69	3	1	*	4	29	18	6	3	1
	28%	*28%* **ce**	*24%*	*14%*	*14%*	*20%*	*28%* e	*29%* e	*43%* e	*51%*	*8%*
Some other impact of postage price increase	**2**	2	*	*	-	*	-	1	-	1	*
	1%	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*	*2%*	*-%*	*16%*	*1%*
We do not send any mail	**9**	8	*	*	*	*	5	-	-	-	-
	3%	*3%*	*1%*	*1%*	*6%*	*2%*	*5%* b	*-%*	*-%*	*-%*	*-%*
Don't know (DO NOT READ OUT)	**4**	3	*	-	*	*	2	-	-	-	*
	1%	*1%*	*3%*	*-%*	*4%*	*2%*	*2%*	*-%*	*-%*	*-%*	*3%*
NET: Send similar number of letters	**47**	43	2	1	1	4	18	9	1	*	3
	18%	*18%*	*17%*	*17%*	*29%*	*19%*	*17%*	*14%*	*7%*	*5%*	*37%* **abc**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?
Base: All respondents

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	***d**	e
Unweighted total	**563**	294	160	70	39	269	138	95	33	20	57
Weighted total	**261**	242	12	5	3	20	103	60	13	7	8
NET: Send fewer letters	**112**	103	5	3	1	9	43	28	6	2	4
	43%	*43%*	*45%*	*54%*	*47%*	*47%*	*41%*	*47%*	*47%*	*23%*	*49%*
NET: Send more letters	**15**	13	1	1	-	2	6	5	*	*	*
	6%	*6%*	*9%*	*13%* **ad**	*-%*	*9%*	*6%*	*8%*	*3%*	*4%*	*2%*
NET: No change	**73**	69	3	1	*	4	29	18	6	3	1
	28%	*28%* **ce**	*24%*	*14%*	*14%*	*20%*	*28%* e	*29%* e	*43%* e	*51%*	*8%*

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 227 (continuation) Page 4060

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?

Base: All respondents

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**563**	38	18	55	18	33	77	54	38	35	366	71	67	59
Weighted total	**261**	30	13	27	10	17	50	38	23	21	230	13	10	9
We send a similar number of letters nowadays and have not changed our level of 1st class usage	**24**	2	1	6	*	1	4	2	1	1	19	2	1	1
	9%	*7%*	*11%*	*21%* **ghij**	*1%*	*7%*	*9%*	*6%*	*5%*	*4%*	*8%*	*16%* j	*14%*	*15%*
We send a similar number of letters nowadays but are using 2nd class postage more	**23**	3	1	2	2	*	5	2	2	1	20	1	1	1
	9%	*11%*	*8%*	*8%*	*19%*	*2%*	*11%*	*6%*	*9%*	*4%*	*9%*	*9%*	*14%*	*12%*
We send fewer letters nowadays to save money	**10**	*	-	1	1	1	1	2	*	2	9	*	1	*
	4%	**%*	*-%*	*4%*	*9%*	*6%*	*2%*	*6%*	*1%*	*10%* m	*4%*	*3%*	*11%* **afjm**	*1%*
We send fewer letters nowadays but mainly because we have switched to e-mail	**102**	11	5	11	2	9	22	13	9	7	90	6	3	3
	39%	*37%*	*38%*	*41%*	*20%*	*52%* m	*45%*	*35%*	*38%*	*34%*	*39%*	*46%*	*36%*	*30%*
We send more letters nowadays but using 2nd class postage more	**9**	-	-	*	-	*	3	2	1	1	8	1	*	-
	3%	*-%*	*-%*	**%*	*-%*	*1%*	*7%* m	*6%*	*5%*	*4%*	*3%*	*5%*	*5%*	*-%*
We send more letters nowadays but have not changed our relative level of 1st class usage	**6**	1	-	*	-	*	*	*	3	*	5	*	*	*
	2%	*4%*	*-%*	**%*	*-%*	*1%*	**%*	**%*	*14%* **cefgijkl**	*1%*	*2%*	*3%*	*3%*	*4%*
We have made no changes to the number of letters we send	**73**	9	4	7	3	5	10	14	5	8	65	2	2	4
	28%	*30%*	*33%*	*25%*	*33%*	*30%*	*20%*	*37%* **fkl**	*20%*	*37%* **kl**	*28%*	*18%*	*18%*	*39%* **fkl**
Some other impact of postage price increase	**2**	1	-	-	-	-	*	1	-	*	2	-	-	*
	1%	*4%*	*-%*	*-%*	*-%*	*-%*	**%*	*3%*	*-%*	*1%*	*1%*	*-%*	*-%*	*1%*
We do not send any mail	**9**	2	*	-	2	-	2	1	1	-	9	-	-	-
	3%	*8%* **cklm**	*1%*	*-%*	*18%*	*-%*	*4%*	*3%*	*5%*	*-%*	*4%*	*-%*	*-%*	*-%*
Don't know (DO NOT READ OUT)	**4**	-	1	*	-	*	1	-	*	1	3	*	*	-
	1%	*-%*	*8%*	**%*	*-%*	*1%*	*2%*	*-%*	*1%*	*4%*	*1%*	**%*	**%*	*-%*
NET: Send similar number of letters	**47**	5	2	8	2	2	10	4	3	2	39	3	3	2
	18%	*18%*	*19%*	*29%* **egij**	*20%*	*9%*	*20%*	*11%*	*15%*	*9%*	*17%*	*25%*	*28%* **egij**	*27%* **egi**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 05/02/19

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?
Base: All respondents

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**563**	38	18	55	18	33	77	54	38	35	366	71	67	59
Weighted total	**261**	30	13	27	10	17	50	38	23	21	230	13	10	9
NET: Send fewer letters	**112**	11	5	12	3	10	23	15	9	10	99	6	4	3
	43%	*37%*	*38%*	*45%*	*29%*	*58%* m	*47%* m	*41%*	*40%*	*44%*	*43%*	*50%* m	*46%*	*30%*
NET: Send more letters	**15**	1	-	*	-	*	3	2	5	1	13	1	1	*
	6%	*4%*	*-%*	*1%*	*-%*	*2%*	*7%*	*6%*	*20%* **acefgjm**	*5%*	*6%*	*7%*	*8%*	*4%*
NET: No change	**73**	9	4	7	3	5	10	14	5	8	65	2	2	4
	28%	*30%*	*33%*	*25%*	*33%*	*30%*	*20%*	*37%* **fkl**	*20%*	*37%* **kl**	*28%*	*18%*	*18%*	*39%* **fkl**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 227 (continuation)

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?

Base: All respondents

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		***a**	b	***c**	d	e	***f**	g	h	a	b	a	b
Unweighted total	**563**	9	64	14	69	145	23	39	200	365	198	477	86
Weighted total	**261**	4	27	5	30	75	8	21	91	180	81	234	28
We send a similar number of letters nowadays and have not changed our level of 1st class usage	**24**	*	4	*	1	9	*	2	7	18	6	20	4
	9%	*8%*	*13%*	*1%*	*4%*	*12%*	*3%*	*12%*	*8%*	*10%*	*7%*	*8%*	*15%*
We send a similar number of letters nowadays but are using 2nd class postage more	**23**	1	2	1	3	4	-	1	12	16	7	23	1
	9%	*28%*	*6%*	*10%*	*11%*	*5%*	*-%*	*5%*	*13%* e	*9%*	*9%*	*10%* b	*2%*
We send fewer letters nowadays to save money	**10**	*	*	-	*	7	*	1	1	7	3	8	3
	4%	*1%*	**%*	*-%*	*1%*	*10%* **bdh**	*4%*	*5%*	*1%*	*4%*	*4%*	*3%*	*10%* a
We send fewer letters nowadays but mainly because we have switched to e-mail	**102**	2	12	2	12	26	5	8	35	71	31	94	8
	39%	*55%*	*43%*	*45%*	*40%*	*34%*	*61%*	*36%*	*39%*	*39%*	*38%*	*40%* b	*28%*
We send more letters nowadays but using 2nd class postage more	**9**	-	-	-	1	4	-	-	4	6	3	8	1
	3%	*-%*	*-%*	*-%*	*4%*	*5%*	*-%*	*-%*	*4%*	*3%*	*4%*	*3%*	*4%*
We send more letters nowadays but have not changed our relative level of 1st class usage	**6**	-	*	*	*	*	*	1	4	4	2	5	1
	2%	*-%*	*1%*	*2%*	**%*	*1%*	*4%*	*5%* e	*4%* e	*2%*	*2%*	*2%*	*4%*
We have made no changes to the number of letters we send	**73**	*	7	2	11	20	2	6	24	47	26	65	8
	28%	*8%*	*24%*	*42%*	*35%*	*27%*	*29%*	*31%*	*27%*	*26%*	*32%*	*28%*	*28%*
Some other impact of postage price increase	**2**	-	1	-	-	1	-	-	*	1	1	1	1
	1%	*-%*	*4%* h	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*1%*	*1%*	*1%*	*4%* a
We do not send any mail	**9**	-	2	-	1	3	-	-	2	8	1	7	1
	3%	*-%*	*8%* h	*-%*	*4%*	*4%*	*-%*	*-%*	*2%*	*4%*	*1%*	*3%*	*5%*
Don't know (DO NOT READ OUT)	**4**	-	*	-	*	1	-	1	1	2	1	3	*
	1%	*-%*	**%*	*-%*	*1%*	*1%*	*-%*	*5%*	*1%*	*1%*	*2%*	*1%*	**%*
NET: Send similar number of letters	**47**	1	5	1	5	13	*	3	19	34	13	42	5
	18%	*36%*	*19%*	*11%*	*16%*	*17%*	*3%*	*17%*	*21%*	*19%*	*16%*	*18%*	*17%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?
Base: All respondents

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted total	**563**	9	64	14	69	145	23	39	200	365	198	477	86
Weighted total	**261**	4	27	5	30	75	8	21	91	180	81	234	28
NET: Send fewer letters	**112**	2	12	2	12	33	5	9	36	78	34	102	11
	43%	*56%*	*44%*	*45%*	*40%*	*44%*	*64%*	*42%*	*40%*	*43%*	*42%*	*44%*	*38%*
NET: Send more letters	**15**	-	*	*	1	4	*	1	8	10	5	13	2
	6%	*-%*	*1%*	*2%*	*5%*	*5%*	*4%*	*5%*	*9%*	*6%*	*6%*	*5%*	*8%*
NET: No change	**73**	*	7	2	11	20	2	6	24	47	26	65	8
	28%	*8%*	*24%*	*42%*	*35%*	*27%*	*29%*	*31%*	*27%*	*26%*	*32%*	*28%*	*28%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?
Base: All respondents

