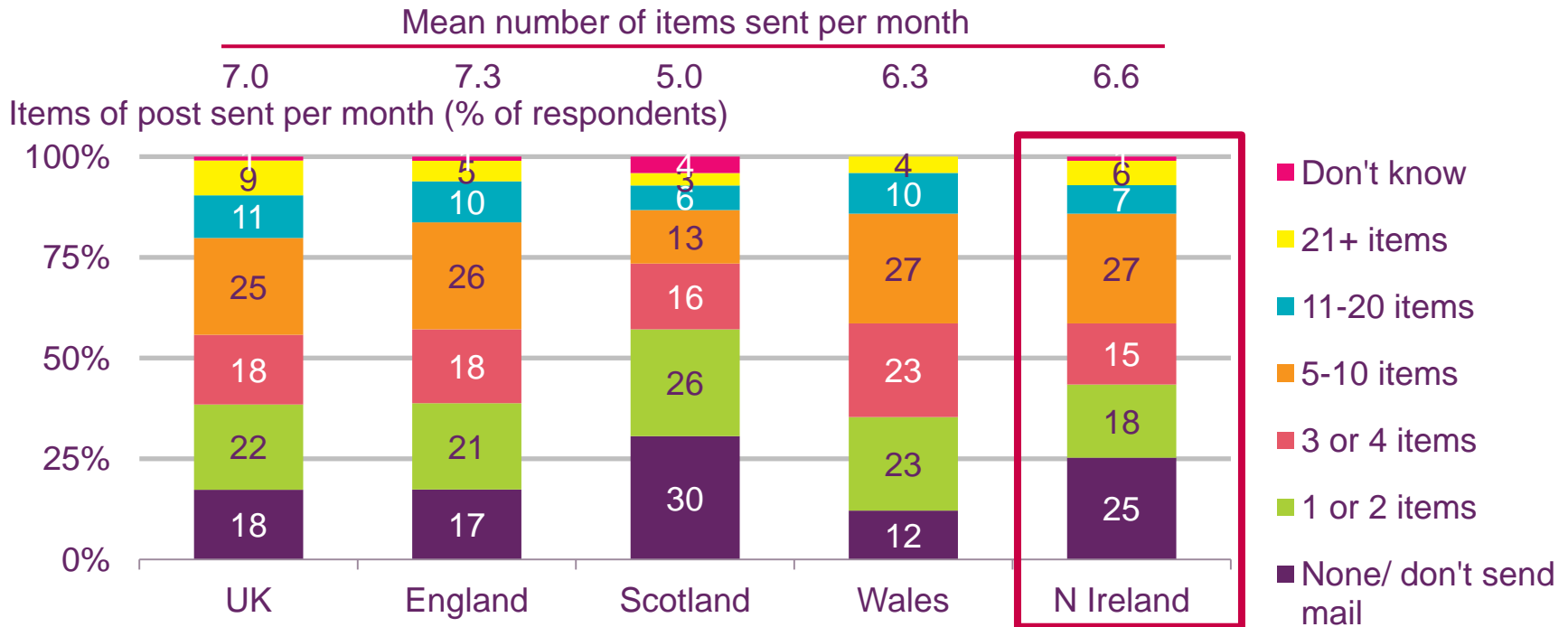


# Post CMR Northern Ireland slide deck

# Figure 6.1

## Approximate number of items of post sent in the past month



Source: Ofcom Residential Postal Tracker, Q3 2012-Q2 2013

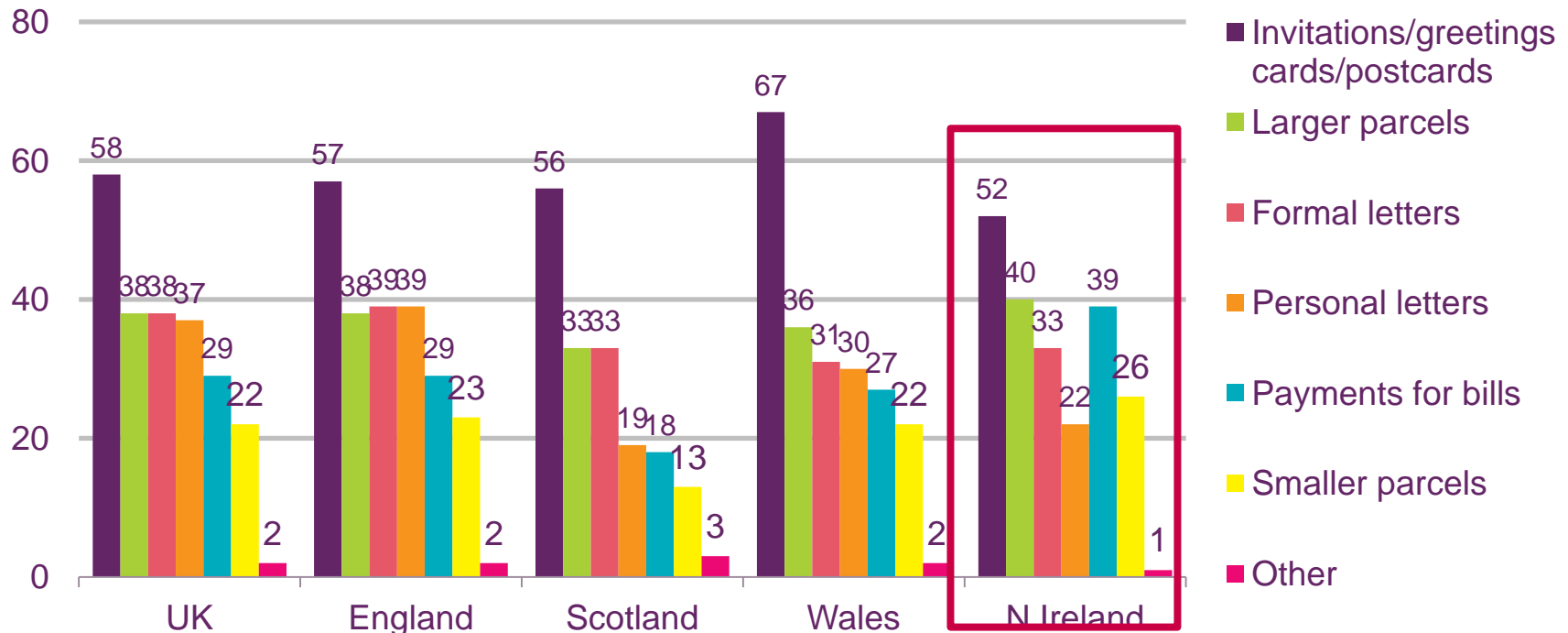
Base: All respondents (n = 4844 UK, 2789 England, 811 Scotland, 547 Wales, 697 Northern Ireland)

QC1. Approximately how many items of post - including letters, cards and parcels - have you personally sent in the last month?

## Figure 6.2

### Type of post sent in the past month

Proportion of consumers (%)



