

## OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

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Base : Those who have used FedEx to send mail or receive mail	
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Base : Those who have used Hermes to send mail or receive mail	
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Base : Those who have used Parcelforce to send mail or receive mail	
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Base : Those who have used TNT Express to send mail or receive mail	
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Base : All who have made a complaint to Hermes about its services in the last 12 months	



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Base : All who have made a complaint to UPS about its services in the last 12 months	
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Base : All who have made a complaint to Yodel about its services in the last 12 months	
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Base : All who have made a complaint to Hermes about its services in the last 12 months	
QI9G. SHOWCARD And thinking again of Interlink DPD's response to your complaint, how satisfied were you with the time taken to resolve your complaint? (SINGLE CODE) .....	194
Base : All who have made a complaint to Interlink DPD about its services in the last 12 months	
QI9K. SHOWCARD And thinking again of UPS's response to your complaint, how satisfied were you with the time taken to resolve your complaint? (SINGLE CODE).....	195
Base : All who have made a complaint to UPS about its services in the last 12 months	
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Base : All who have made a complaint to Yodel about its services in the last 12 months	
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Base : All who have made a complaint to Hermes about its services in the last 12 months (ADDED Q1 2015)	
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Base : All who have made a complaint to Interlink DPD about its services in the last 12 months (ADDED Q1 2015)	

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Base : All who have made a complaint to DHL about its services in the last 12 months (ADDED Q1 2015)	
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Base : All who have made a complaint to Interlink DPD about its services in the last 12 months (ADDED Q1 2015)	
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Base : All who have made a complaint to DHL about its services in the last 12 months (ADDED Q1 2015)	
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Base : All who found it difficult to make a complaint to Interlink DPD about its services in the last 12 months (ADDED Q1 2015)	
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Base : All who have made a complaint to DHL about its services in the last 12 months (ADDED Q1 2015)	
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Base : All who have made a complaint to Hermes about its services in the last 12 months (ADDED Q1 2015)	
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Base : All who have made a complaint to Interlink DPD about its services in the last 12 months (ADDED Q1 2015)	
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Base : All who have made a complaint to UPS about its services in the last 12 months (ADDED Q1 2015)	
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Base : All who have made a complaint to Yodel about its services in the last 12 months (ADDED Q1 2015)	
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Base : All who have had cause to but have not made a complaint to Citilink about its services in the last 12 months (ADDED Q1 2015)	
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Base : All who have had cause to but have not made a complaint to Citipost about its services in the last 12 months (ADDED Q1 2015)	
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Base : All who have had cause to but have not made a complaint to DHL about its services in the last 12 months (ADDED Q1 2015)	
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Base : All who have had cause to but have not made a complaint to Hermes about its services in the last 12 months (ADDED Q1 2015)	
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Base : All who have had cause to but have not made a complaint to Interlink DPD about its services in the last 12 months (ADDED Q1 2015)	
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Base : All who have had cause to but have not made a complaint to Parcelforce about its services in the last 12 months (ADDED Q1 2015)	
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Base : All who have had cause to but have not made a complaint to Yodel about its services in the last 12 months (ADDED Q1 2015)	
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Base : Those who have used Citilink to send mail or receive mail	
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Base : Those who have used Citipost to send mail or receive mail	
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Base : Those who have used Collect+ (Collect Plus) to send mail or receive mail	
Q111D. SHOWCARD Thinking of your experience of using DHL to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE)	242
Base : Those who have used DHL to send mail or receive mail	
Q111E. SHOWCARD Thinking of your experience of using FedEx to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE)	243
Base : Those who have used FedEx to send mail or receive mail	

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Base : Those who have used Hermes to send mail or receive mail	
QI11G. SHOWCARD Thinking of your experience of using Interlink DPD to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE) .....	245
Base : Those who have used Interlink DPD to send mail or receive mail	
QI11H. SHOWCARD Thinking of your experience of using Parcelforce to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE).....	246
Base : Those who have used Parcelforce to send mail or receive mail	
QI11I. SHOWCARD Thinking of your experience of using TNT Express to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE) .....	247
Base : Those who have used TNT Express to send mail or receive mail	
QI11J. SHOWCARD Thinking of your experience of using TNT Post UK to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE) .....	248
Base : Those who have used TNT Post UK to send mail or receive mail	
QI11K. SHOWCARD Thinking of your experience of using UPS to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE).....	249
Base : Those who have used UPS to send mail or receive mail	
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Base : All respondents	
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Base : All respondents	
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Base : All respondents	
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Base : All respondents	
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Base : All respondents	
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Base : All respondents	
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Base : All respondents	
QJ8. SHOWCARD Could you please give me the number from this card for the group in which you would place your total annual household income from all sources, before tax? (SINGLE CODE).....	260
Base : All respondents	

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 2**

**REGION**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
North West	54	18	18	17	25	29	18	21	16	22	32	30	24
	13%	12%	15%	13%	13%	14%	13%	15%	12%	10%	18% i	13%	14%
Yorkshire & Humber	32	11	11	10	17	15	12	9	11	17	15	17	15
	8%	7%	9%	8%	9%	7%	9%	6%	8%	8%	8%	7%	8%
East Midlands	34	34	-	-	17	17	15	12	7	14	20	16	18
	8%	22% bc	-%	-%	8%	8%	11%	9%	5%	6%	11%	7%	10%
West Midlands	43	17	10	16	20	23	12	12	19	18	25	20	23
	11%	11%	8%	12%	10%	11%	9%	8%	14%	8%	13%	9%	13%
Eastern	44	11	23	10	21	23	13	9	21	29	14	23	20
	11%	7%	18% ac	8%	11%	11%	10%	6%	16% g	13%	8%	10%	11%
London	53	15	15	23	26	27	19	24	10	44	8	38	14
	13%	10%	12%	17%	13%	13%	14%	17% h	8%	20% j	4%	17% l	8%
South East	62	29	17	15	29	33	15	26	21	34	28	38	24
	15%	19%	14%	12%	15%	16%	11%	18%	16%	15%	15%	17%	14%
South West	28	-	14	14	14	14	12	7	9	19	9	18	11
	7%	-%	11% a	11% a	7%	7%	9%	5%	7%	8%	5%	8%	6%
Scotland	34	9	9	17	16	17	11	14	9	12	22	17	17
	8%	6%	7%	13% a	8%	8%	8%	10%	7%	6%	12% i	7%	10%
Wales	20	6	6	7	9	11	5	6	8	10	10	10	10
	5%	4%	5%	6%	5%	5%	4%	4%	6%	5%	5%	5%	5%
Northern Ireland	4	3	1	-	2	2	1	1	1	3	1	2	1
	1%	2%	1%	-%	1%	1%	1%	1%	1%	1%	1%	1%	1%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 3**

**URBANITY**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
LARGE CITY	53 13%	15 10%	15 12%	23 17%	26 13%	27 13%	19 14%	24 17% h	10 8%	44 20% j	8 4%	38 17% l	14 8%
SMALLER CITY OR LARGE TOWN	121 30%	34 22%	40 32%	48 37% a	60 31%	61 29%	45 34%	41 29%	35 27%	60 27%	61 33%	64 28%	57 32%
MEDIUM TOWN	92 23%	50 33% b	8 7%	33 26% b	44 23%	48 22%	27 21%	32 23%	32 24%	43 19%	48 26%	51 22%	40 23%
SMALL TOWN WITHIN 10 MILES	55 13%	15 10%	16 13%	24 18%	26 13%	29 14%	20 15%	17 12%	18 14%	25 11%	30 16%	27 12%	28 16%
SMALL TOWN MORE THAN 10 MILES	29 7%	11 7% c	19 15% ac	- -%	13 7%	16 8%	7 6%	7 5%	15 11% g	16 7%	13 7%	15 6%	15 8%
RURAL AREA WITHIN 10 MILES	48 12%	28 18% c	17 14% c	3 2%	21 10%	27 13%	11 8%	18 13%	18 14%	28 13%	20 11%	30 13%	17 10%
REMOTE RURAL	10 2%	- -%	10 8% ac	- -%	5 2%	5 2%	3 2%	2 2%	4 3%	6 3%	4 2%	3 1%	6 4%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 4**

**DEPRIVATION INDEX**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Low	162	50	68	43	77	85	41	49	72	100	62	90	71
	40%	33%	55% ac	33%	39%	40%	31%	35%	54% fg	45% j	34%	40%	40%
Medium	214	78	49	87	104	111	80	82	52	104	109	118	96
	53%	51%	40%	67% ab	53%	52%	60% h	58% h	39%	47%	60% i	52%	54%
High	31	24	7	-	15	17	11	10	10	19	13	20	11
	8%	16% bc	6% c	-%	7%	8%	9%	7%	7%	8%	7%	9%	6%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 5**

**NATION**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
England	349	135	108	106	168	181	116	120	114	198	151	199	151
	86%	88%	87%	82%	86%	86%	87%	85%	86%	89%	82%	87%	84%
Scotland	34	9	9	17	16	17	11	14	9	12	22	17	17
	8%	6%	7%	13% a	8%	8%	8%	10%	7%	6%	12% i	7%	10%
Wales	20	6	6	7	9	11	5	6	8	10	10	10	10
	5%	4%	5%	6%	5%	5%	4%	4%	6%	5%	5%	5%	5%
Northern Ireland	4	3	1	-	2	2	1	1	1	3	1	2	1
	1%	2%	1%	-%	1%	1%	1%	1%	1%	1%	1%	1%	1%

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



**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 6**

**QS1. SHOWCARD** Which of these statements match your experience with sending and receiving items through the post? (MULTI CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
I personally send items through the post	380	138	120	122	179	201	121	134	126	215	165	213	167
	93%	90%	97% a	94%	91%	95%	91%	95%	95%	96% j	90%	94%	93%
I personally receive items through the post	393	143	120	130	188	205	127	139	127	217	175	222	171
	97%	94%	96%	100% ab	96%	97%	96%	98%	95%	97%	95%	97%	95%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 7**

**GENDER**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%													
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Male	195	69	64	62	195	-	73	61	61	104	91	122	73
	48%	45%	51%	48%	100%	-%	55%	43%	46%	47%	50%	54%	41%
					e							l	
Female	212	84	61	67	-	212	60	80	72	118	93	105	106
	52%	55%	49%	52%	-%	100%	45%	57%	54%	53%	50%	46%	59%
						d							k

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 8**

**AGE RANGE**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
16 - 17	8 2%	4 3%	2 2%	2 1%	7 4% e	1 1%	8 6% gh	- -%	- -%	4 2%	4 2%	2 1%	6 4%
18 - 24	48 12%	17 11%	14 11%	17 13%	27 14%	21 10%	48 36% gh	- -%	- -%	23 10%	26 14%	23 10%	25 14%
25 - 34	76 19%	35 23%	18 14%	23 18%	39 20%	38 18%	76 57% gh	- -%	- -%	40 18%	37 20%	59 26% l	17 10%
35 - 44	82 20%	25 16%	30 24%	27 21%	32 16%	50 24%	- -%	82 58% fh	- -%	59 26% j	23 13%	74 32% l	8 5%
45 - 54	59 15%	22 15%	17 14%	20 15%	29 15%	30 14%	- -%	59 42% fh	- -%	31 14%	28 15%	42 18% l	18 10%
55 - 64	62 15%	23 15%	19 15%	21 16%	32 16%	30 14%	- -%	- -%	62 47% fg	30 14%	32 18%	24 11%	38 21% k
65 - 74	41 10%	17 11%	11 9%	13 10%	17 9%	24 11%	- -%	- -%	41 31% fg	24 11%	16 9%	4 2%	37 21% k
75+	30 7%	9 6%	13 11%	7 5%	12 6%	17 8%	- -%	- -%	30 22% fg	12 5%	17 9%	* *%	29 16% k
<b>SUMMARY CODES</b>													
16-34	133 33%	56 37%	34 28%	43 33%	73 38% e	60 28%	133 100% gh	- -%	- -%	66 30%	66 36%	84 37% l	49 27%
35-54	141 35%	47 31%	47 38%	47 36%	61 31%	80 38%	- -%	141 100% fh	- -%	89 40% j	52 28%	115 51% l	26 14%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 8**

**AGE RANGE**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
55+	133	50	43	40	61	72	-	-	133	67	66	28	105
	33%	32%	35%	31%	31%	34%	-%	-%	100% fg	30%	36%	12%	59% k

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 9**

**SOCIAL GRADE**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
A	7 2%	* *%	4 3%	3 2%	5 2%	3 1%	2 1%	2 1%	4 3%	7 3% j	- -%	3 1%	4 2%
B	96 24%	31 21%	38 31% c	26 20%	42 21%	54 25%	28 21%	38 27%	29 22%	96 43% j	- -%	60 26%	36 20%
C1	120 29%	41 27%	36 29%	43 33%	58 30%	62 29%	36 27%	49 35%	34 26%	120 54% j	- -%	78 34% l	42 23%
C2	73 18%	29 19%	22 18%	21 16%	42 21%	31 15%	24 18%	25 18%	23 18%	- -%	73 40% i	49 22% l	23 13%
D	63 16%	30 20% b	12 10%	20 16%	30 15%	34 16%	29 22% g	15 10%	19 14%	- -%	63 34% i	37 16%	27 15%
E	48 12%	20 13%	11 9%	16 12%	20 10%	28 13%	13 10%	12 8%	23 17% g	- -%	48 26% i	2 1%	46 26% k
<b>SUMMARY CODES</b>													
AB	103 25%	32 21%	42 34% ac	29 22%	47 24%	56 27%	30 23%	40 28%	33 25%	103 46% j	- -%	63 27%	40 23%
DE	111 27%	51 33% b	24 19%	36 28%	49 25%	62 29%	43 32% g	26 19%	42 32% g	- -%	111 60% i	38 17%	73 41% k
ABC1	223 55%	72 47%	78 63% a	72 55%	104 53%	118 56%	66 50%	89 63% fh	67 50%	223 100% j	- -%	140 62% l	82 46%
C2DE	184 45%	80 53% b	46 37%	57 44%	91 47%	93 44%	66 50% g	52 37%	66 49% g	- -%	184 100% i	88 38%	96 54% k

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 9**

**SOCIAL GRADE**

Base : All respondents

	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
	JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Total												
Significance Level: 95%												
Unweighted total	588	204	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	199	208	118	136	160	237	171	219	188
Total	407	153	124	195	212	133	141	133	223	184	228	179
Refused	1	-	-	1	-	1	-	-	1	-	-	1
	*%	-%	-%	*%	-%	*%	-%	-%	*%	-%	-%	*%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 10**

**QA4. Are you unable to leave your home without help, because you are ill or disabled? (SINGLE CODE)**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Yes	21 5%	11 7%	4 3%	6 5%	9 5%	12 6%	3 2%	8 6%	10 7%	3 2%	18 10% i	7 3%	15 8% k
No	383 94%	139 91%	120 97% a	124 95%	185 94%	198 94%	130 98% h	131 93%	121 91%	217 98% j	165 90%	220 97% l	163 91%
Refused	3 1%	3 2%	- -%	- -%	2 1%	1 1%	- -%	1 1%	2 1%	2 1%	1 1%	1 1%	2 1%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 11**

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

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
None - not sent any items in the last month	92	35	26	31	55	36	42	26	23	38	54	49	42
	23%	23%	21%	24%	28%	17%	32%	19%	17%	17%	29%	22%	24%
					e		gh				i		
1 or 2 items sent in the last month	86	23	31	32	42	44	35	27	24	49	36	53	33
	21%	15%	25%	25%	21%	21%	26%	19%	18%	22%	20%	23%	18%
			a	a									
3 or 4 items sent in the last month	68	28	21	18	32	35	22	31	14	40	27	40	28
	17%	18%	17%	14%	16%	17%	17%	22%	11%	18%	15%	17%	16%
							h						
5 to 10 items sent in the last month	93	27	31	35	36	57	25	38	30	58	36	53	41
	23%	18%	25%	27%	19%	27%	19%	27%	23%	26%	19%	23%	23%
11 to 20 items sent in the last month	35	15	12	8	17	18	5	11	19	20	15	20	15
	9%	10%	10%	6%	9%	9%	4%	8%	14%	9%	8%	9%	8%
									f				
21 to 30 items sent in the last month	17	13	2	2	6	11	2	3	12	6	11	4	13
	4%	9%	1%	2%	3%	5%	2%	2%	9%	3%	6%	2%	7%
		bc							fg				k
31 to 50 items sent in the last month	12	8	1	2	6	6	*	3	9	9	3	5	6
	3%	5%	1%	2%	3%	3%	3%	2%	7%	4%	1%	2%	3%
		b							fg				
Over 50 items sent in the last month	4	3	-	1	1	3	1	1	2	3	1	3	1
	1%	2%	-%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%

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



**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 11**

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

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
<b>SUMMARY CODES</b>													
NONE	92 23%	35 23%	26 21%	31 24%	55 28% e	36 17%	42 32% gh	26 19%	23 17%	38 17%	54 29% i	49 22%	42 24%
1-4 ITEMS SENT IN THE LAST MONTH	153 38%	50 33%	53 42%	50 39%	74 38%	79 38%	57 43% h	58 41% h	38 29%	89 40%	64 35%	92 40%	61 34%
5-10 ITEMS SENT IN THE LAST MONTH	93 23%	27 18%	31 25%	35 27%	36 19%	57 27%	25 19%	38 27%	30 23%	58 26%	36 19%	53 23%	41 23%
11+ ITEMS SENT IN THE MONTH	68 17%	40 26% bc	15 12%	13 10%	30 15%	38 18%	9 6%	18 13%	42 31% fg	39 17%	29 16%	33 14%	35 20%
SENT ANY ITEMS IN THE LAST MONTH	314 77%	117 77%	99 79%	99 76%	140 72%	174 82% d	91 68%	114 81% f	110 83% f	185 83% j	129 70%	178 78%	137 76%
Don't know	1 *%	1 1%	- -%	- -%	- -%	1 1%	- -%	1 1%	- -%	- -%	1 1%	1 1%	- -%
Mean number of items sent in last month	6.9	9.7 bc	5.1	5.7	6.3	7.4	3.8	6.5 f	10.6 fg	8.0 j	5.5	6.7	7.1
Standard deviation	12.18	16.54	6.38	10.52	12.11	12.26	9.03	9.84	15.96	14.32	8.69	13.35	10.51
Standard error	.51	1.23	.46	.76	.73	.73	.72	.71	1.10	.79	.57	.76	.66
Mean number of letters and cards sent in last month	6.0	9.1 bc	4.0	4.7	5.4	6.5	2.9	5.6 f	9.8 fg	7.2 j	4.5	5.9	6.2
Standard deviation	11.68	16.09	5.46	9.81	11.35	11.99	8.40	9.40	15.42	13.82	8.10	12.83	10.00
Standard error	.49	1.20	.40	.71	.68	.71	.67	.68	1.07	.77	.53	.73	.63
Mean number of parcels sent in last month	.9	.8	1.1	.9	.8	1.0	.9	.9	1.0	.8	1.0	.9	1.0
Standard deviation	2.75	2.63	3.20	2.41	2.62	2.87	2.81	2.26	3.16	1.80	3.59	2.35	3.20
Standard error	.11	.19	.23	.17	.16	.17	.22	.16	.22	.10	.23	.13	.20

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 13**

**QC2. And how many of these items sent in the last month were parcels rather than letters or cards? (SINGLE CODE) PROMPTED**

Base : All who have personally sent any items of post in the last month

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	458	163	151	144	208	250	114	162	182	286	171	253	205
Effective Weighted Sample	323	95	122	119	151	173	83	110	135	199	124	178	146
Total	314	117	99	99	140	174	91	114	110	185	129	178	137
None - not sent any parcels in the last month	195 62%	74 63%	58 59%	63 64%	90 64%	105 61%	46 51%	72 63%	77 70% f	108 58%	86 67%	109 61%	86 63%
1 or 2 parcels sent in the last month	78 25%	30 25%	28 28%	21 21%	33 24%	45 26%	33 36% h	27 24%	18 17%	52 28%	26 20%	46 26%	32 23%
3 or 4 parcels sent in the last month	20 6%	7 6%	7 7%	6 6%	8 5%	13 7%	4 5%	10 8%	7 6%	14 8%	6 5%	12 7%	8 6%
5 to 10 parcels sent in the last month	14 4%	3 3%	3 3%	7 7%	5 4%	9 5%	4 5%	4 3%	6 6%	9 5%	5 4%	7 4%	8 6%
11 to 20 parcels sent in the last month	5 2%	1 1%	2 2%	1 1%	4 3%	1 1%	3 4% h	1 1%	* *% h	1 1%	4 3%	3 2%	2 1%
21 to 30 parcels sent in the last month	1 *%	1 1%	- -%	- -%	- -%	1 1%	- -%	- -%	1 1%	- -%	1 1%	- -%	1 1%
<b>SUMMARY CODES</b>													
NONE	195 62%	74 63%	58 59%	63 64%	90 64%	105 61%	46 51%	72 63%	77 70% f	108 58%	86 67%	109 61%	86 63%
LESS THAN 3 PARCELS (1-2 PARCELS)	78 25%	30 25%	28 28%	21 21%	33 24%	45 26%	33 36% h	27 24%	18 17%	52 28%	26 20%	46 26%	32 23%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 13**

**QC2. And how many of these items sent in the last month were parcels rather than letters or cards? (SINGLE CODE) PROMPTED**

Base : All who have personally sent any items of post in the last month

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	458	163	151	144	208	250	114	162	182	286	171	253	205
Effective Weighted Sample	323	95	122	119	151	173	83	110	135	199	124	178	146
Total	314	117	99	99	140	174	91	114	110	185	129	178	137
LESS THAN 5 PARCELS (1-4 PARCELS)	98	37	35	26	41	57	37	37	25	66	32	58	40
	31%	32%	35%	27%	29%	33%	41% h	32%	23%	36% j	25%	33%	29%
1-10 PARCELS	113	40	38	34	47	66	41	40	31	75	37	65	48
	36%	35%	39%	34%	33%	38%	46% h	35%	28%	41% j	29%	37%	35%
11+ PARCELS	6	3	2	1	4	3	3	1	1	1	5	3	3
	2%	2%	2%	1%	3%	2%	4%	1%	1%	1% i	4%	2%	2%
SENT ANY PARCELS IN THE LAST MONTH	119	43	41	35	50	69	45	42	32	77	42	68	50
	38%	37%	41%	35%	36%	39%	49% h	37%	29%	42%	33%	39%	37%
Don't know	1	-	-	1	1	-	-	-	1	-	1	-	1
	0.3%	0%	0%	0.3%	0.3%	0%	0%	0%	0.3%	0%	0.3%	0%	0.3%
Mean number of parcels sent in last month	1.2	1.0	1.4	1.2	1.2	1.2	1.4	1.1	1.2	1.0	1.5	1.1	1.4
Standard deviation	3.09	2.99	3.54	2.71	3.05	3.13	3.33	2.48	3.46	1.93	4.24	2.62	3.61
Standard error	.15	.24	.29	.23	.21	.20	.31	.20	.26	.12	.33	.17	.26

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 15**

**QC2. And how many of these items sent in the last month were parcels rather than letters or cards? (SINGLE CODE) PROMPTED**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
None - not sent any parcels in the last month	287	108	84	94	145	142	88	98	100	146	140	158	128
	70%	71%	67%	73%	74%	67%	66%	70%	75%	66%	76% i	69%	72%
1 or 2 parcels sent in the last month	78	30	28	21	33	45	33	27	18	52	26	46	32
	19%	19%	22%	16%	17%	21%	25% h	19%	14%	24% j	14%	20%	18%
3 or 4 parcels sent in the last month	20	7	7	6	8	13	4	10	7	14	6	12	8
	5%	5%	6%	4%	4%	6%	3%	7%	5%	6%	3%	5%	5%
5 to 10 parcels sent in the last month	14	3	3	7	5	9	4	4	6	9	5	7	8
	3%	2%	3%	6%	3%	4%	3%	3%	5%	4%	3%	3%	4%
11 to 20 parcels sent in the last month	5	1	2	1	4	1	3	1	*	1	4	3	2
	1%	1%	2%	1%	2%	1%	3%	1%	*%	1%	2%	1%	1%
21 to 30 parcels sent in the last month	1	1	-	-	-	1	-	-	1	-	1	-	1
	*%	1%	-%	-%	-%	1%	-%	-%	1%	-%	1%	-%	1%
<b>SUMMARY CODES</b>													
NONE	287	108	84	94	145	142	88	98	100	146	140	158	128
	70%	71%	67%	73%	74%	67%	66%	70%	75%	66%	76% i	69%	72%
LESS THAN 3 PARCELS (1-2 PARCELS)	78	30	28	21	33	45	33	27	18	52	26	46	32
	19%	19%	22%	16%	17%	21%	25% h	19%	14%	24% j	14%	20%	18%
LESS THAN 5 PARCELS (1-4 PARCELS)	98	37	35	26	41	57	37	37	25	66	32	58	40
	24%	24%	28%	20%	21%	27%	28%	26%	19%	30% j	18%	26%	22%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 15**

**QC2. And how many of these items sent in the last month were parcels rather than letters or cards? (SINGLE CODE) PROMPTED**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
1-10 PARCELS	113	40	38	34	47	66	41	40	31	75	37	65	48
	28%	26%	31%	26%	24%	31%	31%	29%	23%	34%	20%	29%	27%
11+ PARCELS	6	3	2	1	4	3	3	1	1	1	5	3	3
	2%	2%	2%	1%	2%	1%	3%	1%	1%	1%	3%	1%	2%
SENT ANY PARCELS IN THE LAST MONTH	119	43	41	35	50	69	45	42	32	77	42	68	50
	29%	28%	33%	27%	26%	32%	34%	30%	24%	34%	23%	30%	28%
Don't know	2	1	-	1	1	1	-	1	1	-	2	1	1
	1%	1%	0%	1%	1%	1%	0%	1%	1%	0%	1%	1%	1%
Mean number of parcels sent in last month	.9	.8	1.1	.9	.8	1.0	.9	.9	1.0	.8	1.0	.9	1.0
Standard deviation	2.75	2.63	3.20	2.41	2.62	2.87	2.81	2.26	3.16	1.80	3.59	2.35	3.20
Standard error	.11	.19	.23	.17	.16	.17	.22	.16	.22	.10	.23	.13	.20
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l													

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 17**

**SUMMARY OF ITEMS SENT IN THE LAST MONTH**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
SENT ANY LETTERS OR CARDS IN THE LAST MONTH	286	102	90	93	127	159	76	108	102	170	115	159	127
	70%	67%	72%	72%	65%	75%	57%	77%	77%	76%	63%	70%	71%
						d		f	f	j			
SENT ANY PARCELS IN THE LAST MONTH	119	43	41	35	50	69	45	42	32	77	42	68	50
	29%	28%	33%	27%	26%	32%	34%	30%	24%	34%	23%	30%	28%
										j			
SENT BOTH LETTERS OR CARDS AND PARCELS IN THE LAST MONTH	90	29	32	30	37	53	30	36	24	62	28	50	40
	22%	19%	26%	23%	19%	25%	22%	26%	18%	28%	15%	22%	23%
										j			
ONLY SENT LETTERS OR CARDS, NO PARCELS IN THE LAST MONTH	196	74	58	64	90	105	46	72	78	108	87	109	86
	48%	48%	47%	49%	46%	50%	35%	51%	58%	49%	47%	48%	48%
								f	f				
ONLY SENT PARCELS, NO LETTERS OR CARDS IN THE LAST MONTH	28	14	9	5	13	15	15	6	8	15	14	18	10
	7%	9%	7%	4%	7%	7%	11%	4%	6%	7%	8%	8%	6%
							g						
NOT SENT ANY LETTERS OR CARDS OR PARCELS IN THE LAST MONTH	92	35	26	31	55	36	42	26	23	38	54	49	42
	23%	23%	21%	24%	28%	17%	32%	19%	17%	17%	29%	22%	24%
					e		gh			i			

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 18**

**QC22. SHOWCARD** Thinking of the parcels that you sent in the last month, did you pay to send the parcels, did you use a pre-paid returns label, or have you used both of these methods to send a parcel in the last month? (SINGLE CODE)

Base : All who have sent any parcels in the last month

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	184	67	63	54	81	103	58	65	61	126	58	107	77
Effective Weighted Sample	132	40	51	43	58	74	42	47	45	89	43	80	53
Total	119	43	41	35	50	69	45	42	32	77	42	68	50
Paid to send a parcel	104	37	37	30	45	60	38	36	30	68	36	61	44
	88%	87%	92%	85%	90%	87%	84%	87%	94%	89%	86%	89%	87%
Used a pre-paid returns label	12	4	3	5	4	8	7	4	1	7	5	6	6
	10%	10%	8%	13%	8%	12%	16%	10%	3%	9%	13%	9%	11%
							h						
Used both methods to send a parcel	1	1	-	-	*	1	-	1	*	1	-	1	-
	1%	2%	-%	-%	*%	1%	-%	2%	*%	1%	-%	1%	-%
Don't know	1	*	*	1	1	*	-	*	1	*	1	*	1
	1%	1%	*%	2%	2%	*%	-%	1%	3%	*%	2%	*%	2%
<b>SUMMARY CODES</b>													
TOTAL PAID TO SEND A PARCEL	105	38	37	30	45	61	38	37	30	69	36	62	44
	89%	89%	92%	85%	90%	88%	84%	89%	94%	91%	86%	90%	87%
TOTAL USED A PRE-PAID RETURNS LABEL	13	5	3	5	4	9	7	5	1	8	5	7	6
	11%	12%	8%	13%	9%	13%	16%	12%	3%	10%	13%	11%	11%
							h						

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 19**

**QC23. SHOWCARD** Which of these companies did you use to send the parcels in the last month? (MULTI CODE)

Base : All who have sent any parcels in the last month

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	184	67	63	54	81	103	58	65	61	126	58	107	77
Effective Weighted Sample	132	40	51	43	58	74	42	47	45	89	43	80	53
Total	119	43	41	35	50	69	45	42	32	77	42	68	50
Royal Mail	103	35	38	30	46	57	37	37	29	71	32	60	43
	87%	82%	93%	85%	93%	83%	83%	88%	89%	92%	77%	88%	85%
Parcelforce	9	3	2	3	3	6	3	2	3	6	3	6	3
	7%	8%	5%	10%	5%	9%	7%	6%	10%	7%	8%	9%	5%
Hermes	5	4	1	1	-	5	4	1	1	1	4	2	4
	4%	9%	2%	2%	-%	8%	8%	2%	3%	1%	10%	2%	7%
Interlink DPD	3	1	1	1	1	2	-	2	1	1	2	2	1
	2%	3%	2%	2%	1%	3%	-%	4%	4%	1%	5%	2%	2%
DHL	2	1	1	1	2	1	2	-	-	2	-	2	-
	2%	2%	3%	2%	4%	1%	6%	-%	-%	3%	-%	4%	-%
FedEx	2	1	1	-	1	1	1	1	-	1	1	2	-
	1%	2%	2%	-%	1%	1%	2%	2%	-%	1%	2%	2%	-%
Collect+ (Collect Plus)	1	-	1	1	1	1	1	1	-	1	-	1	1
	1%	-%	2%	2%	1%	1%	1%	2%	-%	2%	-%	1%	1%
Yodel	1	-	*	1	*	1	*	1	-	1	-	1	-
	1%	-%	1%	2%	*%	1%	*%	2%	-%	1%	-%	1%	-%
Citipost	1	1	-	-	1	-	1	-	-	1	-	-	1
	1%	2%	-%	-%	2%	-%	2%	-%	-%	1%	-%	-%	2%
UPS	1	-	1	-	1	-	-	1	-	-	1	1	-
	1%	-%	2%	-%	1%	-%	-%	2%	-%	-%	2%	1%	-%
Any other postal services company	2	1	1	-	1	1	1	1	-	1	1	2	-
	1%	2%	2%	-%	2%	1%	2%	2%	-%	1%	2%	2%	-%
ONLY USED ROYAL MAIL	92	31	34	27	42	50	34	33	25	65	27	52	40
	78%	72%	83%	78%	84%	73%	76%	79%	78%	85%	65%	76%	80%

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



**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 19**

**QC23. SHOWCARD** Which of these companies did you use to send the parcels in the last month? (MULTI CODE)

Base : All who have sent any parcels in the last month

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	184	67	63	54	81	103	58	65	61	126	58	107	77
Effective Weighted Sample	132	40	51	43	58	74	42	47	45	89	43	80	53
Total	119	43	41	35	50	69	45	42	32	77	42	68	50
ONLY USED ROYAL MAIL OR PARCELFORCE	99	34	35	31	44	55	35	35	28	69	30	56	43
	83%	78%	85%	88%	87%	81%	79%	85%	88%	89%	72%	82%	86%
										j			
USED ANY OTHER THAN ROYAL MAIL	23	10	7	7	8	16	10	8	6	12	12	15	9
	20%	23%	17%	19%	15%	23%	21%	20%	17%	15%	28%	21%	18%
USED ANY OTHER THAN ROYAL MAIL OR PARCELFORCE	17	7	6	3	6	10	8	6	2	8	9	10	6
	14%	17%	15%	9%	13%	15%	19%	15%	7%	10%	21%	15%	12%
Don't know	3	2	-	1	*	3	1	*	2	*	3	2	1
	3%	5%	-%	2%	*%	4%	2%	1%	5%	*%	7%	3%	2%
											i		

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 20**

**QC24. SHOWCARD** Which, if any, of these Royal Mail products have you used to send parcels in the last month? (MULTI CODE)

Base : All who have sent any parcels in the last month using Royal Mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	161	60	57	44	74	87	50	56	55	114	47	92	69
Effective Weighted Sample	119	37	47	35	53	66	39	41	40	80	38	69	50
Total	103	35	38	30	46	57	37	37	29	71	32	60	43
Royal Mail Small Parcel 1st class	32	11	13	9	16	16	13	13	6	24	8	17	15
	31%	31%	33%	29%	34%	29%	34%	36%	21%	34%	24%	29%	34%
Royal Mail Small Parcel 1st class Signed For (within 1 working day)	25	6	9	9	14	11	12	10	3	17	8	16	9
	24%	18%	24%	31%	29%	20%	33% h	27% h	10%	23%	26%	27%	20%
Royal Mail Small Parcel 2nd class Signed For	16	4	6	6	7	9	6	6	4	6	10	11	6
	16%	12%	17%	20%	15%	17%	17%	16%	14%	9%	31% i	18%	14%
Royal Mail Small Parcel 2nd class	15	6	3	6	4	11	3	5	7	10	5	5	9
	14%	16%	9%	19%	8%	19%	8%	14%	23%	14%	15%	9%	22%
Royal Mail Medium Parcel 1st class	15	6	2	6	6	8	6	6	3	13	2	7	8
	14%	18% b	4%	22% b	13%	15%	15%	16%	11%	18%	6%	11%	18%
Royal Mail Medium Parcel 2nd class	11	4	2	5	1	10	3	5	4	5	6	4	7
	11%	11%	5%	18%	3%	17% d	7%	12%	12%	7%	17%	7%	16%
Royal Mail Medium Parcel 1st class Signed For	10	2	2	6	1	9	2	4	5	9	*	6	4
	10%	7%	5%	20% b	2%	16% d	4%	10%	16%	13% j	2%	10%	9%
Royal Mail Medium Parcel 2nd class Signed For	8	1	4	3	4	4	2	3	2	7	1	5	2
	7%	2%	10%	11%	8%	7%	6%	9%	8%	10%	2%	9%	6%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 20**

**QC24. SHOWCARD** Which, if any, of these Royal Mail products have you used to send parcels in the last month? (MULTI CODE)

Base : All who have sent any parcels in the last month using Royal Mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	161	60	57	44	74	87	50	56	55	114	47	92	69
Effective Weighted Sample	119	37	47	35	53	66	39	41	40	80	38	69	50
Total	103	35	38	30	46	57	37	37	29	71	32	60	43
Royal Mail Special delivery - guaranteed next day by 1pm	6 5%	- -%	1 4%	4 14% a	2 4%	4 6%	1 2%	5 14% fh	- -%	4 6%	1 3%	4 7%	2 4%
Royal Mail Special delivery - guaranteed next day by 9am	3 3%	1 2%	2 5%	1 2%	3 6%	1 1%	2 4%	1 2%	1 2%	2 2%	2 5%	3 5%	- -%
Other	2 2%	1 3%	1 2%	- -%	* %	2 3%	1 2%	* 1%	1 3%	1 1%	1 3%	1 2%	1 2%
ANY 1ST CLASS	69 67%	24 67%	24 63%	21 72%	32 70%	37 65%	28 74% h	27 74% h	14 49%	51 72%	18 56%	42 70%	27 63%
ANY 2ND CLASS	36 35%	10 28%	14 36%	13 43%	13 28%	23 41%	13 34%	12 32%	12 41%	21 30%	15 47%	21 35%	15 35%
ANY SIGNED FOR	47 46%	12 33%	18 48%	17 59% a	22 48%	25 44%	19 50%	16 42%	13 45%	32 45%	15 48%	32 53%	15 36%
ANY SMALL PARCELS	74 72%	23 64%	29 76%	22 76%	35 75%	39 69%	29 77%	28 76%	18 61%	48 67%	26 82%	43 72%	31 73%
ANY MEDIUM PARCELS	32 31%	13 37%	8 22%	11 37%	11 24%	21 37%	9 24%	10 28%	13 45%	25 35%	8 24%	17 28%	16 37%
ANY SPECIAL DELIVERY	8 8%	1 2%	3 9%	4 14% a	4 10%	4 6%	2 4%	6 16% h	1 2%	6 9%	2 7%	7 11%	2 4%
ONE PRODUCT USED	78 75%	27 77%	30 80%	20 67%	35 75%	43 76%	28 76%	28 76%	21 74%	56 80%	21 66%	46 76%	31 74%
TWO OR MORE PRODUCTS USED	22 22%	7 19%	6 16%	9 31%	10 22%	12 22%	9 24%	8 21%	6 20%	13 19%	9 28%	13 22%	9 21%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 20**

**QC24. SHOWCARD** Which, if any, of these Royal Mail products have you used to send parcels in the last month? (MULTI CODE)