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**563**	535	28	331	95	133
Weighted total	**261**	241	20	168	38	52
We send a similar number of letters nowadays and have not changed our level of 1st class usage	**24**	22	2	12	4	8
	9%	*9%*	*8%*	*7%*	*11%*	*14%* a
We send a similar number of letters nowadays but are using 2nd class postage more	**23**	21	3	11	5	7
	9%	*9%*	*13%*	*7%*	*13%* a	*14%* a
We send fewer letters nowadays to save money	**10**	10	1	4	2	4
	4%	*4%*	*3%*	*2%*	*4%*	*8%* a
We send fewer letters nowadays but mainly because we have switched to e-mail	**102**	100	2	71	14	16
	39%	*41%*	*11%*	*42%* c	*36%*	*31%*
We send more letters nowadays but using 2nd class postage more	**9**	6	2	6	2	*
	3%	*3%*	*12%*	*4%*	*6%* c	*1%*
We send more letters nowadays but have not changed our relative level of 1st class usage	**6**	6	-	3	1	2
	2%	*3%*	*-%*	*2%*	*3%*	*4%*
We have made no changes to the number of letters we send	**73**	64	9	52	9	11
	28%	*27%*	*44%*	*31%* c	*24%*	*20%*
Some other impact of postage price increase	**2**	2	-	*	1	1
	1%	*1%*	*-%*	**%*	*3%* a	*2%* a
We do not send any mail	**9**	7	2	6	-	2
	3%	*3%*	*10%*	*4%*	*-%*	*4%* b
Don't know (DO NOT READ OUT)	**4**	4	-	2	-	1
	1%	*1%*	*-%*	*1%*	*-%*	*2%*
NET: Send similar number of letters	**47**	43	4	23	9	15
	18%	*18%*	*21%*	*14%*	*24%* a	*28%* a

Columns Tested: a,b - a,b,c

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?
Base: All respondents

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted total	**563**	535	28	331	95	133
Weighted total	**261**	241	20	168	38	52
NET: Send fewer letters	**112**	109	3	75	15	20
	43%	*45%*	*14%*	*45%*	*40%*	*38%*
NET: Send more letters	**15**	13	2	9	3	2
	6%	*5%*	*12%*	*6%*	*9%*	*4%*
NET: No change	**73**	64	9	52	9	11
	28%	*27%*	*44%*	*31%* c	*24%*	*20%*

Columns Tested: a,b - a,b,c

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?
Base: All respondents

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	563	413	125	21	3	1	-	-	-	538	25	171	242	150
Weighted total	261	222	33	6	*	*	-	-	-	254	7	114	108	40
We send a similar number of letters nowadays and have not changed our level of 1st class usage	24	18	6	*	-	-	-	-	-	24	*	8	10	6
	9%	*8%*	*17%* ai	*1%*	-%	-%	-%	-%	-%	*9%*	*1%*	*7%*	*9%*	*15%* a
We send a similar number of letters nowadays but are using 2nd class postage more	23	19	2	2	*	-	-	-	-	21	2	9	10	4
	9%	*9%*	*6%*	*30%*	*65%*	-%	-%	-%	-%	*8%*	*32%*	*8%*	*10%*	*10%*
We send fewer letters nowadays to save money	10	9	1	1	-	-	-	-	-	9	1	1	7	2
	4%	*4%*	*2%*	*16%*	-%	-%	-%	-%	-%	*4%*	*15%*	*1%*	*7%* a	*4%*
We send fewer letters nowadays but mainly because we have switched to e-mail	102	88	13	1	-	-	-	-	-	100	1	45	43	14
	39%	*40%*	*38%*	*21%*	-%	-%	-%	-%	-%	*39%*	*20%*	*39%*	*40%*	*35%*
We send more letters nowadays but using 2nd class postage more	9	7	1	*	-	-	-	-	-	9	*	3	4	1
	3%	*3%*	*4%*	*1%*	-%	-%	-%	-%	-%	*3%*	*1%*	*3%*	*4%*	*3%*
We send more letters nowadays but have not changed our relative level of 1st class usage	6	6	*	*	-	-	-	-	-	6	*	2	4	*
	2%	*3%*	*1%*	*2%*	-%	-%	-%	-%	-%	*2%*	*2%*	*2%*	*4%*	*1%*
We have made no changes to the number of letters we send	73	65	7	1	*	*	-	-	-	72	1	38	27	8
	28%	*29%*	*21%*	*9%*	*35%*	*100%*	-%	-%	-%	*28%*	*11%*	*33%* c	*25%*	*19%*
Some other impact of postage price increase	2	*	2	-	-	-	-	-	-	2	-	*	*	2
	1%	**%*	*7%* ai	-%	-%	-%	-%	-%	-%	*1%*	-%	**%*	**%*	*5%* ab
We do not send any mail	9	7	-	1	-	-	-	-	-	7	1	5	2	1
	3%	*3%* b	-%	*20%*	-%	-%	-%	-%	-%	*3%*	*18%*	*5%*	*2%*	*3%*
Don't know (DO NOT READ OUT)	4	2	1	-	-	-	-	-	-	4	-	2	*	1
	1%	*1%*	*4%* ai	-%	-%	-%	-%	-%	-%	*1%*	-%	*2%*	**%*	*3%* b
NET: Send similar number of letters	47	37	8	2	*	-	-	-	-	45	2	17	20	10
	18%	*17%*	*23%*	*31%*	*65%*	-%	-%	-%	-%	*18%*	*32%*	*15%*	*18%*	*25%* a
NET: Send fewer letters	112	97	13	2	-	-	-	-	-	110	2	46	50	16
	43%	*44%*	*40%*	*38%*	-%	-%	-%	-%	-%	*43%*	*35%*	*41%*	*47%*	*39%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 05/02/19

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?
Base: All respondents

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	**563**	413	125	21	3	1	-	-	-	538	25	171	242	150
Weighted total	**261**	222	33	6	*	*	-	-	-	254	7	114	108	40
NET: Send more letters	**15**	13	2	*	-	-	-	-	-	15	*	5	8	2
	6%	*6%*	*5%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*6%*	*2%*	*5%*	*7%*	*5%*
NET: No change	**73**	65	7	1	*	*	-	-	-	72	1	38	27	8
	28%	*29%*	*21%*	*9%*	*35%*	*100%*	*-%*	*-%*	*-%*	*28%*	*11%*	*33%* c	*25%*	*19%*

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?
Base: All respondents

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	563	379	269	413	199	177	400	349	38	11	8	6	-	-
Weighted total	261	142	90	165	81	58	168	150	7	3	2	2	-	-
We send a similar number of letters nowadays and have not changed our level of 1st class usage	24	15	10	17	9	7	16	17	*	-	-	*	-	-
	9%	11%	11%	10%	12%	12%	10%	11%	5%	-%	-%	4%	-%	-%
We send a similar number of letters nowadays but are using 2nd class postage more	23	13	11	17	8	5	17	14	1	*	1	1	-	-
	9%	9%	12%	10%	9%	9%	10%	9%	10%	4%	60%	46%	-%	-%
We send fewer letters nowadays to save money	10	4	3	4	5	4	8	3	*	*	-	1	-	-
	4%	3%	3%	2%	6% c	7% abc	5%	2%	5%	2%	-%	46%	-%	-%
We send fewer letters nowadays but mainly because we have switched to e-mail	102	56	31	61	30	25	65	56	4	*	*	*	-	-
	39%	39%	35%	37%	37%	44%	39%	37%	54%	6%	16%	2%	-%	-%
We send more letters nowadays but using 2nd class postage more	9	5	2	5	3	3	6	5	*	*	-	-	-	-
	3%	4%	3%	3%	3%	5%	4%	3%	1%	6%	-%	-%	-%	-%
We send more letters nowadays but have not changed our relative level of 1st class usage	6	6	3	6	2	3	3	5	1	-	-	-	-	-
	2%	4%	4%	4%	2%	5% f	2%	3%	16% a	-%	-%	-%	-%	-%
We have made no changes to the number of letters we send	73	37	27	47	19	8	45	46	*	-	*	*	-	-
	28%	26% e	30% e	29% e	24% e	13%	27% e	31% b	7%	-%	18%	2%	-%	-%
Some other impact of postage price increase	2	2	1	2	1	2	2	*	*	2	-	-	-	-
	1%	2%	1%	1%	1%	4%	1%	*%	1%	80%	-%	-%	-%	-%
We do not send any mail	9	1	-	1	3	-	3	1	-	-	-	-	-	-
	3%	1%	-%	1%	4% abce	-%	2% b	1%	-%	-%	-%	-%	-%	-%
Don't know (DO NOT READ OUT)	4	3	2	4	1	1	2	3	*	*	*	-	-	-
	1%	2%	3%	2%	2%	2%	1%	2%	2%	2%	6%	-%	-%	-%
NET: Send similar number of letters	47	28	20	34	17	12	33	31	1	*	1	1	-	-
	18%	19%	23%	21%	21%	21%	20%	20%	15%	4%	60%	50%	-%	-%
NET: Send fewer letters	112	60	34	65	35	29	73	59	4	*	*	1	-	-
	43%	42%	37%	40%	43%	51% bc	43%	39%	58% a	7%	16%	48%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by OLR
Issue date: 05/02/19

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?
Base: All respondents

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted total	**563**	379	269	413	199	177	400	349	38	11	8	6	-	-
Weighted total	**261**	142	90	165	81	58	168	150	7	3	2	2	-	-
NET: Send more letters	**15**	11	6	11	5	6	9	10	1	*	-	-	-	-
	6%	*8%*	*7%*	*7%*	*6%*	*10%*	*5%*	*7%*	*17%* a	*6%*	*-%*	*-%*	*-%*	*-%*
NET: No change	**73**	37	27	47	19	8	45	46	*	-	*	*	-	-
	28%	*26%* e	*30%* e	*29%* e	*24%* e	*13%*	*27%* e	*31%* b	*7%*	*-%*	*18%*	*2%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?
Base: All respondents

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	563	186	7	3	1	1	1	-	2	112	105	101	91	3
Weighted total	261	77	2	1	*	*	*	-	*	65	41	36	20	1
We send a similar number of letters nowadays and have not changed our level of 1st class usage	24	9	*	-	-	-	-	-	-	7	3	4	3	-
	9%	12%	2%	-%	-%	-%	-%	-%	-%	11%	7%	12%	16%	-%
We send a similar number of letters nowadays but are using 2nd class postage more	23	6	1	1	-	-	*	-	*	5	2	7	3	-
	9%	7%	44%	96%	-%	-%	100%	-%	32%	7%	5%	20% ab	16% b	-%
We send fewer letters nowadays to save money	10	5	-	-	-	-	-	-	-	2	1	*	*	-
	4%	6%	-%	-%	-%	-%	-%	-%	-%	4%	3%	1%	1%	-%
We send fewer letters nowadays but mainly because we have switched to e-mail	102	29	1	*	-	-	-	-	-	24	17	12	7	1
	39%	37%	52%	4%	-%	-%	-%	-%	-%	36%	41%	34%	33%	75%
We send more letters nowadays but using 2nd class postage more	9	3	-	-	-	-	-	-	-	*	2	3	*	-
	3%	3%	-%	-%	-%	-%	-%	-%	-%	*%	5% a	7% a	2%	-%
We send more letters nowadays but have not changed our relative level of 1st class usage	6	2	-	-	-	-	-	-	-	3	1	1	1	*
	2%	2%	-%	-%	-%	-%	-%	-%	-%	4%	2%	3%	7%	4%
We have made no changes to the number of letters we send	73	19	-	-	*	*	-	-	*	20	15	8	4	*
	28%	24%	-%	-%	100%	100%	-%	-%	68%	30%	37% cd	23%	20%	21%
Some other impact of postage price increase	2	1	-	-	-	-	-	-	-	1	*	*	1	-
	1%	2%	-%	-%	-%	-%	-%	-%	-%	2%	*%	*%	5% bc	-%
We do not send any mail	9	3	*	-	-	-	-	-	-	1	-	-	-	-
	3%	4%	2%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%
Don't know (DO NOT READ OUT)	4	1	-	-	-	-	-	-	-	3	*	*	*	-
	1%	2%	-%	-%	-%	-%	-%	-%	-%	5% b	*%	*%	1%	-%
NET: Send similar number of letters	47	15	1	1	-	-	*	-	*	12	5	11	6	-
	18%	19%	46%	96%	-%	-%	100%	-%	32%	18%	12%	31% ab	31% ab	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?
Base: All respondents