Source: Ofcom Residential Postal Tracker, Q3 2012-Q2 2013

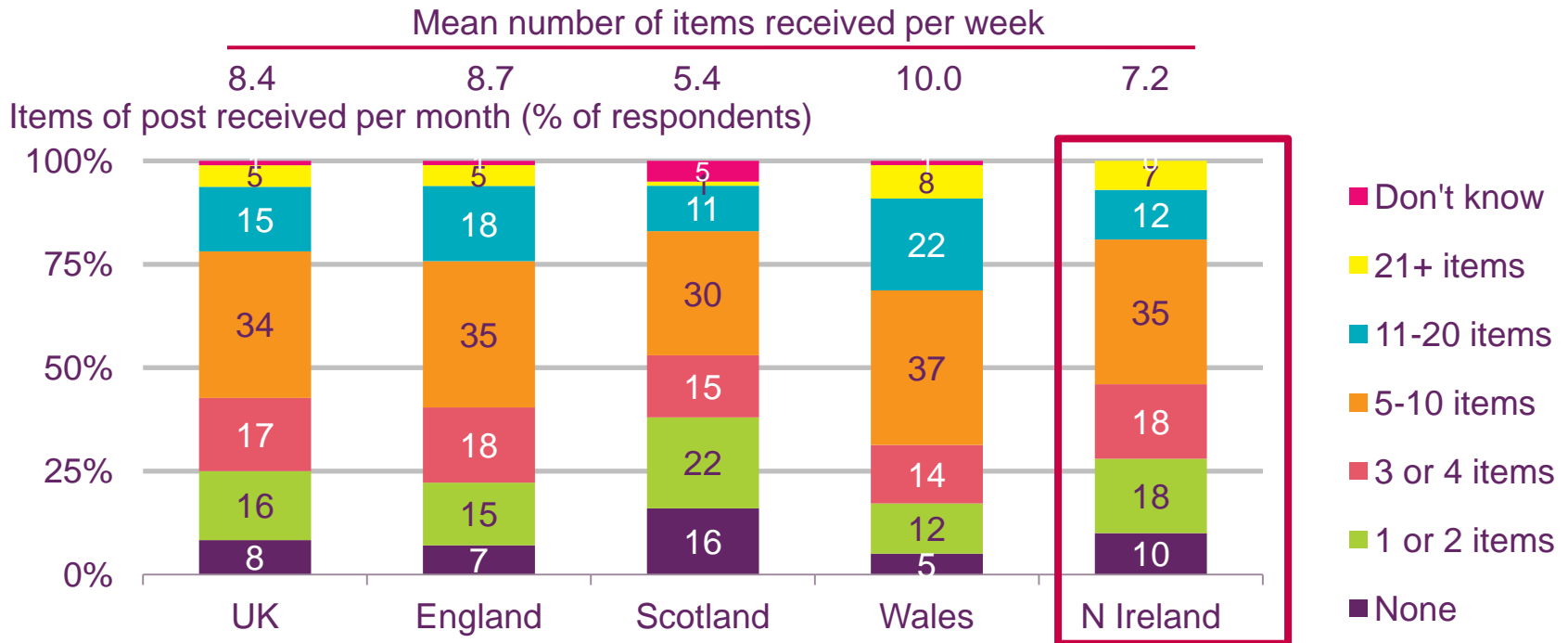
Base: All adults aged 16+ (n = 4844 UK, 2789 England, 811 Scotland, 547 Wales, 697 Northern Ireland)

QC5. Which of these types of mail would you say you have personally sent in the last month by post?

(MULTICODE)

## Figure 6.3

### Approximate number of items of post received in past week



Source: Ofcom Residential Postal Tracker, Q3 2012-Q2 2013

Base: All adults aged 16+ (n = 4844 UK, 2789 England, 811 Scotland, 547 Wales, 697 Northern Ireland)

QD1. Approximately how many items of post - including letters, cards and parcels - have you personally received in the last week?

## Figure 6.4

### Services used to send items of post

Proportion of respondents (%)