Base : All who have sent any parcels in the last month using Royal Mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	161	60	57	44	74	87	50	56	55	114	47	92	69
Effective Weighted Sample	119	37	47	35	53	66	39	41	40	80	38	69	50
Total	103	35	38	30	46	57	37	37	29	71	32	60	43
None of these	4	2	1	1	1	2	1	*	3	2	2	1	3
	4%	5%	4%	3%	3%	4%	2%	1%	9%	2%	6%	2%	6%
Don't know	1	1	1	-	1	1	-	1	-	1	1	1	1
	1%	1%	2%	-%	1%	1%	-%	4%	-%	1%	2%	1%	1%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 21**

**QC3. Approximately how many items of post - including letters, cards and parcels - have you personally sent to the Republic of Ireland in the last month? (SINGLE CODE) PROMPTED**

Base : All in Northern Ireland who have personally sent any items of post in the last month

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	23	17	6	-	11	12	6	9	8	20	3	16	7
Effective Weighted Sample	22	16	6	-	11	12	6	9	8	19	3	15	7
Total	3	2	1	-	1	1	1	1	1	2	*	2	1
None - not sent any items to R.O.I. in the last month	2	2	1	-	1	1	1	1	1	2	*	2	*
	87%	88%	83%	-%	71%	100%	100%	90%	69%	85%	100%	95%	66%
1 or 2 items sent to R.O.I. in the last month	*	*	*	-	*	-	-	*	*	*	-	*	*
	9%	6%	17%	-%	19%	-%	-%	10%	15%	10%	-%	5%	17%
3 or 4 items sent to R.O.I. in the last month	*	*	-	-	*	-	-	-	*	*	-	-	*
	5%	6%	-%	-%	10%	-%	-%	-%	15%	5%	-%	-%	17%
<b>SUMMARY CODES</b>													
NONE	2	2	1	-	1	1	1	1	1	2	*	2	*
	87%	88%	83%	-%	71%	100%	100%	90%	69%	85%	100%	95%	66%
LESS THAN 3 ITEMS (1-2 ITEMS)	*	*	*	-	*	-	-	*	*	*	-	*	*
	9%	6%	17%	-%	19%	-%	-%	10%	15%	10%	-%	5%	17%
LESS THAN 5 ITEMS (1-4 ITEMS)	*	*	*	-	*	-	-	*	*	*	-	*	*
	13%	12%	17%	-%	29%	-%	-%	10%	31%	15%	-%	5%	34%
1-10 ITEMS	*	*	*	-	*	-	-	*	*	*	-	*	*
	13%	12%	17%	-%	29%	-%	-%	10%	31%	15%	-%	5%	34%
SENT ANY ITEMS IN THE LAST MONTH	*	*	*	-	*	-	-	*	*	*	-	*	*
	13%	12%	17%	-%	29%	-%	-%	10%	31%	15%	-%	5%	34%
Mean number of items sent to the Republic of Ireland in the last month	.3	.3	.2	-	.6	-	-	.1	.8	.3	-	.1	.9
Standard deviation	1.10	1.35	-	-	3.04	-	-	1.01	-	1.20	-	.33	-
Standard error	.23	.33	-	-	.92	-	-	.34	-	.27	-	.08	-
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l													

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 22**

**QC3. Approximately how many items of post - including letters, cards and parcels - have you personally sent to the Republic of Ireland in the last month? (SINGLE CODE) PROMPTED**

Base : All in Northern Ireland

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE ~d	FEMALE ~e	16-34 ~f	35-54 ~g	55+ ~h	ABC1 ~i	C2DE ~j	WORKING ~k	NOT WORKING ~l
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	36	24	12	-	18	18	12	9	15	22	14	21	15
Effective Weighted Sample	34	23	12	-	17	17	12	9	15	21	14	20	15
Total	4	3	1	-	2	2	1	1	1	3	1	2	1
None - not sent any items to R.O.I. in the last month	3	2	1	-	1	2	1	1	1	2	1	2	1
	91%	91%	91%	-%	81%	100%	100%	90%	83%	86%	100%	96%	83%
1 or 2 items sent to R.O.I. in the last month	*	*	*	-	*	-	-	*	*	*	-	*	*
	6%	5%	9%	-%	13%	-%	-%	10%	9%	9%	-%	4%	8%
3 or 4 items sent to R.O.I. in the last month	*	*	-	-	*	-	-	-	*	*	-	-	*
	3%	5%	-%	-%	7%	-%	-%	-%	9%	5%	-%	-%	8%
<b>SUMMARY CODES</b>													
NONE	3	2	1	-	1	2	1	1	1	2	1	2	1
	91%	91%	91%	-%	81%	100%	100%	90%	83%	86%	100%	96%	83%
LESS THAN 3 ITEMS (1-2 ITEMS)	*	*	*	-	*	-	-	*	*	*	-	*	*
	6%	5%	9%	-%	13%	-%	-%	10%	9%	9%	-%	4%	8%
LESS THAN 5 ITEMS (1-4 ITEMS)	*	*	*	-	*	-	-	*	*	*	-	*	*
	9%	9%	9%	-%	19%	-%	-%	10%	17%	14%	-%	4%	17%
1-10 ITEMS	*	*	*	-	*	-	-	*	*	*	-	*	*
	9%	9%	9%	-%	19%	-%	-%	10%	17%	14%	-%	4%	17%
SENT ANY ITEMS IN THE LAST MONTH	*	*	*	-	*	-	-	*	*	*	-	*	*
	9%	9%	9%	-%	19%	-%	-%	10%	17%	14%	-%	4%	17%
Mean number of items sent to the Republic of Ireland in the last month	.2	.2	.1	-	.4	-	-	.1	.4	.3	-	*	.4
Standard deviation	.85	1.09	.73	-	1.53	-	-	1.01	2.13	1.13	-	.27	2.04
Standard error	.14	.22	.21	-	.36	-	-	.34	.55	.24	-	.06	.53
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l													

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 23**

**QC4. Approximately how much did you spend on the postage used for the items that you sent in the last month - including letters, cards and parcels? (SINGLE CODE) PROMPTED**

Base : All who have personally sent any items of post in the last month

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	458	163	151	144	208	250	114	162	182	286	171	253	205
Effective Weighted Sample	323	95	122	119	151	173	83	110	135	199	124	178	146
Total	314	117	99	99	140	174	91	114	110	185	129	178	137
Up to £1.00	23	7	7	10	17	7	11	6	7	11	12	15	9
	7%	6%	7%	10%	12% e	4%	12%	5%	6%	6%	10%	8%	7%
£1.01 to £2.00	55	14	21	20	27	27	18	20	16	34	21	33	22
	17%	12%	21%	21%	20%	16%	20%	18%	15%	18%	16%	19%	16%
£2.01 to £4.00	36	9	13	15	17	19	11	8	17	21	16	18	19
	12%	7%	13%	15%	12%	11%	13%	7%	15%	11%	12%	10%	14%
£4.01 to £6.00	45	12	21	12	19	27	15	12	19	26	18	22	24
	14%	11%	22% ac	12%	13%	15%	17%	10%	17%	14%	14%	12%	17%
£6.01 to £10.00	32	11	8	13	13	20	7	16	9	19	14	18	14
	10%	9%	9%	13%	9%	11%	8%	14%	8%	10%	10%	10%	11%
£10.01 to £20.00	41	25	8	9	18	24	10	17	14	27	14	28	14
	13%	21% bc	8%	9%	13%	14%	11%	15%	13%	15%	11%	16%	10%
£20.01 to £30.00	18	8	6	4	9	10	5	6	8	11	7	9	9
	6%	7%	7%	4%	6%	5%	5%	5%	7%	6%	5%	5%	7%
£30.01 to £40.00	9	3	3	3	1	7	2	3	4	5	4	4	4
	3%	2%	3%	3%	1%	4%	2%	3%	3%	2%	3%	2%	3%
£40.01 to £50.00	4	1	1	2	1	3	*	-	3	2	1	1	2
	1%	1%	1%	2%	1%	2%	*%	-%	3%	1%	1%	1%	2%
Over £50.00	5	1	1	3	4	1	1	3	1	4	1	4	1
	2%	1%	1%	3%	3%	1%	2%	2%	1%	2%	1%	2%	1%
<b>SUMMARY CODES</b>													
UP TO £1.00	23	7	7	10	17	7	11	6	7	11	12	15	9
	7%	6%	7%	10%	12% e	4%	12%	5%	6%	6%	10%	8%	7%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 23**

**QC4. Approximately how much did you spend on the postage used for the items that you sent in the last month - including letters, cards and parcels? (SINGLE CODE) PROMPTED**

Base : All who have personally sent any items of post in the last month

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	458	163	151	144	208	250	114	162	182	286	171	253	205
Effective Weighted Sample	323	95	122	119	151	173	83	110	135	199	124	178	146
Total	314	117	99	99	140	174	91	114	110	185	129	178	137
£1.01 TO £4.00	91	22	34	35	44	47	29	29	33	54	37	51	41
	29%	19%	34% a	36% a	32%	27%	32%	25%	30%	29%	29%	28%	30%
£4.01 TO £10.00	78	23	30	25	31	46	22	28	28	45	32	39	38
	25%	20%	30%	25%	22%	27%	25%	24%	25%	24%	25%	22%	28%
£10.00+	77	38	19	20	33	44	19	28	30	50	27	46	30
	24%	32% bc	19%	20%	23%	25%	20%	25%	28%	27%	21%	26%	22%
Don't know	42	25	9	8	14	28	9	23	10	23	19	26	16
	13%	21% bc	9%	8%	10%	16%	10%	20% h	9%	12%	15%	15%	12%
Refused	3	2	1	-	1	2	-	1	2	2	1	1	2
	1%	2%	1%	-%	1%	1%	-%	1%	2%	1%	1%	*%	2%
Mean amount spent on postage in the last month in £s	8.02	7.32	7.37	9.50	8.51	7.62	7.40	7.43	9.14	8.74	7.00	8.11	7.90
Standard deviation	13.88	12.25	12.03	17.10	15.88	12.07	13.78	12.62	15.21	15.27	11.62	14.34	13.32
Standard error	.65	.96	.98	1.42	1.10	.76	1.29	.99	1.13	.90	.89	.90	.93
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l													



**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 25**

**QC4. Approximately how much did you spend on the postage used for the items that you sent in the last month - including letters, cards and parcels? (SINGLE CODE) PROMPTED**

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%													
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Up to £1.00	23 6%	7 4%	7 5%	10 8%	17 8% e	7 3%	11 8%	6 4%	7 5%	11 5%	12 7%	15 6%	9 5%
£1.01 to £2.00	55 13%	14 9%	21 17%	20 16%	27 14%	27 13%	18 14%	20 14%	16 12%	34 15%	21 11%	33 14%	22 12%
£2.01 to £4.00	36 9%	9 6%	13 11%	15 11%	17 9%	19 9%	11 9%	8 6%	17 13% g	21 9%	16 9%	18 8%	19 10%
£4.01 to £6.00	45 11%	12 8%	21 17% ac	12 9%	19 10%	27 13%	15 11%	12 8%	19 14%	26 12%	18 10%	22 10%	24 13%
£6.01 to £10.00	32 8%	11 7%	8 7%	13 10%	13 7%	20 9%	7 5%	16 11%	9 7%	19 8%	14 7%	18 8%	14 8%
£10.01 to £20.00	41 10%	25 16% bc	8 6%	9 7%	18 9%	24 11%	10 8%	17 12%	14 11%	27 12%	14 8%	28 12%	14 8%
£20.01 to £30.00	18 4%	8 5%	6 5%	4 3%	9 4%	10 5%	5 4%	6 4%	8 6%	11 5%	7 4%	9 4%	9 5%
£30.01 to £40.00	9 2%	3 2%	3 2%	3 2%	1 1%	7 3%	2 1%	3 2%	4 3%	5 2%	4 2%	4 2%	4 2%
£40.01 to £50.00	4 1%	1 1%	1 1%	2 1%	1 *%	3 1%	* *%	- -%	3 3%	2 1%	1 1%	1 *%	2 1%
Over £50.00	5 1%	1 1%	1 1%	3 2%	4 2%	1 1%	1 1%	3 2%	1 1%	4 2%	1 1%	4 2%	1 1%
<b>SUMMARY CODES</b>													
UP TO £1.00	23 6%	7 4%	7 5%	10 8%	17 8% e	7 3%	11 8%	6 4%	7 5%	11 5%	12 7%	15 6%	9 5%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 25**

**QC4. Approximately how much did you spend on the postage used for the items that you sent in the last month - including letters, cards and parcels? (SINGLE CODE) PROMPTED**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
£1.01 TO £4.00	91	22	34	35	44	47	29	29	33	54	37	51	41
	22%	15%	27%	27%	23%	22%	22%	20%	25%	24%	20%	22%	23%
			a	a									
£4.01 TO £10.00	78	23	30	25	31	46	22	28	28	45	32	39	38
	19%	15%	24%	19%	16%	22%	17%	20%	21%	20%	17%	17%	21%
£10.00+	77	38	19	20	33	44	19	28	30	50	27	46	30
	19%	25%	15%	15%	17%	21%	14%	20%	23%	22%	15%	20%	17%
NO ITEMS SENT	93	36	26	31	55	38	42	27	23	38	55	50	42
	23%	23%	21%	24%	28%	18%	32%	19%	17%	17%	30%	22%	24%
					e		gh				i		
Don't know	42	25	9	8	14	28	9	23	10	23	19	26	16
	10%	16%	7%	6%	7%	13%	7%	16%	7%	10%	10%	11%	9%
		bc				d		fh					
Refused	3	2	1	-	1	2	-	1	2	2	1	1	2
	1%	2%	*%	-%	1%	1%	-%	*%	2%	1%	1%	*%	1%
Mean amount spent on postage in the last month in £s	6.19	5.60	5.85	7.21	6.11	6.27	5.05	5.99	7.55	7.25	4.91	6.32	6.03
Standard deviation	12.65	11.15	11.12	15.42	13.98	11.32	11.87	11.69	14.25	14.29	10.23	13.09	12.10
Standard error	.52	.78	.80	1.11	.82	.65	.92	.83	.95	.77	.65	.73	.74

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

**OFCom Residential Consumer Postal Tracker - Quarter 1 2015**

**Table 27**

**QC5. SHOWCARD Which of these types of mail would you say you have personally sent in the last month by post? (MULTI CODE)**

Base : All who have personally sent any items of post in the last month

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	458	163	151	144	208	250	114	162	182	286	171	253	205
Effective Weighted Sample	323	95	122	119	151	173	83	110	135	199	124	178	146
Total	314	117	99	99	140	174	91	114	110	185	129	178	137
Invitations/ greetings cards/ postcards	182	78	56	49	69	113	43	62	77	111	71	94	88
	58%	66%	56%	49%	49%	65%	48%	54%	70%	60%	55%	53%	64%
		c				d			fg				k
Formal letters to organisations or individuals	121	41	33	47	58	64	41	52	28	78	43	77	44
	39%	35%	34%	48%	41%	37%	45%	46%	26%	42%	34%	43%	32%
				ab			h	h				l	
Larger parcels - that will not fit through a letterbox	119	43	41	35	50	69	45	42	32	77	42	68	50
	38%	37%	41%	35%	36%	39%	49%	37%	29%	42%	33%	39%	37%
							h						
Personal letters (e.g. to a friend or relative)	102	33	36	32	48	54	24	32	46	55	46	48	54
	32%	28%	37%	33%	34%	31%	26%	28%	42%	30%	36%	27%	39%
									fg				k
Payment for bills/ invoices/ statements	81	20	30	31	33	48	19	31	31	49	32	48	32
	26%	17%	30%	31%	23%	28%	21%	28%	28%	26%	25%	27%	24%
			a	a									
Smaller parcels - that will fit through a letterbox	72	19	30	23	32	40	27	25	20	47	25	39	33
	23%	16%	30%	23%	23%	23%	29%	22%	19%	26%	19%	22%	24%
			a										
Items requiring a signature (FROM Q3 2014)	27	7	10	10	8	19	8	14	5	15	12	16	11
	9%	6%	10%	10%	6%	11%	9%	12%	5%	8%	9%	9%	8%
								h					
Any other type of mail sent	6	4	1	1	3	3	3	-	3	1	5	4	2
	2%	4%	1%	1%	2%	2%	3%	-%	3%	*%	4%	2%	1%
											i		

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 27**

**QC5. SHOWCARD** Which of these types of mail would you say you have personally sent in the last month by post? (MULTI CODE)

Base : All who have personally sent any items of post in the last month

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	458	163	151	144	208	250	114	162	182	286	171	253	205
Effective Weighted Sample	323	95	122	119	151	173	83	110	135	199	124	178	146
Total	314	117	99	99	140	174	91	114	110	185	129	178	137
Don't know	6	1	2	4	3	3	2	3	2	5	1	2	4
	2%	1%	2%	4%	2%	2%	2%	2%	1%	3%	1%	1%	3%
<b>SUMMARY CODES</b>													
ANY PERSONAL MAIL	223	90	71	63	92	132	56	72	95	131	93	115	109
	71%	77%	72%	64%	66%	76%	62%	64%	86%	71%	72%	65%	79%
		c				d			fg				k
ANY LETTERS (PERSONAL OR FORMAL)	188	63	60	65	89	99	55	70	63	114	74	106	82
	60%	54%	61%	66%	64%	57%	61%	62%	57%	62%	57%	60%	60%
ANY FORMAL MAIL	165	54	50	61	76	90	49	67	49	102	64	103	62
	53%	46%	51%	62%	54%	51%	54%	59%	45%	55%	49%	58%	46%
				a				h				l	
ANY PARCELS (SMALLER OR LARGER PARCELS)	124	43	45	35	53	71	46	42	36	80	43	70	54
	39%	37%	46%	36%	38%	41%	51%	37%	33%	44%	34%	39%	39%
							gh						

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 31**

**QC20. SHOWCARD** You said earlier that you have sent one or more parcels in the last month... When you sent these parcels, which of these methods did you use? (MULTI CODE)

Base : All who have sent any parcels in the last month (AT QC5)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	191	67	69	55	85	106	60	65	66	131	60	109	82
Effective Weighted Sample	138	40	57	44	62	77	44	47	50	94	45	82	57
Total	124	43	45	35	53	71	46	42	36	80	43	70	54
At a Post Office using Royal Mail or Parcelforce over the counter services	88	31	34	23	37	51	29	28	31	59	29	47	41
	71%	72%	75%	64%	70%	72%	63%	67%	85% fg	73%	67%	68%	75%
A Royal Mail Postbox (using stamps)	24	5	8	11	13	11	9	11	5	18	6	13	11
	20%	13%	18%	30% a	25%	16%	19%	26%	13%	22%	15%	19%	20%
Any online collection and delivery services (e.g. Parcelforce, DHL, TNT, Parcel2Go, Hermes etc.)	7	2	3	2	2	5	1	5	1	3	4	6	1
	6%	4%	7%	6%	5%	7%	3%	12%	3%	4%	10%	9%	1%
Any other over the counter services (e.g. DHL service points, TNT etc.)	6	4	1	1	3	3	4	*	1	4	1	4	2
	4%	8%	3%	2%	5%	4%	9% g	*% g	3%	5%	3%	5%	4%
Other method	3	1	1	1	1	3	2	1	-	2	1	3	1
	3%	3%	2%	3%	1%	4%	4%	4%	-%	2%	3%	4%	1%
TOTAL USING ROYAL MAIL POSTBOX OR POST OFFICE COUNTER SERVICES	109	36	40	32	48	60	38	36	34	73	36	60	49
	88%	85%	89%	90%	91%	85%	82%	87%	96% f	91%	82%	85%	91%
TOTAL USING ALTERNATIVE TO POSTBOX OR POST OFFICE COUNTER	16	7	5	4	6	10	7	7	2	9	7	13	3
	13%	15%	12%	11%	11%	14%	15%	16%	6%	11%	16%	18% l	6%
Don't know	5	3	1	1	1	4	4	*	1	2	3	2	3
	4%	7%	3%	2%	3%	5%	9% g	*% g	2%	2%	8%	3%	5%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**
**Table 32**
**QC21. SHOWCARD And why did you choose to use another method apart from a Postbox or Royal Mail or Parcelforce over the counter services at a Post Office to send your parcels? (MULTI CODE)**

Base : All who sent parcels using an alternative to Royal Mail Postbox or Post Office counter services

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	23	8	8	7	9	14	10	10	3	14	9	18	5
Effective Weighted Sample	19	7	6	6	7	12	9	8	2	11	8	15	4
Total	16	7	5	4	6	10	7	7	2	9	7	13	3
Cost (it's cheaper)	8	2	4	2	3	5	2	3	2	3	5	5	2
	47%	31%	67%	49%	47%	47%	32%	46%	100%	30%	70%	44%	61%
Convenient collection options (e.g. would collect from my home/ workplace)	3	1	1	1	-	3	2	1	-	2	1	3	-
	21%	17%	15%	35%	-%	32%	26%	21%	-%	24%	16%	26%	-%
Convenient delivery options (i.e. at a time/ place convenient to the recipient)	3	2	-	1	1	2	3	-	-	3	-	2	1
	18%	24%	-%	33%	23%	15%	40%	-%	-%	32%	-%	19%	16%
I wanted an express service	2	1	1	1	1	1	1	2	-	2	1	2	-
	14%	12%	15%	18%	26%	8%	11%	23%	-%	17%	11%	18%	-%
I wanted the delivery at a specific time	2	1	1	1	1	1	1	1	-	2	-	2	-
	14%	12%	15%	16%	14%	14%	20%	12%	-%	24%	-%	17%	-%
To ensure it got there on the day I wanted	2	2	-	-	1	1	1	1	-	2	-	2	-
	12%	28%	-%	-%	14%	11%	11%	17%	-%	21%	-%	15%	-%
Pre-paid label for returns provided by sender/ procedure for returns	1	1	-	1	1	1	1	1	-	1	-	1	1
	9%	12%	-%	15%	13%	6%	11%	9%	-%	15%	-%	5%	23%
To be able to track delivery	1	-	1	-	1	-	1	-	-	1	-	1	-
	7%	-%	21%	-%	19%	-%	15%	-%	-%	12%	-%	9%	-%
Recommendation	1	1	*	-	-	1	1	-	-	1	-	1	-
	6%	12%	2%	-%	-%	9%	13%	-%	-%	10%	-%	7%	-%
It's more secure	1	-	1	-	1	-	-	1	-	-	1	1	-
	5%	-%	15%	-%	14%	-%	-%	13%	-%	-%	12%	7%	-%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 32**

**QC21. SHOWCARD** And why did you choose to use another method apart from a Postbox or Royal Mail or Parcelforce over the counter services at a Post Office to send your parcels? (MULTI CODE)

Base : All who sent parcels using an alternative to Royal Mail Postbox or Post Office counter services

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	23	8	8	7	9	14	10	10	3	14	9	18	5
Effective Weighted Sample	19	7	6	6	7	12	9	8	2	11	8	15	4
Total	16	7	5	4	6	10	7	7	2	9	7	13	3
Other reasons	*	-	-	*	*	-	-	*	-	-	*	*	-
	1%	-%	-%	3%	2%	-%	-%	2%	-%	-%	2%	1%	-%
Don't know	1	-	1	-	-	1	-	1	-	1	-	1	-
	5%	-%	16%	-%	-%	8%	-%	13%	-%	9%	-%	7%	-%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 34**

**QC10. SHOWCARD Compared with two years ago, would you say that the number of items you send through the post has... (SINGLE CODE)**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted total		588	204	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample		407	117	153	199	208	118	136	160	237	171	219	188
Total		407	153	124	195	212	133	141	133	223	184	228	179
Increased greatly	(5.0)	18 4%	8 5%	5 4%	7 4%	11 5%	7 5%	5 3%	6 5%	7 3%	11 6%	9 4%	9 5%
Increased slightly	(4.0)	43 11%	17 11%	9 7%	18 14%	23 11%	26 20% gh	12 8%	6 4%	24 11%	20 11%	26 11%	18 10%
TOTAL INCREASED		62 15%	25 16%	14 11%	23 18%	34 16%	33 25% gh	16 12%	12 9%	31 14%	30 17%	35 15%	27 15%
Stayed the same	(3.0)	234 58%	89 58%	70 56%	75 58%	112 53%	71 54%	79 56%	84 63%	124 56%	110 60%	129 56%	106 59%
Decreased slightly	(2.0)	69 17%	22 14%	30 24% ac	18 14%	36 17%	17 13%	29 21%	23 18%	46 21% j	23 12%	43 19%	27 15%
Decreased greatly	(1.0)	35 8%	12 8%	10 8%	13 10%	24 11% d	7 5%	13 9%	14 11%	20 9%	15 8%	16 7%	18 10%
TOTAL DECREASED		104 25%	34 22%	40 32%	30 23%	60 28%	24 18%	43 30% f	38 28% f	66 30% j	38 21%	59 26%	45 25%
Don't know		8 2%	5 3%	* *%	2 2%	3 1%	5 4% h	3 2%	* *%	2 1%	6 3%	6 3%	2 1%
Mean score		2.9	2.9	2.8	2.9	2.8	3.1 gh	2.8	2.7	2.8	2.9	2.9	2.8
Standard deviation		.89	.89	.87	.91	.97	.88	.87	.88	.87	.91	.86	.92
Standard error		.04	.06	.06	.07	.06	.07	.06	.06	.05	.06	.05	.06
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l													



**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 35**

**QC11. SHOWCARD Which of these types of mail would you say you are sending more often by post? (MULTI CODE)**

Base : All who say that the number of items sent by post has increased, compared to two years ago

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	~b	~c	d	e	f	~g	~h	i	j	k	l
Unweighted total	80	31	21	28	38	42	37	24	19	45	35	43	37
Effective Weighted Sample	55	18	17	22	24	31	25	19	15	34	23	30	26
Total	62	25	14	23	27	34	33	16	12	31	30	35	27
Larger parcels - that will not fit through a letterbox	36	13	8	15	14	22	21	10	5	18	18	20	16
	59%	54%	59%	64%	51%	65%	65%	60%	41%	59%	58%	58%	60%
Formal letters to organisations or individuals	27	11	5	11	11	16	14	9	5	14	13	14	13
	44%	46%	37%	47%	41%	47%	41%	53%	41%	45%	44%	41%	48%
Invitations/ greetings cards/ postcards	25	11	5	9	11	14	12	6	7	13	13	15	10
	41%	45%	34%	40%	41%	41%	36%	39%	57%	40%	42%	44%	37%
Personal letters (e.g. to a friend or relative)	24	12	5	7	10	14	13	7	5	11	14	11	13
	39%	47%	36%	33%	38%	40%	38%	40%	41%	34%	45%	32%	49%
Smaller parcels - that will fit through a letterbox	22	6	7	9	11	11	13	6	3	12	10	12	10
	36%	22%	52%	41%	41%	32%	39%	39%	25%	39%	33%	36%	36%
Payment for bills/ invoices/ statements	14	2	6	6	5	9	4	7	4	10	4	8	6
	23%	8%	39%	28%	17%	27%	11%	41%	30%	32%	13%	22%	23%
Items requiring a signature (FROM Q3 2014)	12	5	2	5	1	11	6	4	2	6	6	4	7
	19%	19%	12%	23%	2%	32%	19%	23%	13%	19%	18%	13%	27%
Any other type of mail sent	1	1	-	-	-	1	1	-	1	-	1	1	1
	2%	6%	-%	-%	-%	4%	3%	-%	5%	-%	5%	2%	2%
<b>SUMMARY CODES</b>													
ALL SENDING MORE LETTERS (PERSONAL OR FORMAL)	41	18	10	14	19	21	21	12	8	21	20	22	19
	66%	71%	68%	60%	71%	63%	63%	75%	64%	68%	65%	64%	69%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 35**

**QC11. SHOWCARD Which of these types of mail would you say you are sending more often by post? (MULTI CODE)**

Base : All who say that the number of items sent by post has increased, compared to two years ago

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	~b	~c	d	e	f	~g	~h	i	j	k	l
Unweighted total	80	31	21	28	38	42	37	24	19	45	35	43	37
Effective Weighted Sample	55	18	17	22	24	31	25	19	15	34	23	30	26
Total	62	25	14	23	27	34	33	16	12	31	30	35	27
ALL SENDING MORE PARCELS (SMALLER OR LARGER PARCELS)	36	13	8	15	14	22	21	10	5	18	18	20	16
	59%	54%	59%	64%	51%	65%	65%	60%	41%	59%	58%	58%	60%
Don't know	1	1	-	-	1	-	-	-	1	1	-	-	1
	1%	3%	-%	-%	3%	-%	-%	-%	6%	2%	-%	-%	3%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 36**

**QC12. SHOWCARD Which of these types of mail would you say you are sending less often by post? (MULTI CODE)**

Base : All who say that the number of items sent by post has decreased, compared to two years ago

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	160	50	63	47	67	93	33	64	63	103	57	86	74
Effective Weighted Sample	106	25	48	39	53	55	27	37	45	62	46	53	56
Total	104	34	40	30	44	60	24	43	38	66	38	59	45
Invitations/ greetings cards/ postcards	50	18	19	13	16	34	12	17	22	36	14	24	26
	48%	54%	48%	42%	37%	57%	49%	39%	58%	54%	38%	41%	58%
						d							
Formal letters to organisations or individuals	28	14	8	6	9	19	5	15	7	22	6	20	8
	27%	41%	19%	21%	20%	32%	21%	36%	20%	34%	15%	33%	18%
										j			
Larger parcels - that will not fit through a letterbox	21	7	10	4	9	12	6	9	6	15	6	11	10
	20%	21%	26%	12%	20%	21%	24%	22%	16%	23%	16%	19%	22%
Personal letters (e.g. to a friend or relative)	19	4	9	6	9	10	4	6	9	11	8	7	12
	18%	13%	22%	20%	20%	17%	15%	15%	24%	17%	21%	12%	26%
Payment for bills/ invoices/ statements	18	6	6	6	9	9	4	6	8	13	5	8	10
	18%	18%	15%	21%	21%	15%	17%	14%	22%	20%	14%	14%	23%
Smaller parcels - that will fit through a letterbox	14	6	7	1	5	9	5	6	3	8	6	7	7
	14%	18%	17%	4%	12%	15%	20%	14%	9%	13%	15%	12%	16%
Items requiring a signature (FROM Q3 2014)	7	*	6	1	3	4	*	4	2	5	2	5	2
	6%	*%	14%	3%	7%	6%	1%	10%	6%	8%	5%	8%	5%
			a										
Any other type of mail sent	2	2	-	-	2	-	1	-	1	-	2	2	-
	2%	5%	-%	-%	4%	-%	4%	-%	2%	-%	5%	3%	-%
<b>SUMMARY CODES</b>													
ALL SENDING FEWER LETTERS (PERSONAL OR FORMAL)	40	16	14	10	14	26	7	18	15	29	11	22	18
	39%	47%	36%	32%	32%	44%	31%	42%	39%	44%	29%	38%	40%
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l													

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 36**

**QC12. SHOWCARD Which of these types of mail would you say you are sending less often by post? (MULTI CODE)**

Base : All who say that the number of items sent by post has decreased, compared to two years ago

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	160	50	63	47	67	93	33	64	63	103	57	86	74
Effective Weighted Sample	106	25	48	39	53	55	27	37	45	62	46	53	56
Total	104	34	40	30	44	60	24	43	38	66	38	59	45
ALL SENDING FEWER PARCELS (SMALLER OR LARGER PARCELS)	22	7	11	4	9	13	6	9	7	15	7	11	11
	21%	21%	28%	12%	20%	22%	24%	22%	18%	23%	18%	19%	24%
Don't know	1	*	*	1	1	*	-	1	*	1	-	*	1
	1%	*%	*%	2%	2%	*%	-%	2%	*%	1%	-%	*%	1%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**
**Table 37**
**QC13. SHOWCARD As your use of post has decreased compared with two years ago, which, if any, of these other forms of communication are you using more instead of post? (MULTI CODE)**

Base : All who say that the number of items sent by post has decreased, compared to two years ago

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	160	50	63	47	67	93	33	64	63	103	57	86	74
Effective Weighted Sample	106	25	48	39	53	55	27	37	45	62	46	53	56
Total	104	34	40	30	44	60	24	43	38	66	38	59	45
Email	68	25	25	18	29	39	18	32	19	47	21	47	22
	66%	74%	63%	60%	67%	65%	74%	75%	50%	72%	55%	80%	48%
							h	h				l	
Text messaging/ SMS	25	10	8	7	8	17	9	10	6	16	9	14	11
	24%	29%	19%	24%	19%	27%	38%	24%	15%	24%	24%	24%	24%
							h						
Calls made with a mobile phone	24	4	8	12	11	12	8	11	4	13	11	16	8
	23%	11%	20%	39%	26%	21%	33%	27%	11%	20%	28%	27%	17%
				a			h						
Calls made with a landline phone	18	3	9	6	7	11	1	6	10	8	9	7	11
	17%	8%	24%	18%	16%	18%	4%	14%	28%	12%	25%	12%	23%
									f				
Social networking websites/ apps	17	5	6	6	8	10	7	7	4	13	4	10	8
	17%	15%	15%	21%	17%	16%	28%	16%	10%	21%	10%	16%	17%
							h						
In person/ face-to-face	15	8	2	5	7	8	5	3	7	10	6	7	9
	15%	23%	6%	18%	16%	14%	22%	7%	19%	15%	15%	12%	19%
		b											
Instant Messaging	7	1	4	3	6	2	4	3	*	4	3	5	3
	7%	2%	9%	9%	13%	3%	16%	8%	1%	6%	9%	8%	6%
					e		h						
Direct debit	2	-	1	1	-	2	1	1	*	1	1	*	1
	2%	0%	3%	2%	0%	3%	3%	2%	1%	1%	2%	1%	3%
Online payments/ Paypal	1	-	1	-	-	1	-	-	1	1	-	-	1
	1%	0%	2%	0%	0%	1%	0%	0%	2%	1%	0%	0%	2%
Hand delivery	*	*	-	-	-	*	-	*	-	*	-	*	-
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**
**Table 37**
**QC13. SHOWCARD As your use of post has decreased compared with two years ago, which, if any, of these other forms of communication are you using more instead of post? (MULTI CODE)**

Base : All who say that the number of items sent by post has decreased, compared to two years ago

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	160	50	63	47	67	93	33	64	63	103	57	86	74
Effective Weighted Sample	106	25	48	39	53	55	27	37	45	62	46	53	56
Total	104	34	40	30	44	60	24	43	38	66	38	59	45
Other types of communication	1	*	1	1	1	1	-	1	1	1	-	1	1
	1%	*%	1%	2%	2%	1%	-%	2%	1%	2%	-%	1%	1%
INCREASE IN TEXT COMMUNICATION (EMAIL/ SMS/ I.M./ S.N.)	75	27	28	19	30	45	18	36	20	50	25	49	26
	72%	81%	71%	64%	69%	75%	78%	85%	54%	76%	65%	84%	57%
							h	h				l	
ANY INCREASE IN ONLINE (EMAIL/ I.M./ S.N.)	73	25	28	19	30	43	18	35	20	51	22	49	24
	71%	75%	71%	64%	69%	72%	78%	82%	53%	77%	59%	83%	54%
							h	h		j		l	
INCREASE IN SPEECH COMMUNICATION (CALLS/ IN PERSON)	42	11	14	17	17	25	10	14	18	23	19	20	21
	40%	34%	34%	55%	38%	42%	43%	32%	47%	35%	50%	35%	47%
				b									
ANY INCREASE IN CALLS	33	5	13	15	14	19	8	12	13	16	17	18	15
	32%	15%	32%	51%	33%	31%	33%	29%	35%	24%	46%	31%	34%
				a							i		
INCREASE IN ONE TYPE OF COMMUNICATION ONLY	42	16	18	8	16	26	7	21	14	29	13	26	16
	40%	47%	45%	26%	37%	43%	28%	50%	37%	44%	34%	44%	35%
INCREASE IN MULTIPLE TYPES OF COMMUNICATION	45	14	15	15	18	27	14	17	14	27	18	26	19
	43%	43%	39%	50%	41%	45%	58%	39%	38%	42%	46%	44%	43%
None in particular	13	2	6	4	9	4	2	3	7	7	6	6	7
	12%	7%	16%	14%	20%	6%	9%	7%	20%	11%	15%	10%	15%
					e								
Don't know	4	1	*	3	1	3	1	2	2	2	2	1	3
	4%	3%	*%	10%	2%	5%	4%	4%	4%	4%	4%	2%	7%
				b									

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**
**Table 39**
**QC25. SHOWCARD Looking to the future... Compared with now, would you say that the number of letters and cards you will be sending in the post two years from now will have... (SINGLE CODE)**

Base : All respondents (FROM Q3 2014)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted total		588	204	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample		407	117	153	199	208	118	136	160	237	171	219	188
Total		407	153	124	195	212	133	141	133	223	184	228	179
Increased greatly	(5.0)	4	3	1	2	2	3	1	-	2	2	4	-
		1%	2%	1%	1%	1%	2%	1%	-%	1%	1%	2%	-%
Increased slightly	(4.0)	33	18	7	15	18	19	9	5	11	23	18	15
		8%	11%	6%	8%	9%	14%	7%	4%	5%	12%	8%	9%
							gh				i		
TOTAL INCREASED		37	20	8	17	20	22	11	5	13	24	22	15
		9%	13%	6%	9%	9%	16%	8%	4%	6%	13%	10%	9%
							gh				i		
Stayed the same	(3.0)	273	95	91	139	134	82	101	91	143	130	153	120
		67%	62%	73%	71%	63%	62%	72%	68%	64%	71%	67%	67%
Decreased slightly	(2.0)	53	19	17	24	29	16	14	23	37	16	32	21
		13%	13%	14%	12%	14%	12%	10%	17%	16%	9%	14%	12%
										j			
Decreased greatly	(1.0)	18	7	5	7	11	2	6	11	14	4	6	12
		5%	4%	4%	4%	5%	2%	4%	8%	6%	2%	3%	7%
									f				k
TOTAL DECREASED		71	26	23	31	40	18	20	33	51	20	38	33
		18%	17%	18%	16%	19%	13%	14%	25%	23%	11%	17%	18%
									fg	j			
Don't know		25	12	3	8	17	11	9	4	16	9	15	10
		6%	8%	2%	4%	8%	9%	7%	3%	7%	5%	6%	6%
			b										
				b									
Mean score		2.9	2.9	2.8	2.9	2.8	3.0	2.9	2.7	2.8	3.0	2.9	2.8
							h	h			i		
Standard deviation		.67	.73	.61	.63	.70	.67	.63	.67	.70	.60	.65	.69
Standard error		.03	.05	.05	.04	.04	.05	.05	.05	.04	.04	.04	.04