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**563**	186	7	3	1	1	1	-	2	112	105	101	91	3
Weighted total	**261**	77	2	1	*	*	*	-	*	65	41	36	20	1
NET: Send fewer letters	**112**	34	1	*	-	-	-	-	-	26	18	12	7	1
	43%	*43%*	*52%*	*4%*	*-%*	*-%*	*-%*	*-%*	*-%*	*40%*	*44%*	*34%*	*33%*	*75%*
NET: Send more letters	**15**	5	-	-	-	-	-	-	-	3	3	4	2	*
	6%	*6%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*7%*	*11%*	*9%*	*4%*
NET: No change	**73**	19	-	-	*	*	-	-	*	20	15	8	4	*
	28%	*24%*	*-%*	*-%*	*100%*	*100%*	*-%*	*-%*	*68%*	*30%*	*37%*	*23%*	*20%*	*21%*
											cd			

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?
Base: All respondents

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**563**	64	42	47	42	4	110	12	76	506	57	387	25
Weighted total	**261**	30	17	18	14	2	52	5	24	231	30	154	10
We send a similar number of letters nowadays and have not changed our level of 1st class usage	**24**	3	2	3	1	-	7	*	2	19	5	14	4
	9%	*12%*	*10%*	*15%*	*10%*	*-%*	*14%*	*1%*	*8%*	*8%*	*16%*	*9%*	*35%*
We send a similar number of letters nowadays but are using 2nd class postage more	**23**	4	*	1	2	*	4	1	3	23	*	17	*
	9%	*13%*	*2%*	*6%*	*15%* b	*3%*	*7%*	*23%*	*12%*	*10%* b	*1%*	*11%*	**%*
We send fewer letters nowadays to save money	**10**	*	2	1	1	-	2	*	2	8	2	4	*
	4%	*1%*	*13%* a	*7%*	*8%*	*-%*	*5%*	*2%*	*10%*	*4%*	*7%*	*3%*	*1%*
We send fewer letters nowadays but mainly because we have switched to e-mail	**102**	15	5	5	3	1	18	3	10	89	13	56	5
	39%	*51%* **bcd**	*29%*	*29%*	*20%*	*80%*	*34%*	*52%*	*41%*	*39%*	*42%*	*36%*	*48%*
We send more letters nowadays but using 2nd class postage more	**9**	1	1	*	-	-	3	-	-	8	*	5	*
	3%	*5%*	*8%*	**%*	*-%*	*-%*	*5%* c	*-%*	*-%*	*4%*	*1%*	*3%*	*3%*
We send more letters nowadays but have not changed our relative level of 1st class usage	**6**	*	*	1	*	-	2	-	*	6	*	6	-
	2%	*1%*	*2%*	*6%*	**%*	*-%*	*3%*	*-%*	*1%*	*3%*	*1%*	*4%*	*-%*
We have made no changes to the number of letters we send	**73**	5	5	5	3	*	13	-	6	65	8	46	1
	28%	*17%*	*30%*	*29%*	*22%*	*17%*	*24%*	*-%*	*27%*	*28%*	*25%*	*30%*	*12%*
Some other impact of postage price increase	**2**	*	*	-	1	-	1	-	*	2	-	2	-
	1%	**%*	**%*	*-%*	*8%* a	*-%*	*2%*	*-%*	**%*	*1%*	*-%*	*1%*	*-%*
We do not send any mail	**9**	-	1	1	1	-	2	1	-	6	2	1	-
	3%	*-%*	*6%*	*6%* a	*9%* a	*-%*	*4%*	*21%*	*-%*	*3%*	*8%* a	*1%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Produced by OLR
Issue date: 05/02/19

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?
Base: All respondents

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted total	**563**	64	42	47	42	4	110	12	76	506	57	387	25
Weighted total	**261**	30	17	18	14	2	52	5	24	231	30	154	10
Don't know (DO NOT READ OUT)	**4**	-	-	*	1	-	1	-	-	4	-	4	-
	1%	*-%*	*-%*	*1%*	*8%* a	*-%*	*2%*	*-%*	*-%*	*2%*	*-%*	*2%*	*-%*
NET: Send similar number of letters	**47**	7	2	4	4	*	11	1	5	42	5	31	4
	18%	*25%*	*13%*	*21%*	*25%*	*3%*	*21%*	*24%*	*20%*	*18%*	*16%*	*20%*	*36%*
NET: Send fewer letters	**112**	16	7	7	4	1	20	3	12	97	15	59	5
	43%	*52%* d	*42%*	*36%*	*28%*	*80%*	*38%*	*55%*	*51%*	*42%*	*49%*	*39%*	*49%*
NET: Send more letters	**15**	2	2	1	*	-	4	-	*	15	1	11	*
	6%	*5%*	*10%*	*7%*	**%*	*-%*	*8%* c	*-%*	*1%*	*6%*	*2%*	*7%*	*3%*
NET: No change	**73**	5	5	5	3	*	13	-	6	65	8	46	1
	28%	*17%*	*30%*	*29%*	*22%*	*17%*	*24%*	*-%*	*27%*	*28%*	*25%*	*30%*	*12%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?
Base: All respondents

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	b	a	*b	a	b	a	b	c	*d
Unweighted total	563	17	37	46	10	144	55	120	354	61	-
Weighted total	261	12	14	18	5	57	24	44	130	18	-
We send a similar number of letters nowadays and have not changed our level of 1st class usage	24	1	*	*	1	7	3	7	13	2	-
	9%	10%	1%	2%	25%	12%	11%	15%	10%	10%	-%
We send a similar number of letters nowadays but are using 2nd class postage more	23	1	1	2	-	7	*	3	13	1	-
	9%	8%	11%	14%	-%	13% b	2%	7%	10%	6%	-%
We send fewer letters nowadays to save money	10	1	2	1	1	2	3	2	4	1	-
	4%	9%	16%	6%	25%	3%	14% a	3%	3%	8%	-%
We send fewer letters nowadays but mainly because we have switched to e-mail	102	2	6	7	2	20	10	13	51	5	-
	39%	16%	44%	42%	47%	35%	42%	28%	39% a	29%	-%
We send more letters nowadays but using 2nd class postage more	9	-	-	-	-	2	*	2	5	*	-
	3%	-%	-%	-%	-%	4%	1%	5%	4%	2%	-%
We send more letters nowadays but have not changed our relative level of 1st class usage	6	1	*	1	*	1	1	4	5	*	-
	2%	9%	2%	8%	4%	1%	5%	9% bc	4%	1%	-%
We have made no changes to the number of letters we send	73	5	2	4	-	15	5	10	32	7	-
	28%	39%	17%	21%	-%	26%	19%	22%	25%	37% ab	-%
Some other impact of postage price increase	2	*	-	*	-	1	-	1	2	1	-
	1%	*%	-%	*%	-%	2%	-%	2%	2%	6% b	-%
We do not send any mail	9	-	1	-	-	2	1	-	1	-	-
	3%	-%	8%	-%	-%	3%	5%	-%	1%	-%	-%
Don't know (DO NOT READ OUT)	4	1	-	1	-	1	-	3	3	-	-
	1%	9%	-%	7%	-%	2%	-%	7% bc	3%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c,d

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?
Base: All respondents

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		***a**	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**563**	17	37	46	10	144	55	120	354	61	-
Weighted total	**261**	12	14	18	5	57	24	44	130	18	-
NET: Send similar number of letters	**47**	2	2	3	1	14	3	10	26	3	-
	18%	*18%*	*12%*	*16%*	*25%*	*24%*	*13%*	*22%*	*20%*	*17%*	*-%*
NET: Send fewer letters	**112**	3	8	9	3	21	13	14	55	7	-
	43%	*25%*	*60%*	*48%*	*72%*	*38%*	*56%* a	*32%*	*43%* a	*37%*	*-%*
NET: Send more letters	**15**	1	*	1	*	3	2	6	10	1	-
	6%	*9%*	*2%*	*8%*	*4%*	*5%*	*7%*	*15%* **bc**	*8%*	*3%*	*-%*
NET: No change	**73**	5	2	4	-	15	5	10	32	7	-
	28%	*39%*	*17%*	*21%*	*-%*	*26%*	*19%*	*22%*	*25%*	*37%* **ab**	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?
Base: All respondents