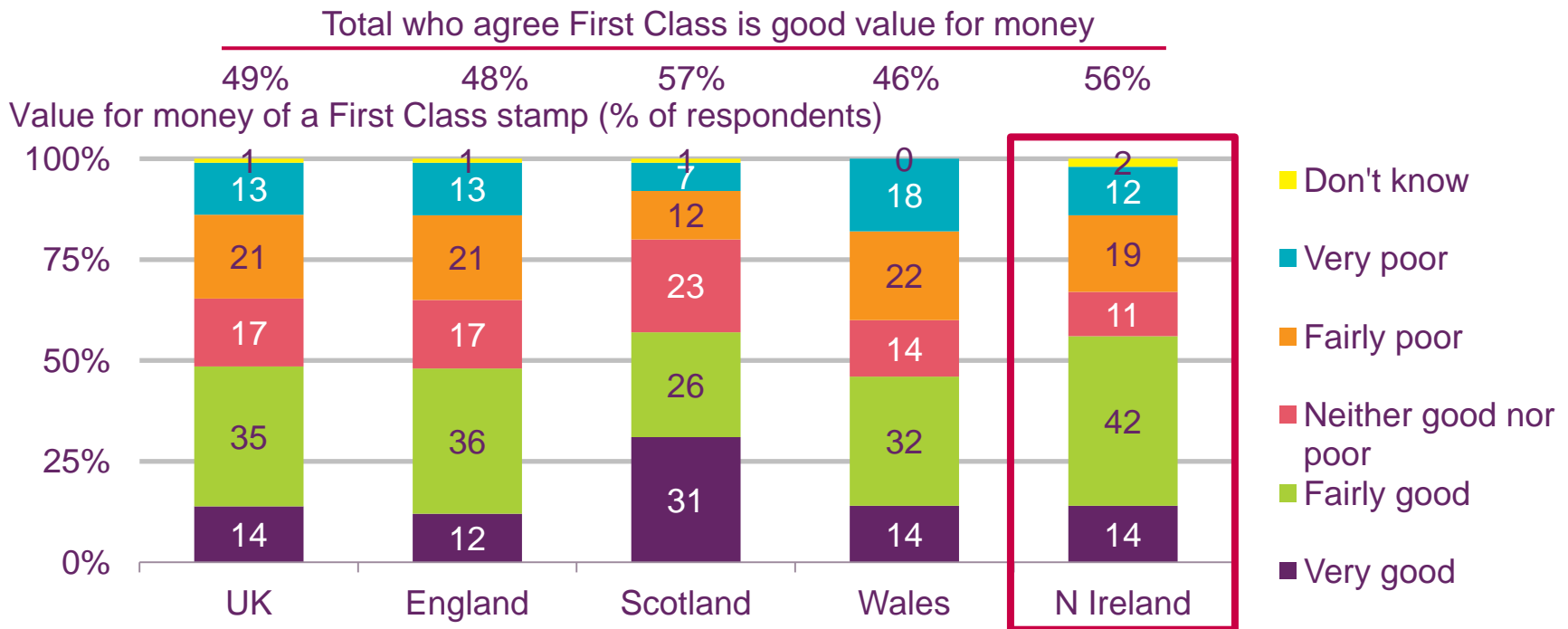
Source: Ofcom Residential Postal Tracker, Q3 2012-Q2 2013

Base: All respondents (n = 4844 UK, 2789 England, 811 Scotland, 547 Wales, 697 Northern Ireland)