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**
**Table 40**
**QC26. SHOWCARD Looking to the future... Compared with now, would you say that the number of parcels you will be sending in the post two years from now will have... (SINGLE CODE)**

Base : All respondents (FROM Q3 2014)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		588	204	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample		407	117	153	199	208	118	136	160	237	171	219	188
Total		407	153	124	195	212	133	141	133	223	184	228	179
Increased greatly	(5.0)	12 3%	5 3%	4 3%	3 2%	6 3%	7 3%	9 7% gh	2 2%	1 1%	6 3%	7 4%	5 3%
Increased slightly	(4.0)	28 7%	13 9%	10 8%	4 3%	14 7%	13 6%	19 14% gh	7 5%	2 1%	16 7%	12 6%	10 6%
TOTAL INCREASED		40 10%	18 12%	14 11%	7 6%	20 10%	20 9%	28 21% gh	9 7% h	3 2%	22 10%	18 10%	15 9%
Stayed the same	(3.0)	295 73%	105 69%	93 75%	97 75%	146 75%	150 71%	84 63%	110 78% f	101 76% f	154 69%	141 77%	161 71%
Decreased slightly	(2.0)	16 4%	5 3%	5 4%	5 4%	6 3%	10 5%	2 1%	4 3%	10 7% f	9 4%	6 3%	10 4%
Decreased greatly	(1.0)	11 3%	3 2%	4 3%	4 3%	6 3%	5 2%	2 2%	2 1%	6 5%	8 4%	3 2%	4 2%
TOTAL DECREASED		26 6%	8 5%	9 8%	9 7%	12 6%	14 7%	4 3%	6 4%	16 12% fg	17 8%	9 5%	14 6%
Don't know		45 11%	22 14% b	7 6%	16 12% b	17 9%	28 13%	16 12%	16 11%	13 10%	30 13%	15 8%	28 12%
Mean score		3.0	3.1	3.0	3.0	3.0	3.0	3.3 gh	3.0 h	2.8	3.0	3.1	3.1
Standard deviation		.61	.62	.65	.57	.62	.61	.72	.47	.57	.65	.57	.61
Standard error		.03	.05	.05	.04	.04	.04	.06	.04	.04	.04	.04	.04

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



**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 41**

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

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
None - not received any items in the last week	26 6%	12 8%	3 2%	11 9%	14 7%	12 6%	18 14%	3 2%	6 4%	10 5%	15 8%	14 6%	12 7%
		b		b			gh						
1 or 2 items received in the last week	66 16%	24 16%	20 16%	23 17%	32 16%	34 16%	34 25%	11 8%	22 17%	24 11%	42 23%	32 14%	34 19%
							g		g		i		
3 or 4 items received in the last week	75 18%	29 19%	20 16%	26 20%	44 23%	30 14%	26 20%	24 17%	25 18%	45 20%	30 16%	40 18%	34 19%
					e								
5 to 10 items received in the last week	154 38%	58 38%	54 44%	42 32%	70 36%	84 40%	38 28%	70 50%	46 35%	87 39%	67 36%	91 40%	64 36%
			c					fh					
11 to 20 items received in the last week	64 16%	17 11%	24 20%	22 17%	27 14%	37 17%	13 10%	27 19%	24 18%	46 21%	18 10%	41 18%	23 13%
							f	f	f	j			
21 to 30 items received in the last week	12 3%	5 3%	3 2%	4 3%	3 1%	9 4%	3 2%	3 2%	5 4%	6 3%	5 3%	6 3%	6 3%
31 to 50 items received in the last week	2 1%	2 1%	- -%	1 *%	1 1%	1 1%	- -%	1 *%	2 1%	1 1%	1 1%	1 *%	2 1%
Over 50 items received in the last week	3 1%	2 1%	- -%	1 1%	2 1%	1 *%	1 1%	1 1%	1 1%	2 1%	1 1%	2 1%	1 1%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 41**

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

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
<b>SUMMARY CODES</b>													
NONE	26 6%	12 8% b	3 2%	11 9% b	14 7%	12 6%	18 14% gh	3 2%	6 4%	10 5%	15 8%	14 6%	12 7%
LESS THAN 3 ITEMS (1-2 ITEMS)	66 16%	24 16%	20 16%	23 17%	32 16%	34 16%	34 25% g	11 8%	22 17% g	24 11%	42 23% i	32 14%	34 19%
LESS THAN 5 ITEMS (1-4 ITEMS)	141 35%	53 35%	40 32%	48 37%	76 39%	65 31%	60 45% g	34 24%	47 35% g	69 31%	72 39%	72 32%	68 38%
1-10 ITEMS	295 73%	110 72%	94 76%	91 70%	146 75%	149 70%	98 73%	105 74%	93 70%	156 70%	139 76%	163 72%	132 74%
11+ ITEMS	81 20%	26 17%	27 22%	27 21%	33 17%	48 23%	17 13%	32 23% f	33 24% f	55 25% j	26 14%	49 22%	32 18%
RECEIVED ANY ITEMS IN THE LAST WEEK	376 92%	137 90%	122 98% ac	118 91%	180 92%	197 93%	114 86%	136 97% f	126 94% f	212 95% j	165 90%	212 93%	164 92%
Don't know	4 1%	3 2%	* *%	1 1%	2 1%	2 1%	1 1%	1 1%	2 1%	1 *%	3 1%	1 *%	3 2%
Refused	1 *%	1 1%	- -%	- -%	- -%	1 1%	- -%	1 1%	- -%	- -%	1 1%	1 1%	- -%
Mean number of items received in the last week	7.3	6.7	7.8	7.4	7.3	7.3	5.8	8.0 f	8.1 f	8.2 j	6.2	7.4	7.1
Standard deviation	8.25	10.02	6.08	8.16	9.94	6.24	7.52	6.08	10.49	7.50	9.00	7.14	9.50
Standard error	.36	.79	.44	.59	.61	.38	.60	.45	.74	.42	.60	.42	.60
Mean number of letters and cards received in the last week	6.4	5.9	7.2	6.3	6.4	6.4	4.8	7.1 f	7.5 f	7.1 j	5.6	6.4	6.5

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 41**

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

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Standard deviation	7.52	9.66	5.92	6.48	9.14	5.55	6.03	5.13	10.34	6.22	8.82	5.77	9.31
Standard error	.33	.77	.43	.47	.56	.34	.49	.38	.73	.35	.59	.34	.59
Mean number of parcels received in the last week	.9	.9	.7	1.0	.8	1.0	.9	1.0	.8	1.0	.8	1.1	.7
Standard deviation	2.56	2.77	1.29	3.16	2.44	2.67	2.75	2.56	2.36	2.69	2.40	2.89	2.04
Standard error	.11	.20	.09	.23	.15	.16	.22	.18	.16	.15	.15	.16	.13
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l													

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 43**

**QD2. And how many of these items received in the last week were parcels? (SINGLE CODE) PROMPTED**

Base : All who have personally received any items of post in the last week

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	554	190	187	177	270	284	150	191	213	329	225	303	251
Effective Weighted Sample	382	107	150	143	189	194	105	131	151	228	156	211	171
Total	376	137	122	118	180	197	114	136	126	212	165	212	164
None - not received any parcels in the last week	250	91	81	78	120	130	74	84	93	130	121	129	121
	67%	67%	67%	66%	67%	66%	65%	61%	74% g	61%	73% i	61%	74% k
1 or 2 parcels received in the last week	85	26	32	26	43	42	28	36	21	55	30	58	27
	23%	19%	27%	22%	24%	21%	24%	26% h	17%	26%	18%	27% l	16%
3 or 4 parcels received in the last week	24	11	6	7	10	14	6	12	6	18	6	13	11
	6%	8%	5%	6%	6%	7%	5%	9%	5%	8%	4%	6%	7%
5 to 10 parcels received in the last week	11	4	2	4	3	8	2	4	4	5	6	7	3
	3%	3%	2%	4%	2%	4%	2%	3%	3%	2%	4%	3%	2%
11 to 20 parcels received in the last week	5	3	*	1	2	3	3	*	1	3	2	4	1
	1%	2%	*%	1%	1%	1%	3%	*%	1%	1%	1%	2%	1%
21 to 30 parcels received in the last week	1	-	-	1	1	-	-	1	-	1	-	1	-
	*%	-%	-%	1%	*%	-%	-%	*%	-%	*%	-%	*%	-%
<b>SUMMARY CODES</b>													
NONE	250	91	81	78	120	130	74	84	93	130	121	129	121
	67%	67%	67%	66%	67%	66%	65%	61%	74% g	61%	73% i	61%	74% k
LESS THAN 3 PARCELS (1-2 PARCELS)	85	26	32	26	43	42	28	36	21	55	30	58	27
	23%	19%	27%	22%	24%	21%	24%	26% h	17%	26%	18%	27% l	16%
LESS THAN 5 PARCELS (1-4 PARCELS)	109	37	38	34	53	56	34	48	27	73	36	71	38
	29%	27%	31%	29%	30%	28%	30%	35% h	22%	35% j	22%	33% l	23%
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l													

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 43**

**QD2. And how many of these items received in the last week were parcels? (SINGLE CODE) PROMPTED**

Base : All who have personally received any items of post in the last week

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	554	190	187	177	270	284	150	191	213	329	225	303	251
Effective Weighted Sample	382	107	150	143	189	194	105	131	151	228	156	211	171
Total	376	137	122	118	180	197	114	136	126	212	165	212	164
1-10 PARCELS	120	41	41	38	56	64	36	52	32	78	42	78	41
	32%	30%	33%	32%	31%	32%	32%	38% h	25%	37% j	26%	37% l	25%
11+ PARCELS	5	3	*	2	3	3	3	1	1	4	2	4	1
	1%	2%	*%	2%	2%	1%	3%	1%	1%	2%	1%	2%	1%
RECEIVED ANY PARCELS IN THE LAST WEEK	125	45	41	40	59	66	40	53	33	81	44	83	43
	33%	33%	33%	34%	33%	34%	35%	39% h	26%	38% j	27%	39% l	26%
Don't know	1	1	-	-	1	-	1	-	-	1	-	1	-
	*%	*%	-%	-%	*%	-%	1%	-%	-%	*%	-%	*%	-%
Mean number of parcels received in the last week	1.0	1.0	.7	1.2	.9	1.1	1.0	1.0	.8	1.0	.9	1.1	.7
Standard deviation	2.65	2.91	1.30	3.30	2.53	2.76	2.95	2.59	2.43	2.75	2.52	2.98	2.13
Standard error	.11	.22	.10	.25	.16	.17	.24	.19	.17	.15	.17	.17	.14
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l													

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 45**

**QD2. And how many of these items received in the last week were parcels? (SINGLE CODE) PROMPTED**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
None - not received any parcels in the last week	276	103	84	89	134	142	92	86	98	140	136	143	134
	68%	68%	67%	69%	69%	67%	69%	61%	74%	63%	74%	63%	75%
									g		i		k
1 or 2 parcels received in the last week	85	26	32	26	43	42	28	36	21	55	30	58	27
	21%	17%	26%	20%	22%	20%	21%	26%	16%	25%	16%	25%	15%
								h		j		l	
3 or 4 parcels received in the last week	24	11	6	7	10	14	6	12	6	18	6	13	11
	6%	7%	5%	6%	5%	6%	5%	8%	5%	8%	3%	6%	6%
5 to 10 parcels received in the last week	11	4	2	4	3	8	2	4	4	5	6	7	3
	3%	3%	2%	3%	1%	4%	2%	3%	3%	2%	3%	3%	2%
11 to 20 parcels received in the last week	5	3	*	1	2	3	3	*	1	3	2	4	1
	1%	2%	*%	1%	1%	1%	3%	*%	1%	1%	1%	2%	1%
21 to 30 parcels received in the last week	1	-	-	1	1	-	-	1	-	1	-	1	-
	*%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%	*%	-%
<b>SUMMARY CODES</b>													
NONE	276	103	84	89	134	142	92	86	98	140	136	143	134
	68%	68%	67%	69%	69%	67%	69%	61%	74%	63%	74%	63%	75%
									g		i		k
LESS THAN 3 PARCELS (1-2 PARCELS)	85	26	32	26	43	42	28	36	21	55	30	58	27
	21%	17%	26%	20%	22%	20%	21%	26%	16%	25%	16%	25%	15%
								h		j		l	
LESS THAN 5 PARCELS (1-4 PARCELS)	109	37	38	34	53	56	34	48	27	73	36	71	38
	27%	24%	31%	26%	27%	26%	26%	34%	20%	33%	20%	31%	21%
								h		j		l	

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 45**

**QD2. And how many of these items received in the last week were parcels? (SINGLE CODE) PROMPTED**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
1-10 PARCELS	120	41	41	38	56	64	36	52	32	78	42	78	41
	29%	27%	33%	29%	29%	30%	27%	37%	24%	35%	23%	34%	23%
								h		j		l	
11+ PARCELS	5	3	*	2	3	3	3	1	1	4	2	4	1
	1%	2%	*%	2%	1%	1%	3%	1%	1%	2%	1%	2%	1%
RECEIVED ANY PARCELS IN THE LAST WEEK	125	45	41	40	59	66	40	53	33	81	44	83	43
	31%	29%	33%	31%	30%	31%	30%	37%	25%	37%	24%	36%	24%
								h		j		l	
Don't know	4	3	*	1	2	2	1	1	2	1	3	1	3
	1%	2%	*%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
Mean number of parcels received in the last week	.9	.9	.7	1.0	.8	1.0	.9	1.0	.8	1.0	.8	1.1	.7
Standard deviation	2.56	2.77	1.29	3.16	2.44	2.67	2.75	2.56	2.36	2.69	2.40	2.89	2.04
Standard error	.11	.20	.09	.23	.15	.16	.22	.18	.16	.15	.15	.16	.13
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l													

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 47**

**SUMMARY OF ITEMS RECEIVED IN THE LAST WEEK**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
RECEIVED ANY LETTERS OR CARDS IN THE LAST WEEK	351 86%	120 79%	117 94% a	114 88%	170 87%	180 85%	103 77%	130 92% f	118 89% f	198 89%	152 83%	198 87%	153 85%
RECEIVED ANY PARCELS IN THE LAST WEEK	125 31%	45 29%	41 33%	40 31%	59 30%	66 31%	40 30%	53 37% h	33 25%	81 37% j	44 24%	83 36% l	43 24%
RECEIVED BOTH LETTERS OR CARDS AND PARCELS IN THE LAST WEEK	100 25%	28 19%	36 29%	36 27%	50 25%	50 24%	28 21%	46 33% fh	25 19%	68 31% j	32 17%	68 30% l	32 18%
ONLY RECEIVED LETTERS OR CARDS, NO PARCELS IN THE LAST WEEK	251 62%	92 60%	81 65%	78 60%	121 62%	130 62%	75 56%	84 59%	93 70% f	130 58%	121 66%	130 57%	121 68% k
ONLY RECEIVED PARCELS, NO LETTERS OR CARDS IN THE LAST WEEK	25 6%	16 11% bc	5 4%	4 3%	9 5%	16 8%	11 9%	7 5%	7 6%	13 6%	12 7%	14 6%	11 6%
NOT RECEIVED ANY LETTERS OR CARDS OR PARCELS IN THE LAST WEEK	26 6%	12 8% b	3 2%	11 9% b	14 7%	12 6%	18 14% gh	3 2%	6 4%	10 5%	15 8%	14 6%	12 7%

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



**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 48**

**QD17. SHOWCARD Thinking of the parcels that you have received in the last week, which of these companies delivered the parcels? (MULTI CODE)**

Base : All who have received any parcels in the last week

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	195	73	63	59	99	96	58	76	61	131	64	122	73
Effective Weighted Sample	140	44	52	46	76	66	47	52	43	89	51	86	56
Total	125	45	41	40	59	66	40	53	33	81	44	83	43
Royal Mail	92	37	30	26	45	46	28	39	25	60	32	62	30
	73%	82%	73%	64%	77%	70%	69%	74%	77%	74%	72%	75%	69%
Hermes	15	3	8	4	6	10	7	2	6	9	6	9	7
	12%	7%	20%	10%	10%	15%	18%	5%	19%	11%	14%	11%	16%
							g		g				
Parcelforce	10	4	1	5	6	4	3	4	3	5	5	5	5
	8%	8%	3%	12%	10%	6%	7%	7%	11%	6%	12%	6%	11%
Interlink DPD	9	1	5	3	2	7	3	5	1	6	3	7	3
	7%	3%	12%	8%	3%	11%	8%	10%	3%	7%	8%	8%	7%
DHL	9	4	3	3	7	2	5	2	2	8	2	7	3
	7%	8%	8%	6%	12%	3%	14%	3%	6%	9%	4%	8%	6%
UPS	9	5	2	3	3	6	2	7	1	8	1	8	2
	7%	11%	4%	7%	5%	9%	4%	13%	3%	10%	2%	9%	4%
Yodel	9	5	2	3	3	6	1	4	4	3	6	5	4
	7%	10%	4%	7%	5%	9%	3%	7%	12%	3%	14%	6%	9%
											i		
Citilink	6	4	2	-	4	2	1	3	1	3	3	6	-
	5%	9%	5%	-%	6%	3%	4%	7%	3%	4%	6%	7%	-%
												l	
FedEx	3	1	1	1	1	1	1	1	*	3	-	3	-
	2%	3%	2%	2%	2%	2%	4%	3%	*%	4%	-%	4%	-%
TNT Express	3	2	-	1	2	1	1	1	1	1	2	2	1
	2%	4%	-%	2%	3%	2%	2%	2%	2%	1%	5%	3%	1%
Citipost	1	*	-	1	1	-	1	*	-	1	-	1	-
	1%	*%	-%	2%	1%	-%	2%	*%	-%	1%	-%	1%	-%
Collect+ (Collect Plus)	*	*	-	-	-	*	*	-	-	*	-	*	-
	*%	*%	-%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 48**

**QD17. SHOWCARD** Thinking of the parcels that you have received in the last week, which of these companies delivered the parcels? (MULTI CODE)

Base : All who have received any parcels in the last week

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	195	73	63	59	99	96	58	76	61	131	64	122	73
Effective Weighted Sample	140	44	52	46	76	66	47	52	43	89	51	86	56
Total	125	45	41	40	59	66	40	53	33	81	44	83	43
Any other postal services company	9	6	2	2	3	6	4	4	2	6	4	9	1
	8%	12%	4%	5%	6%	9%	9%	8%	5%	7%	8%	10%	2%
ONLY ROYAL MAIL	52	18	17	17	27	25	13	25	14	33	19	31	21
	41%	41%	41%	43%	46%	38%	34%	47%	43%	41%	42%	37%	50%
ONLY ROYAL MAIL OR PARCELFORCE	60	21	18	21	32	28	15	28	17	36	23	35	25
	48%	47%	44%	52%	54%	42%	37%	53%	52%	45%	53%	42%	58%
ANY OTHER THAN ROYAL MAIL	66	26	21	20	29	37	24	25	17	43	23	48	19
	53%	57%	50%	51%	49%	56%	60%	48%	53%	53%	53%	58%	44%
ANY OTHER THAN ROYAL MAIL OR PARCELFORCE	59	23	19	16	24	35	22	22	14	40	19	44	15
	47%	52%	48%	41%	41%	52%	56%	42%	43%	49%	42%	53%	36%
ONLY OTHER NOT ROYAL MAIL	26	7	8	12	10	16	9	11	6	16	10	16	10
	21%	16%	19%	29%	18%	24%	24%	21%	19%	20%	23%	20%	24%
ROYAL MAIL AND OTHER	40	19	13	9	19	21	14	14	11	27	13	31	8
	32%	41%	32%	21%	31%	32%	36%	27%	34%	33%	30%	38%	20%
		c										l	
Don't know	7	1	3	3	3	4	3	3	1	5	2	4	3
	6%	2%	9%	7%	5%	6%	7%	5%	5%	6%	5%	5%	7%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 49**

**QD18. SHOWCARD** And were the parcels delivered at the first attempt, did you have a card left behind to let you know that the parcel could not be delivered because you were out, or have you experienced both of these in the last week? (SINGLE CODE)

Base : All who have received any parcels in the last week

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%													
Unweighted total	195	73	63	59	99	96	58	76	61	131	64	122	73
Effective Weighted Sample	140	44	52	46	76	66	47	52	43	89	51	86	56
Total	125	45	41	40	59	66	40	53	33	81	44	83	43
All delivered at first attempt	98	36	33	29	48	51	33	36	29	62	36	60	39
	79%	80%	82%	74%	81%	77%	84%	69%	88%	76%	83%	73%	90%
									g				k
All left a card to say the parcel could not be delivered	12	2	5	5	5	8	5	5	2	10	2	11	1
	10%	5%	12%	13%	8%	11%	11%	10%	6%	12%	5%	13%	3%
Experience of both in the last week	12	6	2	4	5	7	1	10	2	9	3	10	3
	10%	13%	6%	10%	9%	11%	1%	19%	5%	12%	7%	12%	6%
							fh						
Don't know	2	1	-	1	1	1	1	1	*	*	2	2	*
	2%	2%	-%	3%	2%	1%	4%	2%	-%	-%	5%	3%	-%
											i		
<b>SUMMARY CODES</b>													
TOTAL DELIVERED AT FIRST ATTEMPT	111	42	36	33	53	58	34	47	31	72	39	70	41
	89%	93%	88%	84%	90%	87%	85%	88%	93%	88%	90%	84%	96%
													k
TOTAL LEFT CARD TO SAY COULD NOT BE DELIVERED	24	8	7	9	10	15	5	16	4	19	5	20	4
	20%	18%	18%	23%	17%	22%	13%	30%	11%	24%	12%	25%	10%
							fh					l	

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 50**

**QD3. Approximately how many items of post - including letters, cards and parcels - have you personally received from the Republic of Ireland in the last month? (SINGLE CODE) PROMPTED**

Base : All in Northern Ireland who have personally received any items of post in the last week

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	35	24	11	-	18	17	12	8	15	21	14	20	15
Effective Weighted Sample	33	23	11	-	17	16	12	8	15	20	14	19	15
Total	4	3	1	-	2	2	1	1	1	2	1	2	1
None - not received any items from the R.O.I. last week	3	2	1	-	1	2	1	1	1	2	1	2	1
	89%	84%	100%	-%	82%	95%	93%	100%	77%	90%	87%	100%	71%
1 or 2 items received from the R.O.I. last week	*	*	-	-	*	-	-	-	*	*	-	-	*
	3%	5%	-%	-%	7%	-%	-%	-%	9%	5%	-%	-%	8%
3 or 4 items received from the R.O.I. last week	*	*	-	-	*	-	-	-	*	*	-	-	*
	3%	5%	-%	-%	7%	-%	-%	-%	9%	5%	-%	-%	8%
<b>SUMMARY CODES</b>													
NONE	3	2	1	-	1	2	1	1	1	2	1	2	1
	89%	84%	100%	-%	82%	95%	93%	100%	77%	90%	87%	100%	71%
LESS THAN 3 ITEMS (1-2 ITEMS)	*	*	-	-	*	-	-	-	*	*	-	-	*
	3%	5%	-%	-%	7%	-%	-%	-%	9%	5%	-%	-%	8%
LESS THAN 5 ITEMS (1-4 ITEMS)	*	*	-	-	*	-	-	-	*	*	-	-	*
	7%	9%	-%	-%	13%	-%	-%	-%	17%	10%	-%	-%	17%
1-10 ITEMS	*	*	-	-	*	-	-	-	*	*	-	-	*
	7%	9%	-%	-%	13%	-%	-%	-%	17%	10%	-%	-%	17%
RECEIVED ANY ITEMS IN THE LAST MONTH	*	*	-	-	*	-	-	-	*	*	-	-	*
	7%	9%	-%	-%	13%	-%	-%	-%	17%	10%	-%	-%	17%
Don't know	*	*	-	-	*	*	*	-	*	-	*	-	*
	5%	6%	-%	-%	4%	5%	7%	-%	6%	-%	13%	-%	12%
Mean number of items received from the Republic of Ireland in the last month	.2	.2	-	-	.4	-	-	-	.5	.2	-	-	.5
Standard deviation	.88	1.14	-	-	1.60	-	-	-	2.37	1.15	-	-	2.59
Standard error	.15	.24	-	-	.39	-	-	-	.63	.25	-	-	.72

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 51**

**QD3. Approximately how many items of post - including letters, cards and parcels - have you personally received from the Republic of Ireland in the last month? (SINGLE CODE) PROMPTED**

Base : All in Northern Ireland

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	36	24	12	-	18	18	12	9	15	22	14	21	15
Effective Weighted Sample	34	23	12	-	17	17	12	9	15	21	14	20	15
Total	4	3	1	-	2	2	1	1	1	3	1	2	1
None - not received any items from the R.O.I. last week	3	2	1	-	1	2	1	1	1	2	1	2	1
	86%	84%	91%	-%	82%	90%	93%	91%	77%	86%	87%	96%	71%
1 or 2 items received from the R.O.I. last week	*	*	-	-	*	-	-	-	*	*	-	-	*
	3%	5%	-%	-%	7%	-%	-%	-%	9%	5%	-%	-%	8%
3 or 4 items received from the R.O.I. last week	*	*	-	-	*	-	-	-	*	*	-	-	*
	3%	5%	-%	-%	7%	-%	-%	-%	9%	5%	-%	-%	8%
<b>SUMMARY CODES</b>													
NONE	3	2	1	-	1	2	1	1	1	2	1	2	1
	86%	84%	91%	-%	82%	90%	93%	91%	77%	86%	87%	96%	71%
LESS THAN 3 ITEMS (1-2 ITEMS)	*	*	-	-	*	-	-	-	*	*	-	-	*
	3%	5%	-%	-%	7%	-%	-%	-%	9%	5%	-%	-%	8%
LESS THAN 5 ITEMS (1-4 ITEMS)	*	*	-	-	*	-	-	-	*	*	-	-	*
	6%	9%	-%	-%	13%	-%	-%	-%	17%	10%	-%	-%	17%
1-10 ITEMS	*	*	-	-	*	-	-	-	*	*	-	-	*
	6%	9%	-%	-%	13%	-%	-%	-%	17%	10%	-%	-%	17%
RECEIVED ANY ITEMS IN THE LAST MONTH	*	*	-	-	*	-	-	-	*	*	-	-	*
	6%	9%	-%	-%	13%	-%	-%	-%	17%	10%	-%	-%	17%
Don't know	*	*	*	-	*	*	*	*	*	*	*	*	*
	7%	6%	9%	-%	4%	10%	7%	9%	6%	4%	13%	4%	12%
Mean number of items received from the Republic of Ireland in the last month	.2	.2	-	-	.4	-	-	-	.5	.2	-	-	.5
Standard deviation	.86	1.14	-	-	1.60	-	-	-	2.37	1.12	-	-	2.59
Standard error	.15	.24	-	-	.39	-	-	-	.63	.24	-	-	.72

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 52**

**QD4. SHOWCARD** Please think about items that are addressed to you personally rather than leaflets or charity collection envelopes or bags that may come through your letterbox. Which of these types of items would you say you have personally received through the post in the last month? (MULTI CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Bills/ invoices/ statements	345 85%	132 86%	103 83%	110 85%	164 84%	181 86%	104 78%	129 91% f	112 84%	192 86%	153 83%	203 89% l	142 79%
Standard circulars from organisations you do have a relationship with (e.g. newsletters, leaflets, promotions)	220 54%	81 53%	80 64% c	59 45%	98 50%	122 58%	56 42%	86 61% f	77 58% f	132 59% j	88 48%	129 57%	91 51%
Letters from organisations you do have a relationship with	194 48%	71 47%	58 47%	65 50%	96 49%	99 47%	61 46%	76 54%	57 43%	125 56% j	69 37%	120 53% l	74 41%
Addressed direct mail from organisations you don't have a relationship with	167 41%	68 45%	55 44%	44 34%	73 37%	94 45%	42 32%	62 44%	63 48% f	96 43%	71 39%	95 42%	73 41%
Catalogues/ brochures	137 34%	53 35%	44 36%	40 31%	62 32%	76 36%	30 23%	48 34% f	59 44% f	77 35%	60 33%	74 32%	64 36%
Invitations/ greetings cards/ postcards	136 33%	66 43% bc	30 24%	41 31%	70 36%	66 31%	34 26%	48 34%	54 41% f	82 37%	55 30%	78 34%	58 32%
Larger parcels - that will not fit through a letterbox	128 31%	46 30%	41 33%	41 31%	59 30%	69 32%	41 31%	53 37% h	34 25%	83 37% j	45 24%	83 36% l	45 25%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 52**

**QD4. SHOWCARD** Please think about items that are addressed to you personally rather than leaflets or charity collection envelopes or bags that may come through your letterbox. Which of these types of items would you say you have personally received through the post in the last month? (MULTI CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Smaller parcels - that will fit through a letterbox	115 28%	49 32%	29 23%	37 28%	57 29%	58 27%	45 34% h	43 30% h	27 20%	71 32%	44 24%	69 30%	46 25%
Personal letters (e.g. from a friend)	91 22%	35 23%	25 20%	31 24%	45 23%	46 22%	29 22%	27 19%	35 26%	50 22%	41 22%	37 16%	54 30% k
Magazines you subscribe to	50 12%	18 12%	17 14%	15 11%	26 14%	24 11%	15 11%	16 11%	20 15%	39 17% j	12 6%	26 11%	25 14%
Items requiring a signature (FROM Q3 2014)	45 11%	22 15% b	8 7%	14 11%	17 9%	27 13%	19 14%	14 10%	12 9%	24 11%	21 11%	32 14% l	13 7%
<b>SUMMARY CODES</b>													
ANY DIRECT MAIL	267 66%	98 64%	93 74% c	76 59%	119 61%	148 70% d	71 53%	104 74% f	92 70% f	154 69%	113 62%	159 70%	109 61%
ANY LETTERS (PERSONAL OR FROM ORGANISATIONS)	247 61%	89 58%	74 59%	84 65%	123 63%	124 59%	77 58%	93 66%	77 58%	153 69% j	94 51%	143 63%	104 58%
ANY PERSONAL	183 45%	79 52% b	48 39%	57 44%	93 47%	91 43%	52 39%	64 45%	68 51% f	106 48%	77 42%	97 43%	86 48%
ANY PUBLICATIONS (MAGAZINES OR CATALOGUES)	158 39%	59 39%	51 41%	47 36%	73 38%	85 40%	38 29%	55 39%	64 48% f	91 41%	67 36%	82 36%	76 42%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 52**

**QD4. SHOWCARD** Please think about items that are addressed to you personally rather than leaflets or charity collection envelopes or bags that may come through your letterbox. Which of these types of items would you say you have personally received through the post in the last month? (MULTI CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
ANY PARCELS (SMALL OR LARGE)	155	62	44	49	75	80	56	60	39	97	58	93	62
	38%	41%	35%	38%	39%	38%	42% h	42% h	29%	44% j	32%	41%	35%
Any other type of addressed mail received	1	1	-	-	1	-	-	1	-	1	-	*	1
	*%	*%	-%	-%	*%	-%	-%	*%	-%	*%	-%	*%	*%
Don't know	2	2	*	1	*	2	1	*	1	*	2	*	2
	1%	1%	*%	*%	*%	1%	1%	*%	1%	*%	1%	*%	1%

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



**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**
**Table 53**
**QD5. SHOWCARD Compared with two years ago, would you say that the number of addressed letters, cards and parcels you personally receive through the post has... (SINGLE CODE)**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Increased greatly	(5.0)	24 6%	16 11% bc	4 3% 4%	5 4%	13 7%	12 6% 9%	5 4%	7 5%	15 7%	10 5%	12 5%	13 7%
Increased slightly	(4.0)	76 19%	32 21%	22 18%	21 16%	44 22%	32 15% 26% h	27 19%	15 11%	44 20%	32 17%	46 20%	30 17%
TOTAL INCREASED	100 25%	49 32% bc	26 21%	26 20%	56 29%	44 21%	47 35% gh	32 22%	22 16%	59 26%	41 23%	58 25%	42 24%
Stayed the same	(3.0)	225 55%	78 51%	73 58%	74 57%	102 52%	123 58% 63 47%	79 56%	84 63% f	117 52%	108 59%	131 58%	94 52%
Decreased slightly	(2.0)	58 14%	18 12%	18 15%	21 16%	26 14%	31 15% 17 13%	19 14%	21 16%	34 15%	23 13%	26 11%	32 18%
Decreased greatly	(1.0)	17 4%	5 3%	6 4%	6 5%	6 3%	11 5% 3 2%	9 6%	5 4%	9 4%	8 4%	8 4%	8 5%
TOTAL DECREASED	74 18%	23 15%	24 19%	27 21%	32 17%	42 20%	20 15%	28 20%	26 20%	44 20%	31 17%	34 15%	41 23% k
Don't know	7 2%	2 2%	2 2%	3 2%	4 2%	3 1%	4 3% 3 2%	3 2%	1 1%	4 2%	4 2%	5 2%	2 1%
Mean score	3.1	3.2 bc	3.0	3.0	3.2	3.0	3.3 gh	3.0	3.0	3.1	3.1	3.1	3.0
Standard deviation	.86	.92	.80	.82	.86	.86	.89	.86	.81	.89	.83	.82	.91
Standard error	.04	.06	.06	.06	.05	.05	.07	.06	.05	.05	.05	.05	.06

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 54**

**QD6. SHOWCARD Which of these types of addressed items are you personally receiving more often through the post now? (MULTI CODE)**

Base : All who say that the number of items received by post has increased, compared to two years ago

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	130	57	37	36	77	53	52	42	36	83	47	77	53
Effective Weighted Sample	83	31	30	28	50	34	36	23	29	55	29	47	35
Total	100	49	26	26	56	44	47	32	22	59	41	58	42
Smaller parcels - that will fit through a letterbox	37	16	8	13	24	13	19	11	6	21	17	20	18
	37%	33%	31%	51%	42%	31%	42%	36%	29%	35%	40%	34%	41%
Bills/ invoices/ statements	34	15	7	12	22	12	22	6	7	20	14	25	9
	34%	31%	26%	47%	38%	28%	46%	17%	30%	33%	34%	43%	21%
							g					l	
Addressed direct mail from organisations you don't have a relationship with	31	15	11	5	12	19	8	14	9	20	11	16	15
	31%	31%	43%	19%	22%	43%	17%	46%	39%	34%	26%	27%	36%
						d		f	f				
Larger parcels - that will not fit through a letterbox	28	13	8	7	18	10	13	10	5	17	11	18	10
	28%	27%	32%	26%	32%	23%	29%	32%	22%	29%	27%	32%	23%
Letters from organisations you do have a relationship with	26	11	6	9	14	12	13	8	5	18	8	16	10
	26%	23%	22%	37%	25%	28%	27%	26%	24%	31%	19%	28%	24%
Standard circulars from organisations you do have a relationship with (e.g. newsletters, leaflets, promotions)	24	7	11	6	13	11	8	7	9	14	10	14	10
	24%	14%	43%	25%	23%	26%	18%	23%	40%	24%	24%	24%	24%
			a						f				
Catalogues/ brochures	14	6	6	2	6	8	4	4	5	7	7	7	7
	14%	12%	23%	9%	10%	19%	10%	14%	23%	12%	17%	12%	17%
Personal letters (e.g. from a friend)	7	4	2	1	6	1	5	1	1	2	5	2	5
	7%	8%	6%	5%	11%	2%	11%	4%	3%	3%	13%	4%	11%
Items requiring a signature (FROM Q3 2014)	6	3	2	1	3	3	3	2	1	3	3	3	3
	6%	7%	10%	2%	5%	8%	7%	6%	6%	6%	7%	6%	7%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 54**

**QD6. SHOWCARD Which of these types of addressed items are you personally receiving more often through the post now? (MULTI CODE)**

Base : All who say that the number of items received by post has increased, compared to two years ago

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	130	57	37	36	77	53	52	42	36	83	47	77	53
Effective Weighted Sample	83	31	30	28	50	34	36	23	29	55	29	47	35
Total	100	49	26	26	56	44	47	32	22	59	41	58	42
Magazines you subscribe to	5	1	3	2	3	3	2	2	1	5	*	3	2
	5%	2%	10%	7%	4%	6%	5%	5%	5%	9%	1%	5%	5%
Invitations/ greetings cards/ postcards	4	2	1	1	2	1	1	2	1	1	3	2	1
	4%	5%	2%	2%	4%	3%	2%	5%	5%	1%	7%	4%	3%
<b>SUMMARY CODES</b>													
ALL RECEIVING MORE FROM ORGANISATIONS (BILLS/ CIRCULARS/ D.M./ LETTERS)	74	37	19	18	38	36	35	22	17	45	29	45	30
	74%	76%	75%	72%	68%	83%	76%	69%	79%	78%	70%	77%	70%
ALL RECEIVING MORE PARCELS (SMALL OR LARGE)	40	16	9	14	25	15	20	13	7	23	17	22	18
	40%	33%	35%	56%	44%	35%	44%	41%	30%	39%	41%	38%	42%
LETTERS/ CIRCULARS FROM KNOWN ORGANISATIONS	37	14	12	10	21	15	17	9	10	25	12	21	16
	37%	29%	48%	40%	38%	36%	37%	29%	47%	42%	29%	36%	38%
ALL RECEIVING MORE LETTERS (PERSONAL OR FROM ORGANISATIONS)	33	15	7	10	20	13	18	9	5	20	13	18	14
	33%	31%	28%	40%	35%	30%	39%	30%	24%	34%	30%	32%	34%
ALL RECEIVING MORE PUBLICATIONS (MAGAZINES OR CATALOGUES)	16	6	6	4	8	9	6	5	5	9	7	8	8
	16%	12%	25%	16%	13%	20%	13%	16%	23%	16%	17%	14%	20%
ALL RECEIVING MORE FROM PERSONAL CONTACTS (LETTERS/ INVITATIONS/ CARDS)	10	6	2	1	8	2	6	3	1	2	8	5	5
	10%	13%	9%	5%	14%	5%	13%	9%	5%	4%	19%	9%	12%
TOTAL DIRECT MAIL	44	20	15	10	20	25	13	19	12	28	17	26	18
	44%	40%	57%	39%	35%	57%	29%	62%	53%	47%	41%	45%	43%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 55**