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
Weighted total	261	39	78	13	-	56	57	16	-	135	82	65	125	101	2
We send a similar number of letters nowadays and have not changed our level of 1st class usage	**24**	6	8	3	-	8	6	1	-	14	6	8	13	5	-
	9%	*17%*	*10%*	*22%* b	*-%*	*14%*	*11%*	*9%*	*-%*	*10%*	*7%*	*12%*	*11%* b	*5%*	*-%*
We send a similar number of letters nowadays but are using 2nd class postage more	**23**	1	11	2	-	2	7	1	-	13	11	7	10	17	-
	9%	*3%*	*14%* a	*16%* a	*-%*	*3%*	*13%* a	*6%*	*-%*	*9%*	*13%*	*11%*	*8%*	*17%* a	*-%*
We send fewer letters nowadays to save money	**10**	1	3	1	-	4	4	1	-	4	3	4	4	2	-
	4%	*3%*	*3%*	*8%*	*-%*	*7%*	*7%*	*8%*	*-%*	*3%*	*3%*	*6%*	*3%*	*2%*	*-%*
We send fewer letters nowadays but mainly because we have switched to e-mail	**102**	12	29	4	-	18	19	4	-	50	30	20	46	38	*
	39%	*30%*	*37%*	*28%*	*-%*	*33%*	*34%*	*22%*	*-%*	*37%*	*36%*	*31%*	*36%*	*38%*	*4%*
We send more letters nowadays but using 2nd class postage more	**9**	2	2	*	-	3	2	*	-	5	2	2	3	5	*
	3%	*5%*	*3%*	**%*	*-%*	*5%*	*4%*	*2%*	*-%*	*4%*	*3%*	*4%*	*2%*	*5%*	*4%*
We send more letters nowadays but have not changed our relative level of 1st class usage	**6**	3	2	*	-	2	*	*	-	6	2	2	5	3	*
	2%	*8%* b	*3%*	*3%*	*-%*	*3%*	*1%*	*1%*	*-%*	*4%*	*3%*	*2%*	*4%*	*3%*	*3%*
We have made no changes to the number of letters we send	**73**	12	21	3	-	14	14	5	-	37	26	18	38	26	1
	28%	*31%*	*27%*	*23%*	*-%*	*26%*	*25%*	*33%*	*-%*	*27%*	*31%*	*27%*	*30%*	*25%*	*87%*
Some other impact of postage price increase	**2**	-	1	*	-	1	1	*	-	2	1	1	2	1	*
	1%	*-%*	*1%*	**%*	*-%*	*2%*	*2%*	**%*	*-%*	*2%*	*1%*	*2%*	*2%*	*1%*	*3%*
We do not send any mail	**9**	-	-	-	-	3	1	2	-	1	-	2	1	1	-
	3%	*-%*	*-%*	*-%*	*-%*	*6%*	*2%*	*13%* b	*-%*	*1%*	*-%*	*3%* **ab**	*1%*	*1%*	*-%*
Don't know (DO NOT READ OUT)	**4**	1	1	-	-	1	1	1	-	3	2	1	3	3	-
	1%	*3%*	*2%*	*-%*	*-%*	*2%*	*2%*	*6%*	*-%*	*3%*	*3%*	*2%*	*3%*	*3%*	*-%*
NET: Send similar number of letters	**47**	8	19	5	-	10	13	2	-	26	17	15	23	21	-
	18%	*20%*	*24%*	*38%* a	*-%*	*17%*	*23%*	*15%*	*-%*	*20%*	*20%*	*23%*	*19%*	*21%*	*-%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?
Base: All respondents

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**563**	105	239	45	-	136	139	50	-	357	248	160	331	261	6
Weighted total	**261**	39	78	13	-	56	57	16	-	135	82	65	125	101	2
NET: Send fewer letters	**112**	13	31	5	-	22	23	5	-	54	32	24	49	41	*
	43%	*33%*	*40%*	*36%*	*-%*	*40%*	*41%*	*29%*	*-%*	*40%*	*39%*	*37%*	*39%*	*40%*	*4%*
NET: Send more letters	**15**	5	5	*	-	4	3	1	-	11	5	4	8	8	*
	6%	*13%* b	*6%*	*3%*	*-%*	*8%*	*5%*	*3%*	*-%*	*8%*	*5%*	*6%*	*6%*	*8%*	*7%*
NET: No change	**73**	12	21	3	-	14	14	5	-	37	26	18	38	26	1
	28%	*31%*	*27%*	*23%*	*-%*	*26%*	*25%*	*33%*	*-%*	*27%*	*31%*	*27%*	*30%*	*25%*	*87%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?
Base: All respondents

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**563**	135	78	96	36	30	313	261	15	6	6	4
Weighted total	**261**	49	27	37	7	6	122	102	7	1	4	2
We send a similar number of letters nowadays and have not changed our level of 1st class usage	**24**	6	1	5	1	*	14	5	-	-	-	1
	9%	*12%*	*5%*	*15%* b	*22%* b	*6%*	*12%* b	*5%*	*-%*	*-%*	*-%*	*63%*
We send a similar number of letters nowadays but are using 2nd class postage more	**23**	4	7	3	-	1	10	17	3	-	1	-
	9%	*8%*	*25%* **acd**	*8%*	*-%*	*16%* d	*8%*	*17%* a	*47%*	*-%*	*21%*	*-%*
We send fewer letters nowadays to save money	**10**	3	2	3	*	*	4	4	*	-	1	-
	4%	*6%*	*9%*	*7%*	*6%*	*1%*	*3%*	*4%*	*1%*	*-%*	*32%*	*-%*
We send fewer letters nowadays but mainly because we have switched to e-mail	**102**	18	11	8	2	2	42	38	3	*	2	*
	39%	*38%* c	*41%* c	*23%*	*25%*	*32%*	*35%*	*38%*	*37%*	*33%*	*46%*	*17%*
We send more letters nowadays but using 2nd class postage more	**9**	3	1	3	*	*	3	5	1	*	-	-
	3%	*5%*	*2%*	*7%*	*5%*	*5%*	*2%*	*5%*	*14%*	*5%*	*-%*	*-%*
We send more letters nowadays but have not changed our relative level of 1st class usage	**6**	1	*	1	*	*	5	2	*	*	-	-
	2%	*1%*	**%*	*4%*	*3%*	*2%*	*4%*	*2%*	*1%*	*33%*	*-%*	*-%*
We have made no changes to the number of letters we send	**73**	13	3	9	2	1	37	23	*	*	-	*
	28%	*27%* b	*13%*	*25%* b	*23%*	*21%*	*31%* b	*23%*	*1%*	*28%*	*-%*	*20%*
Some other impact of postage price increase	**2**	*	-	1	-	-	2	2	-	-	-	-
	1%	**%*	*-%*	*3%*	*-%*	*-%*	*2%*	*2%*	*-%*	*-%*	*-%*	*-%*
We do not send any mail	**9**	-	-	2	1	1	2	2	-	-	-	-
	3%	*-%*	*-%*	*5%* **ab**	*16%* **ab**	*16%* **ab**	*2%*	*2%*	*-%*	*-%*	*-%*	*-%*
Don't know (DO NOT READ OUT)	**4**	1	1	1	-	-	2	3	-	-	-	-
	1%	*3%*	*5%*	*3%*	*-%*	*-%*	*2%*	*3%*	*-%*	*-%*	*-%*	*-%*
NET: Send similar number of letters	**47**	10	8	8	1	1	24	22	3	-	1	1
	18%	*21%*	*31%*	*23%*	*22%*	*22%*	*20%*	*22%*	*47%*	*-%*	*21%*	*63%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?
Base: All respondents

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d
Unweighted total	**563**	135	78	96	36	30	313	261	15	6	6	4
Weighted total	**261**	49	27	37	7	6	122	102	7	1	4	2
NET: Send fewer letters	**112**	21	13	11	2	2	46	42	3	*	3	*
	43%	*43%* c	*50%* c	*30%*	*31%*	*33%*	*38%*	*41%*	*38%*	*33%*	*79%*	*17%*
NET: Send more letters	**15**	3	1	4	1	*	8	7	1	*	-	-
	6%	*7%*	*3%*	*11%* b	*8%*	*7%*	*6%*	*7%*	*14%*	*39%*	*-%*	*-%*
NET: No change	**73**	13	3	9	2	1	37	23	*	*	-	*
	28%	*27%* b	*13%*	*25%* b	*23%*	*21%*	*31%* b	*23%*	*1%*	*28%*	*-%*	*20%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?
Base: All respondents

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**563**	518	422	523	441	550	299	521	142	-	454	17	67	465
Weighted total	**261**	234	177	236	189	251	129	236	53	-	201	8	33	211
We send a similar number of letters nowadays and have not changed our level of 1st class usage	**24**	21	18	22	21	24	12	23	6	-	18	-	2	17
	9%	*9%*	*10%*	*10%*	*11%*	*9%*	*10%*	*10%*	*11%*	*-%*	*9%*	*-%*	*7%*	*8%*
We send a similar number of letters nowadays but are using 2nd class postage more	**23**	22	15	22	16	23	6	21	3	-	19	1	4	19
	9%	*9%*	*9%*	*9%*	*9%*	*9%*	*5%*	*9%*	*5%*	*-%*	*10%*	*16%*	*13%*	*9%*
We send fewer letters nowadays to save money	**10**	10	9	10	8	10	6	10	2	-	7	1	2	7
	4%	*4%*	*5%*	*4%*	*4%*	*4%*	*4%*	*4%*	*5%*	*-%*	*4%*	*8%*	*6%*	*3%*
We send fewer letters nowadays but mainly because we have switched to e-mail	**102**	94	69	94	72	99	54	91	19	-	75	3	16	78
	39%	*40%*	*39%*	*40%*	*38%*	*39%*	*42%*	*39%*	*35%*	*-%*	*37%*	*34%*	*49%*	*37%*
We send more letters nowadays but using 2nd class postage more	**9**	7	5	7	7	9	6	9	1	-	6	*	*	8
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*5%* c	*4%*	*1%*	*-%*	*3%*	*1%*	**%*	*4%*
We send more letters nowadays but have not changed our relative level of 1st class usage	**6**	6	6	6	4	5	5	6	2	-	5	-	*	6
	2%	*3%*	*3%*	*3%*	*2%*	*2%*	*4%*	*3%*	*4%*	*-%*	*3%*	*-%*	**%*	*3%*
We have made no changes to the number of letters we send	**73**	60	44	61	48	68	30	63	16	-	59	2	5	66
	28%	*26%*	*25%*	*26%*	*26%*	*27%*	*23%*	*27%*	*30%*	*-%*	*30%*	*27%*	*14%*	*31%* a
Some other impact of postage price increase	**2**	2	2	2	2	2	1	2	1	-	1	1	2	*
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*-%*	*1%*	*14%*	*7%* b	**%*
We do not send any mail	**9**	7	5	7	6	8	5	7	3	-	6	-	-	7
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*6%*	*-%*	*3%*	*-%*	*-%*	*3%*
Don't know (DO NOT READ OUT)	**4**	3	4	4	3	4	2	2	*	-	4	-	1	2
	1%	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	**%*	*-%*	*2%*	*-%*	*3%*	*1%*
NET: Send similar number of letters	**47**	43	34	44	37	47	19	44	9	-	37	1	6	36
	18%	*19%*	*19%*	*19%*	*20%*	*19%*	*15%*	*19%*	*16%*	*-%*	*19%*	*16%*	*20%*	*17%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?
Base: All respondents

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted total	**563**	518	422	523	441	550	299	521	142	-	454	17	67	465
Weighted total	**261**	234	177	236	189	251	129	236	53	-	201	8	33	211
NET: Send fewer letters	**112**	104	78	104	80	109	59	102	21	-	82	3	18	85
	43%	*44%*	*44%*	*44%*	*43%*	*43%*	*46%*	*43%*	*40%*	*-%*	*41%*	*42%*	*56%* b	*40%*
NET: Send more letters	**15**	14	11	14	11	14	11	15	3	-	11	*	*	15
	6%	*6%*	*6%*	*6%*	*6%*	*5%*	*9%*	*6%*	*5%*	*-%*	*6%*	*1%*	*1%*	*7%* a
NET: No change	**73**	60	44	61	48	68	30	63	16	-	59	2	5	66
	28%	*26%*	*25%*	*26%*	*26%*	*27%*	*23%*	*27%*	*30%*	*-%*	*30%*	*27%*	*14%*	*31%* a