QF6. When sending letters or cards, which service do you use?

## Figure 6.5

### Value for money of sending post using a First Class stamp



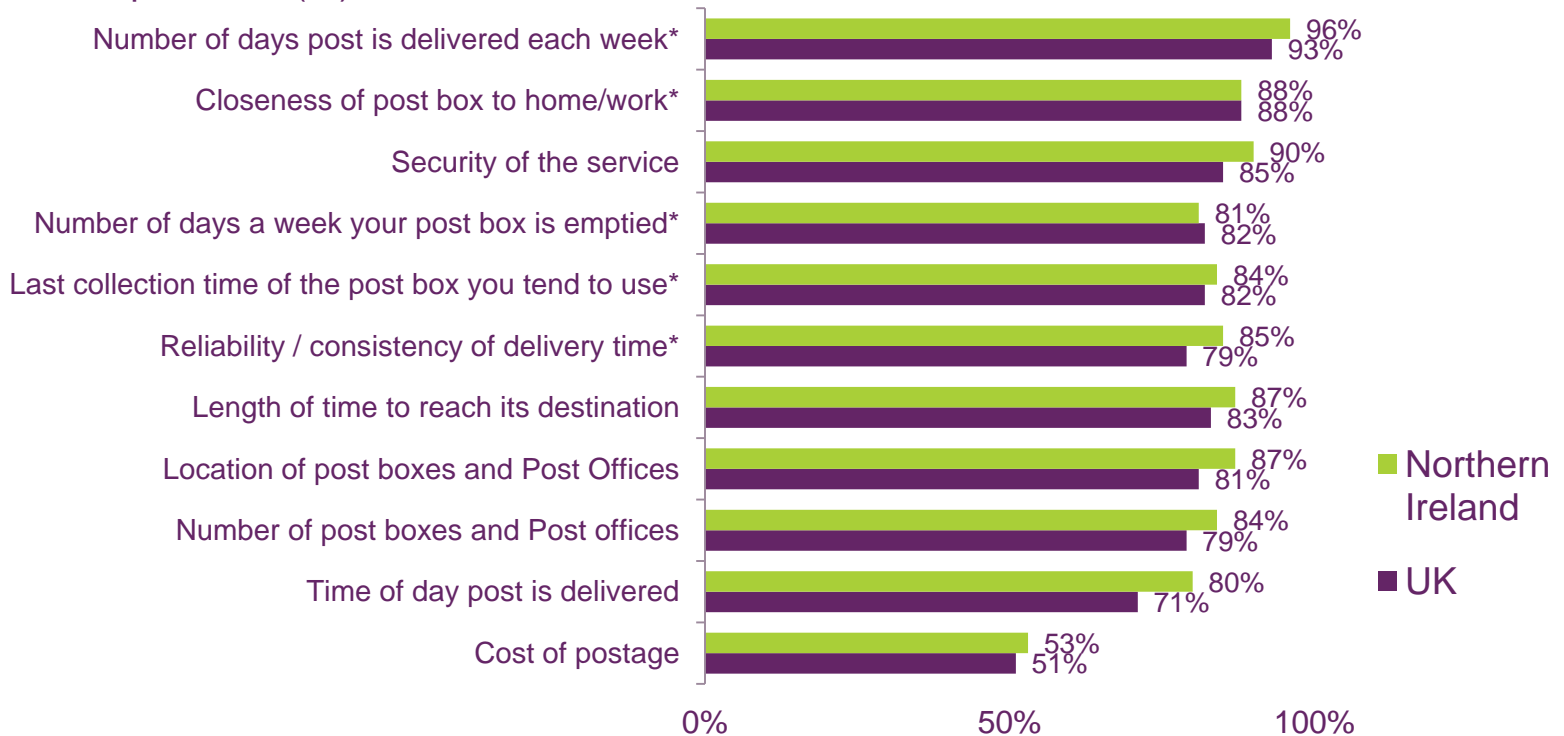
Source: Ofcom Residential Postal Tracker, Q3 2012-Q2 2013