**QD7. SHOWCARD Which of these types of addressed items are you personally receiving less often through the post now? (MULTI CODE)**

Base : All who say that the number of items received by post has decreased, compared to two years ago

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 ~f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	114	30	44	40	51	63	26	43	45	71	43	52	62
Effective Weighted Sample	79	17	32	35	37	42	17	36	28	51	29	40	40
Total	74	23	24	27	32	42	20	28	26	44	31	34	41
Bills/ invoices/ statements	43	13	16	13	14	29	11	21	11	27	16	22	21
	58%	58%	67%	49%	42%	70%	57%	74%	41%	61%	52%	65%	52%
						d		h					
Personal letters (e.g. from a friend)	30	5	10	14	14	16	8	10	12	18	12	14	16
	40%	23%	43%	52%	43%	37%	40%	35%	45%	41%	38%	42%	38%
				a									
Invitations/ greetings cards/ postcards	25	10	9	6	15	10	6	8	10	12	13	12	13
	33%	41%	36%	23%	45%	24%	33%	27%	39%	27%	41%	34%	32%
Standard circulars from organisations you do have a relationship with (e.g. newsletters, leaflets, promotions)	14	4	8	2	8	6	4	8	1	6	8	8	6
	19%	17%	32%	9%	26%	14%	22%	30%	5%	13%	27%	24%	15%
			c					h					
Addressed direct mail from organisations you don't have a relationship with	12	2	5	5	7	5	2	5	5	7	4	4	7
	15%	9%	20%	17%	20%	12%	10%	16%	19%	17%	13%	13%	17%
Letters from organisations you do have a relationship with	10	1	3	5	5	5	2	4	4	6	4	3	6
	13%	6%	14%	18%	14%	13%	10%	14%	14%	15%	11%	10%	16%
Catalogues/ brochures	7	1	3	3	6	1	4	1	3	4	3	3	4
	9%	3%	14%	11%	20%	1%	20%	2%	9%	9%	9%	8%	10%
					e								
Smaller parcels - that will fit through a letterbox	3	2	-	2	2	1	1	1	1	2	2	2	2
	4%	7%	-%	6%	6%	3%	7%	4%	3%	4%	5%	5%	4%
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l													

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 55**

**QD7. SHOWCARD Which of these types of addressed items are you personally receiving less often through the post now? (MULTI CODE)**

Base : All who say that the number of items received by post has decreased, compared to two years ago

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	~f	g	h	i	j	k	l
Unweighted total	114	30	44	40	51	63	26	43	45	71	43	52	62
Effective Weighted Sample	79	17	32	35	37	42	17	36	28	51	29	40	40
Total	74	23	24	27	32	42	20	28	26	44	31	34	41
Larger parcels - that will not fit through a letterbox	2	1	-	1	2	*	1	*	1	2	1	2	1
	3%	4%	-%	5%	7%	*%	7%	1%	3%	4%	2%	5%	2%
Magazines you subscribe to	2	1	1	-	2	-	-	1	1	-	2	1	1
	2%	4%	3%	-%	5%	-%	-%	3%	3%	-%	6%	3%	2%
Items requiring a signature (FROM Q3 2014)	1	-	1	-	-	1	-	-	1	-	1	-	1
	1%	-%	4%	-%	-%	2%	-%	-%	4%	-%	3%	-%	2%
<b>SUMMARY CODES</b>													
ALL RECEIVING LESS FROM ORGANISATIONS (BILLS/ CIRCULARS/ D.M./ LETTERS)	55	16	17	21	22	33	16	23	16	35	20	27	28
	73%	70%	71%	78%	68%	78%	80%	82%	59%	80%	63%	79%	69%
ALL RECEIVING LESS FROM PERSONAL CONTACTS (LETTERS/ INVITATIONS/ CARDS)	42	14	13	15	22	21	10	14	18	24	19	20	23
	57%	60%	56%	55%	66%	50%	51%	50%	69%	54%	60%	59%	56%
ALL RECEIVING FEWER LETTERS (PERSONAL OR FROM ORGANISATIONS)	35	6	13	17	16	20	9	13	14	21	14	16	19
	47%	25%	52%	61%	48%	47%	43%	45%	53%	48%	46%	47%	48%
LETTERS/ CIRCULARS FROM KNOWN ORGANISATIONS	20	5	9	7	11	9	6	10	4	11	10	10	10
	27%	20%	37%	25%	35%	22%	33%	34%	17%	25%	31%	30%	25%
ALL RECEIVING FEWER PUBLICATIONS (MAGAZINES OR CATALOGUES)	8	2	3	3	7	1	4	2	3	4	4	4	4
	11%	7%	14%	11%	23%	1%	20%	5%	9%	9%	13%	11%	10%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 55**

**QD7. SHOWCARD Which of these types of addressed items are you personally receiving less often through the post now? (MULTI CODE)**

Base : All who say that the number of items received by post has decreased, compared to two years ago

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 ~f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	114	30	44	40	51	63	26	43	45	71	43	52	62
Effective Weighted Sample	79	17	32	35	37	42	17	36	28	51	29	40	40
Total	74	23	24	27	32	42	20	28	26	44	31	34	41
ALL RECEIVING FEWER PARCELS (SMALL OR LARGE)	3 4%	2 8%	- -%	2 6%	2 7%	1 3%	1 7%	1 4%	1 3%	2 4%	2 5%	2 5%	2 4%
Don't know	1 1%	1 3%	- -%	- -%	- -%	1 2%	1 4%	- -%	- -%	- -%	1 2%	- -%	1 2%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 56**

**QD8. Do you ever order items to be delivered to you through the post? IF YES Have you ever had to return any goods you bought which were delivered to you by post? (SINGLE CODE) PROMPTED**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Do not order items for delivery by post	114	50	28	36	60	54	28	29	57	44	70	50	64
	28%	33%	23%	28%	31%	26%	21%	21%	43% fg	20%	38% i	22%	36% k
Yes, and have returned some goods	154	54	52	49	65	89	54	63	38	94	60	98	56
	38%	35%	42%	38%	33%	42%	40% h	44% h	28%	42% j	33%	43% l	31%
Yes, but have not returned any goods	134	49	45	40	68	66	49	48	38	83	51	79	55
	33%	32%	36%	31%	35%	31%	37%	34%	28%	37% j	28%	35%	31%
TOTAL - ORDERED ITEMS TO BE DELIVERED BY POST	288	103	96	89	133	155	103	110	75	177	111	177	111
	71%	67%	77%	68%	68%	73%	77% h	78% h	57%	80% j	60%	78% l	62%
Don't know	5	-	-	5	3	2	2	1	1	1	3	1	4
	1%	-%	-%	4% ab	1%	1%	2%	1%	1%	1%	2%	*%	2%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 57**

**QD25. SHOWCARD** When you place an order for an item for yourself (either ordering in person, online or by telephone) where do you usually get the item delivered to? (MULTI CODE)

Base : Those who ever order items to be delivered (FROM Q1 2015)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	425	143	150	132	199	226	133	156	136	277	148	251	174
Effective Weighted Sample	294	81	117	108	140	154	93	106	103	194	102	177	118
Total	288	103	96	89	133	155	103	110	75	177	111	177	111
To your home address	271	96	91	85	129	142	99	99	73	165	106	164	107
	94%	93%	94%	95%	97%	92%	97%	89%	97%	93%	96%	92%	97%
							g		g				
To your work address	8	4	2	2	2	6	1	6	1	6	2	7	1
	3%	4%	2%	2%	1%	4%	1%	6%	1%	3%	2%	4%	1%
To the store using a 'collect from store' option	6	1	4	1	1	5	1	4	1	5	1	4	2
	2%	1%	4%	2%	1%	3%	1%	4%	1%	3%	1%	2%	2%
To the address of a friend/ family member	1	1	-	1	1	1	-	1	-	1	1	1	1
	*%	1%	-%	1%	*%	1%	-%	1%	-%	*%	1%	*%	*%
Somewhere else	2	1	-	1	1	1	1	-	1	1	1	1	1
	1%	1%	-%	1%	*%	1%	1%	-%	1%	*%	1%	1%	1%

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



**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 58**

**QD19. SHOWCARD** When an item requires a signature or is too large to fit through your letterbox and you are not in to receive it, your delivery person may leave a 'Sorry you were out' card. Have you received a card like this from the deliverer? IF YES - How would you tend to deal with a 'Sorry you were out' card? (MULTI CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%													
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Pick up the item from the delivery/ enquiry office	208 51%	75 49%	79 63% ac	55 42%	110 56%	99 47%	67 50%	80 57%	62 46%	129 58% j	79 43%	133 58% l	75 42%
Arrange for delivery to a neighbour	79 20%	26 17%	27 22%	27 21%	39 20%	40 19%	28 21%	30 21%	22 16%	39 17%	41 22%	47 21%	32 18%
Arrange for redelivery to your home	55 14%	17 11%	24 19% c	14 11%	26 13%	29 14%	22 17% h	25 18% h	8 6%	36 16%	19 11%	41 18% l	14 8%
Arrange for the item to be left in a safe place outside of your home	36 9%	6 4%	21 17% ac	9 7%	17 9%	18 9%	13 10%	12 9%	10 8%	22 10%	14 8%	21 9%	15 8%
Get a friend/ family member to pick up the item from the delivery/ enquiry office	17 4%	4 3%	6 5%	7 5%	8 4%	9 4%	5 4%	9 6%	3 2%	14 6% j	3 1%	13 6%	4 2%
Arrange for the item to be delivered to a local Post Office branch from which you pick it up	12 3%	2 1%	5 4%	4 3%	5 3%	7 3%	* *% f	4 3%	8 6% f	8 3%	4 2%	5 2%	7 4%
Arrange for redelivery to an alternative address (perhaps work or a relative's home)	8 2%	4 2%	3 3%	1 1%	3 1%	6 3%	2 1%	6 4% h	1 1%	7 3%	2 1%	8 3% l	1 *% l

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 58**

**QD19. SHOWCARD** When an item requires a signature or is too large to fit through your letterbox and you are not in to receive it, your delivery person may leave a 'Sorry you were out' card. Have you received a card like this from the deliverer? IF YES - How would you tend to deal with a 'Sorry you were out' card? (MULTI CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%													
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Arrange to pick up at the operator's depot	7 2%	2 2%	1 *%	4 3%	2 1%	5 2%	2 2%	3 2%	1 1%	3 1%	4 2%	4 2%	3 1%
Arrange to pick it up from a collection point/ box	6 1%	1 1%	4 3%	1 1%	3 1%	3 1%	3 2%	3 2%	- -%	5 2%	1 1%	4 2%	1 1%
Don't rearrange delivery or collection, send the item back to the sender	1 *%	- -%	1 *%	- -%	- -%	1 *%	- -%	- -%	1 *%	1 *%	- -%	- -%	1 *%
Any other way	3 1%	1 1%	1 1%	* *%	2 1%	1 *%	1 1%	- -%	2 1%	1 *%	2 1%	2 1%	1 1%
Not applicable - don't receive 'Sorry you were out' cards	110 27%	54 36% b	16 13%	40 31% b	50 25%	61 29%	35 27%	31 22%	44 33% g	48 21%	62 34% i	48 21%	63 35% k
Don't know	1 *%	1 1%	- -%	1 *%	- -%	1 1%	- -%	1 1%	1 *%	1 *%	1 *%	- -%	1 1%
TOTAL ITEM LEFT WITH NEIGHBOUR/ OUTSIDE OF THE HOME	99 24%	28 18%	40 32% a	32 24%	49 25%	50 24%	36 27%	36 26%	27 20%	53 24%	46 25%	59 26%	41 23%
TOTAL ARRANGE REDELIVERY/ DELIVERY TO BRANCH	70 17%	23 15%	28 22%	20 15%	31 16%	39 19%	24 18%	31 22% h	16 12%	45 20%	25 14%	51 22% l	20 11%
TOTAL PICK UP FROM DELIVERY/ ENQUIRY OFFICE/ COLLECTION POINT/ BOX/ DEPOT	217 53%	76 50%	80 64% ac	62 47%	112 57%	105 50%	70 53%	84 59% h	63 48%	134 60% j	83 45%	138 60% l	80 44%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 59**

**QD21. SHOWCARD** In the last month have any of these happened as a result of a Royal Mail delivery to your home while you were out? (MULTI CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
A card was left with instructions to collect the item from Royal Mail or rearrange delivery	96 24%	41 27%	25 20%	31 24%	57 29% e	39 19%	32 24%	37 26%	27 20%	60 27%	36 20%	67 30% l	29 16%
A card was left to say the item had been left with a neighbour	55 14%	22 14%	16 13%	17 13%	31 16%	25 12%	18 14%	26 19% h	11 8%	30 13%	26 14%	36 16%	19 11%
A card was left to say where the item could be found outside of your home	18 5%	2 2%	7 6%	9 7% a	9 5%	9 4%	8 6% h	9 6% h	2 1%	13 6%	6 3%	13 6%	6 3%
The item was left outside of your home for you to find	9 2%	- -%	3 2%	6 5% a	3 2%	6 3%	* *% f	6 4%	3 2%	6 3%	2 1%	6 3%	3 2%
ANY LEFT A CARD BY ROYAL MAIL	138 34%	56 37%	39 32%	42 32%	79 40% e	59 28%	48 36%	54 39% h	35 26%	81 36%	57 31%	93 41% l	45 25%
None of these	261 64%	94 62%	83 67%	84 65%	114 58%	147 69% d	84 63%	85 60%	93 70%	138 62%	122 67%	133 58%	128 71% k
Don't know	4 1%	2 1%	* *% f	1 1%	2 1%	2 1%	1 *% f	1 1%	2 2%	2 1%	2 1%	1 *% f	3 2%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 60**

**QD22. SHOWCARD** When you most recently received a 'Sorry you were out' card with options to collect the item from Royal Mail or rearrange delivery, what action did you take? (SINGLE CODE)

Base : Those who have been left with a 'Sorry you were out' card by Royal Mail in the last month with instructions to collect the item from Royal Mail or rearrange delivery

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	142	62	37	43	82	60	38	60	44	93	49	97	45
Effective Weighted Sample	102	37	32	34	56	47	25	47	36	68	34	69	33
Total	96	41	25	31	57	39	32	37	27	60	36	67	29
Collected the item from the sorting office/ delivery office	56	22	16	19	35	21	16	26	14	36	20	39	17
	59%	54%	64%	61%	62%	54%	50%	70%	53%	61%	55%	58%	60%
Rearranged delivery to the same address	18	11	5	2	12	6	8	6	5	11	7	16	3
	19%	28%	21%	6%	21%	16%	26%	15%	18%	19%	20%	23%	10%
		c											
Collected the item from the Post Office	17	6	2	9	8	9	5	5	7	10	7	9	8
	18%	14%	8%	31%	14%	24%	17%	12%	27%	17%	20%	13%	29%
				b									
Rearranged delivery to a different address	3	1	1	1	1	2	2	1	-	1	2	3	-
	3%	2%	3%	3%	2%	4%	6%	2%	-%	1%	5%	4%	-%
Another action	1	1	-	-	-	1	1	-	-	1	-	-	1
	1%	1%	-%	-%	-%	1%	2%	-%	-%	1%	-%	-%	2%
Don't know	1	-	1	-	1	*	-	*	1	1	*	1	-
	1%	-%	4%	-%	1%	*%	-%	*%	3%	1%	*%	1%	-%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**
**Table 61**
**QD23A. SHOWCARD** How satisfied were you with that recent experience where a card was left with instructions to collect the item from Royal Mail or rearrange delivery? (SINGLE CODE)

Base : Those who have been left with a 'Sorry you were out' card by Royal Mail in the last month with instructions to collect the item from Royal Mail or rearrange delivery

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	142	62	37	43	82	60	38	60	44	93	49	97	45
Effective Weighted Sample	102	37	32	34	56	47	25	47	36	68	34	69	33
Total	96	41	25	31	57	39	32	37	27	60	36	67	29
Very satisfied	65	26	16	24	41	24	24	23	18	41	24	45	21
	68%	63%	65%	77%	72%	62%	76%	62%	68%	68%	67%	66%	73%
Fairly satisfied	23	10	7	6	12	11	5	11	7	14	9	18	5
	24%	24%	30%	20%	21%	29%	16%	31%	24%	24%	25%	27%	16%
TOTAL SATISFIED	88	35	23	30	53	36	29	34	25	55	33	63	25
	92%	87%	94%	96%	93%	91%	92%	92%	92%	92%	92%	93%	89%
Neither satisfied nor dissatisfied	4	3	1	1	2	2	2	2	1	3	2	2	2
	4%	6%	3%	2%	3%	6%	6%	4%	3%	4%	4%	4%	6%
Fairly dissatisfied	3	2	1	-	2	1	1	1	1	2	1	2	1
	3%	6%	2%	-%	3%	3%	2%	3%	4%	3%	4%	3%	4%
Very dissatisfied	*	-	-	*	*	-	-	-	*	*	-	-	*
	*%	-%	-%	1%	1%	-%	-%	-%	1%	1%	-%	-%	1%
TOTAL DISSATISFIED	3	2	1	*	2	1	1	1	1	2	1	2	1
	4%	6%	2%	1%	4%	3%	2%	3%	5%	4%	4%	3%	5%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 62**

**QD23B. SHOWCARD** How satisfied were you with that recent experience where a card was left to say the item had been left with a neighbour? (SINGLE CODE)

Base : Those who have been left with a 'Sorry you were out' card by Royal Mail in the last month to say the item had been left with a neighbour

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	d	e	~f	g	~h	i	j	k	~l
Unweighted total	76	29	24	23	44	32	23	31	22	46	30	48	28
Effective Weighted Sample	54	18	19	18	35	20	18	21	17	33	22	37	17
Total	55	22	16	17	31	25	18	26	11	30	26	36	19
Very satisfied	50	20	13	16	28	22	17	24	9	27	22	32	18
	89%	91%	83%	93%	90%	89%	93%	91%	80%	91%	87%	87%	94%
Fairly satisfied	3	2	1	-	1	2	-	2	2	1	2	2	1
	6%	9%	8%	-%	4%	9%	-%	6%	15%	4%	8%	6%	6%
TOTAL SATISFIED	53	22	15	16	29	24	17	25	10	28	24	34	19
	95%	100%	91%	93%	93%	98%	93%	97%	95%	95%	95%	93%	100%
Neither satisfied nor dissatisfied	1	-	-	1	1	1	1	-	1	-	1	1	-
	2%	-%	-%	7%	2%	2%	3%	-%	5%	-%	5%	3%	-%
Don't know	1	-	1	-	1	-	1	1	-	1	-	1	-
	3%	-%	9%	-%	5%	-%	3%	3%	-%	5%	-%	4%	-%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 63**

**QD23C. SHOWCARD** How satisfied were you with that recent experience where a card was left to say where the item could be found outside of your home? (SINGLE CODE)

Base : Those who have been left with a 'Sorry you were out' card by Royal Mail in the last month to say where the item could be found outside their home

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	26	5	11	10	12	14	9	13	4	17	9	19	7
Effective Weighted Sample	18	4	9	7	10	8	7	9	3	12	6	12	5
Total	18	2	7	9	9	9	8	9	2	13	6	13	6
Very satisfied	11	2	2	7	5	6	3	6	2	7	4	5	6
	59%	66%	31%	82%	52%	67%	44%	65%	100%	54%	72%	42%	100%
Fairly satisfied	1	-	1	-	-	1	-	1	-	1	-	1	-
	4%	-%	11%	-%	-%	9%	-%	9%	-%	6%	-%	6%	-%
TOTAL SATISFIED	12	2	3	7	5	7	3	7	2	8	4	6	6
	64%	66%	41%	82%	52%	75%	44%	74%	100%	60%	72%	48%	100%
Neither satisfied nor dissatisfied	1	-	1	-	-	1	-	1	-	-	1	1	-
	4%	-%	10%	-%	-%	8%	-%	8%	-%	-%	13%	6%	-%
Fairly dissatisfied	2	-	-	2	-	2	2	-	-	2	-	2	-
	8%	-%	-%	18%	-%	17%	19%	-%	-%	12%	-%	12%	-%
TOTAL DISSATISFIED	2	-	-	2	-	2	2	-	-	2	-	2	-
	8%	-%	-%	18%	-%	17%	19%	-%	-%	12%	-%	12%	-%
Don't know	4	1	4	-	4	-	3	2	-	4	1	4	-
	24%	34%	49%	-%	48%	-%	37%	18%	-%	28%	14%	35%	-%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 64**

**QD23D. SHOWCARD** How satisfied were you with that recent experience where the item was left outside of your home for you to find? (SINGLE CODE)

Base : Those who have been left with an item to find outside their home by Royal Mail in the last month

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE ~d	FEMALE ~e	16-34 ~f	35-54 ~g	55+ ~h	ABC1 ~i	C2DE ~j	WORKING ~k	NOT WORKING ~l
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	12	-	5	7	3	9	1	8	3	9	3	9	3
Effective Weighted Sample	9	-	4	5	3	6	1	5	3	6	2	6	3
Total	9	-	3	6	3	6	*	6	3	6	2	6	3
Very satisfied	1	-	1	*	1	*	*	1	-	1	*	1	-
	13%	-%	35%	4%	27%	6%	100%	19%	-%	17%	5%	20%	-%
TOTAL SATISFIED	1	-	1	*	1	*	*	1	-	1	*	1	-
	13%	-%	35%	4%	27%	6%	100%	19%	-%	17%	5%	20%	-%
Fairly dissatisfied	2	-	*	2	2	*	-	2	-	2	-	2	-
	26%	-%	5%	35%	73%	2%	-%	40%	-%	36%	-%	39%	-%
Very dissatisfied	4	-	2	3	-	4	-	2	2	3	1	2	2
	46%	-%	60%	41%	-%	70%	-%	41%	58%	48%	43%	40%	58%
TOTAL DISSATISFIED	6	-	2	5	2	4	-	5	2	5	1	5	2
	72%	-%	65%	76%	73%	72%	-%	81%	58%	83%	43%	80%	58%
Don't know	1	-	-	1	-	1	-	-	1	-	1	-	1
	14%	-%	-%	20%	-%	21%	-%	-%	42%	-%	52%	-%	42%

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



**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 65**

**QD24. When you have had a card left behind by Royal Mail in the last month, was there someone at home that could have received the Royal Mail delivery item? (SINGLE CODE)**

Base : Those who have been left with a 'Sorry you were out' card by Royal Mail in the last month (ADDED FROM MAY 2014)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	204	83	60	61	114	90	59	82	63	129	75	134	70
Effective Weighted Sample	139	48	48	46	79	60	40	56	49	90	51	93	46
Total	138	56	39	42	79	59	48	54	35	81	57	93	45
Yes, someone <u>could</u> have received the item at my home	10	2	4	4	6	4	2	5	3	8	2	8	2
	8%	4%	10%	9%	8%	7%	5%	10%	8%	10%	4%	9%	5%
No, no-one was at home	120	52	33	35	67	53	42	47	30	68	52	79	41
	87%	93%	83%	83%	85%	89%	88%	87%	85%	84%	91%	85%	91%
Don't know	8	2	3	3	6	2	4	2	2	5	3	6	2
	6%	3%	7%	8%	7%	3%	7%	3%	7%	6%	5%	6%	4%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 66**

**QD20. SHOWCARD** When you receive post, at what time of day is your mail normally delivered to your home during the week - so Monday to Friday? (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Before 8.00am	1	1	-	-	-	1	-	1	-	*	1	1	-
	*%	1%	-%	-%	-%	*%	-%	1%	-%	*%	*%	*%	-%
8.00am - noon	199	77	74	48	107	93	73	71	55	101	97	120	79
	49%	50%	60%	37%	55%	44%	55%	50%	42%	45%	53%	53%	44%
		c	c		e		h						
12.01pm - 3.00pm	132	29	42	61	56	75	39	45	48	77	55	68	64
	32%	19%	33%	47%	29%	36%	29%	32%	36%	34%	30%	30%	36%
			a	ab									
3.01pm - 6.00pm	4	2	-	2	1	3	-	1	3	3	1	4	*
	1%	1%	-%	2%	1%	1%	-%	1%	2%	1%	*%	2%	*%
6.01pm or later	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
<b>SUMMARY CODES</b>													
BEFORE MIDDAY	200	78	74	48	107	94	73	72	55	101	98	121	79
	49%	51%	60%	37%	55%	44%	55%	51%	42%	46%	53%	53%	44%
		c	c		e		h						
MIDDAY OR LATER	136	31	42	63	57	78	39	46	51	80	56	72	64
	33%	20%	33%	49%	29%	37%	29%	33%	38%	36%	30%	31%	36%
			a	ab									
Don't know	11	6	1	4	9	1	4	2	4	4	7	6	5
	3%	4%	1%	3%	5%	1%	3%	2%	3%	2%	4%	2%	3%
					e								
It varies too much to say	60	38	8	14	22	38	17	21	22	38	23	30	31
	15%	25%	6%	11%	11%	18%	13%	15%	17%	17%	12%	13%	17%
		bc											

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 68**

**QE6. SHOWCARD** How reliant would you say you are on post in terms of letters and cards as a way of communicating? (SINGLE CODE)

Base : All respondents (FROM Q3 2014)

			MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
			JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample		407	117	153	157	199	208	118	136	160	237	171	219	188
Total		407	153	124	130	195	212	133	141	133	223	184	228	179
Very reliant	(5.0)	94	31	24	39	41	53	22	29	43	44	50	48	46
		23%	20%	19%	30% b	21%	25%	16%	21%	32% fg	20%	27%	21%	26%
Fairly reliant	(4.0)	149	48	49	53	70	79	46	62	41	88	61	92	57
		37%	31%	39%	41%	36%	37%	35%	44% h	31%	40%	33%	41%	32%
TOTAL RELIANT		244	79	73	92	112	132	68	91	84	132	111	141	103
		60%	52%	58%	71% ab	57%	62%	51%	65% f	63% f	59%	61%	62%	57%
Neither reliant nor not reliant	(3.0)	39	14	14	11	18	21	9	13	17	24	15	18	21
		10%	9%	11%	8%	9%	10%	6%	10%	13%	11%	8%	8%	12%
Not very reliant	(2.0)	74	36	23	16	41	33	27	22	25	43	31	42	32
		18%	23% c	18%	12%	21%	16%	20%	16%	19%	19%	17%	18%	18%
Not at all reliant	(1.0)	48	24	15	9	24	24	27	14	7	23	25	27	22
		12%	16% c	12%	7%	12%	12%	21% gh	10%	5%	10%	14%	12%	12%
TOTAL NOT RELIANT		122	60	38	25	65	57	54	36	32	66	56	69	53
		30%	39% c	30% c	19%	33%	27%	41% gh	26%	24%	30%	30%	30%	30%
Don't know		2	-	-	2	1	1	2	-	-	-	2	-	2
		1%	-%	-%	2%	*%	1%	2%	-%	-%	-%	1%	-%	1%
Mean score		3.4	3.2	3.4	3.8 ab	3.3	3.5	3.1	3.5 f	3.7 f	3.4	3.4	3.4	3.4
Standard deviation		1.34	1.40	1.31	1.22	1.35	1.33	1.44	1.26	1.26	1.29	1.41	1.32	1.37
Standard error		.06	.10	.09	.09	.08	.08	.11	.09	.08	.07	.09	.07	.08

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

### Table 69

Base : All respondents (FROM Q3 2014)

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 70**

**QE2. SHOWCARD** Thinking about your experience of using the postal service to send and receive mail, how would you rate your overall satisfaction with the postal service? (SINGLE CODE)

Base : All respondents

			MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
			JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample		407	117	153	157	199	208	118	136	160	237	171	219	188
Total		407	153	124	130	195	212	133	141	133	223	184	228	179
Very satisfied	(5.0)	172 42%	53 35%	50 40%	69 53% ab	91 47%	80 38%	56 42%	49 35%	67 50% g	86 39%	85 46%	92 40%	80 45%
Fairly satisfied	(4.0)	184 45%	73 48%	58 47%	52 40%	80 41%	104 49%	61 46%	70 50%	53 40%	107 48%	76 41%	105 46%	79 44%
TOTAL SATISFIED		355 87%	126 83%	108 87%	121 93% a	171 88%	184 87%	117 88%	119 84%	120 90%	194 87%	161 88%	196 86%	159 89%
Neither satisfied nor dissatisfied	(3.0)	32 8%	14 9%	12 10% c	5 4%	14 7%	18 9%	11 9%	16 11% h	4 3%	21 9%	11 6%	23 10%	9 5%
Fairly dissatisfied	(2.0)	11 3%	6 4%	3 2%	2 1%	5 2%	6 3%	- -%	3 2%	8 6% f	7 3%	4 2%	3 1%	8 4%
Very dissatisfied	(1.0)	4 1%	3 2%	2 1%	- -%	2 1%	2 1%	- -%	3 2%	1 1%	1 1%	3 1%	3 1%	2 1%
TOTAL DISSATISFIED		15 4%	9 6%	4 3%	2 1%	7 3%	8 4%	- -%	6 4% f	9 6% f	8 4%	6 3%	5 2%	9 5%
Don't know		5 1%	3 2%	- -%	2 2%	4 2%	1 1%	5 4% gh	- -%	1 *% i	- -%	5 3% i	3 1%	2 1%
Mean score		4.3	4.1	4.2	4.5 ab	4.3	4.2	4.3 g	4.1	4.3 g	4.2	4.3	4.2	4.3
Standard deviation		.80	.87	.80	.64	.80	.79	.64	.86	.85	.79	.81	.78	.82
Standard error		.03	.06	.06	.05	.05	.05	.05	.06	.06	.04	.05	.04	.05

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 71**

**QE4. SHOWCARD** How satisfied are you overall with the postal service in terms of the value for money of sending mail? (SINGLE CODE)

Base : All respondents

			MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
			JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample		407	117	153	157	199	208	118	136	160	237	171	219	188
Total		407	153	124	130	195	212	133	141	133	223	184	228	179
Very satisfied	(5.0)	117	45	29	43	63	54	43	38	36	54	62	63	54
		29%	30%	23%	33%	32%	26%	32%	27%	27%	24%	34% i	27%	30%
Fairly satisfied	(4.0)	163	47	60	57	81	82	51	60	52	97	66	100	63
		40%	30%	48% a	44% a	41%	39%	39%	43%	39%	43%	36%	44%	35%
TOTAL SATISFIED		280	92	88	100	144	136	94	98	88	151	129	163	117
		69%	60%	71%	77% a	74% e	64%	71%	69%	66%	68%	70%	72%	65%
Neither satisfied nor dissatisfied	(3.0)	52	25	15	12	25	27	19	15	18	30	22	28	24
		13%	16%	12%	9%	13%	13%	14%	11%	13%	14%	12%	12%	14%
Fairly dissatisfied	(2.0)	44	21	13	10	15	30	10	18	16	26	17	21	23
		11%	14%	11%	8%	8%	14% d	7%	13%	12%	12%	9%	9%	13%
Very dissatisfied	(1.0)	20	8	6	6	5	15	4	8	8	12	8	11	10
		5%	6%	5%	5%	3%	7% d	3%	6%	6%	5%	5%	5%	5%
TOTAL DISSATISFIED		65	29	19	16	20	45	14	27	24	38	26	32	33
		16%	19%	16%	12%	10%	21% d	11%	19%	18%	17%	14%	14%	18%
Don't know		10	7	1	2	7	3	5	1	4	3	7	5	5
		3%	5%	1%	2%	4%	2%	4%	1%	3%	1%	4%	2%	3%
Mean score		3.8	3.7	3.7	3.9	4.0 e	3.6	3.9	3.7	3.7	3.7	3.9	3.8	3.7
Standard deviation		1.14	1.22	1.08	1.08	1.01	1.22	1.05	1.17	1.17	1.13	1.14	1.09	1.19
Standard error		.05	.09	.08	.08	.06	.07	.08	.08	.08	.06	.07	.06	.07

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 72**

**QE5. SHOWCARD** How would you rate your overall satisfaction with Royal Mail? (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING	
		a	b	c	d	e	f	g	h	i	j	k	l	
Significance Level: 95%														
Unweighted total		588	204	192	287	301	168	197	223	341	246	318	270	
Effective Weighted Sample		407	117	153	199	208	118	136	160	237	171	219	188	
Total		407	153	124	130	195	212	133	141	133	223	228	179	
Very satisfied	(5.0)	162 40%	53 35%	44 36%	65 50% ab	85 43%	77 37%	57 43%	50 36%	54 41%	77 35%	85 46% i	85 37%	77 43%
Fairly satisfied	(4.0)	187 46%	70 46%	64 52%	53 41%	86 44%	101 48%	62 47%	64 46%	60 45%	113 51% j	73 40%	110 48%	77 43%
TOTAL SATISFIED		349 86%	123 80%	108 87%	118 91% a	171 87%	178 84%	119 90%	115 81%	115 86%	191 86%	158 86%	195 86%	154 86%
Neither satisfied nor dissatisfied	(3.0)	39 10%	20 13%	11 9%	8 7%	16 8%	22 11%	8 6%	22 16% fh	9 7%	22 10%	16 9%	24 11%	15 8%
Fairly dissatisfied	(2.0)	9 2%	4 3%	3 2%	2 1%	2 1%	6 3%	- -%	1 1%	7 5% fg	6 3%	3 1%	2 1%	6 4%
Very dissatisfied	(1.0)	6 1%	3 2%	3 2%	1 *%	3 1%	3 1%	1 1%	3 2%	2 1%	4 2%	2 1%	3 1%	3 1%
TOTAL DISSATISFIED		14 4%	7 4%	5 4%	2 2%	5 3%	10 5%	1 1%	4 3%	9 7% f	10 4%	5 3%	6 2%	9 5%
Don't know		5 1%	3 2%	- -%	1 1%	3 2%	1 1%	5 4% gh	- -%	- -%	- -%	5 3% i	3 1%	1 1%
Mean score		4.2	4.1	4.2	4.4 ab	4.3	4.2	4.4 g	4.1	4.2	4.1	4.3 i	4.2	4.2
Standard deviation		.82	.87	.83	.72	.79	.84	.66	.86	.89	.83	.80	.79	.86
Standard error		.03	.06	.06	.05	.05	.05	.05	.06	.06	.04	.05	.04	.05

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**
**Table 73**
**QE8. SHOWCARD** Thinking about the Royal Mail post boxes you use to send items through the post, how would you rate your satisfaction with how often the items are collected from the post boxes? (SINGLE CODE)

Base : All respondents (FROM Q3 2014)

			MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
			JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample		407	117	153	157	199	208	118	136	160	237	171	219	188
Total		407	153	124	130	195	212	133	141	133	223	184	228	179
Very satisfied	(5.0)	163	56	50	58	77	86	56	54	53	76	86	85	77
		40%	36%	40%	44%	40%	40%	42%	39%	40%	34%	47% i	37%	43%
Fairly satisfied	(4.0)	164	63	52	48	82	82	55	56	52	95	69	98	65
		40%	41%	42%	37%	42%	39%	41%	40%	39%	43%	37%	43%	37%
TOTAL SATISFIED		326	119	102	106	159	167	111	111	105	171	155	183	143
		80%	78%	82%	81%	81%	79%	83%	78%	79%	77%	84%	80%	80%
Neither satisfied nor dissatisfied	(3.0)	34	14	11	9	15	19	13	14	7	22	12	22	12
		8%	9%	9%	7%	8%	9%	10%	10%	5%	10%	6%	10%	7%
Fairly dissatisfied	(2.0)	9	1	3	6	7	2	-	4	6	6	3	4	5
		2%	*%	2%	5% a	4%	1%	-%	3%	4% f	3%	2%	2%	3%
Very dissatisfied	(1.0)	7	2	2	3	2	5	1	2	4	5	2	3	4
		2%	2%	1%	2%	1%	3%	1%	2%	3%	2%	1%	1%	2%
TOTAL DISSATISFIED		16	3	4	9	9	8	1	6	9	10	6	7	9
		4%	2%	3%	7% a	4%	4%	1%	4%	7% f	5%	3%	3%	5%
Don't use post boxes to send		4	1	1	2	2	2	2	1	2	4	1	1	3
		1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	*%	*%	2%
Don't know		26	16	7	4	10	16	7	10	10	15	11	15	12
		6%	10% c	5%	3%	5%	7%	5%	7%	7%	7%	6%	6%	6%
Mean score		4.2	4.2	4.2	4.2	4.2	4.2	4.3	4.2	4.2	4.1	4.4 i	4.2	4.3
Standard deviation		.86	.80	.82	.95	.83	.89	.72	.88	.96	.89	.80	.82	.90
Standard error		.04	.06	.06	.07	.05	.05	.06	.06	.07	.05	.05	.05	.06

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



**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 74**

**QE3A. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The time of day your post is delivered to you (SINGLE CODE)**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted total		588	204	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample		407	117	153	199	208	118	136	160	237	171	219	188
Total		407	153	124	130	195	212	133	141	133	223	184	179
Very satisfied	(5.0)	187	69	56	62	95	92	64	60	63	90	97	101
		46%	45%	45%	48%	43%	48%	42%	47%	40%	53%	44%	48%
											i		
Fairly satisfied	(4.0)	134	43	50	41	64	70	44	48	42	79	54	78
		33%	28%	40%	31%	33%	33%	33%	34%	32%	35%	30%	34%
				a									
TOTAL SATISFIED		320	113	105	102	158	162	108	107	105	168	151	179
		79%	74%	85%	79%	81%	76%	81%	76%	79%	76%	82%	79%
				a									
Neither satisfied nor dissatisfied	(3.0)	43	21	11	10	17	25	11	18	13	27	16	26
		10%	14%	9%	8%	9%	12%	8%	13%	10%	12%	9%	12%
Fairly dissatisfied	(2.0)	27	12	6	9	13	14	9	8	10	16	11	13
		7%	8%	5%	7%	7%	7%	7%	6%	7%	7%	6%	6%
Very dissatisfied	(1.0)	12	6	2	5	4	8	3	5	5	10	3	7
		3%	4%	1%	4%	2%	4%	2%	4%	3%	4%	2%	3%
TOTAL DISSATISFIED		40	18	8	14	17	22	11	14	14	25	14	20
		10%	12%	6%	11%	9%	10%	9%	10%	11%	11%	8%	9%
Don't know		4	1	-	3	2	2	3	2	-	2	2	2
		1%	1%	-%	3%	1%	1%	2%	1%	-%	1%	1%	1%
				b									
Mean score		4.1	4.0	4.2	4.1	4.2	4.1	4.2	4.1	4.1	4.0	4.3	4.1
											i		
Standard deviation		1.05	1.12	.90	1.10	1.01	1.08	.99	1.07	1.08	1.10	.97	1.03
Standard error		.04	.08	.07	.08	.06	.06	.08	.08	.07	.06	.06	.06