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?
Base: All respondents

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	***b**	***a**	b	a	b	c	a	***b**	c	a	b
Unweighted total	**563**	92	3	22	83	60	400	102	69	21	468	318	245
Weighted total	**261**	48	*	12	42	22	192	47	40	11	209	152	110
We send a similar number of letters nowadays and have not changed our level of 1st class usage	**24**	6	-	2	5	2	19	3	6	2	16	12	12
	9%	*13%*	*-%*	*21%*	*11%*	*9%*	*10%*	*7%*	*14%*	*19%*	*8%*	*8%*	*11%*
We send a similar number of letters nowadays but are using 2nd class postage more	**23**	4	-	1	3	2	20	1	3	-	20	13	10
	9%	*7%*	*-%*	*8%*	*6%*	*10%* c	*10%* c	*2%*	*7%*	*-%*	*10%*	*9%*	*9%*
We send fewer letters nowadays to save money	**10**	4	*	1	3	2	6	3	3	1	7	8	3
	4%	*9%*	*40%*	*9%*	*8%*	*10%* b	*3%*	*6%*	*7%*	*11%*	*3%*	*5%*	*2%*
We send fewer letters nowadays but mainly because we have switched to e-mail	**102**	18	-	3	18	8	60	34	15	6	80	77	24
	39%	*38%*	*-%*	*22%*	*43%*	*37%*	*31%*	*71%* **ab**	*38%*	*54%*	*39%*	*51%* b	*22%*
We send more letters nowadays but using 2nd class postage more	**9**	*	-	-	*	3	6	-	1	-	8	3	6
	3%	*1%*	*-%*	*-%*	*1%*	*13%* **bc**	*3%*	*-%*	*1%*	*-%*	*4%*	*2%*	*6%* a
We send more letters nowadays but have not changed our relative level of 1st class usage	**6**	2	-	*	2	2	4	-	*	*	6	2	4
	2%	*3%*	*-%*	**%*	*4%*	*9%* **bc**	*2%*	*-%*	*1%*	**%*	*3%*	*1%*	*4%* a
We have made no changes to the number of letters we send	**73**	11	-	2	10	3	65	5	9	*	62	29	43
	28%	*23%*	*-%*	*18%*	*24%*	*12%*	*34%* **ac**	*10%*	*23%*	*3%*	*30%*	*19%*	*39%* a
Some other impact of postage price increase	**2**	-	*	*	-	-	1	1	1	-	1	2	*
	1%	*-%*	*19%*	**%*	*-%*	*-%*	*1%*	*2%*	*3%*	*-%*	*1%*	*1%*	**%*
We do not send any mail	**9**	2	-	1	1	*	8	-	2	*	6	3	6
	3%	*5%*	*-%*	*10%*	*3%*	*1%*	*4%* c	*-%*	*5%*	*1%*	*3%*	*2%*	*5%*
Don't know (DO NOT READ OUT)	**4**	-	*	1	-	*	2	1	-	1	2	2	1
	1%	*-%*	*40%*	*10%*	*-%*	**%*	*1%*	*2%*	*-%*	*11%*	*1%*	*1%*	*1%*
NET: Send similar number of letters	**47**	10	-	3	7	4	39	4	9	2	36	25	22
	18%	*20%*	*-%*	*29%*	*17%*	*19%*	*20%* c	*9%*	*22%*	*19%*	*17%*	*17%*	*20%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?
Base: All respondents

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	***b**	***a**	b	a	b	c	a	***b**	c	a	b
Unweighted total	**563**	92	3	22	83	60	400	102	69	21	468	318	245
Weighted total	**261**	48	*	12	42	22	192	47	40	11	209	152	110
NET: Send fewer letters	**112**	23	*	4	21	10	66	36	18	7	87	85	27
	43%	*48%*	*40%*	*31%*	*51%*	*46%*	*34%*	*76%* **ab**	*45%*	*65%*	*42%*	*56%* b	*25%*
NET: Send more letters	**15**	2	-	*	2	5	10	-	1	*	14	4	11
	6%	*4%*	*-%*	**%*	*5%*	*21%* **bc**	*5%* c	*-%*	*2%*	**%*	*7%*	*3%*	*10%* a
NET: No change	**73**	11	-	2	10	3	65	5	9	*	62	29	43
	28%	*23%*	*-%*	*18%*	*24%*	*12%*	*34%* **ac**	*10%*	*23%*	*3%*	*30%*	*19%*	*39%* a

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?
Base: All respondents

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices				Month
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr' 2018
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d	
Unweighted total	**563**	387	59	177	91	126	57	208	134	112	256	36	134	563
Weighted total	**261**	152	17	69	34	49	21	82	50	47	112	15	73	261
We send a similar number of letters nowadays and have not changed our level of 1st class usage	**24**	15	4	8	1	8	1	10	1	24	-	-	-	24
	9%	*10%*	*21%*	*11%*	*2%*	*15%*	*7%*	*13%*	*3%*	*51%*	*-%*	*-%*	*-%*	*9%*
		d	**ad**	d		d		d		**bcd**				
We send a similar number of letters nowadays but are using 2nd class postage more	**23**	17	*	6	4	3	5	4	9	23	-	-	-	23
	9%	*11%*	*1%*	*9%*	*13%*	*6%*	*22%*	*5%*	*18%*	*49%*	*-%*	*-%*	*-%*	*9%*
		b		b	b		**ac**		**ac**	**bcd**				
We send fewer letters nowadays to save money	**10**	4	1	4	3	3	1	2	2	-	10	-	-	10
	4%	*3%*	*8%*	*6%*	*7%*	*6%*	*7%*	*2%*	*4%*	*-%*	*9%*	*-%*	*-%*	*4%*
			a		a						**ad**			
We send fewer letters nowadays but mainly because we have switched to e-mail	**102**	60	7	24	14	16	8	33	21	-	102	-	-	102
	39%	*39%*	*42%*	*35%*	*42%*	*32%*	*37%*	*40%*	*43%*	*-%*	*91%*	*-%*	*-%*	*39%*
											acd			
We send more letters nowadays but using 2nd class postage more	**9**	5	*	2	1	1	2	3	4	-	-	9	-	9
	3%	*3%*	*2%*	*2%*	*4%*	*3%*	*8%*	*3%*	*8%*	*-%*	*-%*	*59%*	*-%*	*3%*
									c			**abd**		
We send more letters nowadays but have not changed our relative level of 1st class usage	**6**	6	1	2	1	2	*	3	*	-	-	6	-	6
	2%	*4%*	*7%*	*3%*	*4%*	*4%*	**%*	*4%*	**%*	*-%*	*-%*	*41%*	*-%*	*2%*
						d		d				**abd**		
We have made no changes to the number of letters we send	**73**	39	3	18	6	15	3	25	11	-	-	-	73	73
	28%	*26%*	*18%*	*26%*	*17%*	*30%*	*13%*	*31%*	*21%*	*-%*	*-%*	*-%*	*100%*	*28%*
						b		b					**abc**	
Some other impact of postage price increase	**2**	2	-	1	1	1	-	1	-	-	-	-	-	2
	1%	*1%*	*-%*	*2%*	*3%*	*2%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*
We do not send any mail	**9**	1	-	3	1	1	-	-	-	-	-	-	-	9
	3%	*1%*	*-%*	*4%*	*3%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*
				a	a	c								
Don't know (DO NOT READ OUT)	**4**	3	*	1	1	*	1	1	1	-	-	-	-	4
	1%	*2%*	*1%*	*2%*	*3%*	**%*	*5%*	*1%*	*3%*	*-%*	*-%*	*-%*	*-%*	*1%*
							a							

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 227 (continuation)

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?

Base: All respondents

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices				Month
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr' 2018
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d	
Unweighted total	**563**	387	59	177	91	126	57	208	134	112	256	36	134	563
Weighted total	**261**	152	17	69	34	49	21	82	50	47	112	15	73	261
NET: Send similar number of letters	**47**	32	4	14	5	10	6	14	10	47	-	-	-	47
	18%	*21%*	*23%*	*21%*	*15%*	*21%*	*29%* c	*17%*	*21%*	*100%* **bcd**	*-%*	*-%*	*-%*	*18%*
NET: Send fewer letters	**112**	64	8	28	17	19	9	35	23	-	112	-	-	112
	43%	*42%*	*50%*	*41%*	*50%*	*38%*	*44%*	*42%*	*47%*	*-%*	*100%* **acd**	*-%*	*-%*	*43%*
NET: Send more letters	**15**	11	1	3	3	3	2	6	4	-	-	15	-	15
	6%	*7%*	*8%*	*5%*	*8%*	*6%*	*9%*	*7%*	*8%*	*-%*	*-%*	*100%* **abd**	*-%*	*6%*
NET: No change	**73**	39	3	18	6	15	3	25	11	-	-	-	73	73
	28%	*26%*	*18%*	*26%*	*17%*	*30%* b	*13%*	*31%* b	*21%*	*-%*	*-%*	*-%*	*100%* **abc**	*28%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Produced by OLR
Issue date: 05/02/19

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?
Base: All respondents

	Total base	Quarter Q2 2018
Unweighted total	**563**	563
Weighted total	**261**	261
We send a similar number of letters nowadays and have not changed our level of 1st class usage	**24**	24
	9%	*9%*
We send a similar number of letters nowadays but are using 2nd class postage more	**23**	23
	9%	*9%*
We send fewer letters nowadays to save money	**10**	10
	4%	*4%*
We send fewer letters nowadays but mainly because we have switched to e-mail	**102**	102
	39%	*39%*
We send more letters nowadays but using 2nd class postage more	**9**	9
	3%	*3%*
We send more letters nowadays but have not changed our relative level of 1st class usage	**6**	6
	2%	*2%*
We have made no changes to the number of letters we send	**73**	73
	28%	*28%*
Some other impact of postage price increase	**2**	2
	1%	*1%*
We do not send any mail	**9**	9
	3%	*3%*
Don't know (DO NOT READ OUT)	**4**	4
	1%	*1%*
NET: Send similar number of letters	**47**	47
	18%	*18%*
NET: Send fewer letters	**112**	112
	43%	*43%*
NET: Send more letters	**15**	15
	6%	*6%*
NET: No change	**73**	73
	28%	*28%*