Base: All respondents (n = 4844 UK, 2789 England, 811 Scotland, 547 Wales, 697 Northern Ireland) QF3. It currently costs 60p to send a standard letter first class within the UK. How would you rate the Royal Mail's first class service in terms of value for money

## Figure 6.6

### Satisfaction with specific aspects of Royal Mail's service

Proportion of respondents (%)



Source: Ofcom Residential Postal Tracker, Q3 2012-Q2 2013

Base: All respondents (n = 4844 UK, 697 N Ireland)

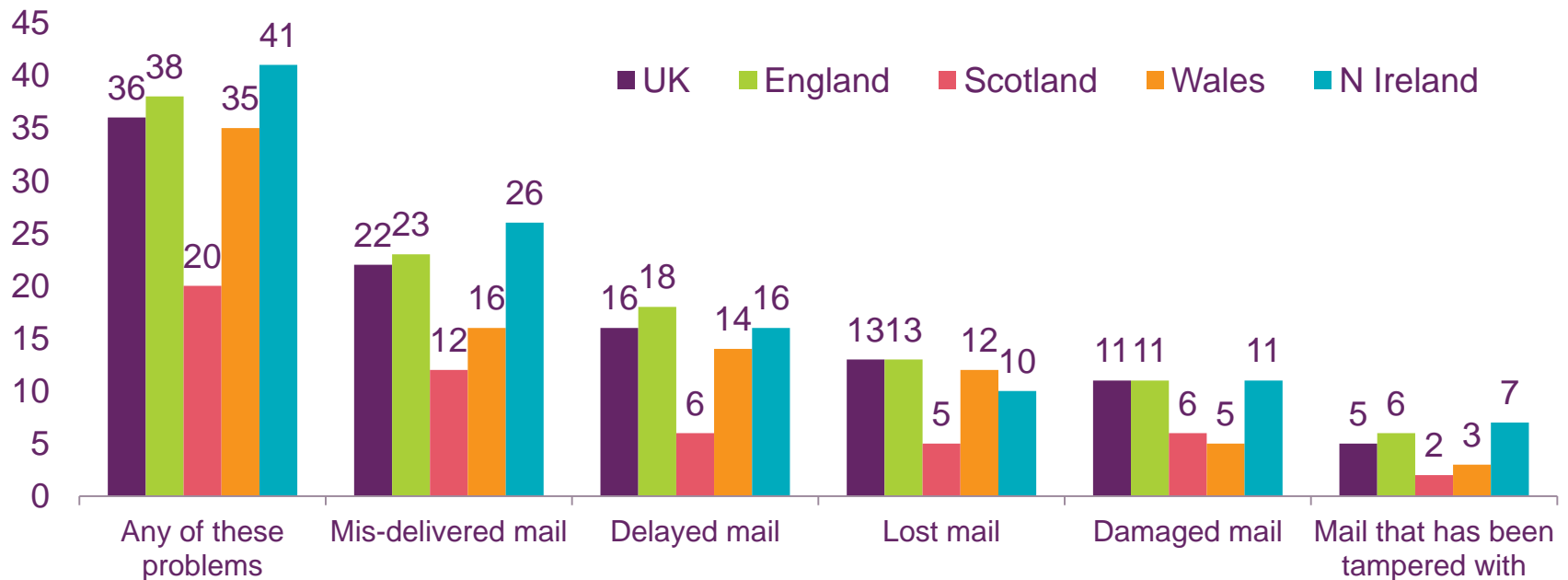
QE3A-K. SHOWCARD - SATISFACTION WITH ASPECTS OF ROYAL MAIL'S SERVICE

\*Base: All respondents (from Q1 2013) (n = 2397 UK, 329 N Ireland)

## Figure 6.7

### Problems experienced with Royal Mail in past 12 months

Proportion of consumers (%)



Source: Ofcom Residential Postal Tracker, Q3 2012-Q2 2013

Base: All respondents (n = 4844 UK, 2789 England, 811 Scotland, 547 Wales, 697 Northern Ireland)

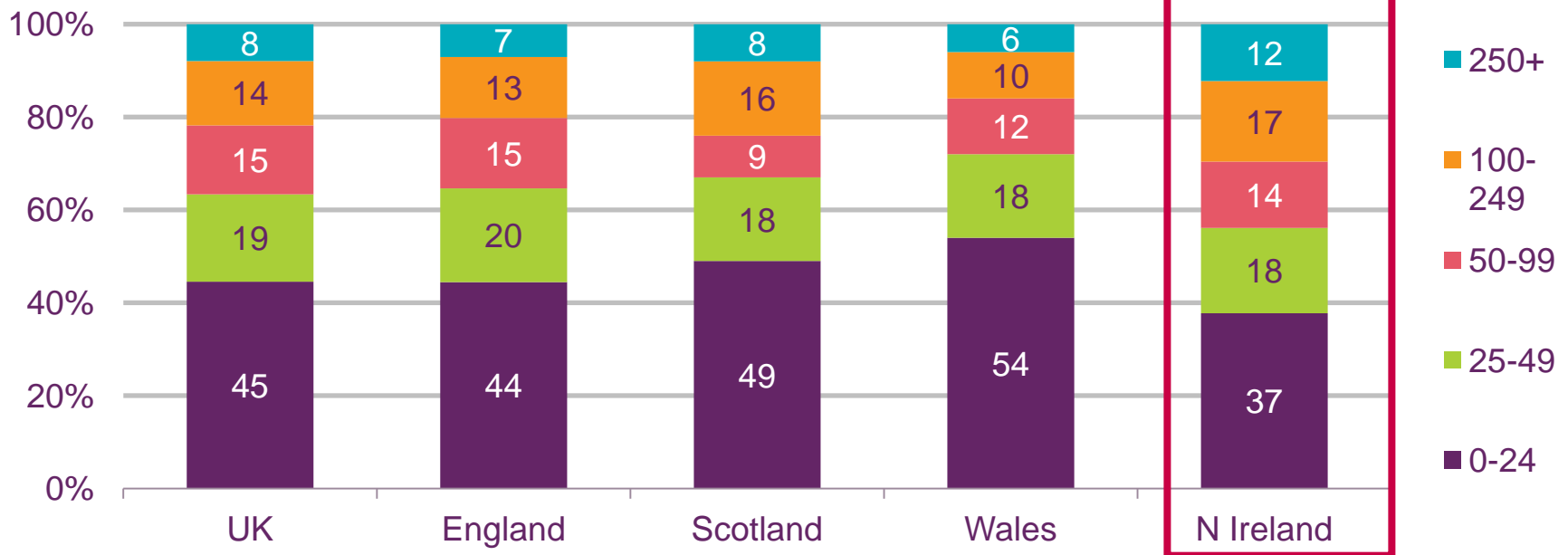
QG1A-E. Experience of problems with Royal Mail service in the last 12 months