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 75**

**QE3A. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The time of day your post is delivered to you (SINGLE CODE)**

Base : All respondents

		NORMAL DELIVERY TIME		
		Total	BEFORE MIDDAY	MIDDAY ONWARDS
Significance Level: 95%			a	b
Unweighted total		588	314	198
Effective Weighted Sample		407	219	147
Total		407	200	136
Very satisfied	(5.0)	187	118	49
		46%	59%	36%
			b	
Fairly satisfied	(4.0)	134	70	50
		33%	35%	37%
TOTAL SATISFIED		320	187	99
		79%	94%	73%
			b	
Neither satisfied nor dissatisfied	(3.0)	43	10	16
		10%	5%	12%
			a	
Fairly dissatisfied	(2.0)	27	2	13
		7%	1%	10%
			a	
Very dissatisfied	(1.0)	12	1	5
		3%	1%	4%
			a	
TOTAL DISSATISFIED		40	3	19
		10%	2%	14%
			a	
Don't know		4	-	1
		1%	-%	1%
Mean score		4.1	4.5	3.9
			b	
Standard deviation		1.05	.69	1.11
Standard error		.04	.04	.08
Columns Tested: a,b				

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 76**

**QE3B. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The security of the service (i.e. assurance that it will arrive at its destination safely) (SINGLE CODE)**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted total		588	204	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample		407	117	153	199	208	118	136	160	237	171	219	188
Total		407	153	124	130	195	212	133	141	133	223	184	179
Very satisfied	(5.0)	211	78	60	104	107	74	66	71	107	104	117	94
		52%	51%	48%	53%	51%	56%	47%	53%	48%	57%	51%	52%
Fairly satisfied	(4.0)	153	51	54	71	83	47	62	45	93	59	93	61
		38%	33%	44%	36%	39%	35%	44%	34%	42%	32%	41%	34%
										j			
TOTAL SATISFIED		364	128	114	175	190	121	127	116	201	163	210	155
		90%	84%	92%	89%	90%	91%	90%	87%	90%	89%	92%	86%
			a	a									
Neither satisfied nor dissatisfied	(3.0)	20	16	2	12	8	6	3	11	12	8	8	12
		5%	10%	2%	6%	4%	4%	2%	8%	5%	5%	4%	7%
			bc						g				
Fairly dissatisfied	(2.0)	12	6	5	4	8	3	6	3	4	9	6	7
		3%	4%	4%	2%	4%	2%	4%	2%	2%	5%	2%	4%
				c									
Very dissatisfied	(1.0)	6	1	1	3	3	1	3	2	4	2	4	2
		1%	1%	1%	3%	1%	1%	2%	1%	2%	1%	2%	1%
TOTAL DISSATISFIED		18	7	6	7	11	4	9	5	7	11	9	9
		4%	5%	5%	4%	5%	3%	7%	4%	3%	6%	4%	5%
Don't know		4	1	1	2	3	2	1	1	3	1	1	3
		1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	*%	2%
Mean score		4.4	4.3	4.4	4.4	4.4	4.5	4.3	4.4	4.3	4.4	4.4	4.4
Standard deviation		.83	.88	.79	.82	.84	.74	.89	.85	.80	.87	.81	.87
Standard error		.03	.06	.06	.05	.05	.06	.06	.06	.04	.06	.05	.05
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l													

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 77**

**QE3C. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The length of time it takes to reach its destination after it's sent (SINGLE CODE)**

Base : All respondents

			MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
			JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample		407	117	153	157	199	208	118	136	160	237	171	219	188
Total		407	153	124	130	195	212	133	141	133	223	184	228	179
Very satisfied	(5.0)	192	59	62	71	98	94	63	64	65	96	96	106	86
		47%	39%	50%	55%	50%	45%	48%	46%	49%	43%	52%	47%	48%
					a									
Fairly satisfied	(4.0)	154	60	49	45	73	80	53	55	45	90	63	93	61
		38%	39%	39%	35%	38%	38%	40%	39%	34%	40%	35%	41%	34%
TOTAL SATISFIED		346	119	111	116	171	175	117	119	110	186	160	199	147
		85%	78%	89%	89%	88%	83%	88%	84%	83%	83%	87%	87%	82%
				a	a									
Neither satisfied nor dissatisfied	(3.0)	38	23	9	6	16	22	10	11	17	20	18	15	23
		9%	15%	7%	5%	8%	10%	8%	7%	13%	9%	10%	7%	13%
			bc											k
Fairly dissatisfied	(2.0)	4	1	1	3	3	2	3	1	1	3	2	3	1
		1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	1%	1%
Very dissatisfied	(1.0)	9	4	2	3	3	6	-	6	2	7	2	6	2
		2%	3%	1%	2%	1%	3%	-%	5%	2%	3%	1%	3%	1%
								f						
TOTAL DISSATISFIED		13	5	2	6	5	8	3	7	3	9	4	9	4
		3%	3%	2%	4%	3%	4%	2%	5%	2%	4%	2%	4%	2%
Don't know		10	6	2	2	3	7	3	4	3	8	2	5	5
		2%	4%	2%	2%	1%	4%	3%	3%	2%	3%	1%	2%	3%
Mean score		4.3	4.1	4.4	4.4	4.4	4.3	4.4	4.2	4.3	4.2	4.4	4.3	4.3
				a	a									
Standard deviation		.86	.91	.76	.86	.81	.90	.72	.97	.85	.90	.79	.88	.83
Standard error		.04	.06	.06	.06	.05	.05	.06	.07	.06	.05	.05	.05	.05

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 80**

**QE3G. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The availability of post boxes (SINGLE CODE)**

Base : All respondents (FROM Q3 2014)

			MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
			JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample		407	117	153	157	199	208	118	136	160	237	171	219	188
Total		407	153	124	130	195	212	133	141	133	223	184	228	179
Very satisfied	(5.0)	219	74	71	75	112	108	69	69	81	109	110	116	103
		54%	48%	57%	58%	57%	51%	52%	49%	61%	49%	60%	51%	57%
										g		i		
Fairly satisfied	(4.0)	134	59	43	32	61	73	48	54	33	80	53	79	55
		33%	39%	35%	24%	31%	34%	36%	38%	25%	36%	29%	35%	31%
			c					h	h					
TOTAL SATISFIED		353	132	114	107	173	180	116	123	114	190	163	195	158
		87%	87%	91%	82%	88%	85%	87%	87%	86%	85%	89%	86%	88%
				c										
Neither satisfied nor dissatisfied	(3.0)	30	13	9	8	12	18	9	9	12	17	13	18	11
		7%	8%	7%	6%	6%	8%	7%	6%	9%	8%	7%	8%	6%
Fairly dissatisfied	(2.0)	12	5	1	7	4	9	3	6	4	8	5	9	3
		3%	3%	1%	5%	2%	4%	2%	4%	3%	3%	3%	4%	2%
					b									
Very dissatisfied	(1.0)	6	1	-	5	5	1	1	3	2	4	2	4	2
		2%	1%	-%	4%	2%	1%	1%	2%	2%	2%	1%	2%	1%
					b									
TOTAL DISSATISFIED		19	6	1	12	9	10	4	9	6	12	7	14	5
		5%	4%	1%	9%	4%	5%	3%	6%	4%	5%	4%	6%	3%
					b									
Don't know		6	2	1	3	2	4	3	1	2	4	1	1	5
		1%	1%	1%	2%	1%	2%	2%	1%	1%	2%	1%	*%	3%
														k
Mean score		4.4	4.3	4.5	4.3	4.4	4.3	4.4	4.3	4.4	4.3	4.4	4.3	4.5
Standard deviation		.87	.81	.66	1.08	.89	.85	.81	.91	.88	.90	.82	.92	.79
Standard error		.04	.06	.05	.08	.05	.05	.06	.07	.06	.05	.05	.05	.05

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 81**

**QE3H. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The availability of Post Offices (SINGLE CODE)**

Base : All respondents (FROM Q3 2014)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		Total	JAN 2015	FEB 2015	MAR 2015	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample		407	117	153	157	199	208	118	136	160	237	171	219	188
Total		407	153	124	130	195	212	133	141	133	223	184	228	179
Very satisfied	(5.0)	190	71	49	70	96	94	68	64	59	95	95	104	86
		47%	47%	39%	54% b	49%	45%	51%	45%	44%	43%	52%	46%	48%
Fairly satisfied	(4.0)	134	53	44	37	62	72	49	45	41	78	56	76	58
		33%	35%	35%	28%	32%	34%	37%	32%	30%	35%	30%	33%	32%
TOTAL SATISFIED		324	124	93	107	158	166	116	109	99	173	150	180	144
		80%	81%	75%	83%	81%	78%	88% gh	77%	75%	78%	82%	79%	80%
Neither satisfied nor dissatisfied	(3.0)	34	19	11	4	12	22	7	14	13	23	11	22	12
		8% c	12% c	9% c	3%	6%	10%	5%	10%	10%	11%	6%	10%	7%
Fairly dissatisfied	(2.0)	32	7	16	9	16	16	4	13	15	16	16	16	16
		8% a	4% a	13% a	7%	8%	8%	3% f	9% f	11% f	7%	9%	7%	9%
Very dissatisfied	(1.0)	14	3	4	7	8	5	4	5	5	9	5	8	6
		3% a	2% a	3% a	6%	4%	3%	3% f	4% f	4% f	4% f	3% f	4% f	3% f
TOTAL DISSATISFIED		46	10	20	17	24	22	8	18	20	25	21	24	22
		11% a	6% a	16% a	13% a	12% a	10% a	6% f	13% f	15% f	11% f	11% f	11% f	12% f
Don't know		3	-	1	2	1	2	2	-	1	1	1	1	1
		1% a	-% a	*% a	2% a	*% a	1% a	2% a	-% a	*% a	1% a	1% a	1% a	1% a
Mean score		4.1	4.2	4.0	4.2	4.1	4.1	4.3 gh	4.1	4.0	4.1	4.2	4.1	4.1
Standard deviation		1.08	.95	1.13	1.16	1.12	1.04	.93	1.12	1.15	1.09	1.07	1.07	1.09
Standard error		.04	.07	.08	.08	.07	.06	.07	.08	.08	.06	.07	.06	.07
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l														

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 82**

**QE3F. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The cost of postage (SINGLE CODE)**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted total		588	204	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample		407	117	153	199	208	118	136	160	237	171	219	188
Total		407	153	124	130	195	212	133	141	133	223	184	179
Very satisfied	(5.0)	105	42	31	33	59	42	38	25	47	59	66	39
		26%	28%	25%	25%	30%	32%	27%	19%	21%	32%	29%	22%
					e		h				i		
Fairly satisfied	(4.0)	126	36	42	48	69	43	39	44	72	53	69	57
		31%	24%	34%	37%	36%	32%	28%	33%	32%	29%	30%	32%
					a								
TOTAL SATISFIED		231	78	72	80	129	85	77	69	119	112	135	96
		57%	51%	58%	62%	66%	64%	55%	52%	53%	61%	59%	53%
					e		h						
Neither satisfied nor dissatisfied	(3.0)	69	26	26	16	27	23	24	22	42	27	43	26
		17%	17%	21%	13%	14%	17%	17%	17%	19%	15%	19%	14%
Fairly dissatisfied	(2.0)	64	29	16	19	23	16	23	25	36	27	29	35
		16%	19%	13%	14%	12%	12%	16%	19%	16%	15%	13%	19%
						d							
Very dissatisfied	(1.0)	28	10	8	10	9	3	13	12	19	9	15	14
		7%	7%	6%	8%	4%	2%	9%	9%	9%	5%	6%	8%
							f		f				
TOTAL DISSATISFIED		93	39	24	29	31	19	36	38	56	36	44	48
		23%	26%	19%	22%	16%	14%	25%	28%	25%	20%	19%	27%
						d		f	f				
Don't know		15	9	2	4	9	6	5	4	6	9	5	9
		4%	6%	2%	3%	4%	5%	3%	3%	3%	5%	2%	5%
Mean score		3.5	3.5	3.6	3.6	3.8	3.8	3.5	3.3	3.4	3.7	3.6	3.4
						e	gh				i		
Standard deviation		1.25	1.30	1.18	1.25	1.15	1.11	1.31	1.26	1.25	1.23	1.22	1.27
Standard error		.05	.09	.09	.09	.07	.09	.09	.09	.07	.08	.07	.08

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 83**

**SUMMARY OF SATISFACTION WITH ASPECTS OF ROYAL MAIL'S SERVICE**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
The security of the service (i.e.assurance that it will arrive at its destination safely)	364	128	114	122	175	190	121	127	116	201	163	210	155
	90%	84%	92% a	94% a	89%	90%	91%	90%	87%	90%	89%	92%	86%
The availability of post boxes (FROM Q3 2014)	353	132	114	107	173	180	116	123	114	190	163	195	158
	87%	87%	91% c	82%	88%	85%	87%	87%	86%	85%	89%	86%	88%
The length of time it takes to reach its destination after it's sent	346	119	111	116	171	175	117	119	110	186	160	199	147
	85%	78%	89% a	89% a	88%	83%	88%	84%	83%	83%	87%	87%	82%
The availability of Post Offices (FROM Q3 2014)	324	124	93	107	158	166	116	109	99	173	150	180	144
	80%	81%	75%	83%	81%	78%	88% gh	77%	75%	78%	82%	79%	80%
The time of day your post is delivered to you	320	113	105	102	158	162	108	107	105	168	151	179	141
	79%	74%	85% a	79%	81%	76%	81%	76%	79%	76%	82%	79%	79%
The cost of postage	231	78	72	80	129	102	85	77	69	119	112	135	96
	57%	51%	58%	62%	66% e	48%	64% h	55%	52%	53%	61%	59%	53%
SATISFIED WITH ANY ASPECTS	398	149	124	125	191	207	129	139	129	216	182	223	175
	98%	97%	100% c	96%	98%	98%	97%	99%	97%	97%	99%	98%	98%
SATISFIED WITH ALL ASPECTS	271	100	83	89	143	129	100	93	79	144	127	160	112
	67%	65%	66%	69%	73% e	61%	75% h	66%	59%	65%	69%	70%	62%

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



**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 83**

**SUMMARY OF SATISFACTION WITH ASPECTS OF ROYAL MAIL'S SERVICE**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
DISSATISFIED WITH ANY ASPECTS	130	49	42	39	51	79	29	49	52	74	55	65	65
	32%	32%	34%	30%	26%	37% d	22%	34% f	39% f	33%	30%	29%	36%
DISSATISFIED WITH ALL ASPECTS	3	-	-	3	3	1	-	2	2	3	1	2	2
	1%	-%	-%	3% b	1%	*% d	-%	1%	1%	1%	*% j	1%	1%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 84**

**QE9A. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The time it takes to receive items sent from the Republic of Ireland (SINGLE CODE)**

Base : All respondents in Northern Ireland (FROM Q3 2014)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	36	24	12	-	18	18	12	9	15	22	14	21	15
Effective Weighted Sample	34	23	12	-	17	17	12	9	15	21	14	20	15
Total	4	3	1	-	2	2	1	1	1	3	1	2	1
Fairly satisfied	(4.0)	1	*	1	-	1	1	*	*	1	*	1	*
	29%	5%	84%	-%	34%	25%	23%	37%	29%	25%	38%	26%	35%
TOTAL SATISFIED	1	*	1	-	1	1	*	*	*	1	*	1	*
	29%	5%	84%	-%	34%	25%	23%	37%	29%	25%	38%	26%	35%
Neither satisfied nor dissatisfied	(3.0)	*	*	*	-	*	*	*	*	*	*	*	*
	10%	10%	9%	-%	7%	12%	-%	23%	9%	15%	-%	10%	8%
Don't do this	2	2	-	-	1	1	1	*	1	2	1	2	1
	59%	85%	-%	-%	55%	63%	77%	40%	57%	61%	55%	64%	51%
Don't know	*	-	*	-	*	-	-	-	*	-	*	-	*
	2%	-%	7%	-%	5%	-%	-%	-%	6%	-%	7%	-%	6%
Mean score	3.8	3.3	3.9	-	3.8	3.7	4.0	3.6	3.8	3.6	4.0	3.7	3.8
Standard deviation	.76	-	.99	-	-	-	-	-	-	-	-	-	-
Standard error	.20	-	.30	-	-	-	-	-	-	-	-	-	-

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 85**

**QE9A. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The time it takes to receive items sent from the Republic of Ireland (SINGLE CODE)**

Base : All respondents in Northern Ireland, excluding those saying they don't know or don't receive items sent from the Republic of Ireland (FROM Q3 2014)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING	
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	
Unweighted total	14	3	11	-	7	7	3	6	5	9	5	8	6	
Effective Weighted Sample	14	3	11	-	7	7	3	6	5	9	5	8	6	
Total	1	*	1	-	1	1	*	1	1	1	*	1	1	
Fairly satisfied	(4.0)	1	*	1	-	1	1	*	*	*	1	*	1	*
	75%	31%	91%	-%	83%	67%	100%	62%	77%	63%	100%	71%	80%	
TOTAL SATISFIED	1	*	1	-	1	1	*	*	*	1	*	1	*	
	75%	31%	91%	-%	83%	67%	100%	62%	77%	63%	100%	71%	80%	
Neither satisfied nor dissatisfied	(3.0)	*	*	*	-	*	*	-	*	*	*	-	*	*
	25%	69%	9%	-%	17%	33%	-%	38%	23%	37%	-%	29%	20%	
Mean score	3.8	3.3	3.9	-	3.8	3.7	4.0	3.6	3.8	3.6	4.0	3.7	3.8	
Standard deviation	.76	-	.99	-	-	-	-	-	-	-	-	-	-	
Standard error	.20	-	.30	-	-	-	-	-	-	-	-	-	-	
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l														

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 86**

**QE9B. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The time it takes for items you send to reach the Republic of Ireland (SINGLE CODE)**

Base : All respondents in Northern Ireland (FROM Q3 2014)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING	
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	
Unweighted total		36	24	12	-	18	18	12	9	15	22	14	21	15
Effective Weighted Sample		34	23	12	-	17	17	12	9	15	21	14	20	15
Total		4	3	1	-	2	2	1	1	1	3	1	2	1
Fairly satisfied	(4.0)	1	*	1	-	1	1	*	*	*	1	*	1	*
		29%	5%	84%	-%	34%	25%	23%	37%	29%	25%	38%	26%	35%
TOTAL SATISFIED		1	*	1	-	1	1	*	*	*	1	*	1	*
		29%	5%	84%	-%	34%	25%	23%	37%	29%	25%	38%	26%	35%
Neither satisfied nor dissatisfied	(3.0)	*	*	*	-	-	*	-	*	-	*	-	*	-
		6%	6%	9%	-%	-%	12%	-%	23%	-%	10%	-%	10%	-%
Fairly dissatisfied	(2.0)	*	*	-	-	*	-	-	-	*	*	-	-	*
		3%	5%	-%	-%	7%	-%	-%	-%	9%	5%	-%	-%	8%
TOTAL DISSATISFIED		*	*	-	-	*	-	-	-	*	*	-	-	*
		3%	5%	-%	-%	7%	-%	-%	-%	9%	5%	-%	-%	8%
Don't do this		2	2	-	-	1	1	1	*	1	2	1	2	1
		59%	85%	-%	-%	55%	63%	77%	40%	57%	61%	55%	64%	51%
Don't know		*	-	*	-	*	-	-	-	*	-	*	-	*
		2%	-%	7%	-%	5%	-%	-%	-%	6%	-%	7%	-%	6%
Mean score		3.7	3.0	3.9	-	3.7	3.7	4.0	3.6	3.5	3.5	4.0	3.7	3.6
Standard deviation		1.09	-	.99	-	-	-	-	-	-	-	-	-	-
Standard error		.29	-	.30	-	-	-	-	-	-	-	-	-	-

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 87**

**QE9B. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The time it takes for items you send to reach the Republic of Ireland (SINGLE CODE)**

Base : All respondents in Northern Ireland, excluding those saying they don't know or don't send items to the Republic of Ireland (FROM Q3 2014)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Significance Level: 95%													
Unweighted total	14	3	11	-	7	7	3	6	5	9	5	8	6
Effective Weighted Sample	14	3	11	-	7	7	3	6	5	9	5	8	6
Total	1	*	1	-	1	1	*	1	1	1	*	1	1
Fairly satisfied	(4.0)	1	1	-	1	1	*	*	*	1	*	1	*
	75%	31%	91%	-%	83%	67%	100%	62%	77%	63%	100%	71%	80%
TOTAL SATISFIED	1	*	1	-	1	1	*	*	*	1	*	1	*
	75%	31%	91%	-%	83%	67%	100%	62%	77%	63%	100%	71%	80%
Neither satisfied nor dissatisfied	(3.0)	*	*	-	-	*	-	*	-	*	-	*	-
	17%	37%	9%	-%	-%	33%	-%	38%	-%	25%	-%	29%	-%
Fairly dissatisfied	(2.0)	*	-	-	*	-	-	-	*	*	-	-	*
	8%	31%	-%	-%	17%	-%	-%	-%	23%	12%	-%	-%	20%
TOTAL DISSATISFIED	*	*	-	-	*	-	-	-	*	*	-	-	*
	8%	31%	-%	-%	17%	-%	-%	-%	23%	12%	-%	-%	20%
Mean score	3.7	3.0	3.9	-	3.7	3.7	4.0	3.6	3.5	3.5	4.0	3.7	3.6
Standard deviation	1.09	-	.99	-	-	-	-	-	-	-	-	-	-
Standard error	.29	-	.30	-	-	-	-	-	-	-	-	-	-

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 88**

**QF9A. In the last three months, have you had to... Reduce your use of postage stamps so that you can afford essentials like food or heating? (SINGLE CODE)**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Yes	6 1%	- -%	2 2%	3 3%	1 1%	4 2%	- -%	1 1%	4 3%	3 1%	3 2%	1 1%	4 2%
No	401 99%	153 100%	122 98%	127 97%	194 99%	207 98%	133 100%	140 99%	129 97%	220 99%	181 98%	226 99%	175 98%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 89**

**QF9B. In the last three months, have you had to... Cut back on essentials like food or heating so that you can afford to buy postage stamps? (SINGLE CODE)**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Yes	1 *%	- -%	1 *%	1 1%	- -%	1 1%	- -%	1 *%	1 1%	- -%	1 1%	1 *%	1 *%
No	406 100%	153 100%	124 100%	129 99%	195 100%	210 99%	133 100%	141 100%	132 99%	223 100%	183 99%	227 100%	178 100%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 90**

**SUMMARY OF AFFORDABILITY OF POSTAL SERVICES**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
REDUCED USE OF POSTAGE STAMPS TO AFFORD ESSENTIALS	6 1%	- -%	2 2%	3 3%	1 1%	4 2%	- -%	1 1%	4 3%	3 1%	3 2%	1 1%	4 2%
CUT BACK ON ESSENTIALS TO AFFORD POSTAGE STAMPS	1 *%	- -%	1 *%	1 1%	- -%	1 1%	- -%	1 *%	1 1%	- -%	1 1%	1 *%	1 *%
EITHER OF THESE	6 1%	- -%	2 2%	3 3%	1 1%	4 2%	- -%	1 1%	4 3%	3 1%	3 2%	1 1%	4 2%
BOTH OF THESE	1 *%	- -%	1 *%	1 1%	- -%	1 1%	- -%	1 *%	1 1%	- -%	1 1%	1 *%	1 *%
NEITHER OF THESE	401 99%	153 100%	122 98%	127 97%	194 99%	207 98%	133 100%	140 99%	129 97%	220 99%	181 98%	226 99%	175 98%

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



**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**
**Table 91**
**QF1. As far as you know, how much does it currently cost to send a standard letter by first class using a stamp? (CORRECT PRICE AT TIME OF INTERVIEWING IS 62P, RISE FROM 60P ON 31 MARCH 2014) (SINGLE CODE) UNPROMPTED**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
1P-59P	56	19	15	22	32	24	19	19	17	33	23	31	25
	14%	12%	12%	17%	16%	11%	15%	14%	13%	15%	13%	14%	14%
60P	62	24	24	14	34	27	15	24	23	32	30	34	27
	15%	15%	19%	11%	18%	13%	11%	17%	17%	14%	16%	15%	15%
			c										
61P	2	*	1	1	*	1	1	*	1	2	-	*	1
	*%	*%	1%	1%	*%	1%	1%	*%	1%	1%	-%	*%	1%
62P	47	14	16	17	20	27	9	16	22	23	23	24	23
	12%	9%	13%	13%	10%	13%	7%	11%	17%	10%	13%	10%	13%
							f						
63P OR MORE	106	34	31	41	40	66	40	37	30	68	38	63	43
	26%	22%	25%	31%	21%	31%	30%	26%	22%	30%	21%	28%	24%
						d				j			
<b>SUMMARY CODES</b>													
ANY INCORRECT PRICE	225	76	72	77	107	119	75	80	71	134	91	129	96
	55%	50%	58%	59%	55%	56%	56%	57%	53%	60%	49%	57%	54%
										j			
INCORRECT PRICE - BELOW 62P	119	43	40	36	66	53	35	43	41	66	53	66	54
	29%	28%	32%	28%	34%	25%	26%	30%	31%	30%	29%	29%	30%
INCORRECT PRICE - ABOVE 62P	106	34	31	41	40	66	40	37	30	68	38	63	43
	26%	22%	25%	31%	21%	31%	30%	26%	22%	30%	21%	28%	24%
						d				j			
Don't know	135	63	37	35	69	66	49	46	40	65	70	75	59
	33%	41%	30%	27%	35%	31%	37%	32%	30%	29%	38%	33%	33%
		c											
Refused	*	-	-	*	*	-	-	-	*	*	-	-	*
	*%	-%	-%	*%	*%	-%	-%	-%	*%	*%	-%	-%	*%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 91**

**QF1. As far as you know, how much does it currently cost to send a standard letter by first class using a stamp? (CORRECT PRICE AT TIME OF INTERVIEWING IS 62P, RISE FROM 60P ON 31 MARCH 2014) (SINGLE CODE) UNPROMPTED**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Mean price of a first class stamp in £s	.63	.62	.64	.63	.62	.64	.68 gh	.62	.61	.64	.63	.65 l	.61
Standard deviation	.16	.16	.14	.19	.17	.16	.24	.10	.12	.15	.18	.17	.15
Standard error	.01	.01	.01	.02	.01	.01	.02	.01	.01	.01	.01	.01	.01
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l													

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 92**

**QF2. And as far as you know, how much does it currently cost to send a standard letter by second class using a stamp? (CORRECT PRICE AT TIME OF INTERVIEWING IS 53P, RISE FROM 50P ON 31 MARCH 2014) (SINGLE CODE) UNPROMPTED**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
1P-49P	74	27	20	26	40	34	25	30	19	42	32	43	30
	18%	18%	16%	20%	20%	16%	18%	21%	15%	19%	17%	19%	17%
50P	61	26	21	13	29	32	21	16	24	36	24	34	26
	15%	17%	17%	10%	15%	15%	16%	11%	18%	16%	13%	15%	15%
51P-52P	19	4	9	5	7	12	2	8	9	11	8	9	10
	5%	3%	7%	4%	4%	6%	1%	6%	7% f	5%	4%	4%	5%
53P	21	8	4	10	6	15	1	6	14	13	9	7	14
	5%	5%	3%	7%	3%	7%	1%	4%	11% fg	6%	5%	3%	8% k
54P OR MORE	47	11	12	23	18	28	18	14	15	30	16	28	18
	11%	7%	10%	18% ab	9%	13%	13%	10%	11%	14%	8%	12%	10%
<b>SUMMARY CODES</b>													
ANY INCORRECT PRICE	199	68	63	68	94	105	65	67	67	119	80	114	85
	49%	45%	51%	52%	48%	50%	49%	48%	51%	54% j	43%	50%	47%
INCORRECT PRICE - BELOW 53P	153	57	51	45	75	77	47	53	52	89	64	86	66
	38%	37%	41%	35%	39%	37%	35%	38%	39%	40%	35%	38%	37%
INCORRECT PRICE - ABOVE 53P	47	11	12	23	18	28	18	14	15	30	16	28	18
	11%	7%	10%	18% ab	9%	13%	13%	10%	11%	14%	8%	12%	10%
Don't know	187	77	57	52	95	91	67	68	51	91	96	106	80
	46%	50%	46%	40%	49%	43%	51% h	48%	38%	41%	52% i	47%	45%
Refused	*	-	-	*	*	-	-	-	*	*	-	-	*
	*%	-%	-%	*%	*%	-%	-%	-%	*%	*%	-%	-%	*%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 92**

**QF2. And as far as you know, how much does it currently cost to send a standard letter by second class using a stamp? (CORRECT PRICE AT TIME OF INTERVIEWING IS 53P, RISE FROM 50P ON 31 MARCH 2014) (SINGLE CODE) UNPROMPTED**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Mean price of a second class stamp in £s	.48	.47	.49	.49	.46	.50 d	.47	.48	.49	.49	.47	.49	.47
Standard deviation	.11	.12	.08	.13	.12	.11	.15	.10	.09	.10	.13	.11	.12
Standard error	.01	.01	.01	.01	.01	.01	.02	.01	.01	.01	.01	.01	.01

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**
**Table 93**
**QF3. SHOWCARD It currently costs 62p 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 (SINGLE CODE)**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted total		588	204	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample		407	117	153	199	208	118	136	160	237	171	219	188
Total		407	153	124	130	195	212	133	141	133	223	184	179
Very good	(5.0)	65	15	25	30	35	28	18	19	31	34	36	29
		16%	10%	20%	15%	16%	21%	13%	14%	14%	18%	16%	16%
			a	a									
Fairly good	(4.0)	163	60	52	93	71	61	54	48	91	72	100	64
		40%	39%	42%	47%	33%	46%	38%	36%	41%	39%	44%	36%
					e								
TOTAL GOOD		228	75	77	123	106	88	72	68	122	106	136	92
		56%	49%	62%	63%	50%	67%	51%	51%	55%	58%	60%	52%
			a		e		gh						
Neither good nor poor	(3.0)	77	31	25	32	45	21	31	25	44	34	49	29
		19%	20%	20%	16%	21%	16%	22%	19%	20%	18%	21%	16%
Fairly poor	(2.0)	53	17	15	19	34	12	23	18	33	19	24	29
		13%	11%	12%	10%	16%	9%	16%	14%	15%	11%	11%	16%
Very poor	(1.0)	48	29	7	21	26	12	15	21	23	24	19	29
		12%	19%	6%	11%	12%	9%	11%	16%	11%	13%	8%	16%
			bc										k
TOTAL POOR		101	46	22	40	60	23	38	39	56	44	43	57
		25%	30%	18%	21%	28%	17%	27%	29%	25%	24%	19%	32%
			b						f				k
Don't know		1	1	-	*	1	*	-	1	*	1	*	1
		*%	1%	-%	*%	*%	*%	-%	1%	*%	*%	*%	*%
Mean score		3.4	3.1	3.6	3.5	3.3	3.6	3.3	3.2	3.3	3.4	3.5	3.2
				a			gh					l	
Standard deviation		1.23	1.29	1.11	1.19	1.26	1.17	1.19	1.30	1.20	1.27	1.13	1.33
Standard error		.05	.09	.08	.07	.07	.09	.09	.09	.07	.08	.06	.08
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l													

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**
**Table 94**
**QF4. SHOWCARD** It currently costs 53p to send a standard letter second class within the UK. How would you rate the Royal Mail's second class service in terms of value for money? (SINGLE CODE)

Base : All respondents

			MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
			JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample		407	117	153	157	199	208	118	136	160	237	171	219	188
Total		407	153	124	130	195	212	133	141	133	223	184	228	179
Very good	(5.0)	57	13	21	23	25	32	25	18	14	29	28	36	21
		14%	9%	17%	18%	13%	15%	19%	13%	10%	13%	15%	16%	12%
					a			h						
Fairly good	(4.0)	152	59	49	44	85	67	56	43	53	83	69	90	63
		37%	39%	39%	34%	44%	32%	42%	31%	40%	37%	38%	39%	35%
						e		g						
TOTAL GOOD		210	73	70	67	110	99	82	61	67	113	97	126	84
		52%	48%	56%	52%	56%	47%	62%	43%	50%	51%	53%	55%	47%
								g						
Neither good nor poor	(3.0)	75	31	22	22	35	40	19	30	25	41	34	43	32
		18%	20%	18%	17%	18%	19%	15%	22%	19%	18%	19%	19%	18%
Fairly poor	(2.0)	65	20	21	24	24	41	18	28	19	42	22	36	29
		16%	13%	17%	19%	12%	20%	14%	20%	14%	19%	12%	16%	16%
						d								
Very poor	(1.0)	54	28	10	15	24	29	13	20	20	25	29	22	32
		13%	18%	8%	12%	13%	14%	10%	14%	15%	11%	16%	10%	18%
			b										k	
TOTAL POOR		119	48	31	40	48	70	32	48	39	67	51	57	61
		29%	31%	25%	31%	25%	33%	24%	34%	30%	30%	28%	25%	34%
														k
Don't know		4	1	1	1	1	2	*	1	2	2	1	2	2
		1%	1%	1%	1%	1%	1%	*%	1%	2%	1%	1%	1%	1%
Mean score		3.2	3.1	3.4	3.3	3.3	3.2	3.5	3.1	3.2	3.2	3.2	3.4	3.1
				a				gh					l	
Standard deviation		1.26	1.27	1.20	1.29	1.22	1.29	1.23	1.27	1.26	1.23	1.30	1.20	1.31
Standard error		.05	.09	.09	.09	.07	.08	.10	.09	.09	.07	.08	.07	.08

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

**OFCON RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 95**

**QF5. SHOWCARD** It currently costs 97p to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money? (SINGLE CODE)

Base : All respondents in Northern Ireland

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		Total	JAN 2015	FEB 2015	MAR 2015	MALE ~d	FEMALE ~e	16-34 ~f	35-54 ~g	55+ ~h	ABC1 ~i	C2DE ~j	WORKING ~k	NOT WORKING ~l
Significance Level: 95%			~a	~b	~c									
Unweighted total		36	24	12	-	18	18	12	9	15	22	14	21	15
Effective Weighted Sample		34	23	12	-	17	17	12	9	15	21	14	20	15
Total		4	3	1	-	2	2	1	1	1	3	1	2	1
Very good	(5.0)	*	*	-	-	*	*	*	-	-	*	*	*	*
		6%	9%	-%	-%	8%	5%	18%	-%	-%	6%	7%	6%	6%
Fairly good	(4.0)	1	1	1	-	1	1	1	*	*	1	*	1	*
		34%	19%	67%	-%	28%	39%	44%	37%	22%	36%	30%	37%	28%
TOTAL GOOD		2	1	1	-	1	1	1	*	*	1	*	1	*
		40%	28%	67%	-%	36%	44%	62%	37%	22%	42%	37%	43%	34%
Neither good nor poor	(3.0)	*	-	*	-	*	*	*	-	*	-	*	*	*
		5%	-%	17%	-%	6%	5%	8%	-%	7%	-%	16%	4%	7%
Fairly poor	(2.0)	*	*	*	-	*	*	-	*	*	*	*	*	*
		7%	3%	16%	-%	9%	5%	-%	9%	12%	7%	7%	7%	6%
Very poor	(1.0)	1	1	-	-	1	1	*	1	1	1	*	1	1
		39%	56%	-%	-%	40%	38%	24%	53%	42%	51%	14%	41%	35%
TOTAL POOR		2	2	*	-	1	1	*	1	1	1	*	1	1
		46%	59%	16%	-%	49%	43%	24%	63%	54%	58%	21%	49%	41%
Don't know		*	*	-	-	*	*	*	-	*	-	*	*	*
		9%	13%	-%	-%	9%	9%	7%	-%	18%	-%	26%	4%	17%
Mean score		2.6	2.1	3.5	-	2.5	2.6	3.3	2.2	2.1	2.4	3.1	2.6	2.6
Standard deviation		1.78	2.07	1.93	-	2.40	2.21	3.35	4.82	3.53	1.96	-	2.00	3.79
Standard error		.31	.46	.56	-	.60	.55	1.01	1.61	1.02	.42	-	.45	1.09

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 96**

**QF6. SHOWCARD When sending letters or cards, which service do you use? (SINGLE CODE)**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
First class all the time	135 33%	39 25%	45 36%	52 40% a	75 39% e	60 28%	55 41% h	44 31%	37 28%	72 32%	63 34%	77 34%	59 33%
First class most of the time	66 16%	23 15%	27 22% c	16 12%	29 15%	37 18%	17 13%	31 22%	18 14%	38 17%	28 15%	46 20% l	20 11%
First class and second class in equal amounts	107 26%	43 28%	26 21%	38 29%	44 22%	63 30%	32 24%	44 31%	31 23%	67 30%	40 22%	62 27%	44 25%
Second class most of the time	51 12%	20 13%	19 15%	12 9%	21 11%	29 14%	10 8%	12 8%	29 22% fg	27 12%	24 13%	23 10%	28 16%
Second class all the time	19 5%	10 6%	2 2%	7 5%	5 3%	14 7%	7 5%	2 1%	10 8% g	9 4%	10 5%	7 3%	12 7%
Never send letters or cards	18 4%	13 9% bc	4 3%	1 1%	16 8% e	2 1%	8 6%	4 3%	6 4%	4 2%	14 8% i	10 4%	8 5%
<b>SUMMARY CODES</b>													
ANY MENTION OF FIRST CLASS (NOT SECOND CLASS ALL THE TIME)	359 88%	124 81%	117 94% a	118 91% a	169 87%	190 90%	114 86%	130 92%	115 87%	204 92% j	155 84%	208 91% l	151 85%
ANY MENTION OF SECOND CLASS (NOT FIRST CLASS ALL THE TIME)	243 60%	95 62%	75 60%	73 56%	99 51%	144 68% d	66 50%	88 62% f	88 66% f	141 63%	102 55%	138 60%	105 59%
MIX OF FIRST AND SECOND CLASS	224 55%	86 56%	72 58%	66 51%	94 48%	130 61% d	60 45%	86 61% f	78 59% f	132 59%	92 50%	131 58%	93 52%
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l													