Ofcom; Business Postal Tracker Annual tables Q1 to Q4 2018

Table 228

Weighting Var

Base: All

	Total base	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	**2398**	1697	444	163	94	701	631	457	140	83	153
Weighted total	**2000**	1920	51	18	11	80	692	457	116	50	48
North 0-9 Employees	**380**	380	-	-	-	-	123	96	14	6	8
	19%	*20%*	*-%*	*-%*	*-%*	*-%*	*18%*	*21%*	*12%*	*13%*	*17%*
		bcde						c			
North 10+ Employees	**20**	-	12	5	3	20	*	2	2	2	4
	1%	*-%*	*24%*	*27%*	*27%*	*25%*	**%*	**%*	*1%*	*4%*	*9%*
			a	a	a	a			a	**ab**	**abc**
Mids 0-9 Employees	**460**	460	-	-	-	-	175	103	40	14	6
	23%	*24%*	*-%*	*-%*	*-%*	*-%*	*25%*	*22%*	*34%*	*28%*	*13%*
		bcde					e	e	**abe**	e	
Mids 10+ Employees	**20**	-	13	5	3	20	*	2	1	2	4
	1%	*-%*	*25%*	*25%*	*24%*	*25%*	**%*	**%*	*1%*	*3%*	*8%*
			a	a	a	a				**ab**	**abc**
South 0-9 Employees	**820**	820	-	-	-	-	302	189	45	19	15
	41%	*43%*	*-%*	*-%*	*-%*	*-%*	*44%*	*41%*	*39%*	*38%*	*32%*
		bcde					e	e			
South 10+ Employees	**20**	-	13	4	3	20	*	2	1	1	4
	1%	*-%*	*25%*	*24%*	*27%*	*25%*	**%*	**%*	*1%*	*2%*	*7%*
			a	a	a	a				**ab**	**abc**
Wal/Sco/NI 0-9 Employees	**260**	260	-	-	-	-	91	63	12	5	4
	13%	*14%*	*-%*	*-%*	*-%*	*-%*	*13%*	*14%*	*10%*	*9%*	*8%*
		bcde						e			
Wal/Sco/NI 10+ Employees	**20**	-	13	5	2	20	1	1	2	2	3
	1%	*-%*	*25%*	*25%*	*23%*	*25%*	**%*	**%*	*2%*	*3%*	*6%*
			a	a	a	a			**ab**	**ab**	**ab**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Produced by OLR
Issue date: 05/02/19

Weighting Var
Base: All

	Total base	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2398**	187	88	266	61	152	289	178	146	153	1520	311	286	281
Weighted total	**2000**	220	114	298	65	161	324	200	164	165	1711	103	98	89
North 0-9 Employees	**380**	2	4	7	59	151	3	3	1	148	377	2	-	1
	19%	*1%*	*3%* l	*2%* **labcfghjklm**	*90%*	*94%* **abcfghjklm**	*1%*	*1%* l	*1%*	*90%* **abcfghjklabcfghk** m	*22%* **lm**	*2%* l	*-%*	*1%*
North 10+ Employees	**20**	1	*	1	2	8	-	*	*	7	19	*	*	*
	1%	**%*	**%*	**%*	*4%* **acfghklm**	*5%* **acfghjklm**	*-%*	**%*	**%*	*4%* **acfghjklm**	*1%*	**%*	*1%*	**%*
Mids 0-9 Employees	**460**	146	104	6	2	-	42	2	148	6	456	1	2	1
	23%	*67%* **cdefgijacdefgij klm**	*91%* **klm**	*2%*	*3%* e	*-%*	*13%* **cdegiklm**	*1%*	*90%* **acdefgij klm**	*4%* **ecdefgik**	*27%* **lm**	*1%*	*2%*	*1%*
Mids 10+ Employees	**20**	6	4	*	-	*	1	-	8	1	20	-	-	-
	1%	*3%* **cefgklm**	*3%* **cefgklm**	**%*	*-%*	**%*	**%*	*-%*	*5%* **cefgijkl** m	**%*	*1%* **lm**	*-%*	*-%*	*-%*
South 0-9 Employees	**820**	63	3	277	1	-	272	190	5	3	816	1	3	-
	41%	*29%* **bdehikl** m	*3%* **emabdefhi**	*93%* **jklm**	*2%* m	*-%*	*84%* **abdehijklmabdefhijkl**	*95%* m	*3%* **em**	*2%* **mabdehik**	*48%* **lm**	*1%*	*3%* **ekm**	*-%*
South 10+ Employees	**20**	1	*	7	*	*	7	4	*	-	20	*	*	*
	1%	*1%*	**%*	*2%* **klm**	**%*	**%*	*2%* **klm**	*2%* **klm**	**%*	*-%*	*1%*	**%*	**%*	**%*
Wal/Sco/NI 0-9 Employees	**260**	-	-	-	1	2	-	-	1	-	4	92	86	79
	13%	*-%*	*-%*	*-%*	*1%*	*1%* j	*-%*	*-%*	*1%*	*-%*	**%*	*89%* **abcdefghabcdefghij**	*88%*	*89%* **abcdefgh ij**
Wal/Sco/NI 10+ Employees	**20**	*	-	-	-	*	-	-	-	-	*	7	6	7
	1%	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*7%* **abcdefghabcdefghij**	*6%*	*8%* **abcdefgh ij**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Weighting Var
Base: All

	Total base	Industry								Urbanity		Location	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b
Unweighted total	**2398**	58	242	58	233	633	82	160	930	1695	703	2085	313
Weighted total	**2000**	38	176	47	194	589	56	141	756	1548	452	1794	206
North 0-9 Employees	**380**	9	31	11	44	114	18	25	129	314	66	327	53
	19%	*23%*	*18%*	*23%*	*22%*	*19%*	*32%* **begh**	*18%*	*17%*	*20%* b	*15%*	*18%*	*26%* a
North 10+ Employees	**20**	*	3	1	3	3	1	1	8	16	4	17	3
	1%	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*
Mids 0-9 Employees	**460**	4	55	9	48	143	4	28	169	337	123	431	29
	23%	*11%*	*31%* **aefgh**	*19%* f	*25%* **af**	*24%* **af**	*7%*	*20%* f	*22%* **af**	*22%*	*27%* a	*24%* b	*14%*
Mids 10+ Employees	**20**	*	4	1	2	5	1	1	7	13	7	16	4
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	**%*	*1%*	*1%*	*2%*	*1%*	*2%*
South 0-9 Employees	**820**	13	60	19	73	240	26	65	324	678	142	738	82
	41%	*33%*	*34%*	*40%*	*38%*	*41%*	*46%* b	*46%* b	*43%* b	*44%* b	*31%*	*41%*	*40%*
South 10+ Employees	**20**	*	3	*	2	3	1	1	10	16	4	16	4
	1%	**%*	*1%*	**%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%* a
Wal/Sco/NI 0-9 Employees	**260**	11	18	6	21	78	5	19	102	164	96	233	27
	13%	*29%* **bcdefgh**	*10%*	*13%*	*11%*	*13%*	*8%*	*14%*	*13%*	*11%*	*21%* a	*13%*	*13%*
Wal/Sco/NI 10+ Employees	**20**	*	3	1	2	3	1	1	8	10	10	16	4
	1%	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%* a	*1%*	*2%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b

Weighting Var
Base: All

	Total base	Internet connection		Role of mail services		
		Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted total	**2398**	2274	124	1449	371	549
Weighted total	**2000**	1874	126	1243	290	433
North 0-9 Employees	**380**	357	23	239	54	80
	19%	*19%*	*19%*	*19%*	*19%*	*18%*
North 10+ Employees	**20**	20	*	12	4	4
	1%	*1%*	*%	*1%*	*1%*	*1%*
Mids 0-9 Employees	**460**	425	35	291	65	98
	23%	*23%*	*28%*	*23%*	*22%*	*23%*
Mids 10+ Employees	**20**	20	*	11	3	6
	1%	*1%*	*%	*1%*	*1%*	*1%*
South 0-9 Employees	**820**	772	48	506	119	176
	41%	*41%*	*38%*	*41%*	*41%*	*41%*
South 10+ Employees	**20**	20	-	11	3	5
	1%	*1%*	*-%	*1%*	*1%*	*1%*
Wal/Sco/NI 0-9 Employees	**260**	241	19	161	38	59
	13%	*13%*	*15%*	*13%*	*13%*	*14%*
Wal/Sco/NI 10+ Employees	**20**	20	*	11	4	5
	1%	*1%*	*%	*1%*	*1%*	*1%*

Columns Tested: a,b - a,b,c

Weighting Var
Base: All

	Total base	Monthly postal spend										Monthly Postal Spend (size)		
		<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**2398**	1908	413	60	8	5	3	-	1	2321	77	904	1004	490
Weighted total	**2000**	1695	267	30	5	3	1	-	*	1962	38	905	790	305
North 0-9 Employees	**380**	338	37	5	-	-	-	-	-	375	5	177	161	42
	19%	*20%* b	*14%*	*18%*	*-%*	*-%*	*-%*	*-%*	*-%*	*19%* b	*14%*	*20%* c	*20%* c	*14%*
North 10+ Employees	**20**	12	6	1	*	1	-	-	-	19	1	5	7	8
	1%	*1%*	*2%* **ai**	*2%*	*2%*	*22%*	*-%*	*-%*	*-%*	*1%*	*4%* **ai**	*1%*	*1%*	*3%* **ab**
Mids 0-9 Employees	**460**	389	62	3	4	2	-	-	-	451	9	211	178	71
	23%	*23%* c	*23%* c	*11%*	*79%*	*68%*	*-%*	*-%*	*-%*	*23%* c	*23%*	*23%*	*23%*	*23%*
Mids 10+ Employees	**20**	12	6	1	*	*	*	-	-	18	2	2	10	8
	1%	*1%*	*2%* **ai**	*5%* **ai**	*3%*	*9%*	*82%*	*-%*	*-%*	*1%*	*6%* **ai**	**%*	*1%* a	*3%* a
South 0-9 Employees	**820**	693	113	14	-	-	-	-	-	806	14	384	309	127
	41%	*41%*	*42%*	*46%*	*-%*	*-%*	*-%*	*-%*	*-%*	*41%*	*36%*	*42%*	*39%*	*42%*
South 10+ Employees	**20**	13	6	1	*	-	-	-	*	19	1	4	9	7
	1%	*1%*	*2%* **ai**	*4%* **ai**	*2%*	*-%*	*-%*	*-%*	*100%*	*1%*	*4%* **ai**	**%*	*1%*	*2%* a
Wal/Sco/NI 0-9 Employees	**260**	224	32	4	*	-	-	-	-	256	4	118	106	36
	13%	*13%*	*12%*	*12%*	*10%*	*-%*	*-%*	*-%*	*-%*	*13%*	*11%*	*13%*	*13%*	*12%*
Wal/Sco/NI 10+ Employees	**20**	13	6	1	*	-	*	-	-	19	1	3	10	7
	1%	*1%*	*2%* **ai**	*3%*	*2%*	*-%*	*18%*	*-%*	*-%*	*1%*	*3%* a	**%*	*1%* a	*2%* a