## Figure 6.8

### Average volume of letters sent each month

Proportion of respondents (%)



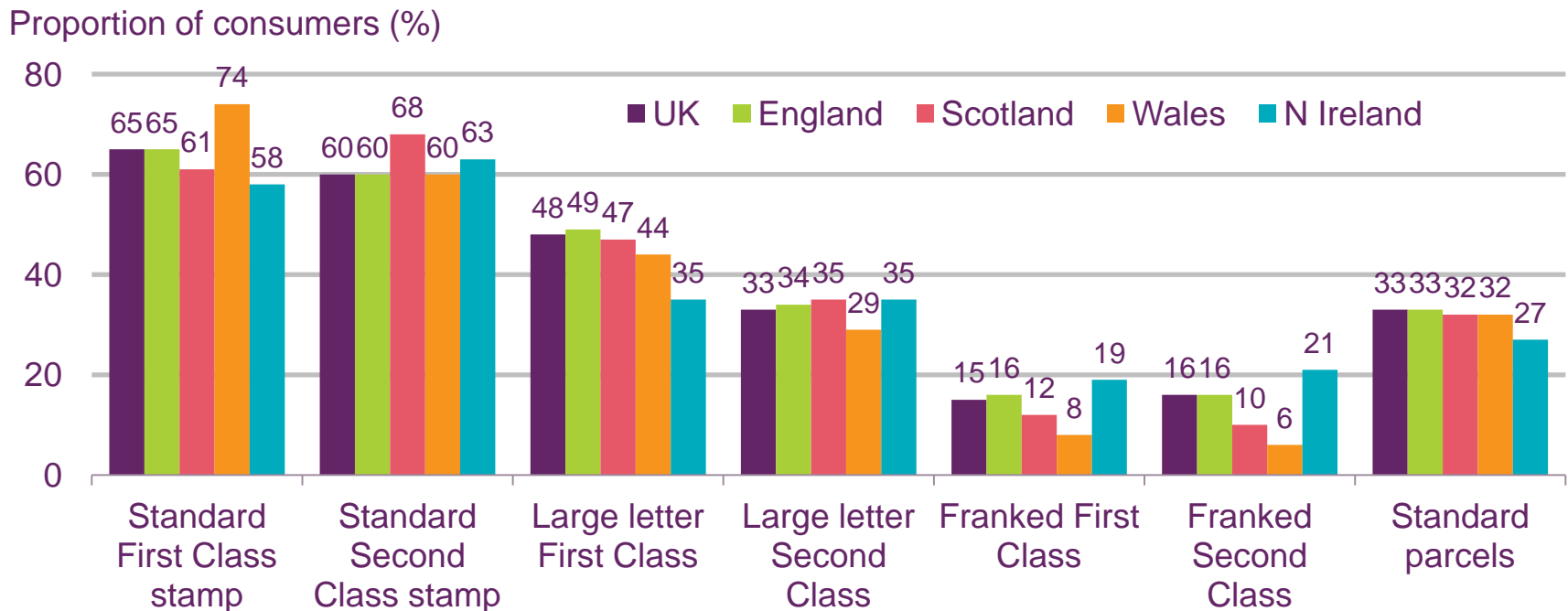
Source: Ofcom Business Postal Tracker, Q3 2012-Q2 2013

Base : All respondents (n = 1604 UK, 1023 England, 214 Scotland, 193 Wales, 174 N Ireland)

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

## Figure 6.9

### Royal Mail services used for sending letters



Source: Ofcom Business Postal Tracker, Q3 2012-Q2 2013

Base : All respondents using RM standard delivery services (n = 1460 UK, 934 England, 197 Scotland, 168 Wales, 161 N Ireland)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your standard mail?