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**Table 96**

**QF6. SHOWCARD When sending letters or cards, which service do you use? (SINGLE CODE)**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Don't know	11	5	1	4	5	6	4	5	2	6	5	4	7
	3%	4%	1%	3%	2%	3%	3%	4%	1%	3%	3%	2%	4%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 97**

**QF10. SHOWCARD** Which, if any, of these describe your reasons for using first class postage all or most of the time? (MULTI CODE)

Base : Those who use first class all or most of the time

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	306	95	103	108	155	151	99	112	95	178	127	187	119
Effective Weighted Sample	236	64	86	89	124	113	78	83	78	137	100	146	90
Total	202	62	72	68	104	97	72	74	55	110	91	123	79
Speed of delivery	169	52	56	61	90	79	58	63	48	97	72	104	65
	84%	85%	78%	89%	86%	82%	81%	85%	87%	88%	79%	85%	83%
										j			
What stamps I have to hand	33	8	16	10	13	20	11	11	11	19	15	21	13
	17%	13%	22%	14%	13%	21%	16%	15%	20%	17%	16%	17%	16%
Security	20	7	6	7	10	11	5	10	5	14	6	15	5
	10%	12%	9%	10%	9%	11%	7%	14%	10%	13%	7%	12%	7%
Value of the item to be sent	10	3	3	4	4	6	3	3	3	7	3	7	2
	5%	5%	4%	5%	3%	6%	5%	4%	5%	6%	3%	6%	3%
Cost of postage	8	6	2	1	4	5	3	2	3	5	3	5	4
	4%	9%	3%	1%	4%	5%	4%	3%	5%	5%	4%	4%	5%
		c											
I don't want others to think that I'm unwilling to use a first class stamp	3	-	1	3	3	1	1	1	1	2	1	3	1
	2%	-%	1%	4%	3%	1%	2%	2%	1%	2%	2%	2%	1%
None of these	5	2	2	2	3	2	1	4	1	2	4	3	2
	3%	3%	2%	3%	3%	2%	1%	6%	1%	2%	4%	2%	3%
Don't know	2	1	1	-	1	1	1	1	*	-	2	2	*
	1%	2%	1%	-%	1%	1%	1%	1%	-%	-%	2%	1%	-%

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

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**Table 98**

**QF11. SHOWCARD** Which, if any, of these factors influence your decision whether to use first or second class postage stamps for your items? (MULTI CODE)

Base : Those who use second class equally or all or most of the time

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	247	92	80	75	108	139	58	72	117	149	98	115	132
Effective Weighted Sample	161	50	60	63	71	91	41	46	79	94	67	74	90
Total	177	72	48	56	70	107	49	57	70	103	73	92	85
Speed of delivery	80	33	24	23	34	46	24	27	29	52	28	42	38
	45%	46%	50%	41%	48%	43%	49%	47%	41%	50%	38%	46%	45%
Cost of postage	75	35	18	22	30	45	24	16	36	40	35	35	40
	43%	49%	38%	38%	43%	42%	48%	28%	51%	39%	48%	38%	47%
							g		g				
What stamps I have to hand	66	21	18	27	27	39	19	21	27	41	25	33	33
	37%	29%	38%	48%	39%	37%	38%	36%	38%	40%	34%	36%	38%
				a									
Value of the item to be sent	20	7	5	7	6	14	5	8	7	12	8	12	8
	11%	10%	11%	13%	9%	13%	11%	13%	9%	11%	11%	13%	10%
Security	5	1	2	2	3	2	1	2	1	5	-	4	1
	3%	1%	4%	4%	4%	2%	2%	4%	2%	5%	-%	4%	2%
Don't know	5	4	*	-	*	4	*	4	1	4	*	4	1
	3%	6%	1%	-%	*%	4%	*%	6%	1%	4%	*%	4%	1%

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

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**Table 99**

**QF11. SHOWCARD** Which, if any, of these factors influence your decision whether to use first or second class postage stamps for your items? (MULTI CODE)

Base : Those who use second class equally or all or most of the time

	Total	SERVICE USED MOST		
		1ST CLASS ~a	EQUAL b	2ND CLASS c
Significance Level: 95%				
Unweighted total	247	-	147	100
Effective Weighted Sample	161	-	91	71
Total	177	-	107	70
Speed of delivery	80 45%	- -%	64 60%	16 23%
			c	
Cost of postage	75 43%	- -%	24 23%	51 73%
			b	
What stamps I have to hand	66 37%	- -%	57 54%	9 12%
			c	
Value of the item to be sent	20 11%	- -%	14 13%	6 8%
Security	5 3%	- -%	4 3%	1 2%
Don't know	5 3%	- -%	5 4%	- -%

Columns Tested: a,b,c

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 100**

**QF12. SHOWCARD** As you may know, the price of sending parcels using first and second class postage increased in April 2013. Which of these statements best describes the impact on you, if any, of the price rise in sending parcels since then?  
(MULTI CODE)

Base : All respondents (PRE Q4 2014)

	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
	JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%												
Unweighted total	588	204	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	199	208	118	136	160	237	171	219	188
Total	407	153	124	195	212	133	141	133	223	184	228	179

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 101**

**QG1A. EXPERIENCE OF PROBLEMS WITH ROYAL MAIL SERVICE IN THE LAST 12 MONTHS - Lost mail? (SINGLE CODE)**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Yes	44 11%	22 15%	11 9%	11 8%	21 11%	23 11%	15 12%	17 12%	12 9%	19 8%	26 14%	25 11%	19 11%
No	358 88%	128 84%	112 90%	118 91%	169 86%	189 89%	118 88%	121 86%	119 89%	201 90%	156 85%	200 88%	157 88%
Don't know	5 1%	2 2%	2 1%	1 1%	5 3%	* *%	- -%	3 2%	2 2%	3 1%	2 1%	2 1%	3 2%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 102**

**QG1B. EXPERIENCE OF PROBLEMS WITH ROYAL MAIL SERVICE IN THE LAST 12 MONTHS - Damaged mail? (SINGLE CODE)**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Yes	41 10%	15 10%	12 10%	13 10%	16 8%	25 12%	9 7%	18 13%	13 10%	23 11%	17 10%	21 9%	20 11%
No	365 90%	137 90%	111 89%	116 90%	178 91%	187 88%	123 93%	122 86%	120 90%	198 89%	166 90%	206 90%	159 89%
Don't know	1 *%	- -%	1 1%	1 *%	1 1%	- -%	- -%	1 1%	- -%	1 1%	- -%	1 *%	1 *%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 103**

**QG1C. EXPERIENCE OF PROBLEMS WITH ROYAL MAIL SERVICE IN THE LAST 12 MONTHS - Delayed mail? (SINGLE CODE)**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Yes	49	16	14	19	19	30	15	18	15	25	23	25	24
	12%	10%	11%	14%	10%	14%	12%	13%	11%	11%	13%	11%	13%
No	350	134	107	109	172	179	116	118	116	193	157	198	152
	86%	87%	86%	84%	88%	84%	88%	83%	87%	86%	86%	87%	85%
Don't know	8	3	3	2	5	3	1	5	2	5	3	5	3
	2%	2%	2%	1%	2%	2%	1%	3%	1%	2%	2%	2%	1%

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



**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 104**

**QG1D. EXPERIENCE OF PROBLEMS WITH ROYAL MAIL SERVICE IN THE LAST 12 MONTHS - Mis-delivered mail - so mail that has been incorrectly delivered to your address, or your mail has been delivered to someone else's address? (SINGLE CODE)**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Yes	103	36	33	34	41	62	23	40	41	64	39	58	45
	25%	23%	27%	26%	21%	29%	17%	28% f	31% f	29%	21%	26%	25%
No	301	116	90	95	153	148	110	99	92	157	144	168	134
	74%	76%	72%	73%	78%	70%	83% gh	70%	69%	70%	78%	74%	75%
Don't know	3	1	2	1	1	1	-	2	1	2	1	2	1
	1%	*%	1%	*%	1%	1%	-%	1%	*%	1%	*%	1%	*%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 105**

**QG1E. EXPERIENCE OF PROBLEMS WITH ROYAL MAIL SERVICE IN THE LAST 12 MONTHS - Mail that has been tampered with? (SINGLE CODE)**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Yes	15 4%	4 3%	5 4%	6 4%	5 2%	10 5%	3 2%	7 5%	5 4%	7 3%	7 4%	6 3%	8 5%
No	390 96%	148 97%	119 96%	124 95%	189 97%	201 95%	130 98%	132 94%	127 96%	213 96%	177 96%	221 97%	169 95%
Don't know	2 1%	1 *%	1 1%	1 *%	2 1%	- -%	- -%	1 1%	1 1%	2 1%	- -%	1 *%	1 1%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 106**

**QG1F. EXPERIENCE OF PROBLEMS WITH ROYAL MAIL SERVICE IN THE LAST 12 MONTHS - A card from Royal Mail to say that an item could not be delivered, when someone was in your home and could have received the item? (SINGLE CODE)**

Base : All respondents (FROM MAY 2014)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Yes	35 9%	19 13%	7 6%	9 7%	16 8%	19 9%	14 10%	15 10%	7 5%	18 8%	17 9%	20 9%	15 8%
No	368 91%	133 87%	117 94%	119 92%	177 91%	191 90%	119 89%	125 89%	125 94%	203 91%	165 90%	207 91%	161 90%
Don't know	3 1%	1 *%	1 1%	2 1%	2 1%	1 1%	1 1%	1 1%	1 1%	2 1%	1 1%	1 *%	3 1%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 107**

**SUMMARY - EXPERIENCE OF PROBLEMS WITH ROYAL MAIL'S SERVICE IN THE LAST 12 MONTHS**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
MIS-DELIVERED MAIL	103	36	33	34	41	62	23	40	41	64	39	58	45
	25%	23%	27%	26%	21%	29%	17%	28% f	31% f	29%	21%	26%	25%
DELAYED MAIL	49	16	14	19	19	30	15	18	15	25	23	25	24
	12%	10%	11%	14%	10%	14%	12%	13%	11%	11%	13%	11%	13%
LOST MAIL	44	22	11	11	21	23	15	17	12	19	26	25	19
	11%	15%	9%	8%	11%	11%	12%	12%	9%	8%	14%	11%	11%
DAMAGED MAIL	41	15	12	13	16	25	9	18	13	23	17	21	20
	10%	10%	10%	10%	8%	12%	7%	13%	10%	11%	10%	9%	11%
CARD FROM ROYAL MAIL WHEN SOMEONE IN TO RECEIVE ITEM (MAY 2014 ONWARDS)	35	19	7	9	16	19	14	15	7	18	17	20	15
	9%	13%	6%	7%	8%	9%	10%	10%	5%	8%	9%	9%	8%
MAIL THAT HAS BEEN TAMPERED WITH	15	4	5	6	5	10	3	7	5	7	7	6	8
	4%	3%	4%	4%	2%	5%	2%	5%	4%	3%	4%	3%	5%
EXPERIENCED ANY OF THESE IN THE LAST 12 MONTHS	164	64	49	51	67	97	48	63	53	95	70	91	73
	40%	42%	40%	39%	34%	46% d	36%	45%	40%	42%	38%	40%	41%
NONE OF THESE	234	85	72	78	122	113	85	73	77	123	111	131	103
	58%	56%	58%	60%	62%	53%	64% g	51%	58%	55%	60%	58%	58%
NOT SURE	8	4	4	1	7	1	-	5	3	5	3	5	3
	2%	2%	3%	1%	4% e	1%	-% f	4% f	2%	2%	2%	2%	2%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 108**

**QG2. In the last 12 months, have you had cause to complain to Royal Mail about its services? (SINGLE CODE)**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Yes - and made any complaints	23	10	8	5	9	14	7	11	5	14	9	13	10
	6%	6%	7%	4%	4%	7%	5%	8%	4%	6%	5%	6%	6%
Yes - but did not make any complaints	19	4	5	10	10	9	6	8	5	12	7	15	5
	5%	3%	4%	8%	5%	4%	5%	6%	4%	5%	4%	7%	3%
No	360	138	111	111	175	185	118	120	121	193	166	198	162
	88%	90%	89%	85%	89%	87%	89%	85%	91%	87%	90%	87%	90%
ANY CAUSE TO COMPLAIN TO ROYAL MAIL IN THE LAST 12 MONTHS	42	14	13	15	19	23	13	20	10	26	16	28	15
	10%	9%	11%	12%	10%	11%	10%	14%	8%	12%	9%	12%	8%
Don't know	5	*	*	4	2	3	2	1	2	3	2	3	2
	1%	*%	*%	3%	1%	2%	1%	1%	1%	2%	1%	1%	1%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 109**

**QG3A. SHOWCARD Thinking of Royal Mail's response to your complaint, how satisfied were you with the response to your complaint (SINGLE CODE)**

Base : All who have made a complaint to Royal Mail about its services in the last 12 months

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Significance Level: 95%													
Unweighted total	32	14	12	6	12	20	8	16	8	18	14	16	16
Effective Weighted Sample	29	13	12	5	11	19	7	15	7	17	12	15	15
Total	23	10	8	5	9	14	7	11	5	14	9	13	10
Base for %	22	9	8	5	9	14	6	11	5	14	9	13	9
Very satisfied	(5.0)	5	2	3	*	4	2	2	*	2	3	2	3
		22%	16%	35%	8%	15%	37%	19%	8%	16%	30%	17%	28%
Fairly satisfied	(4.0)	2	-	1	1	2	1	2	-	1	1	2	-
		11%	-%	14%	25%	6%	11%	15%	-%	9%	13%	18%	-%
TOTAL SATISFIED		7	2	4	2	5	3	4	*	3	4	5	3
		32%	16%	49%	34%	21%	48%	34%	8%	25%	43%	35%	28%
Neither satisfied nor dissatisfied	(3.0)	5	3	-	2	3	1	2	2	5	*	2	3
		22%	35%	-%	36%	32%	15%	16%	45%	33%	5%	14%	34%
Fairly dissatisfied	(2.0)	3	1	2	-	1	1	1	1	3	1	2	1
		16%	15%	25%	-%	13%	14%	13%	23%	21%	6%	18%	12%
Very dissatisfied	(1.0)	7	3	2	1	3	1	4	1	3	4	4	3
		30%	33%	27%	30%	34%	23%	36%	24%	20%	46%	32%	27%
TOTAL DISSATISFIED		10	4	4	1	4	2	6	2	6	5	7	4
		46%	48%	51%	30%	47%	38%	49%	47%	41%	52%	51%	39%
Don't know		1	1	-	-	1	1	-	-	-	1	-	1
Mean score	2.8	2.5	3.0	2.8	2.5	2.9	3.2	2.7	2.5	2.8	2.7	2.7	2.9
Standard deviation	1.55	1.46	1.80	1.50	1.49	1.62	1.77	1.62	1.23	1.36	1.89	1.57	1.60
Standard error	.28	.40	.52	.61	.43	.37	.67	.41	.44	.32	.52	.39	.41

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 110**

**QG3B. SHOWCARD Thinking of Royal Mail's response to your complaint, how satisfied were you with the time taken to resolve your complaint (SINGLE CODE)**

Base : All who have made a complaint to Royal Mail about its services in the last 12 months

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Total		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Significance Level: 95%													
Unweighted total	32	14	12	6	12	20	8	16	8	18	14	16	16
Effective Weighted Sample	29	13	12	5	11	19	7	15	7	17	12	15	15
Total	23	10	8	5	9	14	7	11	5	14	9	13	10
Base for %	22	9	8	5	9	14	6	11	5	14	9	13	9
Very satisfied	(5.0)	4	2	1	*	3	2	1	*	2	1	2	1
		16%	19%	17%	8%	7%	22%	12%	8%	17%	14%	18%	13%
Fairly satisfied	(4.0)	4	1	2	1	4	1	3	*	2	2	3	1
		19%	11%	23%	6%	27%	22%	22%	8%	15%	25%	24%	11%
TOTAL SATISFIED		8	3	3	2	7	3	4	1	4	3	5	2
		35%	30%	40%	13%	49%	50%	34%	16%	32%	39%	42%	24%
Neither satisfied nor dissatisfied	(3.0)	3	1	-	2	*	-	1	2	2	*	-	3
		12%	11%	-%	26%	3%	-%	9%	35%	16%	5%	-%	28%
Fairly dissatisfied	(2.0)	4	2	2	2	2	2	2	1	2	2	2	3
		19%	24%	24%	21%	18%	27%	13%	23%	17%	23%	13%	27%
Very dissatisfied	(1.0)	8	3	3	3	4	1	5	1	5	3	6	2
		34%	34%	36%	40%	31%	23%	44%	26%	35%	33%	44%	21%
TOTAL DISSATISFIED		12	5	5	5	7	3	7	2	7	5	7	4
		53%	59%	60%	61%	48%	50%	57%	49%	52%	56%	58%	48%
Don't know		1	1	-	-	1	1	-	-	-	1	-	1
Mean score	2.6	2.6	2.6	2.8	2.2	2.9	3.1	2.5	2.5	2.6	2.6	2.6	2.7
Standard deviation	1.53	1.60	1.66	1.50	1.29	1.65	1.75	1.59	1.33	1.56	1.59	1.71	1.35
Standard error	.28	.44	.48	.61	.37	.38	.66	.40	.47	.37	.44	.43	.35

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 111**

**QG4. SHOWCARD Who did you make your complaint to? (MULTI CODE)**

Base : All who have made a complaint to Royal Mail about its services in the last 12 months

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	32	14	12	6	12	20	8	16	8	18	14	16	16
Effective Weighted Sample	29	13	12	5	11	19	7	15	7	17	12	15	15
Total	23	10	8	5	9	14	7	11	5	14	9	13	10
By phone/ email/ letter to Royal Mail	12	5	5	2	5	7	4	7	2	6	7	6	6
	54%	52%	56%	54%	63%	48%	54%	59%	43%	42%	73%	50%	59%
The postman/ woman	5	3	1	1	*	4	2	2	*	4	1	4	1
	21%	30%	15%	14%	6%	30%	33%	18%	10%	30%	7%	28%	11%
By phone/ email/ letter to The Post Office	5	4	-	1	1	4	1	3	1	4	1	3	2
	20%	36%	-%	24%	13%	25%	13%	23%	23%	29%	7%	22%	18%
Over the counter at a Post Office	4	1	3	*	3	1	-	2	2	2	2	2	2
	17%	6%	36%	8%	31%	9%	-%	20%	35%	16%	19%	18%	17%

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



**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 112**

**QG5. SHOWCARD How did you make the complaint about Royal Mail? (MULTI CODE)**

Base : All who have made a complaint to Royal Mail about its services in the last 12 months (ADDED Q1 2015)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	32	14	12	6	12	20	8	16	8	18	14	16	16
Effective Weighted Sample	29	13	12	5	11	19	7	15	7	17	12	15	15
Total	23	10	8	5	9	14	7	11	5	14	9	13	10
In person	11	4	5	2	4	6	3	5	3	8	2	7	4
	47%	44%	57%	34%	50%	45%	46%	43%	57%	61%	26%	53%	40%
By phone	11	5	3	3	5	6	2	6	2	5	6	6	5
	46%	50%	31%	66%	55%	41%	31%	55%	46%	37%	59%	45%	47%
By letter	3	2	1	-	1	3	1	2	-	2	1	2	1
	13%	17%	17%	-%	7%	18%	12%	20%	-%	17%	9%	18%	8%
By email	3	1	1	1	1	1	1	1	*	1	2	1	1
	11%	13%	9%	12%	15%	9%	11%	12%	8%	6%	18%	11%	11%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 113**

**QG6. Where did you find information about how to make a complaint, or did you not need this information? (MULTI CODE)**

Base : All who have made a complaint to Royal Mail about its services in the last 12 months (ADDED Q1 2015)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE ~d	FEMALE ~e	16-34 ~f	35-54 ~g	55+ ~h	ABC1 ~i	C2DE ~j	WORKING ~k	NOT WORKING ~l
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	32	14	12	6	12	20	8	16	8	18	14	16	16
Effective Weighted Sample	29	13	12	5	11	19	7	15	7	17	12	15	15
Total	23	10	8	5	9	14	7	11	5	14	9	13	10
Didn't need this information	7	2	4	2	4	4	2	4	2	5	2	4	3
	32%	18%	43%	45%	44%	25%	24%	32%	43%	40%	21%	32%	33%
On the company's website	7	4	2	1	2	5	3	3	1	3	4	4	3
	30%	38%	19%	30%	23%	34%	43%	26%	20%	23%	40%	30%	29%
From asking someone who works for the company in person	5	2	1	1	2	3	1	2	1	3	2	3	2
	20%	21%	16%	25%	21%	20%	20%	18%	27%	21%	19%	21%	20%
From speaking with someone who works for the company on the phone	2	2	1	-	1	2	-	2	-	1	1	1	1
	9%	16%	7%	-%	7%	11%	-%	19%	-%	11%	7%	11%	7%
Another way	2	*	1	-	*	1	-	1	*	1	1	1	1
	8%	5%	15%	-%	6%	9%	-%	11%	10%	8%	7%	5%	12%
Don't know	3	2	1	-	-	3	1	2	-	2	1	3	-
	11%	20%	7%	-%	-%	18%	13%	15%	-%	15%	6%	20%	-%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 114**

**QG7. SHOWCARD How easy or difficult did you find it to make a complaint about Royal Mail? (SINGLE CODE)**

Base : All who have made a complaint to Royal Mail about its services in the last 12 months (ADDED Q1 2015)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	32	14	12	6	12	20	8	16	8	18	14	16	16
Effective Weighted Sample	29	13	12	5	11	19	7	15	7	17	12	15	15
Total	23	10	8	5	9	14	7	11	5	14	9	13	10
Very easy	13	6	5	2	4	9	5	5	3	9	4	6	7
	56%	59%	59%	46%	50%	60%	69%	43%	70%	67%	40%	48%	67%
Fairly easy	7	3	2	2	4	4	2	4	1	3	4	5	2
	31%	26%	23%	54%	41%	25%	31%	34%	22%	24%	40%	37%	23%
TOTAL EASY	20	8	7	5	8	12	7	9	4	13	7	11	9
	87%	85%	82%	100%	91%	85%	100%	77%	92%	92%	80%	85%	89%
Neither easy nor difficult	2	1	1	-	1	1	-	2	-	1	1	2	-
	8%	11%	10%	-%	9%	8%	-%	17%	-%	8%	9%	15%	-%
Fairly difficult	1	*	1	-	-	1	-	1	*	-	1	-	1
	5%	4%	8%	-%	-%	8%	-%	6%	8%	-%	12%	-%	11%
TOTAL DIFFICULT	1	*	1	-	-	1	-	1	*	-	1	-	1
	5%	4%	8%	-%	-%	8%	-%	6%	8%	-%	12%	-%	11%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 115**

**QG8. Please tell me what was difficult about making the complaint about Royal Mail? (MULTI CODE)**

Base : All who found it difficult to make a complaint to Royal Mail about its services in the last 12 months (ADDED Q1 2015)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	2	1	1	-	-	2	-	1	1	-	2	-	2
Effective Weighted Sample	2	1	1	-	-	2	-	1	1	-	2	-	2
Total	1	*	1	-	-	1	-	1	*	-	1	-	1
Finding out how to make a complaint	*	*	-	-	-	*	-	-	*	-	*	-	*
	36%	100%	-%	-%	-%	36%	-%	-%	100%	-%	36%	-%	36%
Other	1	-	1	-	-	1	-	1	-	-	1	-	1
	64%	-%	100%	-%	-%	64%	-%	100%	-%	-%	64%	-%	64%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 116**

**QG9. There is an independent body called POSTRS. Dissatisfied customers with unresolved complaints against some postal operators including Royal Mail can be referred to POSTRS. Were you made aware of POSTRS when you made a complaint about Royal Mail? (SINGLE CODE)**

Base : All who have made a complaint to Royal Mail about its services in the last 12 months (ADDED Q1 2015)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 ~a	FEB 2015 ~b	MAR 2015 ~c	MALE ~d	FEMALE ~e	16-34 ~f	35-54 ~g	55+ ~h	ABC1 ~i	C2DE ~j	WORKING ~k	NOT WORKING ~l
Significance Level: 95%	Total												
Unweighted total	32	14	12	6	12	20	8	16	8	18	14	16	16
Effective Weighted Sample	29	13	12	5	11	19	7	15	7	17	12	15	15
Total	23	10	8	5	9	14	7	11	5	14	9	13	10
Yes, was made aware of POSTRS	1	1	-	-	-	1	1	-	-	-	1	-	1
	3%	7%	-%	-%	-%	5%	10%	-%	-%	-%	7%	-%	7%
No, was not made aware of POSTRS	21	8	8	4	9	12	6	10	4	13	8	12	9
	91%	82%	100%	92%	100%	85%	90%	90%	92%	92%	89%	91%	90%
Don't know	2	1	-	*	-	2	-	1	*	1	*	1	*
	7%	11%	-%	8%	-%	11%	-%	10%	8%	8%	4%	9%	4%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 117**

**QG10. Why didn't you make a complaint about Royal Mail? (MULTI CODE)**

Base : All who have had cause to but have not made a complaint to Royal Mail about its services in the last 12 months (ADDED Q1 2015)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE ~d	FEMALE ~e	16-34 ~f	35-54 ~g	55+ ~h	ABC1 ~i	C2DE ~j	WORKING ~k	NOT WORKING ~l
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	24	6	6	12	12	12	7	9	8	15	9	18	6
Effective Weighted Sample	21	5	6	10	10	11	6	8	6	13	8	15	5
Total	19	4	5	10	10	9	6	8	5	12	7	15	5
Not worth the hassle	11	2	4	5	6	5	4	5	3	7	5	9	2
	59%	56%	82%	50%	62%	56%	62%	61%	53%	56%	65%	62%	48%
Didn't have the time	6	*	2	4	2	4	*	4	2	4	3	4	2
	32%	10%	38%	39%	21%	45%	7%	50%	33%	29%	37%	30%	38%
Not a major issue	5	1	1	3	4	1	3	1	-	5	-	5	-
	23%	25%	16%	26%	38%	7%	53%	17%	-%	37%	-%	31%	-%
Wouldn't change anything anyway	3	*	1	2	3	1	1	-	2	2	1	2	2
	17%	8%	12%	24%	28%	6%	22%	-%	40%	18%	16%	13%	33%
Didn't know where to go/ who to complain to	1	-	1	-	-	1	-	1	-	-	1	1	-
	5%	-%	20%	-%	-%	10%	-%	11%	-%	-%	13%	6%	-%
Other reasons	2	2	-	-	1	1	2	-	-	-	2	2	-
	10%	43%	-%	-%	7%	12%	31%	-%	-%	-%	26%	13%	-%
Don't know	1	-	-	1	1	1	-	-	1	1	1	*	1
	7%	-%	-%	14%	6%	9%	-%	-%	28%	6%	11%	1%	29%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 118**

**QH1A. SHOWCARD** Please think about communication from organisations that you have a relationship with. Which one of these ways would you prefer to receive communication from your bank or building society? (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Base for %	404	153	122	129	194	210	132	140	131	221	182	226	178
Post	160	63	44	53	72	87	42	55	63	79	81	90	70
	40%	41%	36%	41%	37%	42%	31%	39%	48% f	36%	45%	40%	40%
Email/ online	109	39	37	34	64	45	38	50	21	75	35	74	35
	27%	25%	30%	26%	33% e	21%	29% h	35% h	16%	34% j	19%	33% l	20%
Phone call	63	24	19	20	29	34	24	20	19	39	24	35	27
	16%	15%	16%	15%	15%	16%	18%	14%	14%	18%	13%	16%	15%
Text message	6	3	2	1	4	2	2	3	1	2	3	3	3
	1%	2%	1%	1%	2%	1%	2%	2%	*%	1%	2%	1%	2%
Other	48	15	19	15	21	26	17	8	23	21	27	19	29
	12%	10%	15%	11%	11%	13%	13% g	5% g	18% g	9% g	15% g	8% g	16% k
No preference	18	10	2	7	4	15	9	5	5	6	12	6	13
	5%	6% b	1%	5%	2%	7% d	6%	4%	4%	3%	7% i	2%	7% k
Don't know	3	*	2	1	2	2	1	1	2	2	2	2	2

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 119**

**QH1B. SHOWCARD** Please think about communication from organisations that you have a relationship with. Which one of these ways would you prefer to receive communication from your gas or electricity provider? (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Base for %	397	152	123	122	190	207	123	141	132	217	179	226	170
Post	153	60	46	47	69	83	32	55	66	67	85	81	72
	38%	40%	37%	38%	37%	40%	26%	39%	50%	31%	48%	36%	42%
							f	f	f	i	i		
Email/ online	131	52	42	37	67	64	42	55	34	93	38	86	44
	33%	34%	34%	31%	35%	31%	34%	39%	26%	43%	21%	38%	26%
							h	h		j		l	
Phone call	78	20	31	28	35	43	33	21	24	40	38	41	37
	20%	13%	25%	23%	18%	21%	27%	15%	18%	19%	21%	18%	22%
			a	a			g						
Text message	2	1	-	1	1	1	1	1	-	1	1	1	1
	*%	1%	-%	1%	1%	*%	1%	1%	-%	*%	1%	1%	*%
Other	5	2	1	2	2	3	2	*	2	2	2	2	3
	1%	1%	1%	1%	1%	1%	2%	*%	2%	1%	1%	1%	2%
No preference	28	17	4	8	16	12	13	9	6	14	14	15	14
	7%	11%	3%	6%	8%	6%	11%	6%	4%	7%	8%	6%	8%
		b					h						
Don't know	10	1	2	8	5	5	10	-	1	5	5	2	9

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



**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 120**

**QH1C. SHOWCARD** Please think about communication from organisations that you have a relationship with. Which one of these ways would you prefer to receive communication from your local council or tax office? (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Base for %	396	149	123	124	191	205	127	136	133	216	179	222	174
Post	188	76	55	57	90	98	48	65	75	95	93	105	83
	47%	51%	45%	46%	47%	48%	38%	48%	57% f	44%	52%	47%	48%
Email/ online	95	39	32	25	52	43	36	39	20	61	34	64	30
	24%	26%	26%	20%	27%	21%	28% h	29% h	15%	28% j	19%	29% l	18%
Phone call	75	17	31	28	33	43	27	21	27	43	32	34	41
	19%	11%	25% a	22% a	17%	21%	21%	16%	21%	20%	18%	15%	24% k
Text message	3	1	-	2	1	1	1	1	1	1	2	2	1
	1%	*%	-%	2%	1%	1%	1%	1%	*%	*%	1%	1%	*%
Other	11	4	4	4	4	7	6	1	4	4	6	7	4
	3%	2%	3%	3%	2%	3%	5% g	1%	3%	2%	4%	3%	2%
No preference	25	13	1	10	11	13	10	8	6	12	12	10	14
	6%	9% b	1%	8% b	6%	7%	8%	6%	5%	6%	7%	5%	8%
Don't know	11	3	2	6	4	7	6	5	*	6	4	5	5

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 121**

**SUMMARY TO SHOW PREFERENCE FOR RECEIVING COMMUNICATION BY POST FROM ORGANISATIONS HAVE A RELATIONSHIP WITH**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
LOCAL COUNCIL OR TAX OFFICE	188 46%	76 50%	55 44%	57 44%	90 46%	98 46%	48 36%	65 46%	75 57% f	95 43%	93 50%	105 46%	83 47%
BANK OR BUILDING SOCIETY	160 39%	63 41%	44 35%	53 41%	72 37%	87 41%	42 31%	55 39%	63 47% f	79 35%	81 44%	90 39%	70 39%
GAS OR ELECTRICITY PROVIDER	153 38%	60 39%	46 37%	47 36%	69 36%	83 39%	32 24%	55 39% f	66 50% f	67 30%	85 46% i	81 36%	72 40%
ALL OF THESE	122 30%	48 31%	33 27%	41 31%	51 26%	71 33%	24 18%	42 30% f	56 42% fg	53 24%	68 37% i	65 29%	57 32%
ANY OF THESE	212 52%	86 57%	61 49%	64 50%	103 53%	109 51%	59 44%	73 52%	81 61% f	108 49%	104 57%	119 52%	93 52%
NONE OF THESE	195 48%	66 43%	63 51%	65 50%	92 47%	103 49%	74 56% h	68 48%	52 39%	115 51%	80 43%	109 48%	86 48%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 122**

**QH2A. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I love to send and receive letters and cards (SINGLE CODE)**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN	FEB	MAR	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT
		2015	2015	2015									WORKING
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Base for %	406	153	124	129	195	212	133	140	133	223	183	227	179
Strongly disagree	(5.0)	34	21	8	6	23	11	16	9	9	18	16	14
		8%	14%	6%	5%	12%	5%	12%	6%	6%	8%	9%	8%
			bc			e							
Slightly disagree	(4.0)	41	19	11	11	23	18	14	20	7	22	19	15
		10%	13%	9%	8%	12%	8%	10%	15%	5%	10%	10%	8%
								h					
TOTAL DISAGREE		75	40	19	17	46	29	30	29	16	40	35	29
		19%	26%	15%	13%	24%	14%	23%	21%	12%	18%	19%	16%
			bc			e		h	h				
Neither agree nor disagree	(3.0)	112	47	31	34	62	49	46	38	28	62	50	37
		27%	31%	25%	26%	32%	23%	35%	27%	21%	28%	27%	21%
								h				l	
Slightly agree	(2.0)	103	31	41	31	47	56	31	33	40	60	43	48
		25%	20%	33%	24%	24%	27%	23%	23%	30%	27%	23%	27%
				a									
Strongly agree	(1.0)	116	35	35	47	39	77	26	40	50	60	55	65
		29%	23%	28%	36%	20%	36%	20%	29%	37%	27%	30%	36%
					a		d			f			k
TOTAL AGREE		219	66	75	78	86	133	57	73	90	121	98	113
		54%	43%	61%	61%	44%	63%	43%	52%	68%	54%	54%	63%
				a	a		d			fg			k
Don't know	1	-	-	1	1	-	-	1	-	-	1	1	-
Mean score	2.4	2.7	2.3	2.2	2.7	2.2	2.7	2.5	2.1	2.4	2.4	2.6	2.2
			bc		e		h	h				l	
Standard deviation	1.24	1.31	1.15	1.16	1.25	1.17	1.25	1.23	1.17	1.22	1.26	1.21	1.25
Standard error	.05	.09	.08	.08	.07	.07	.10	.09	.08	.07	.08	.07	.08
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l													

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**
**Table 123**
**QH2B. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I prefer to send emails rather than letters whenever possible (SINGLE CODE)**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		588	204	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample		407	117	153	199	208	118	136	160	237	171	219	188
Total		407	153	124	130	195	212	133	141	133	223	184	228
Base for %		407	153	124	130	195	212	133	141	133	223	184	228
Strongly disagree	(5.0)	60	18	20	22	25	35	6	13	42	19	41	13
		15%	12%	16%	17%	13%	17%	4%	9%	31%	8%	22%	6%
									fg		i		k
Slightly disagree	(4.0)	50	20	15	15	21	29	6	20	24	25	25	23
		12%	13%	12%	12%	11%	14%	5%	14%	18%	11%	13%	10%
									f				
TOTAL DISAGREE		110	38	35	37	46	64	12	33	65	44	66	36
		27%	25%	28%	29%	24%	30%	9%	24%	49%	20%	36%	16%
									f			i	
Neither agree nor disagree	(3.0)	79	28	24	27	31	48	25	29	24	43	35	53
		19%	18%	19%	21%	16%	23%	19%	21%	18%	19%	19%	23%
													l
Slightly agree	(2.0)	75	31	19	25	43	32	27	28	20	46	29	46
		18%	21%	15%	19%	22%	15%	20%	20%	15%	21%	16%	20%
Strongly agree	(1.0)	143	56	47	41	76	68	69	50	23	89	54	93
		35%	36%	37%	31%	39%	32%	52%	36%	18%	40%	29%	41%
								gh	h		j		l
TOTAL AGREE		218	87	66	66	118	100	96	78	43	135	83	140
		54%	57%	53%	50%	61%	47%	73%	56%	33%	61%	45%	61%
						e		gh	h		j		l
Mean score		2.5	2.4	2.5	2.6	2.4	2.7	1.9	2.4	3.3	2.3	2.8	2.2
						d			f			i	
Standard deviation		1.45	1.40	1.49	1.46	1.41	1.46	1.12	1.35	1.49	1.32	1.53	1.24
Standard error		.06	.10	.11	.11	.08	.08	.09	.10	.10	.07	.10	.07
Columns Tested:		a,b,c	d,e	f,g,h	i,j	k,l							

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**
**Table 124**
**QH2C. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I prefer to send letters or emails to companies rather than make a phone call, so that I have a written record (SINGLE CODE)**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted total		588	204	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample		407	117	153	199	208	118	136	160	237	171	219	188
Total		407	153	124	130	195	212	133	141	133	223	184	228
Base for %		404	152	124	129	194	211	132	141	132	221	182	227
Strongly disagree	(5.0)	39	10	11	18	21	18	10	7	22	15	24	13
		10%	7%	9%	14%	11%	9%	7%	5%	17%	7%	13%	6%
										fg	i		k
Slightly disagree	(4.0)	37	11	15	11	14	23	7	17	13	21	16	23
		9%	7%	12%	9%	7%	11%	5%	12%	10%	9%	9%	10%
									f				8%
TOTAL DISAGREE		76	21	26	29	35	41	16	24	36	40	36	40
		19%	14%	21%	22%	18%	19%	12%	17%	27%	16%	22%	16%
										fg			22%
Neither agree nor disagree	(3.0)	71	31	24	17	30	41	19	26	26	33	39	41
		18%	20%	19%	13%	16%	19%	14%	19%	20%	15%	21%	18%
Slightly agree	(2.0)	116	47	30	38	56	60	41	41	34	69	47	69
		29%	31%	24%	30%	29%	28%	31%	29%	26%	31%	26%	30%
Strongly agree	(1.0)	141	53	43	45	73	69	55	49	37	84	57	81
		35%	35%	35%	35%	37%	33%	42%	35%	28%	38%	31%	36%
								h					34%
TOTAL AGREE		257	100	73	84	128	129	96	90	71	153	104	150
		64%	66%	59%	65%	66%	61%	73%	64%	53%	69%	57%	66%
								h		j			60%
Don't know		3	1	1	1	2	1	1	1	1	1	1	2
Mean score		2.3	2.2	2.4	2.4	2.3	2.3	2.0	2.2	2.6	2.2	2.5	2.2
										fg	i		2.4
Standard deviation		1.29	1.19	1.31	1.39	1.32	1.27	1.20	1.19	1.42	1.22	1.36	1.20
Standard error		.05	.08	.10	.10	.08	.07	.09	.09	.10	.07	.09	.07
Columns Tested:		a,b,c	d,e	f,g,h	i,j	k,l							