Columns Tested: a,b,c,d,e,f,g,h,i,j - a,b,c

Weighting Var
Base: All

	Total base	Types of mail sent						Number of letters/ large letters sent						
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted total	**2398**	1469	998	1607	769	623	1539	1412	108	42	30	9	4	1
Weighted total	**2000**	1088	703	1219	609	435	1190	1113	54	27	17	3	4	*
North 0-9 Employees	**380**	208	128	227	96	72	223	212	8	5	2	-	-	-
	19%	*19%*	*18%*	*19%*	*16%*	*16%*	*19%*	*19%*	*15%*	*19%*	*11%*	*-%*	*-%*	*-%*
North 10+ Employees	**20**	16	11	17	8	6	13	12	3	1	1	-	-	-
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*5%* a	*3%*	*5%* a	*-%*	*-%*	*-%*
Mids 0-9 Employees	**460**	222	165	264	152	99	277	241	13	5	5	1	-	-
	23%	*20%*	*24%*	*22%*	*25%* a	*23%*	*23%*	*22%*	*23%*	*18%*	*28%*	*38%*	*-%*	*-%*
Mids 10+ Employees	**20**	15	12	16	9	8	15	13	2	1	1	-	-	-
	1%	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*3%*	*2%*	*4%*	*-%*	*-%*	*-%*
South 0-9 Employees	**820**	453	274	505	262	180	472	463	18	13	5	1	3	-
	41%	*42%*	*39%*	*41%*	*43%*	*41%*	*40%*	*42%*	*33%*	*46%*	*32%*	*38%*	*95%*	*-%*
South 10+ Employees	**20**	16	12	17	8	7	15	14	1	1	*	*	-	*
	1%	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*	*-%*	*100%*
Wal/Sco/NI 0-9 Employees	**260**	143	87	157	66	55	159	145	8	2	3	*	-	-
	13%	*13%*	*12%*	*13%*	*11%*	*13%*	*13%*	*13%*	*14%*	*7%*	*15%*	*10%*	*-%*	*-%*
Wal/Sco/NI 10+ Employees	**20**	17	13	17	8	8	15	14	2	1	*	*	*	-
	1%	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*3%*	*3%*	*2%*	*12%*	*5%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighting Var
Base: All

	Total base	Number of packets and parcels sent								Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted total	**2398**	733	17	11	4	1	3	-	4	487	391	399	316	13
Weighted total	**2000**	586	10	7	5	*	*	-	1	450	298	284	176	11
North 0-9 Employees	**380**	90	3	4	-	-	-	-	-	82	66	50	27	3
	19%	*15%*	*27%*	*55%*	*-%*	*-%*	*-%*	*-%*	*-%*	*18%*	*22%* d	*18%*	*15%*	*24%*
North 10+ Employees	**20**	7	1	-	-	*	-	-	*	3	3	6	5	*
	1%	*1%*	*5%*	*-%*	*-%*	*100%*	*-%*	*-%*	*22%*	*1%*	*1%*	*2%*	*3%* a	*2%*
Mids 0-9 Employees	**460**	146	4	-	2	-	-	-	-	102	50	66	42	4
	23%	*25%*	*40%*	*-%*	*35%*	*-%*	*-%*	*-%*	*-%*	*23%* b	*17%*	*23%* b	*24%* b	*34%*
Mids 10+ Employees	**20**	9	*	*	-	-	*	-	*	3	5	4	4	-
	1%	*1%*	*2%*	*5%*	*-%*	*-%*	*56%*	*-%*	*44%*	*1%*	*2%*	*1%*	*2%* a	*-%*
South 0-9 Employees	**820**	255	2	2	3	-	-	-	-	198	127	111	66	3
	41%	*43%*	*17%*	*27%*	*65%*	*-%*	*-%*	*-%*	*-%*	*44%*	*42%*	*39%*	*38%*	*24%*
South 10+ Employees	**20**	8	*	*	-	-	*	-	*	3	4	4	6	*
	1%	*1%*	*2%*	*2%*	*-%*	*-%*	*44%*	*-%*	*34%*	*1%*	*1%*	*1%*	*3%* **ab**	*2%*
Wal/Sco/NI 0-9 Employees	**260**	65	*	*	-	-	-	-	-	56	40	38	21	2
	13%	*11%*	*5%*	*7%*	*-%*	*-%*	*-%*	*-%*	*-%*	*12%*	*13%*	*14%*	*12%*	*14%*
Wal/Sco/NI 10+ Employees	**20**	7	*	*	*	-	-	-	-	3	4	5	5	-
	1%	*1%*	*3%*	*4%*	*1%*	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*2%*	*3%* a	*-%*

Columns Tested: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighting Var
Base: All

	Total base	Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted total	**2398**	256	177	197	126	12	465	38	263	2117	280	1530	76
Weighted total	**2000**	208	139	169	85	5	411	24	171	1744	255	1165	53
North 0-9 Employees	**380**	27	30	27	13	-	71	1	24	334	46	218	9
	19%	*13%*	*21%* a	*16%*	*15%*	*-%*	*17%* b	*4%*	*14%*	*19%*	*18%*	*19%*	*16%*
North 10+ Employees	**20**	3	1	2	2	*	3	*	4	18	2	16	1
	1%	*1%*	*1%*	*1%*	*2%*	*5%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*
Mids 0-9 Employees	**460**	45	29	50	25	3	115	6	31	396	64	255	9
	23%	*21%*	*21%*	*30%* a	*29%*	*59%*	*28%* c	*24%*	*18%*	*23%*	*25%*	*22%*	*17%*
Mids 10+ Employees	**20**	2	3	2	3	*	5	*	4	17	3	15	*
	1%	*1%*	*2%*	*1%*	*3%*	*5%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*
South 0-9 Employees	**820**	102	58	68	33	-	165	13	82	708	111	477	27
	41%	*49%*	*41%*	*40%*	*39%*	*-%*	*40%*	*52%*	*48%* a	*41%*	*44%*	*41%*	*51%*
South 10+ Employees	**20**	2	2	2	2	*	4	*	4	18	2	16	1
	1%	*1%*	*1%*	*1%*	*2%*	*6%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*
Wal/Sco/NI 0-9 Employees	**260**	26	15	17	6	1	43	3	19	235	25	152	5
	13%	*13%*	*11%*	*10%*	*8%*	*22%*	*10%*	*14%*	*11%*	*13%*	*10%*	*13%*	*10%*
Wal/Sco/NI 10+ Employees	**20**	2	2	2	1	*	4	1	3	17	3	16	1
	1%	*1%*	*1%*	*1%*	*2%*	*4%*	*1%*	*3%*	*2%*	*1%*	*1%*	*1%*	*2%*

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Weighting Var
Base: All

	Total base	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	***d**
Unweighted total	**2398**	77	164	224	33	531	238	477	1370	220	1
Weighted total	**2000**	62	137	177	19	402	207	340	1009	122	2
North 0-9 Employees	**380**	7	13	21	4	65	31	57	193	13	-
	19%	*12%*	*10%*	*12%*	*24%*	*16%*	*15%*	*17%* c	*19%* c	*10%*	*-%*
North 10+ Employees	**20**	1	1	2	*	6	2	5	15	2	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*-%*
Mids 0-9 Employees	**460**	16	41	47	5	95	57	73	203	29	-
	23%	*26%*	*30%*	*27%*	*26%*	*24%*	*27%*	*21%*	*20%*	*24%*	*-%*
Mids 10+ Employees	**20**	1	2	3	*	7	3	6	13	2	-
	1%	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*-%*
South 0-9 Employees	**820**	29	62	82	4	170	92	145	421	46	2
	41%	*47%*	*46%*	*46%* b	*21%*	*42%*	*44%*	*43%*	*42%*	*38%*	*100%*
South 10+ Employees	**20**	1	2	2	1	6	3	6	15	3	-
	1%	*1%*	*1%*	*1%*	*4%*	*1%*	*1%*	*2%*	*1%*	*3%*	*-%*
Wal/Sco/NI 0-9 Employees	**260**	6	13	16	4	49	17	43	133	24	-
	13%	*9%*	*10%*	*9%*	*19%*	*12%*	*8%*	*13%*	*13%*	*19%* **ab**	*-%*
Wal/Sco/NI 10+ Employees	**20**	1	2	3	*	5	3	6	16	4	-
	1%	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*3%*	*-%*

Columns Tested: a,b - a,b - a,b - a,b,c,d

Weighting Var
Base: All

	Total base	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	2398	384	877	164	-	507	502	180	6	1409	943	594	1220	999	15
Weighted total	2000	277	602	90	-	394	371	121	4	1044	668	448	907	692	5
North 0-9 Employees	380	52	102	5	-	63	51	10	-	201	122	70	182	115	-
	19%	*19%*	*17%*	*6%*	*-%*	*16%*	*14%*	*8%*	*-%*	*19%*	*18%*	*16%*	*20%*	*17%*	*-%*
		c	c			c	c						b		
North 10+ Employees	20	3	11	2	-	6	5	2	-	15	11	6	13	11	-
	1%	*1%*	*2%*	*2%*	*-%*	*2%*	*1%*	*2%*	*-%*	*1%*	*2%*	*1%*	*1%*	*2%*	*-%*
Mids 0-9 Employees	460	70	136	28	-	100	93	40	-	218	162	105	198	156	-
	23%	*25%*	*23%*	*31%*	*-%*	*25%*	*25%*	*33%*	*-%*	*21%*	*24%*	*23%*	*22%*	*23%*	*-%*
				b				b							
Mids 10+ Employees	20	5	10	1	-	5	7	2	*	14	12	7	13	11	*
	1%	*2%*	*2%*	*1%*	*-%*	*1%*	*2%*	*1%*	*6%*	*1%*	*2%*	*2%*	*1%*	*2%*	*3%*
South 0-9 Employees	820	107	242	32	-	165	161	48	3	426	254	192	357	273	3
	41%	*39%*	*40%*	*35%*	*-%*	*42%*	*43%*	*40%*	*78%*	*41%*	*38%*	*43%*	*39%*	*39%*	*52%*
South 10+ Employees	20	5	10	2	-	6	6	3	*	15	11	7	13	11	*
	1%	*2%*	*2%*	*3%*	*-%*	*1%*	*2%*	*2%*	*3%*	*1%*	*2%*	*1%*	*1%*	*2%*	*5%*
Wal/Sco/NI 0-9 Employees	260	31	78	17	-	44	42	16	*	139	84	54	118	101	2
	13%	*11%*	*13%*	*19%*	*-%*	*11%*	*11%*	*13%*	*11%*	*13%*	*13%*	*12%*	*13%*	*15%*	*34%*
				ab											
Wal/Sco/NI 10+ Employees	20	5	12	3	-	5	5	2	*	16	12	6	13	13	*
	1%	*2%*	*2%*	*3%*	*-%*	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*7%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Weighting Var
Base: All

