

**Representing:**

Self

**Organisation (if applicable):**

**What do you want Ofcom to keep confidential?:**

Keep name confidential

**If you want part of your response kept confidential, which parts?:**

name, address, e-mail

**Ofcom may publish a response summary:**

Yes

**I confirm that I have read the declaration:**

Yes

**Ofcom should only publish this response after the consultation has ended:**

You may publish my response on receipt

**Additional comments:**

I am finding the set up of this response sheet very challenging requiring very time consuming cross referencing therefore my response is set out here.

1. Universal service essential at a universal price. Different pricing will put further pressure on rural dwellers especially those in the highlands who already have higher transport costs to access basic services.  
Rural dwellers are often the poorest in society.

2. Elderly, vulnerable and remote populations cannot be assumed to have access to digital forms of communication therefore access to the postal service should be considered a lifeline service not a business opportunity.

3. Imagination is required: The postman is often the only person that a person sees from one day to the next. Under an economic model the post office does not want to be viewed as a social service but in fact it is just that. Therefore funding/ cross subsidy could/should be obtained from caring services. If the post office is made independent of government this may be more difficult to do. Not impossible though.

This applies to post offices as well.

**Question 6.5: Do you agree with Ofcom's proposals for an index-linked safeguard cap on standard letters from 45p to 55p? If not, please provide reasons.:**

No.

45p is already very high for what is sometimes an important and only form of communication for people on low incomes as more and more people are.