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 125**

**QH2D. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I only use post if there is no alternative (SINGLE CODE)**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted total		588	204	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample		407	117	153	199	208	118	136	160	237	171	219	188
Total		407	153	124	130	195	212	133	141	133	223	228	179
Base for %		403	150	124	129	193	210	133	140	130	221	227	176
Strongly disagree	(5.0)	64	19	20	25	26	38	14	16	33	30	24	40
		16%	13%	16%	20%	13%	18%	11%	12%	26%	14%	10%	23%
									fg				k
Slightly disagree	(4.0)	85	33	33	20	33	53	18	32	35	49	37	45
		21%	22%	26%	16%	17%	25%	14%	23%	27%	22%	20%	23%
				c		d			f				
TOTAL DISAGREE		149	52	52	45	58	91	33	49	68	79	70	81
		37%	34%	42%	35%	30%	43%	25%	35%	52%	36%	39%	46%
						d			fg				k
Neither agree nor disagree	(3.0)	55	23	12	21	29	27	16	25	14	32	24	22
		14%	15%	9%	16%	15%	13%	12%	18%	11%	14%	13%	12%
Slightly agree	(2.0)	89	36	25	28	53	35	37	30	22	46	43	32
		22%	24%	20%	22%	28%	17%	28%	21%	17%	21%	24%	18%
					e			h					
Strongly agree	(1.0)	110	40	35	35	53	57	47	37	26	65	45	41
		27%	27%	28%	27%	27%	27%	35%	26%	20%	29%	25%	23%
								h					
TOTAL AGREE		198	76	60	63	106	92	84	67	48	111	88	73
		49%	51%	48%	48%	55%	44%	63%	47%	37%	50%	48%	42%
					e			gh				l	
Don't know		4	2	1	1	3	1	-	1	3	1	2	3
Mean score		2.8	2.7	2.8	2.8	2.6	2.9	2.4	2.7	3.2	2.7	2.8	3.0
						d		f		fg			k
Standard deviation		1.45	1.40	1.49	1.48	1.39	1.49	1.37	1.38	1.49	1.44	1.46	1.51
Standard error		.06	.10	.11	.11	.08	.09	.11	.10	.10	.08	.09	.09

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 126**

**QH2E. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I would feel cut off from society if I can't send or don't receive post (SINGLE CODE)**

Base : All respondents

			MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
			JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample		407	117	153	157	199	208	118	136	160	237	171	219	188
Total		407	153	124	130	195	212	133	141	133	223	184	228	179
Base for %		398	147	123	127	190	207	131	136	131	218	179	221	177
Strongly disagree	(5.0)	54	17	17	20	34	20	28	17	9	36	18	37	17
		14%	12%	14%	16%	18%	10%	21%	12%	7%	17%	10%	17%	10%
						e		h					l	
Slightly disagree	(4.0)	59	22	19	18	39	20	21	25	12	35	24	41	18
		15%	15%	16%	14%	21%	10%	16%	19%	9%	16%	14%	19%	10%
						e		h			j		l	
TOTAL DISAGREE		113	39	36	38	73	40	49	42	21	71	42	78	35
		28%	26%	29%	30%	38%	19%	37%	31%	16%	33%	23%	35%	20%
						e		h	h		j		l	
Neither agree nor disagree	(3.0)	57	26	18	13	27	31	25	17	16	31	27	37	20
		14%	18%	15%	10%	14%	15%	19%	12%	12%	14%	15%	17%	12%
Slightly agree	(2.0)	112	46	30	37	50	62	37	38	38	55	57	57	56
		28%	31%	24%	29%	27%	30%	28%	28%	29%	25%	32%	26%	32%
Strongly agree	(1.0)	115	36	38	40	40	75	21	39	55	61	53	49	65
		29%	25%	31%	32%	21%	36%	16%	28%	42%	28%	30%	22%	37%
						d		f	f	fg				k
TOTAL AGREE		227	82	68	77	91	137	58	76	93	117	110	106	121
		57%	56%	56%	60%	48%	66%	44%	56%	71%	53%	62%	48%	69%
						d		f	f	fg				k
Don't know		9	5	2	3	5	4	1	6	2	4	5	7	2
Mean score		2.6	2.6	2.6	2.5	2.9	2.3	3.0	2.6	2.1	2.7	2.4	2.8	2.2
						e		gh	h				l	
Standard deviation		1.39	1.32	1.42	1.45	1.42	1.30	1.39	1.40	1.25	1.45	1.31	1.41	1.31
Standard error		.06	.09	.10	.11	.08	.08	.11	.10	.08	.08	.08	.08	.08
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l														

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**
**Table 127**
**QH2F. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I only send my mail first class if it needs to get there the next day (SINGLE CODE)**

Base : All respondents

			MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
			JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample		407	117	153	157	199	208	118	136	160	237	171	219	188
Total		407	153	124	130	195	212	133	141	133	223	184	228	179
Base for %		396	144	124	129	189	207	130	136	130	219	177	224	173
Strongly disagree	(5.0)	69	22	23	24	30	38	22	24	23	34	35	32	37
		17%	15%	18%	19%	16%	19%	17%	18%	18%	15%	20%	14%	21%
Slightly disagree	(4.0)	56	13	25	18	33	22	17	21	17	39	17	31	25
		14%	9%	20%	14%	18%	11%	13%	16%	13%	18%	9%	14%	15%
				a		e					j			
TOTAL DISAGREE		125	36	47	42	64	61	39	46	40	73	52	62	62
		31%	25%	38%	33%	34%	29%	30%	33%	31%	33%	29%	28%	36%
				a										
Neither agree nor disagree	(3.0)	43	20	14	8	18	24	13	17	13	24	19	25	17
		11%	14%	12%	6%	10%	12%	10%	12%	10%	11%	10%	11%	10%
				c										
Slightly agree	(2.0)	93	36	29	28	46	47	38	25	30	47	46	62	31
		23%	25%	23%	22%	24%	23%	29%	18%	23%	21%	26%	28%	18%
								g					l	
Strongly agree	(1.0)	136	53	33	50	61	75	40	49	47	75	60	74	62
		34%	37%	27%	39%	32%	36%	31%	36%	36%	35%	34%	33%	36%
					b									
TOTAL AGREE		229	89	62	78	107	122	78	74	77	122	107	136	93
		58%	61%	50%	61%	57%	59%	60%	55%	59%	56%	60%	61%	54%
Don't know		11	8	1	1	6	4	3	5	3	4	7	4	6
Mean score		2.6	2.4	2.8	2.5	2.6	2.5	2.6	2.6	2.5	2.6	2.5	2.5	2.7
				a										
Standard deviation		1.50	1.45	1.49	1.57	1.49	1.52	1.47	1.53	1.52	1.49	1.52	1.43	1.59
Standard error		.06	.10	.11	.11	.09	.09	.11	.11	.10	.08	.10	.08	.10
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l														



## Table 128

Base : All respondents

Prepared by Saville Rossiter-Base : 01727 899 399

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 129**

**QH2H. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I trust second class post to get there in a reasonable timeframe (SINGLE CODE)**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted total		588	204	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample		407	117	153	199	208	118	136	160	237	171	219	188
Total		407	153	124	130	195	212	133	141	133	223	184	179
Base for %		383	140	121	122	179	204	126	128	129	210	173	168
Strongly disagree	(5.0)	32 8%	13 9%	8 7%	12 9%	18 10%	14 11%	13 11%	5 3%	14 7%	19 11%	16 7%	17 10%
Slightly disagree	(4.0)	38 10%	13 9%	15 12%	10 8%	20 11%	18 9%	11 9%	19 15%	8 6%	12 7%	28 13%	10 6%
TOTAL DISAGREE		70 18%	26 19%	23 19%	21 17%	38 21%	32 16%	26 20%	32 25%	12 9%	39 19%	31 18%	26 20%
Neither agree nor disagree	(3.0)	61 16%	22 16%	18 15%	20 16%	29 16%	31 15%	19 15%	12 9%	29 23%	32 14%	29 18%	32 19%
Slightly agree	(2.0)	131 34%	53 38%	42 35%	36 29%	62 35%	68 34%	41 33%	43 34%	47 36%	80 38%	50 29%	52 31%
Strongly agree	(1.0)	121 32%	39 28%	37 31%	45 37%	50 28%	72 35%	40 32%	40 32%	41 32%	61 29%	60 35%	58 34%
TOTAL AGREE		252 66%	92 65%	80 66%	81 66%	112 63%	140 69%	81 64%	83 65%	88 68%	141 67%	110 64%	110 65%
Don't know		24	13	3	8	16	8	7	14	4	13	11	11
Mean score		2.3	2.3	2.3	2.2	2.4	2.2	2.4	2.4	2.1	2.3	2.3	2.3
Standard deviation		1.25	1.24	1.21	1.29	1.28	1.21	1.32	1.35	1.04	1.20	1.31	1.27
Standard error		.05	.09	.09	.10	.08	.07	.10	.10	.07	.07	.09	.08
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l													

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 130**

**QH3A. IMPORTANT WAYS OF COMMUNICATING WITH FRIENDS AND FAMILY - Post? (SINGLE CODE)**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Yes	200 49%	74 49%	64 51%	62 48%	80 41%	120 57% d	57 43%	70 49%	73 55% f	111 50%	89 49%	107 47%	93 52%
No	204 50%	76 50%	60 49%	68 52%	114 58% e	90 42%	73 55%	71 50%	59 45%	111 50%	93 51%	120 53%	84 47%
Don't know	3 1%	2 1%	* *%	1 *%	1 1%	2 1%	2 2%	* *%	1 *%	1 1%	1 1%	1 1%	2 1%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 131**

**QH3B. IMPORTANT WAYS OF COMMUNICATING WITH FRIENDS AND FAMILY - Calls made using a mobile phone? (SINGLE CODE)**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Yes	340	125	100	115	168	172	128	127	85	192	148	208	132
	84%	82%	81%	88%	86%	81%	97% gh	90% h	64%	86%	80%	91% l	74%
No	66	27	24	15	28	38	3	15	48	31	35	19	47
	16%	18%	19%	12%	14%	18%	3%	10% f	36% fg	14%	19%	8%	26% k
Don't know	1	1	-	-	-	1	1	-	-	-	1	1	-
	*%	1%	-%	-%	-%	1%	1%	-%	-%	-%	1%	*%	-%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 132**

**QH3C. IMPORTANT WAYS OF COMMUNICATING WITH FRIENDS AND FAMILY - Mobile phone text messages? (SINGLE CODE)**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Yes	314	121	88	105	152	162	125	122	67	177	136	198	115
	77%	79%	70%	81% b	78%	77%	94% gh	86% h	50%	80%	74%	87% l	64%
No	92	31	37	24	44	49	7	19	66	45	47	28	64
	23%	20%	30% c	19%	22%	23%	5%	14% f	50% fg	20%	25%	12%	36% k
Don't know	1	1	-	-	-	1	1	-	-	-	1	1	-
	*%	1%	-%	-%	-%	1%	1%	-%	-%	-%	1%	*%	-%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 133**

**QH3D. IMPORTANT WAYS OF COMMUNICATING WITH FRIENDS AND FAMILY - Calls made using a landline? (SINGLE CODE)**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Yes	287	110	98	79	138	149	72	106	110	155	132	153	135
	71%	72%	79% c	61%	71%	70%	54%	75% f	83% f	70%	72%	67%	75%
No	117	41	26	50	56	61	60	35	23	66	50	74	43
	29%	27%	21%	39% ab	29%	29%	45% gh	25%	17%	30%	27%	33%	24%
Don't know	2	2	-	1	1	1	2	1	-	1	1	1	1
	1%	1%	-%	*%	1%	1%	1%	*%	-%	1%	1%	*%	1%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 134**

**QH3E. IMPORTANT WAYS OF COMMUNICATING WITH FRIENDS AND FAMILY - Internet/ email/ social networking? (SINGLE CODE)**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Yes	288	108	86	93	138	150	119	110	59	173	114	185	103
	71%	71%	69%	72%	70%	71%	89% gh	78% h	45%	78% j	62%	81% l	57%
No	118	43	38	37	58	60	13	31	74	49	68	42	76
	29%	28%	31%	28%	30%	29%	10% f	22% fg	55% fg	22% i	37% i	18% k	43% k
Don't know	1	1	-	-	-	1	1	-	-	-	1	1	-
	*%	1%	-%	-%	-%	1%	1%	-%	-%	-%	1%	*%	-%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 135**

**SUMMARY OF IMPORTANT WAYS OF COMMUNICATING WITH FRIENDS AND FAMILY**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
CALLS MADE USING A MOBILE PHONE	340	125	100	115	168	172	128	127	85	192	148	208	132
	84%	82%	81%	88%	86%	81%	97% gh	90% h	64%	86%	80%	91% l	74%
MOBILE PHONE TEXT MESSAGES	314	121	88	105	152	162	125	122	67	177	136	198	115
	77%	79%	70%	81% b	78%	77%	94% gh	86% h	50%	80%	74%	87% l	64%
INTERNET/EMAIL/SOCIAL NETWORKING	288	108	86	93	138	150	119	110	59	173	114	185	103
	71%	71%	69%	72%	70%	71%	89% gh	78% h	45%	78% j	62%	81% l	57%
CALLS MADE USING A LANDLINE	287	110	98	79	138	149	72	106	110	155	132	153	135
	71%	72%	79% c	61%	71%	70%	54% f	75% f	83% f	70%	72%	67%	75%
POST	200	74	64	62	80	120	57	70	73	111	89	107	93
	49%	49%	51%	48%	41%	57% d	43% f	49% f	55% f	50%	49%	47%	52%
ANY OF THESE	404	150	124	130	194	210	132	140	132	221	183	226	179
	99%	99%	100%	100%	99%	99%	99%	99%	100%	99%	99%	99%	100%
NONE OF THESE	3	2	*	-	1	2	1	1	*	1	1	2	*
	1%	1%	*%	-%	1%	1%	1%	1%	*%	1%	1%	1%	*%

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



**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 136**

**Q11. SHOWCARD** Which, if any, of these companies that can be used to send parcels or letters have you heard of before today? (MULTI CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Royal Mail	406	151	124	130	195	210	131	141	133	223	182	228	178
	100%	99%	100%	100%	100%	99%	99%	100%	100%	100%	99%	100%	99%
Parcelforce	332	114	111	107	158	174	100	125	107	193	138	195	137
	81%	75%	89% a	82%	81%	82%	75%	89% fh	80%	87% j	75%	86% l	76%
DHL	296	108	95	93	150	146	99	116	81	183	113	187	110
	73%	70%	77%	72%	77%	69%	74% h	82% h	61%	82% j	61%	82% l	61%
FedEx	291	103	99	89	145	145	100	113	78	179	112	185	106
	71%	68%	79% ac	69%	74%	69%	75% h	80% h	58%	81% j	61%	81% l	59%
Citilink	269	106	92	71	128	141	76	111	83	151	118	155	115
	66%	69% c	74% c	55%	66%	67%	57% fh	79% fh	62%	68% j	64%	68% l	64%
TNT Express	253	94	85	74	128	125	83	103	68	150	103	156	97
	62%	62%	68% c	57%	65%	59%	62% h	73% h	51%	68% j	56%	69% l	54%
UPS	252	93	73	86	132	120	90	102	60	156	96	164	88
	62%	61%	59%	66%	68% e	57%	68% h	72% h	45%	70% j	52%	72% l	49%
Yodel	238	91	76	71	116	123	87	97	55	130	108	157	81
	59%	60%	61%	55%	59%	58%	65% h	68% h	41%	59% j	59%	69% l	45%
Hermes	194	62	72	59	83	111	70	73	51	121	73	120	74
	48%	41%	58% ac	46%	42%	52% d	53% h	51% h	38%	54% j	40%	52% l	41%
Interlink DPD	181	74	52	55	86	95	69	73	39	108	72	125	56
	44%	48%	41%	43%	44%	45%	52% h	52% h	29%	49% j	39%	55% l	31%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 136**

**Q11. SHOWCARD** Which, if any, of these companies that can be used to send parcels or letters have you heard of before today? (MULTI CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
TNT Post UK	162 40%	47 30%	66 53% ac	50 39%	90 46% e	72 34%	63 47% h	65 46% h	35 26%	104 47% j	58 32%	108 47% l	54 30%
Collect+ (Collect Plus)	102 25%	26 17%	33 27%	43 33% a	47 24%	55 26%	41 31% h	41 29% h	20 15%	68 30% j	34 19%	65 29%	37 21%
Citipost	83 20%	24 16%	25 20%	33 25%	48 25% e	35 16%	29 22%	35 25% h	19 14%	57 25% j	26 14%	56 24% l	27 15%
Any other postal services company	12 3%	4 3%	5 4%	2 2%	4 2%	7 3%	1 1%	6 4%	4 3%	9 4%	2 1%	7 3%	5 3%
HEARD OF ANY PROVIDERS OTHER THAN ROYAL MAIL	388 95%	145 95%	122 98%	122 94%	190 97%	199 94%	126 95%	141 100% fh	122 92%	216 97%	173 94%	223 98% l	165 92%
HEARD OF ANY PROVIDERS OTHER THAN ROYAL MAIL OR PARCELFORCE	381 94%	144 94%	119 95%	119 91%	186 95%	195 92%	126 95% h	139 99% h	116 87%	214 96% j	167 91%	222 98% l	159 89%
None of these	1 *%	1 1%	- -%	- -%	- -%	1 1%	1 1%	- -%	- -%	- -%	1 1%	- -%	1 1%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 137**

**Q12. SHOWCARD** Which, if any, of these companies have you used to send a packet, parcel or letter? Please think about your personal use rather than any use as part of a business. (MULTI CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Royal Mail	377	135	115	127	181	196	123	134	121	210	167	215	163
	93%	88%	93%	98% ab	93%	93%	92%	95%	91%	94%	91%	94%	91%
Parcelforce	71	21	21	29	29	41	24	35	12	52	19	53	18
	17%	14%	17%	22%	15%	19%	18% h	25% h	9%	23% j	10%	23% l	10%
DHL	39	17	11	11	18	22	18	16	6	24	15	29	11
	10%	11%	9%	9%	9%	10%	13% h	11% h	4%	11%	8%	13% l	6%
Hermes	38	17	13	8	11	26	18	9	10	21	17	24	14
	9%	11%	10%	6%	6%	12% d	14% g	6%	8%	9%	9%	10%	8%
FedEx	30	11	9	10	17	13	19	8	2	16	14	20	9
	7%	7%	7%	8%	9%	6%	14% gh	6%	2%	7%	8%	9%	5%
UPS	25	11	6	8	9	16	12	11	2	18	7	19	6
	6%	7%	5%	6%	5%	8%	9% h	8% h	1%	8%	4%	8% l	3%
Yodel	24	7	7	10	10	14	9	11	4	13	11	19	5
	6%	5%	6%	7%	5%	7%	7%	8% h	3%	6%	6%	8% l	3%
Interlink DPD	21	6	9	6	10	11	6	11	4	12	9	16	4
	5%	4%	7%	4%	5%	5%	4%	8%	3%	5%	5%	7% l	2%
Collect+ (Collect Plus)	20	4	6	10	10	10	5	11	5	16	4	14	6
	5%	3%	5%	8% a	5%	5%	4%	8%	3%	7% j	2%	6%	3%
Citilink	16	6	7	3	10	6	5	8	3	10	6	14	2
	4%	4%	5%	3%	5%	3%	4%	6%	2%	5%	3%	6% l	1%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 137**

**Q12. SHOWCARD** Which, if any, of these companies have you used to send a packet, parcel or letter? Please think about your personal use rather than any use as part of a business. (MULTI CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
TNT Express	8 2%	1 1%	3 2%	4 3%	6 3%	2 1%	4 3%	3 2%	1 1%	5 2%	3 2%	6 3%	2 1%
Citipost	5 1%	- -%	3 2%	3 2%	4 2%	2 1%	1 1%	3 2%	2 1%	5 2%	1 *%	3 1%	2 1%
TNT Post UK	4 1%	- -%	1 1%	3 2%	2 1%	2 1%	1 1%	3 2%	- -%	3 1%	1 *%	4 2%	- -%
Any other postal services company	3 1%	1 1%	1 1%	1 1%	1 1%	1 1%	1 1%	1 1%	1 1%	2 1%	1 *%	1 1%	1 1%
USED ANY PROVIDERS OTHER THAN ROYAL MAIL	150 37%	56 36%	44 35%	50 39%	65 33%	84 40%	55 41% h	61 43% h	33 25%	98 44% j	51 28%	100 44% l	49 27%
USED ANY PROVIDERS OTHER THAN ROYAL MAIL OR PARCELFORCE	117 29%	44 29%	37 29%	36 28%	51 26%	66 31%	45 34% h	47 33% h	25 19%	75 34% j	42 23%	81 35% l	36 20%
None of these	22 5%	15 10% c	5 4%	2 1%	10 5%	11 5%	7 5%	3 2%	11 8% g	9 4%	12 7%	8 4%	13 7%
Don't know	* *%	* *%	* *%	- -%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	* *%	- -%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 138**

**Q12. SHOWCARD** Which, if any, of these companies have you used to send a packet, parcel or letter? Please think about your personal use rather than any use as part of a business. (MULTI CODE)

Base : All respondents

	Total	AWARE OF COMPANIES THAT CAN BE USED TO SEND PARCELS OR LETTERS													
		ROYAL MAIL a	CITI-LINK b	CITI-POST c	COLLECT+ d	DHL e	FEDEX f	HERMES g	DPD h	INTER-LINK i	PARCEL- FORCE j	TNT EXPRESS k	TNT POST UK l	UPS m	ANY OTHER n
Significance Level: 95%															
Unweighted total	588	587	390	126	158	437	424	279	256	497	359	229	354	356	18
Effective Weighted Sample	407	406	271	91	128	311	292	194	171	349	250	175	254	237	15
Total	407	406	269	83	102	296	291	194	181	332	253	162	252	238	12
Royal Mail	377	377	254	79	98	282	275	185	173	315	239	156	242	227	10
	93%	93%	94%	96%	96%	95%	94%	95%	96%	95%	95%	96%	96%	95%	88%
Parcelforce	71	71	53	25	25	61	62	46	42	71	48	36	54	47	4
	17%	17%	20%	30%	25%	21%	21%	24%	23%	21%	19%	22%	21%	20%	35%
				abjm											
DHL	39	39	28	12	13	39	36	24	21	34	30	24	32	30	2
	10%	10%	10%	15%	12%	13%	13%	12%	12%	10%	12%	15%	13%	13%	17%
Hermes	38	38	31	13	14	34	35	38	25	37	29	16	30	28	-
	9%	9%	12%	15%	14%	11%	12%	19%	14%	11%	11%	10%	12%	12%	-%
							abefijklm								
FedEx	30	30	20	10	8	28	30	18	18	24	23	16	26	20	1
	7%	7%	7%	12%	8%	9%	10%	9%	10%	7%	9%	10%	10%	8%	5%
UPS	25	25	17	9	8	24	24	23	18	25	20	16	25	20	1
	6%	6%	6%	11%	8%	8%	8%	12%	10%	7%	8%	10%	10%	8%	12%
							ab								
Yodel	24	24	17	9	10	22	18	15	17	21	18	8	18	24	-
	6%	6%	6%	11%	10%	7%	6%	8%	10%	6%	7%	5%	7%	10%	-%
Interlink DPD	21	21	16	7	10	18	18	14	21	19	15	12	16	16	1
	5%	5%	6%	8%	10%	6%	6%	7%	11%	6%	6%	7%	7%	7%	12%
					a				abefij						
Collect+ (Collect Plus)	20	20	17	7	20	20	20	17	14	19	18	10	16	16	3
	5%	5%	6%	9%	20%	7%	7%	9%	8%	6%	7%	6%	6%	7%	27%
					abceefghijklm										
Citilink	16	16	16	6	5	13	15	8	11	15	13	10	13	12	1
	4%	4%	6%	8%	5%	4%	5%	4%	6%	5%	5%	6%	5%	5%	10%
TNT Express	8	8	5	4	5	7	7	5	6	7	8	5	7	6	-
	2%	2%	2%	5%	5%	2%	2%	3%	3%	2%	3%	3%	3%	2%	-%
					a										

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**
**Table 138**
**Q12. SHOWCARD** Which, if any, of these companies have you used to send a packet, parcel or letter? Please think about your personal use rather than any use as part of a business. (MULTI CODE)

Base : All respondents

	Total	AWARE OF COMPANIES THAT CAN BE USED TO SEND PARCELS OR LETTERS													
		ROYAL MAIL a	CITI-LINK b	CITI-POST c	COLLECT+ d	DHL e	FEDEX f	HERMES g	DPD h	INTER-LINK PARCEL-FORCE i	TNT EXPRESS j	TNT POST UK k	UPS l	YODEL m	ANY OTHER ~n
Significance Level: 95%															
Unweighted total	588	587	390	126	158	437	424	279	256	497	359	229	354	356	18
Effective Weighted Sample	407	406	271	91	128	311	292	194	171	349	250	175	254	237	15
Total	407	406	269	83	102	296	291	194	181	332	253	162	252	238	12
Citipost	5 1%	5 1%	2 1%	5 7%	3 3%	4 1%	5 2%	3 1%	2 1%	4 1%	3 1%	2 1%	3 1%	2 1%	- -%
				abefghijklm											
TNT Post UK	4 1%	4 1%	4 1%	3 4%	3 3%	4 1%	4 1%	3 2%	3 2%	4 1%	4 1%	4 2%	4 1%	4 2%	- -%
				a											
Any other postal services company	3 1%	3 1%	3 1%	1 2%	1 1%	2 1%	3 1%	2 1%	3 2%	3 1%	2 1%	1 1%	3 1%	2 1%	3 25%
USED ANY PROVIDERS OTHER THAN ROYAL MAIL	150 37%	150 37%	109 41%	42 51%	56 55%	132 45%	134 46%	103 53%	89 49%	137 41%	111 44%	72 45%	112 44%	105 44%	6 56%
				a	abij	a	a	abi	a						
USED ANY PROVIDERS OTHER THAN ROYAL MAIL OR PARCELFORCE	117 29%	117 29%	85 32%	36 43%	45 44%	107 36%	107 37%	82 42%	71 39%	105 32%	90 35%	58 36%	89 35%	86 36%	6 50%
				abi	abi	a	a	abi	a						
None of these	22 5%	20 5%	9 3%	1 2%	1 1%	7 2%	9 3%	3 1%	3 1%	9 3%	6 2%	3 2%	5 2%	5 2%	1 5%
		gl													
Don't know	* *%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	* *%	* *%	- -%	* *%	* *%	- -%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**
**Table 139**
**QI3. SHOWCARD** And which, if any, of these companies have delivered a packet, parcel or letter to you? Please think about you have received personally rather than any use as part of a business. (MULTI CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Royal Mail	367 90%	131 86%	114 92%	122 94% a	175 90%	192 91%	118 89%	132 94%	116 87%	204 92%	162 88%	207 91%	159 89%
Parcelforce	136 33%	43 28%	43 35%	50 38%	62 32%	74 35%	52 39% h	54 38% h	30 23%	88 39% j	48 26%	92 40% l	44 25%
DHL	97 24%	40 26%	23 19%	33 26%	51 26%	46 22%	38 29% h	39 28% h	20 15%	59 26%	38 21%	65 28% l	32 18%
Yodel	95 23%	35 23%	31 25%	29 23%	43 22%	53 25%	30 22%	44 31% h	22 16%	54 24%	42 23%	63 28% l	33 18%
Hermes	84 21%	30 20%	31 25%	23 18%	29 15%	55 26% d	30 22%	33 23%	21 16%	51 23%	33 18%	50 22%	34 19%
FedEx	65 16%	21 14%	22 18%	22 17%	35 18%	30 14%	27 20% h	27 19% h	11 8%	44 20% j	21 12%	43 19%	22 13%
Citilink	63 15%	24 15%	22 18%	17 13%	33 17%	30 14%	19 14%	29 20% h	16 12%	43 19% j	20 11%	43 19% l	20 11%
UPS	48 12%	21 14%	13 10%	15 11%	25 13%	23 11%	18 13%	19 14%	11 9%	35 16% j	13 7%	34 15% l	14 8%
Interlink DPD	48 12%	19 13%	16 13%	12 9%	26 13%	21 10%	19 14% h	20 14% h	9 6%	29 13%	18 10%	36 16% l	11 6%
TNT Express	38 9%	10 7%	15 12%	13 10%	28 14% e	10 5%	9 7%	20 14% h	9 6%	28 12% j	10 6%	28 12% l	10 6%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 139**

**Q13. SHOWCARD** And which, if any, of these companies have delivered a packet, parcel or letter to you? Please think about you have received personally rather than any use as part of a business. (MULTI CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
TNT Post UK	29 7%	10 6%	14 11% c	6 5%	16 8%	14 6%	9 7%	16 12% h	4 3%	25 11% j	5 3%	23 10% l	6 3%
Collect+ (Collect Plus)	21 5%	6 4%	8 6%	7 6%	10 5%	11 5%	6 5%	10 7%	4 3%	14 6%	7 4%	14 6%	6 3%
Citipost	10 2%	1 1%	5 4%	3 3%	7 3%	3 2%	3 2%	4 3%	2 2%	7 3%	2 1%	7 3%	3 2%
Any other postal services company	8 2%	3 2%	4 3%	1 1%	4 2%	4 2%	1 1%	4 3%	4 3%	6 3%	2 1%	4 2%	4 2%
RECEIVED FROM ANY PROVIDERS OTHER THAN ROYAL MAIL	252 62%	97 63%	76 61%	80 61%	117 60%	135 64%	93 70% h	94 67% h	65 49%	147 66%	105 57%	158 69% l	95 53%
RECEIVED FROM ANY PROVIDERS OTHER THAN ROYAL MAIL OR PARCELFORCE	229 56%	88 58%	69 55%	72 55%	108 56%	120 57%	85 64% h	87 62% h	56 42%	133 60%	96 52%	149 66% l	80 44%
None of these	17 4%	14 9% bc	2 1%	1 1%	7 3%	10 5%	6 5%	3 2%	7 5%	8 3%	9 5%	8 3%	9 5%
Don't know	3 1%	* *%	2 1%	1 1%	1 1%	2 1%	1 1%	1 1%	1 1%	2 1%	1 1%	2 1%	2 1%

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



**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**
**Table 140**

**Q14. Have you had a letter delivered to your home by TNT in the last week? IF NECESSARY - This may have been either TNT Post UK or TNT Express, with the delivery person in TNT uniform, not a delivery by a Royal Mail postman or woman.**

Base : Those in London, Manchester or Liverpool

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	120	36	36	48	59	61	43	47	30	86	34	79	41
Effective Weighted Sample	117	35	35	47	58	59	42	46	30	84	33	77	40
Total	80	24	24	31	39	41	29	33	18	55	24	54	25
Yes	8	4	2	1	4	3	3	3	1	6	2	5	3
	10%	17%	10%	4%	11%	8%	12%	9%	7%	11%	8%	9%	12%
		c											
No	67	19	19	30	34	34	26	26	15	46	21	46	21
	85%	78%	79%	94%	86%	83%	88%	80%	87%	83%	88%	85%	84%
				ab									
Don't know	5	1	3	1	1	3	-	3	1	3	1	3	1
	6%	5%	11%	2%	3%	8%	-%	11%	6%	6%	5%	6%	4%
							f						

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 141**

**Q15. SHOWCARD** How would you rate your overall satisfaction with the TNT mail delivery service? (SINGLE CODE)

Base : Those who have had a letter delivered to their home by TNT Post in the last week

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	12	6	4	2	7	5	5	5	2	9	3	7	5
Effective Weighted Sample	12	6	4	2	7	5	5	5	2	9	3	7	5
Total	8	4	2	1	4	3	3	3	1	6	2	5	3
Very satisfied	1	1	1	-	1	1	1	1	-	1	-	1	1
	17%	20%	22%	-%	12%	24%	23%	17%	-%	23%	-%	17%	17%
Fairly satisfied	6	3	2	1	4	2	3	3	1	4	1	3	3
	75%	65%	78%	100%	88%	57%	77%	83%	46%	77%	67%	69%	83%
TOTAL SATISFIED	7	4	2	1	4	3	3	3	1	6	1	4	3
	92%	85%	100%	100%	100%	82%	100%	100%	46%	100%	67%	87%	100%
Neither satisfied nor dissatisfied	1	1	-	-	-	1	-	-	1	-	1	1	-
	8%	15%	-%	-%	-%	18%	-%	-%	54%	-%	33%	13%	-%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 142**

**SUMMARY TO SHOW COMPETITORS USED TO SEND OR RECEIVE MAIL**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Parcelforce	152 37%	49 32%	46 37%	57 44% a	68 35%	84 40%	56 42% h	59 42% h	36 27%	98 44% j	54 29%	101 45% l	50 28%
DHL	102 25%	43 28%	25 20%	34 26%	52 26%	50 24%	40 30% h	40 29% h	22 16%	63 28%	39 21%	68 30% l	34 19%
Yodel	99 24%	36 23%	34 27%	30 23%	44 23%	55 26%	31 23%	46 33% h	23 17%	57 26%	43 23%	66 29% l	33 19%
Hermes	91 22%	34 22%	32 26%	25 19%	30 15%	61 29% d	33 25%	34 24%	23 17%	54 24%	37 20%	55 24%	36 20%
FedEx	69 17%	21 14%	22 18%	25 19%	37 19%	32 15%	28 21% h	29 20% h	12 9%	46 21% j	23 12%	46 20%	23 13%
Citilink	65 16%	25 16%	23 18%	17 13%	35 18%	30 14%	19 14%	29 21%	17 13%	43 19% j	22 12%	44 19% l	21 11%
Interlink DPD	54 13%	21 14%	18 14%	15 11%	29 15%	25 12%	20 15%	23 16% h	11 8%	31 14%	22 12%	41 18% l	13 7%
UPS	51 13%	22 14%	13 10%	17 13%	25 13%	26 12%	19 14%	20 14%	12 9%	37 17% j	14 8%	34 15%	17 9%
TNT Express	40 10%	11 7%	15 12%	14 11%	29 15% e	11 5%	11 8%	20 14% h	9 6%	29 13% j	10 6%	29 13% l	11 6%
Collect+ (Collect Plus)	31 8%	7 4%	12 9%	13 10%	14 7%	17 8%	8 6%	16 11% h	7 5%	22 10% j	9 5%	22 10%	9 5%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 142**

**SUMMARY TO SHOW COMPETITORS USED TO SEND OR RECEIVE MAIL**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
TNT Post UK	30 7%	10 6%	14 11%	7 5%	16 8%	15 7%	9 7%	17 12% h	4 3%	25 11% j	5 3%	24 11% l	6 3%
Citipost	12 3%	1 1%	6 5% a	4 3%	8 4%	4 2%	3 2%	6 4%	2 2%	9 4%	2 1%	7 3%	4 2%
None of these	150 37%	54 35%	48 39%	48 37%	78 40%	72 34%	39 29%	46 33%	65 49% fg	75 34%	74 40%	67 29%	83 46% k

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 143**

**Q16A. SHOWCARD** In the last 12 months, have you experienced any of these problems with the Citilink service? (MULTI CODE)

Base : Those who have used Citilink to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	~c	d	e	~f	g	h	i	j	k	l
Unweighted total	118	49	40	29	64	54	27	57	34	82	36	76	42
Effective Weighted Sample	90	36	32	22	50	40	22	43	27	59	31	57	34
Total	65	25	23	17	35	30	19	29	17	43	22	44	21
Lost mail	1 2%	1 4%	- -%	- -%	1 3%	- -%	1 6%	- -%	- -%	1 3%	- -%	1 2%	- -%
Delayed mail	1 1%	1 3%	- -%	- -%	1 2%	* *%	- -%	1 2%	* 1%	1 2%	- -%	1 1%	* 1%
None of these	63 97%	23 92%	23 100%	17 100%	33 95%	30 99%	18 94%	28 97%	17 99%	41 95%	22 100%	42 96%	20 99%
Don't know	* 1%	* 1%	- -%	- -%	* *%	* 1%	- -%	* 1%	- -%	* 1%	- -%	* 1%	* *%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 144**

**Q16B. SHOWCARD** In the last 12 months, have you experienced any of these problems with the Citipost service? (MULTI CODE)

Base : Those who have used Citipost to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	21	3	11	7	14	7	4	13	4	17	4	13	8
Effective Weighted Sample	18	1	10	6	11	6	4	10	4	15	3	10	7
Total	12	1	6	4	8	4	3	6	2	9	2	7	4
Delayed mail	1	-	-	1	1	-	1	-	-	1	-	1	-
	7%	-%	-%	19%	10%	-%	25%	-%	-%	8%	-%	11%	-%
None of these	11	1	6	3	7	4	2	6	2	8	2	6	4
	93%	100%	100%	81%	90%	100%	75%	100%	100%	92%	100%	89%	100%

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

**OF COM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 145**

**Q16C. SHOWCARD** In the last 12 months, have you experienced any of these problems with the Collect+ (Collect Plus) service? (MULTI CODE)

Base : Those who have used Collect+ (Collect Plus) to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	i	~j	k	~l
Unweighted total	49	13	17	19	23	26	12	24	13	35	14	32	17
Effective Weighted Sample	39	9	15	16	18	21	10	19	10	28	12	26	14
Total	31	7	12	13	14	17	8	16	7	22	9	22	9
None of these	31	7	12	13	14	17	8	16	7	22	9	22	9
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 146**