	Total base	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted total	**2398**	423	297	367	117	92	1159	982	55	21	18	16
Weighted total	**2000**	291	204	274	75	52	860	688	37	16	19	11
North 0-9 Employees	**380**	39	22	50	3	3	170	115	3	2	2	4
	19%	*13%*	*11%*	*18%*	*4%*	*5%*	*20%*	*17%*	*7%*	*11%*	*10%*	*32%*
		de	d	**bde**								
North 10+ Employees	**20**	4	4	4	1	1	13	11	1	-	-	*
	1%	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*-%*	*-%*	*2%*
Mids 0-9 Employees	**460**	69	55	59	24	16	177	150	10	2	7	3
	23%	*24%*	*27%*	*21%*	*32%*	*31%*	*21%*	*22%*	*27%*	*12%*	*37%*	*26%*
					c	c						
Mids 10+ Employees	**20**	5	4	4	1	1	11	10	*	1	-	*
	1%	*2%*	*2%*	*2%*	*2%*	*3%*	*1%*	*2%*	*%*	*4%*	*-%*	*4%*
South 0-9 Employees	**820**	129	86	115	32	21	350	276	18	10	8	2
	41%	*44%*	*42%*	*42%*	*43%*	*40%*	*41%*	*40%*	*49%*	*60%*	*44%*	*14%*
South 10+ Employees	**20**	6	4	4	2	1	13	10	1	*	*	*
	1%	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*
Wal/Sco/NI 0-9 Employees	**260**	35	26	34	11	7	114	104	3	2	2	2
	13%	*12%*	*13%*	*12%*	*14%*	*14%*	*13%*	*15%*	*9%*	*11%*	*8%*	*20%*
Wal/Sco/NI 10+ Employees	**20**	4	4	4	1	1	12	12	1	*	*	*
	1%	*2%*	*2%*	*2%*	*2%*	*3%*	*1%*	*2%*	*3%*	*1%*	*%*	*%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d

Weighting Var
Base: All

	Total base	Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted total	**2398**	2133	1685	2163	1761	2322	1313	2167	561	4	1928	65	301	1938
Weighted total	**2000**	1724	1312	1753	1411	1919	1059	1764	393	5	1566	53	257	1580
North 0-9 Employees	**380**	328	244	334	269	362	207	329	49	2	289	7	41	304
	19%	*19%*	*19%*	*19%*	*19%*	*19%*	*20%* c	*19%* c	*12%*	*36%*	*18%*	*14%*	*16%*	*19%*
North 10+ Employees	**20**	18	16	18	17	20	13	19	5	-	17	*	3	16
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	*1%*
Mids 0-9 Employees	**460**	391	303	401	337	450	237	416	86	-	361	15	66	358
	23%	*23%*	*23%*	*23%*	*24%*	*23%*	*22%*	*24%*	*22%*	*-%*	*23%*	*28%*	*26%*	*23%*
Mids 10+ Employees	**20**	19	18	19	16	20	11	19	4	-	17	1	2	17
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*2%*	*1%*	*1%*
South 0-9 Employees	**820**	703	531	714	566	777	430	712	172	3	635	22	109	636
	41%	*41%*	*41%*	*41%*	*40%*	*40%*	*41%*	*40%*	*44%*	*61%*	*41%*	*41%*	*42%*	*40%*
South 10+ Employees	**20**	19	16	19	17	20	13	19	6	*	16	1	3	16
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*3%*	*1%*	*1%*	*1%*	*1%*
Wal/Sco/NI 0-9 Employees	**260**	225	167	228	173	251	136	231	64	-	216	7	31	216
	13%	*13%*	*13%*	*13%*	*12%*	*13%*	*13%*	*13%*	*16%*	*-%*	*14%*	*12%*	*12%*	*14%*
Wal/Sco/NI 10+ Employees	**20**	19	17	19	16	20	11	19	7	-	17	*	2	17
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*-%*	*1%*	*%*	*1%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighting Var
Base: All

	Total base	Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted total	**2398**	418	17	97	392	257	1716	412	297	107	1967	1353	1045
Weighted total	**2000**	376	13	86	352	193	1472	320	259	98	1624	1093	907
North 0-9 Employees	**380**	60	4	11	57	39	277	64	49	12	316	187	193
	19%	*16%*	*28%*	*12%*	*16%*	*20%*	*19%*	*20%*	*19%*	*13%*	*19%*	*17%*	*21%* a
North 10+ Employees	**20**	3	*	1	3	2	13	4	3	*	17	12	8
	1%	*1%*	*4%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	*1%*	*1%*	*1%*
Mids 0-9 Employees	**460**	100	2	24	93	42	346	66	54	33	368	247	213
	23%	*27%*	*15%*	*28%*	*27%*	*22%*	*24%*	*21%*	*21%*	*34%* **ac**	*23%*	*23%*	*24%*
Mids 10+ Employees	**20**	3	*	2	3	4	12	3	3	2	15	12	8
	1%	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*
South 0-9 Employees	**820**	166	5	41	155	76	603	132	114	38	659	459	361
	41%	*44%*	*41%*	*48%*	*44%*	*39%*	*41%*	*41%*	*44%*	*39%*	*41%*	*42%*	*40%*
South 10+ Employees	**20**	3	*	1	3	3	12	5	3	*	16	12	8
	1%	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*%*	*1%*	*1%*	*1%*
Wal/Sco/NI 0-9 Employees	**260**	37	1	6	34	24	195	41	31	11	217	152	108
	13%	*10%*	*6%*	*7%*	*10%*	*13%*	*13%*	*13%*	*12%*	*12%*	*13%*	*14%*	*12%*
Wal/Sco/NI 10+ Employees	**20**	4	*	1	4	2	14	4	2	1	17	12	8
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*

Columns Tested: a,b - a,b - a,b,c - a,b,c - a,b

Weighting Var
Base: All

	Total base	Use of postal services in the last month				RM services used in the last month				Effect of postage prices			
		RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	Send similar number of letters	Send fewer letters	Send more letters	No change
Significance Level: 95%		a	b	c	d	a	b	c	d	a	b	c	d
Unweighted total	**2398**	387	59	177	91	126	57	208	134	112	256	36	134
Weighted total	**2000**	152	17	69	34	49	21	82	50	47	112	15	73
North 0-9 Employees	**380**	26	3	15	9	11	7	15	11	7	19	1	16
	19%	*17%*	*16%*	*21%*	*28%* a	*23%*	*32%* c	*18%*	*22%*	*14%*	*17%*	*6%*	*22%* c
North 10+ Employees	**20**	4	*	1	1	1	*	2	2	1	2	*	2
	1%	*3%*	*1%*	*2%*	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*
Mids 0-9 Employees	**460**	30	3	16	9	12	5	15	7	10	20	4	14
	23%	*20%*	*19%*	*23%*	*25%*	*24%*	*26%*	*18%*	*15%*	*20%*	*18%*	*28%*	*19%*
Mids 10+ Employees	**20**	4	1	2	1	1	*	2	1	1	3	1	*
	1%	*2%*	*4%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*1%*	*2%*	*4%*	*1%*
South 0-9 Employees	**820**	65	7	24	10	16	4	35	20	21	53	6	33
	41%	*43%* d	*44%*	*35%*	*28%*	*32%*	*21%*	*43%* b	*40%* b	*45%*	*47%*	*42%*	*45%*
South 10+ Employees	**20**	4	1	2	1	2	1	2	1	1	2	*	1
	1%	*3%*	*6%*	*3%*	*4%*	*3%*	*4%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*
Wal/Sco/NI 0-9 Employees	**260**	16	1	7	3	5	2	9	6	6	11	2	6
	13%	*10%*	*5%*	*10%*	*8%*	*11%*	*11%*	*10%*	*12%*	*13%*	*10%*	*12%*	*8%*
Wal/Sco/NI 10+ Employees	**20**	4	1	2	1	1	1	2	2	1	3	*	1
	1%	*3%*	*5%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*2%*	*1%*	*1%*

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Weighting Var
Base: All

	Total base	Month											
		Jan' 2018	Feb' 2018	Mar' 2018	Apr' 2018	May' 2018	Jun' 2018	Jul' 2018	Aug' 2018	Sep' 2018	Oct' 2018	Nov' 2018	Dec' 2018
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2398**	331	128	41	563	172	162	184	142	174	209	155	137
Weighted total	**2000**	289	154	57	261	123	116	150	141	209	187	184	130
North 0-9 Employees	**380**	59	31	5	45	25	25	28	26	41	37	38	20
	19%	*20%*	*20%*	*9%*	*17%*	*20%*	*22%*	*18%*	*18%*	*20%*	*20%*	*21%*	*15%*
North 10+ Employees	**20**	4	1	-	5	*	-	3	1	1	3	1	1
	1%	*1%*	**%*	*-%*	*2%*	**%*	*-%*	*2%*	*1%*	**%*	*2%*	**%*	*1%*
Mids 0-9 Employees	**460**	63	35	17	53	26	36	28	40	47	41	29	45
	23%	*22%*	*23%*	*29%*	*20%*	*21%*	*31%*	*19%*	*28%*	*23%*	*22%*	*16%*	*35%*
							adegjk		**dk**				**abdegijk**
Mids 10+ Employees	**20**	4	1	-	5	-	-	3	2	-	2	1	2
	1%	*1%*	*1%*	*-%*	*2%*	*-%*	*-%*	*2%*	*2%*	*-%*	*1%*	*1%*	*1%*
South 0-9 Employees	**820**	111	65	29	119	52	34	62	52	90	74	87	44
	41%	*38%*	*42%*	*51%*	*46%*	*42%*	*29%*	*42%*	*37%*	*43%*	*40%*	*47%*	*34%*
		f	f	**fl**	**afl**	f		f		f	f	**fl**	
South 10+ Employees	**20**	5	*	-	5	*	-	2	2	1	3	1	1
	1%	*2%*	**%*	*-%*	*2%*	**%*	*-%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Wal/Sco/NI 0-9 Employees	**260**	38	21	6	25	20	20	20	17	28	24	25	15
	13%	*13%*	*14%*	*10%*	*9%*	*16%*	*18%*	*14%*	*12%*	*13%*	*13%*	*14%*	*12%*
						d	d						
Wal/Sco/NI 10+ Employees	**20**	5	*	-	5	*	-	3	1	*	2	1	2
	1%	*2%*	**%*	*-%*	*2%*	**%*	*-%*	*2%*	*1%*	**%*	*1%*	**%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Weighting Var
Base: All

	Total base	Quarter			
		Q1 2018	Q2 2018	Q3 2018	Q4 2018
Significance Level: 95%		a	b	c	d
Unweighted total	**2398**	500	897	500	501
Weighted total	**2000**	500	500	500	500
North 0-9 Employees	**380**	95	95	95	95
	19%	*19%*	*19%*	*19%*	*19%*
North 10+ Employees	**20**	5	5	5	5
	1%	*1%*	*1%*	*1%*	*1%*
Mids 0-9 Employees	**460**	115	115	115	115
	23%	*23%*	*23%*	*23%*	*23%*
Mids 10+ Employees	**20**	5	5	5	5
	1%	*1%*	*1%*	*1%*	*1%*
South 0-9 Employees	**820**	205	205	205	205
	41%	*41%*	*41%*	*41%*	*41%*
South 10+ Employees	**20**	5	5	5	5
	1%	*1%*	*1%*	*1%*	*1%*
Wal/Sco/NI 0-9 Employees	**260**	65	65	65	65
	13%	*13%*	*13%*	*13%*	*13%*
Wal/Sco/NI 10+ Employees	**20**	5	5	5	5
	1%	*1%*	*1%*	*1%*	*1%*

Columns Tested: a,b,c,d