**Q16D. SHOWCARD** In the last 12 months, have you experienced any of these problems with the DHL service? (MULTI CODE)

Base : Those who have used DHL to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	156	60	41	55	77	79	48	68	40	109	47	103	53
Effective Weighted Sample	106	34	35	44	50	56	31	52	31	85	29	73	33
Total	102	43	25	34	52	50	40	40	22	63	39	68	34
Damaged mail	2 2%	2 4%	- -%	- -%	1 2%	1 1%	1 3%	- -%	1 3%	1 2%	1 1%	1 2%	1 2%
Delayed mail	1 1%	- -%	- -%	1 4%	1 1%	1 1%	- -%	1 3%	- -%	1 2%	- -%	1 1%	1 2%
Mis-delivered mail	* *%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	* *%	* *%	- -%	* *%	- -%
None of these	96 94%	38 89%	25 100%	33 96%	50 96%	46 92%	36 90%	39 97%	21 97%	60 96%	36 91%	66 97%	30 88%
Don't know	3 3%	3 7%	- -%	- -%	- -%	3 6%	3 7%	* *%	- -%	* *%	3 7% i	- -%	3 9% k

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



**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 147**

**Q16E. SHOWCARD** In the last 12 months, have you experienced any of these problems with the FedEx service? (MULTI CODE)

Base : Those who have used FedEx to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	~h	i	j	k	l
Unweighted total	110	37	34	39	60	50	34	51	25	80	30	75	35
Effective Weighted Sample	74	17	29	31	41	33	23	39	18	61	18	59	19
Total	69	21	22	25	37	32	28	29	12	46	23	46	23
Delayed mail	2	-	2	-	1	1	-	2	-	2	-	2	-
	3%	-%	9%	-%	4%	2%	-%	7%	-%	5%	-%	5%	-%
None of these	66	21	20	25	35	31	28	27	11	44	23	44	23
	96%	100%	89%	100%	95%	97%	100%	92%	97%	95%	98%	95%	98%
Don't know	*	*	*	-	*	*	-	*	*	*	*	-	*
	1%	*%	2%	-%	1%	*%	-%	*%	3%	*%	2%	-%	2%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 148**

**Q16F. SHOWCARD** In the last 12 months, have you experienced any of these problems with the Hermes service? (MULTI CODE)

Base : Those who have used Hermes to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	135	52	47	36	50	85	45	48	42	87	48	80	55
Effective Weighted Sample	97	31	38	29	38	60	32	34	34	67	32	62	35
Total	91	34	32	25	30	61	33	34	23	54	37	55	36
Mis-delivered mail	4	4	-	1	-	4	1	4	-	-	4	1	4
	5%	11%	-%	2%	-%	7%	2%	11%	-%	-%	12% i	1%	10% k
Damaged mail	4	-	1	2	-	4	2	1	1	2	2	3	1
	4%	-%	4%	8%	-%	6%	6%	2%	3%	3%	5%	5%	2%
Lost mail	3	-	2	1	1	2	1	2	-	2	1	3	-
	3%	-%	5%	6%	3%	4%	2%	7%	-%	4%	2%	6%	-%
Delayed mail	2	1	1	*	1	1	2	*	-	1	1	2	*
	2%	3%	3%	*%	3%	2%	5%	*%	-%	2%	3%	3%	*%
None of these	80	29	30	21	29	51	30	28	22	50	30	48	31
	88%	85%	93%	85%	97% e	83%	88%	82%	96%	93%	81%	89%	86%
Don't know	*	*	-	-	-	*	-	-	*	-	*	-	*
	*%	1%	-%	-%	-%	1%	-%	-%	2%	-%	1%	-%	1%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 149**

**Q16G. SHOWCARD** In the last 12 months, have you experienced any of these problems with the Interlink DPD service? (MULTI CODE)

Base : Those who have used Interlink DPD to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	~b	~c	d	e	~f	g	~h	i	j	k	~l
Unweighted total	83	34	24	25	45	38	28	34	21	52	31	59	24
Effective Weighted Sample	58	19	22	19	29	30	18	28	14	40	20	41	18
Total	54	21	18	15	29	25	20	23	11	31	22	41	13
Mis-delivered mail	3	3	-	*	3	*	3	-	*	*	3	3	*
	6%	16%	-%	1%	11%	1%	17%	-%	1%	1%	14% i	8%	1%
Delayed mail	3	1	1	1	1	1	2	1	*	1	1	1	2
	5%	6%	5%	5%	4%	6%	10%	3%	1%	4%	7%	3%	12%
Lost mail	1	-	-	1	-	1	-	1	-	1	-	1	-
	3%	-%	-%	10%	-%	6%	-%	6%	-%	5%	-%	4%	-%
Damaged mail	1	1	-	-	-	1	1	-	-	-	1	-	1
	1%	3%	-%	-%	-%	3%	3%	-%	-%	-%	3%	-%	5%
None of these	46	17	17	12	24	22	15	21	11	29	18	35	12
	86%	79%	95%	84%	84%	88%	74%	90%	99%	91%	79%	85%	88%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 150**

**Q16H. SHOWCARD** In the last 12 months, have you experienced any of these problems with the Parcelforce service? (MULTI CODE)

Base : Those who have used Parcelforce to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	249	86	76	87	111	138	76	103	70	169	80	158	91
Effective Weighted Sample	183	52	57	74	77	106	56	79	52	129	56	112	74
Total	152	49	46	57	68	84	56	59	36	98	54	101	50
Delayed mail	2	1	-	1	*	2	1	-	1	1	1	1	1
	1%	2%	-%	2%	*%	2%	2%	-%	3%	1%	2%	1%	2%
Damaged mail	1	-	-	1	-	1	1	-	-	-	1	1	-
	1%	-%	-%	1%	-%	1%	1%	-%	-%	-%	2%	1%	-%
None of these	148	48	45	55	67	81	54	59	35	96	52	99	49
	98%	98%	99%	97%	99%	97%	97%	99%	97%	99%	96%	98%	98%
Don't know	1	*	1	-	*	*	-	1	*	1	-	1	*
	*%	*%	1%	-%	1%	*%	-%	1%	*%	1%	-%	1%	*%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 151**

**Q16I. SHOWCARD** In the last 12 months, have you experienced any of these problems with the TNT Express service? (MULTI CODE)

Base : Those who have used TNT Express to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	d	~e	~f	g	~h	i	~j	k	~l
Unweighted total	72	26	26	20	49	23	17	37	18	54	18	48	24
Effective Weighted Sample	55	17	22	17	40	16	14	28	14	40	15	38	18
Total	40	11	15	14	29	11	11	20	9	29	10	29	11
Mail that has been tampered with	1	-	1	-	1	-	-	1	-	1	-	1	-
	1%	-%	4%	-%	2%	-%	-%	3%	-%	2%	-%	2%	-%
None of these	39	11	14	14	28	11	11	20	9	29	10	28	11
	99%	100%	96%	100%	98%	100%	100%	97%	100%	98%	100%	98%	100%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 152**

**Q16J. SHOWCARD** In the last 12 months, have you experienced any of these problems with the TNT Post UK service? (MULTI CODE)

Base : Those who have used TNT Post UK to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	i	~j	k	~l
Unweighted total	44	16	19	9	25	19	12	24	8	37	7	34	10
Effective Weighted Sample	39	13	18	9	21	18	12	21	6	33	7	30	9
Total	30	10	14	7	16	15	9	17	4	25	5	24	6
Delayed mail	1	-	1	-	1	-	1	-	-	1	-	1	-
	3%	-%	6%	-%	5%	-%	9%	-%	-%	3%	-%	3%	-%
None of these	30	10	13	7	15	15	8	17	4	25	5	23	6
	97%	100%	94%	100%	95%	100%	91%	100%	100%	97%	100%	97%	100%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 153**

**Q16K. SHOWCARD** In the last 12 months, have you experienced any of these problems with the UPS service? (MULTI CODE)

Base : Those who have used UPS to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	~b	~c	d	e	~f	g	~h	i	~j	k	~l
Unweighted total	79	32	23	24	41	38	24	31	24	60	19	56	23
Effective Weighted Sample	47	15	17	20	32	19	16	16	19	35	12	32	15
Total	51	22	13	17	25	26	19	20	12	37	14	34	17
Delayed mail	4	4	-	-	-	4	-	4	-	4	-	4	-
	7%	17%	-%	-%	-%	14%	-%	18%	-%	10%	-%	11%	-%
Lost mail	1	1	-	-	-	1	-	-	1	1	-	1	-
	1%	3%	-%	-%	-%	2%	-%	-%	5%	2%	-%	2%	-%
None of these	47	18	13	17	25	22	19	16	11	33	14	30	17
	92%	81%	100%	100%	100%	84%	100%	82%	95%	89%	100%	88%	100%
					e								

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 154**

**Q16L. SHOWCARD** In the last 12 months, have you experienced any of these problems with the Yodel service? (MULTI CODE)

Base : Those who have used Yodel to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	169	61	55	53	79	90	52	72	45	106	63	112	57
Effective Weighted Sample	121	38	43	42	62	61	40	49	33	78	45	83	39
Total	99	36	34	30	44	55	31	46	23	57	43	66	33
Delayed mail	5	1	2	2	3	2	1	2	1	3	2	4	*
	5%	4%	5%	6%	6%	4%	4%	5%	5%	6%	4%	7%	1%
Mis-delivered mail	3	1	-	2	-	3	1	1	1	-	3	3	-
	3%	2%	-%	6%	-%	5%	5%	1%	3%	-%	6%	4%	-%
										i			
Lost mail	1	1	-	1	1	1	-	*	1	1	1	1	1
	1%	2%	-%	2%	2%	1%	-%	*%	5%	1%	1%	1%	2%
Damaged mail	1	-	1	1	-	1	1	-	1	1	1	1	1
	1%	-%	2%	2%	-%	2%	2%	-%	3%	1%	1%	1%	2%
None of these	91	33	31	27	41	51	27	43	21	52	39	60	32
	92%	92%	93%	91%	92%	92%	89%	93%	93%	92%	92%	90%	95%

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



**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 155**

**Q17A. SHOWCARD** In the last 12 months, have you had cause to complain to Citilink about its services? (SINGLE CODE)

Base : Those who have used Citilink to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
	Total	a	b	~c	d	e	~f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted total	118	49	40	29	64	54	27	57	34	82	36	76	42
Effective Weighted Sample	90	36	32	22	50	40	22	43	27	59	31	57	34
Total	65	25	23	17	35	30	19	29	17	43	22	44	21
Yes - and made any complaints	*	*	-	-	-	*	-	-	*	*	-	-	*
	*%	*%	-%	-%	-%	*%	-%	-%	1%	*%	-%	-%	1%
Yes - but did not make any complaints	1	1	-	-	1	-	-	1	-	1	-	1	-
	1%	2%	-%	-%	2%	-%	-%	2%	-%	1%	-%	1%	-%
No	62	23	22	17	33	29	19	27	16	41	21	42	20
	96%	93%	96%	100%	96%	96%	100%	94%	95%	96%	97%	95%	99%
Don't know	2	1	1	-	1	1	-	1	1	1	1	2	*
	3%	4%	4%	-%	2%	4%	-%	4%	4%	3%	3%	4%	*%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 156**

**Q17B. SHOWCARD** In the last 12 months, have you had cause to complain to Citipost about its services? (SINGLE CODE)

Base : Those who have used Citipost to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	21	3	11	7	14	7	4	13	4	17	4	13	8
Effective Weighted Sample	18	1	10	6	11	6	4	10	4	15	3	10	7
Total	12	1	6	4	8	4	3	6	2	9	2	7	4
Yes - but did not make any complaints	1	-	-	1	1	-	1	-	-	1	-	1	-
	7%	-%	-%	19%	10%	-%	25%	-%	-%	8%	-%	11%	-%
No	11	1	6	3	7	4	2	6	2	8	2	6	4
	93%	100%	100%	81%	90%	100%	75%	100%	100%	92%	100%	89%	100%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 157**

**Q17C. SHOWCARD** In the last 12 months, have you had cause to complain to Collect+ (Collect Plus) about its services? (SINGLE CODE)

Base : Those who have used Collect+ (Collect Plus) to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	i	~j	k	~l
Unweighted total	49	13	17	19	23	26	12	24	13	35	14	32	17
Effective Weighted Sample	39	9	15	16	18	21	10	19	10	28	12	26	14
Total	31	7	12	13	14	17	8	16	7	22	9	22	9
No	31	7	12	13	14	17	8	16	7	22	9	22	9
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 158**

**Q17D. SHOWCARD** In the last 12 months, have you had cause to complain to DHL about its services? (SINGLE CODE)

Base : Those who have used DHL to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	156	60	41	55	77	79	48	68	40	109	47	103	53
Effective Weighted Sample	106	34	35	44	50	56	31	52	31	85	29	73	33
Total	102	43	25	34	52	50	40	40	22	63	39	68	34
Yes - and made any complaints	2	1	-	1	1	1	-	1	1	1	1	1	1
	2%	1%	-%	4%	1%	2%	-%	3%	3%	2%	1%	1%	3%
Yes - but did not make any complaints	*	-	*	-	-	*	-	-	*	*	-	*	-
	*%	-%	*%	-%	-%	*%	-%	-%	*%	*%	-%	*%	-%
No	96	39	24	33	50	46	37	39	20	61	35	66	30
	94%	90%	97%	96%	96%	91%	91%	96%	93%	96%	89%	96%	88%
Don't know	5	4	1	-	1	3	3	*	1	1	4	2	3
	4%	9%	3%	-%	3%	6%	9%	1%	3%	2%	9%	2%	9%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 159**

**Q17E. SHOWCARD** In the last 12 months, have you had cause to complain to FedEx about its services? (SINGLE CODE)

Base : Those who have used FedEx to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	~h	i	j	k	l
Unweighted total	110	37	34	39	60	50	34	51	25	80	30	75	35
Effective Weighted Sample	74	17	29	31	41	33	23	39	18	61	18	59	19
Total	69	21	22	25	37	32	28	29	12	46	23	46	23
Yes - but did not make any complaints	2	-	2	-	1	1	-	2	-	2	-	2	-
	2%	-%	7%	-%	2%	2%	-%	5%	-%	3%	-%	3%	-%
No	65	20	20	24	34	31	27	27	11	42	23	43	22
	94%	96%	90%	96%	94%	95%	94%	93%	95%	91%	100%	93%	95%
Don't know	3	1	1	1	2	1	2	*	1	3	-	1	1
	4%	4%	3%	4%	4%	3%	6%	1%	5%	6%	-%	3%	5%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 160**

**Q17F. SHOWCARD** In the last 12 months, have you had cause to complain to Hermes about its services? (SINGLE CODE)

Base : Those who have used Hermes to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	135	52	47	36	50	85	45	48	42	87	48	80	55
Effective Weighted Sample	97	31	38	29	38	60	32	34	34	67	32	62	35
Total	91	34	32	25	30	61	33	34	23	54	37	55	36
Yes - and made any complaints	5 6%	3 9%	2 5%	1 3%	1 3%	4 7%	2 5%	4 11%	- -%	1 2%	4 12% i	2 4%	3 8%
Yes - but did not make any complaints	2 2%	2 5%	- -%	- -%	- -%	2 3%	1 3%	1 2%	- -%	- -%	2 5%	1 2%	1 2%
No	81 90%	28 82%	30 92%	24 97%	29 97%	52 86%	30 90%	29 84%	23 98%	51 94%	31 83%	49 90%	32 89%
Don't know	2 3%	2 5%	1 3%	- -%	- -%	2 4%	1 3%	1 3%	1 2%	2 4%	- -%	2 4%	- -%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 161**

**Q17G. SHOWCARD** In the last 12 months, have you had cause to complain to Interlink DPD about its services? (SINGLE CODE)

Base : Those who have used Interlink DPD to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	~b	~c	d	e	~f	g	~h	i	j	k	~l
Unweighted total	83	34	24	25	45	38	28	34	21	52	31	59	24
Effective Weighted Sample	58	19	22	19	29	30	18	28	14	40	20	41	18
Total	54	21	18	15	29	25	20	23	11	31	22	41	13
Yes - and made any complaints	5	4	-	1	4	1	4	1	*	1	4	4	1
	9%	19%	-%	5%	14%	3%	19%	3%	1%	3%	17%	10%	6%
Yes - but did not make any complaints	1	*	1	-	*	1	1	-	-	*	1	*	1
	2%	2%	5%	-%	1%	3%	6%	-%	-%	1%	4%	1%	6%
No	47	16	17	14	24	23	15	22	10	30	17	35	12
	87%	75%	95%	95%	82%	94%	74%	96%	92%	96%	76%	87%	88%
										j			
Don't know	1	1	-	-	1	*	-	*	1	*	1	1	-
	2%	4%	-%	-%	3%	*%	-%	1%	7%	*%	3%	2%	-%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 162**

**Q17H. SHOWCARD** In the last 12 months, have you had cause to complain to Parcelforce about its services? (SINGLE CODE)

Base : Those who have used Parcelforce to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	249	86	76	87	111	138	76	103	70	169	80	158	91
Effective Weighted Sample	183	52	57	74	77	106	56	79	52	129	56	112	74
Total	152	49	46	57	68	84	56	59	36	98	54	101	50
Yes - but did not make any complaints	2	-	-	2	-	2	1	-	1	-	2	1	1
	1%	-%	-%	3%	-%	2%	1%	-%	3%	-%	3% i	1%	2%
No	148	47	45	56	66	82	55	59	34	97	51	99	49
	98%	98%	99%	97%	98%	97%	97%	99%	95%	99%	95%	98%	98%
Don't know	2	1	1	-	1	*	1	*	1	1	1	2	*
	1%	2%	1%	-%	2%	1%	1%	1%	2%	1%	1%	2%	-%

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



**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 163**

**Q17I. SHOWCARD** In the last 12 months, have you had cause to complain to TNT Express about its services? (SINGLE CODE)

Base : Those who have used TNT Express to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	d	~e	~f	g	~h	i	~j	k	~l
Unweighted total	72	26	26	20	49	23	17	37	18	54	18	48	24
Effective Weighted Sample	55	17	22	17	40	16	14	28	14	40	15	38	18
Total	40	11	15	14	29	11	11	20	9	29	10	29	11
No	37	10	14	13	27	11	9	20	8	28	10	27	10
	93%	91%	96%	93%	92%	98%	84%	99%	91%	94%	93%	95%	90%
Don't know	3	1	1	1	2	*	2	*	1	2	1	1	1
	7%	9%	4%	7%	8%	2%	16%	1%	9%	6%	7%	5%	10%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 164**

**Q17J. SHOWCARD** In the last 12 months, have you had cause to complain to TNT Post UK about its services? (SINGLE CODE)

Base : Those who have used TNT Post UK to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	i	~j	k	~l
Unweighted total	44	16	19	9	25	19	12	24	8	37	7	34	10
Effective Weighted Sample	39	13	18	9	21	18	12	21	6	33	7	30	9
Total	30	10	14	7	16	15	9	17	4	25	5	24	6
No	30	10	13	7	15	15	8	17	4	25	5	24	6
	98%	100%	95%	100%	96%	100%	93%	100%	100%	98%	100%	97%	100%
Don't know	1	-	1	-	1	-	1	-	-	1	-	1	-
	2%	-%	5%	-%	4%	-%	7%	-%	-%	2%	-%	3%	-%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 165**

**Q17K. SHOWCARD** In the last 12 months, have you had cause to complain to UPS about its services? (SINGLE CODE)

Base : Those who have used UPS to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	~b	~c	d	e	~f	g	~h	i	~j	k	~l
Unweighted total	79	32	23	24	41	38	24	31	24	60	19	56	23
Effective Weighted Sample	47	15	17	20	32	19	16	16	19	35	12	32	15
Total	51	22	13	17	25	26	19	20	12	37	14	34	17
Yes - and made any complaints	4	4	-	-	-	4	-	4	1	4	-	4	-
	8%	19%	-%	-%	-%	16%	-%	18%	5%	11%	-%	12%	-%
						d							
No	45	17	12	16	24	21	19	16	10	32	13	28	17
	88%	77%	95%	96%	95%	81%	97%	81%	84%	87%	90%	82%	100%
Don't know	2	1	1	1	1	1	1	*	1	1	1	2	-
	4%	4%	5%	4%	5%	3%	3%	1%	11%	2%	10%	6%	-%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 166**

**Q17L. SHOWCARD** In the last 12 months, have you had cause to complain to Yodel about its services? (SINGLE CODE)

Base : Those who have used Yodel to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	169	61	55	53	79	90	52	72	45	106	63	112	57
Effective Weighted Sample	121	38	43	42	62	61	40	49	33	78	45	83	39
Total	99	36	34	30	44	55	31	46	23	57	43	66	33
Yes - and made any complaints	3	2	-	2	1	3	1	1	1	1	3	3	1
	3%	4%	-%	6%	2%	5%	5%	2%	5%	1%	6%	4%	2%
Yes - but did not make any complaints	3	1	1	-	2	1	1	1	*	3	-	2	1
	3%	4%	4%	-%	4%	2%	3%	3%	2%	5%	-%	3%	3%
No	92	32	32	28	42	50	28	43	20	52	40	60	32
	92%	90%	94%	94%	94%	91%	92%	93%	90%	91%	94%	91%	95%
Don't know	2	1	1	-	-	2	-	1	1	2	-	2	-
	2%	2%	2%	-%	-%	3%	-%	2%	3%	3%	-%	2%	-%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 167**

**Q18A. SHOWCARD Thinking of Citilink's response to your complaint, how satisfied were you with the response to your complaint? (SINGLE CODE)**

Base : All who have made a complaint to Citilink about its services in the last 12 months

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	1	1	-	-	-	1	-	-	1	1	-	-	1
Effective Weighted Sample	1	1	-	-	-	1	-	-	1	1	-	-	1
Total	*	*	-	-	-	*	-	-	*	*	-	-	*
Fairly dissatisfied	*	*	-	-	-	*	-	-	*	*	-	-	*
	100%	100%	-%	-%	-%	100%	-%	-%	100%	100%	-%	-%	100%
TOTAL DISSATISFIED	*	*	-	-	-	*	-	-	*	*	-	-	*
	100%	100%	-%	-%	-%	100%	-%	-%	100%	100%	-%	-%	100%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 170**

**Q18D. SHOWCARD** Thinking of DHL's response to your complaint, how satisfied were you with the response to your complaint? (SINGLE CODE)

Base : All who have made a complaint to DHL about its services in the last 12 months

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	3	1	-	2	1	2	-	2	1	2	1	1	2
Effective Weighted Sample	3	1	-	2	1	2	-	2	1	2	1	1	2
Total	2	1	-	1	1	1	-	1	1	1	1	1	1
Very satisfied	1	1	-	-	-	1	-	-	1	-	1	-	1
	31%	100%	-%	-%	-%	52%	-%	-%	100%	-%	100%	-%	52%
TOTAL SATISFIED	1	1	-	-	-	1	-	-	1	-	1	-	1
	31%	100%	-%	-%	-%	52%	-%	-%	100%	-%	100%	-%	52%
Fairly dissatisfied	1	-	-	1	1	-	-	1	-	1	-	1	-
	41%	-%	-%	59%	100%	-%	-%	59%	-%	59%	-%	100%	-%
Very dissatisfied	1	-	-	1	-	1	-	1	-	1	-	-	1
	29%	-%	-%	41%	-%	48%	-%	41%	-%	41%	-%	-%	48%
TOTAL DISSATISFIED	1	-	-	1	1	1	-	1	-	1	-	1	1
	69%	-%	-%	100%	100%	48%	-%	100%	-%	100%	-%	100%	48%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 172**

**QI8F. SHOWCARD** Thinking of Hermes's response to your complaint, how satisfied were you with the response to your complaint? (SINGLE CODE)

Base : All who have made a complaint to Hermes about its services in the last 12 months

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	6	1	3	2	2	4	3	3	-	2	4	4	2
Effective Weighted Sample	3	1	2	1	1	2	2	2	-	1	2	3	1
Total	5	3	2	1	1	4	2	4	-	1	4	2	3
Fairly satisfied	1 11%	- -%	- -%	1 83%	- -%	1 13%	1 38%	- -%	- -%	- -%	1 13%	1 25%	- -%
TOTAL SATISFIED	1 11%	- -%	- -%	1 83%	- -%	1 13%	1 38%	- -%	- -%	- -%	1 13%	1 25%	- -%
Very dissatisfied	5 89%	3 100%	2 100%	* 17%	1 100%	4 87%	1 62%	4 100%	- -%	1 100%	4 87%	2 75%	3 100%
TOTAL DISSATISFIED	5 89%	3 100%	2 100%	* 17%	1 100%	4 87%	1 62%	4 100%	- -%	1 100%	4 87%	2 75%	3 100%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 173**

**QI8G. SHOWCARD** Thinking of Interlink DPD's response to your complaint, how satisfied were you with the response to your complaint? (SINGLE CODE)

Base : All who have made a complaint to Interlink DPD about its services in the last 12 months

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	4	3	-	1	3	1	2	1	1	2	2	2	2
Effective Weighted Sample	2	1	-	1	2	1	1	1	1	1	1	1	1
Total	5	4	-	1	4	1	4	1	*	1	4	4	1
Very satisfied	1	1	-	-	-	1	1	-	-	-	1	-	1
	14%	17%	-%	-%	-%	100%	17%	-%	-%	-%	17%	-%	86%
Fairly satisfied	*	*	-	-	*	-	-	-	*	*	-	-	*
	2%	3%	-%	-%	3%	-%	-%	-%	100%	12%	-%	-%	14%
TOTAL SATISFIED	1	1	-	-	*	1	1	-	*	*	1	-	1
	16%	19%	-%	-%	3%	100%	17%	-%	100%	12%	17%	-%	100%
Fairly dissatisfied	1	-	-	1	1	-	-	1	-	1	-	1	-
	16%	-%	-%	100%	18%	-%	-%	100%	-%	88%	-%	19%	-%
Very dissatisfied	3	3	-	-	3	-	3	-	-	-	3	3	-
	68%	81%	-%	-%	79%	-%	83%	-%	-%	-%	83%	81%	-%
TOTAL DISSATISFIED	4	3	-	1	4	-	3	1	-	1	3	4	-
	84%	81%	-%	100%	97%	-%	83%	100%	-%	88%	83%	100%	-%

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



**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 177**

**QI8K. SHOWCARD** Thinking of UPS's response to your complaint, how satisfied were you with the response to your complaint? (SINGLE CODE)

Base : All who have made a complaint to UPS about its services in the last 12 months

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE ~d	FEMALE ~e	16-34 ~f	35-54 ~g	55+ ~h	ABC1 ~i	C2DE ~j	WORKING ~k	NOT WORKING ~l
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	2	2	-	-	-	2	-	1	1	2	-	2	-
Effective Weighted Sample	1	1	-	-	-	1	-	1	1	1	-	1	-
Total	4	4	-	-	-	4	-	4	1	4	-	4	-
Very satisfied	1	1	-	-	-	1	-	-	1	1	-	1	-
	14%	14%	-%	-%	-%	14%	-%	-%	100%	14%	-%	14%	-%
TOTAL SATISFIED	1	1	-	-	-	1	-	-	1	1	-	1	-
	14%	14%	-%	-%	-%	14%	-%	-%	100%	14%	-%	14%	-%
Neither satisfied nor dissatisfied	4	4	-	-	-	4	-	4	-	4	-	4	-
	86%	86%	-%	-%	-%	86%	-%	100%	-%	86%	-%	86%	-%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 178**

**Q18L. SHOWCARD Thinking of Yodel's response to your complaint, how satisfied were you with the response to your complaint? (SINGLE CODE)**

Base : All who have made a complaint to Yodel about its services in the last 12 months

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE ~d	FEMALE ~e	16-34 ~f	35-54 ~g	55+ ~h	ABC1 ~i	C2DE ~j	WORKING ~k	NOT WORKING ~l
Significance Level: 95%	Total	~a	~b	~c									
Unweighted total	7	3	-	4	2	5	2	3	2	3	4	6	1
Effective Weighted Sample	6	2	-	3	1	4	2	2	2	2	4	5	1
Total	3	2	-	2	1	3	1	1	1	1	3	3	1
Very satisfied	*	-	-	*	-	*	-	*	-	*	-	*	-
	4%	-%	-%	7%	-%	5%	-%	16%	-%	15%	-%	4%	-%
TOTAL SATISFIED	*	-	-	*	-	*	-	*	-	*	-	*	-
	4%	-%	-%	7%	-%	5%	-%	16%	-%	15%	-%	4%	-%
Fairly dissatisfied	1	1	-	1	1	1	-	1	1	1	1	1	1
	33%	38%	-%	30%	83%	21%	-%	70%	48%	71%	22%	20%	100%
Very dissatisfied	2	1	-	1	*	2	1	*	1	*	2	2	-
	63%	62%	-%	63%	17%	75%	100%	14%	52%	14%	78%	76%	-%
TOTAL DISSATISFIED	3	2	-	2	1	3	1	1	1	1	3	3	1
	96%	100%	-%	93%	100%	95%	100%	84%	100%	85%	100%	96%	100%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 179**

**Q19A. SHOWCARD** And thinking again of Citilink's response to your complaint, how satisfied were you with the time taken to resolve your complaint? (SINGLE CODE)

Base : All who have made a complaint to Citilink about its services in the last 12 months

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE ~d	FEMALE ~e	16-34 ~f	35-54 ~g	55+ ~h	ABC1 ~i	C2DE ~j	WORKING ~k	NOT WORKING ~l
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	1	1	-	-	-	1	-	-	1	1	-	-	1
Effective Weighted Sample	1	1	-	-	-	1	-	-	1	1	-	-	1
Total	*	*	-	-	-	*	-	-	*	*	-	-	*
Neither satisfied nor dissatisfied	*	*	-	-	-	*	-	-	*	*	-	-	*
	100%	100%	-%	-%	-%	100%	-%	-%	100%	100%	-%	-%	100%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 182**

**Q19D. SHOWCARD** And thinking again of DHL's response to your complaint, how satisfied were you with the time taken to resolve your complaint? (SINGLE CODE)

Base : All who have made a complaint to DHL about its services in the last 12 months

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE ~d	FEMALE ~e	16-34 ~f	35-54 ~g	55+ ~h	ABC1 ~i	C2DE ~j	WORKING ~k	NOT WORKING ~l
Significance Level: 95%	Total	~a	~b	~c									
Unweighted total	3	1	-	2	1	2	-	2	1	2	1	1	2
Effective Weighted Sample	3	1	-	2	1	2	-	2	1	2	1	1	2
Total	2	1	-	1	1	1	-	1	1	1	1	1	1
Very satisfied	1 31%	1 100%	- -%	- -%	- -%	1 52%	- -%	- -%	1 100%	- -%	1 100%	- -%	1 52%
TOTAL SATISFIED	1 31%	1 100%	- -%	- -%	- -%	1 52%	- -%	- -%	1 100%	- -%	1 100%	- -%	1 52%
Neither satisfied nor dissatisfied	1 41%	- -%	- -%	1 59%	1 100%	- -%	- -%	1 59%	- -%	1 59%	- -%	1 100%	- -%
Very dissatisfied	1 29%	- -%	- -%	1 41%	- -%	1 48%	- -%	1 41%	- -%	1 41%	- -%	- -%	1 48%
TOTAL DISSATISFIED	1 29%	- -%	- -%	1 41%	- -%	1 48%	- -%	1 41%	- -%	1 41%	- -%	- -%	1 48%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 184**

**Q19F. SHOWCARD** And thinking again of Hermes's response to your complaint, how satisfied were you with the time taken to resolve your complaint? (SINGLE CODE)

Base : All who have made a complaint to Hermes about its services in the last 12 months

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE ~d	FEMALE ~e	16-34 ~f	35-54 ~g	55+ ~h	ABC1 ~i	C2DE ~j	WORKING ~k	NOT WORKING ~l
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	6	1	3	2	2	4	3	3	-	2	4	4	2
Effective Weighted Sample	3	1	2	1	1	2	2	2	-	1	2	3	1
Total	5	3	2	1	1	4	2	4	-	1	4	2	3
Fairly satisfied	1	-	-	1	-	1	1	-	-	-	1	1	-
	11%	-%	-%	83%	-%	13%	38%	-%	-%	-%	13%	25%	-%
TOTAL SATISFIED	1	-	-	1	-	1	1	-	-	-	1	1	-
	11%	-%	-%	83%	-%	13%	38%	-%	-%	-%	13%	25%	-%
Neither satisfied nor dissatisfied	*	-	*	-	-	*	-	*	-	*	-	*	-
	2%	-%	6%	-%	-%	2%	-%	3%	-%	11%	-%	4%	-%
Very dissatisfied	5	3	2	*	1	4	1	4	-	1	4	2	3
	87%	100%	94%	17%	100%	85%	62%	97%	-%	89%	87%	71%	100%
TOTAL DISSATISFIED	5	3	2	*	1	4	1	4	-	1	4	2	3
	87%	100%	94%	17%	100%	85%	62%	97%	-%	89%	87%	71%	100%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 185**

**Q19G. SHOWCARD** And thinking again of Interlink DPD's response to your complaint, how satisfied were you with the time taken to resolve your complaint? (SINGLE CODE)

Base : All who have made a complaint to Interlink DPD about its services in the last 12 months

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	4	3	-	1	3	1	2	1	1	2	2	2	2
Effective Weighted Sample	2	1	-	1	2	1	1	1	1	1	1	1	1
Total	5	4	-	1	4	1	4	1	*	1	4	4	1
Neither satisfied nor dissatisfied	1	-	-	1	1	-	-	1	-	1	-	1	-
	16%	-%	-%	100%	18%	-%	-%	100%	-%	88%	-%	19%	-%
Fairly dissatisfied	3	3	-	-	3	-	3	-	-	-	3	3	-
	68%	81%	-%	-%	79%	-%	83%	-%	-%	-%	83%	81%	-%
Very dissatisfied	1	1	-	-	*	1	1	-	*	*	1	-	1
	16%	19%	-%	-%	3%	100%	17%	-%	100%	12%	17%	-%	100%
TOTAL DISSATISFIED	4	4	-	-	3	1	4	-	*	*	4	3	1
	84%	100%	-%	-%	82%	100%	100%	-%	100%	12%	100%	81%	100%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 189**

**Q19K. SHOWCARD** And thinking again of UPS's response to your complaint, how satisfied were you with the time taken to resolve your complaint? (SINGLE CODE)

Base : All who have made a complaint to UPS about its services in the last 12 months

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE ~d	FEMALE ~e	16-34 ~f	35-54 ~g	55+ ~h	ABC1 ~i	C2DE ~j	WORKING ~k	NOT WORKING ~l
Significance Level: 95%	Total	~a	~b	~c									
Unweighted total	2	2	-	-	-	2	-	1	1	2	-	2	-
Effective Weighted Sample	1	1	-	-	-	1	-	1	1	1	-	1	-
Total	4	4	-	-	-	4	-	4	1	4	-	4	-
Fairly satisfied	1	1	-	-	-	1	-	-	1	1	-	1	-
	14%	14%	-%	-%	-%	14%	-%	-%	100%	14%	-%	14%	-%
TOTAL SATISFIED	1	1	-	-	-	1	-	-	1	1	-	1	-
	14%	14%	-%	-%	-%	14%	-%	-%	100%	14%	-%	14%	-%
Very dissatisfied	4	4	-	-	-	4	-	4	-	4	-	4	-
	86%	86%	-%	-%	-%	86%	-%	100%	-%	86%	-%	86%	-%
TOTAL DISSATISFIED	4	4	-	-	-	4	-	4	-	4	-	4	-
	86%	86%	-%	-%	-%	86%	-%	100%	-%	86%	-%	86%	-%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 190**

**Q19L. SHOWCARD** And thinking again of Yodel's response to your complaint, how satisfied were you with the time taken to resolve your complaint? (SINGLE CODE)

Base : All who have made a complaint to Yodel about its services in the last 12 months

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE ~d	FEMALE ~e	16-34 ~f	35-54 ~g	55+ ~h	ABC1 ~i	C2DE ~j	WORKING ~k	NOT WORKING ~l
Significance Level: 95%	Total	~a	~b	~c									
Unweighted total	7	3	-	4	2	5	2	3	2	3	4	6	1
Effective Weighted Sample	6	2	-	3	1	4	2	2	2	2	4	5	1
Total	3	2	-	2	1	3	1	1	1	1	3	3	1
Very satisfied	*	-	-	*	-	*	-	*	-	*	-	*	-
	4%	-%	-%	7%	-%	5%	-%	16%	-%	15%	-%	4%	-%
TOTAL SATISFIED	*	-	-	*	-	*	-	*	-	*	-	*	-
	4%	-%	-%	7%	-%	5%	-%	16%	-%	15%	-%	4%	-%
Fairly dissatisfied	1	-	-	1	-	1	1	-	-	-	1	1	-
	17%	-%	-%	30%	-%	21%	41%	-%	-%	-%	22%	20%	-%
Very dissatisfied	3	2	-	1	1	2	1	1	1	1	2	2	1
	80%	100%	-%	63%	100%	74%	59%	84%	100%	85%	78%	75%	100%
TOTAL DISSATISFIED	3	2	-	2	1	3	1	1	1	1	3	3	1
	96%	100%	-%	93%	100%	95%	100%	84%	100%	85%	100%	96%	100%

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



**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 191**

**Q110A. SHOWCARD Who did you complain to about Citilink? (MULTI CODE)**

Base : All who have made a complaint to Citilink about its services in the last 12 months

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE ~d	FEMALE ~e	16-34 ~f	35-54 ~g	55+ ~h	ABC1 ~i	C2DE ~j	WORKING ~k	NOT WORKING ~l
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	1	1	-	-	-	1	-	-	1	1	-	-	1
Effective Weighted Sample	1	1	-	-	-	1	-	-	1	1	-	-	1
Total	*	*	-	-	-	*	-	-	*	*	-	-	*
The courier/ delivery person working for the delivery company	*	*	-	-	-	*	-	-	*	*	-	-	*
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l	100%	100%	-%	-%	-%	100%	-%	-%	100%	100%	-%	-%	100%

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 194**

**Q110D. SHOWCARD Who did you complain to about DHL? (MULTI CODE)**

Base : All who have made a complaint to DHL about its services in the last 12 months

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	3	1	-	2	1	2	-	2	1	2	1	1	2
Effective Weighted Sample	3	1	-	2	1	2	-	2	1	2	1	1	2
Total	2	1	-	1	1	1	-	1	1	1	1	1	1
By phone/ email to the delivery company	1	-	-	1	1	1	-	1	-	1	-	1	1
	69%	-%	-%	100%	100%	48%	-%	100%	-%	100%	-%	100%	48%
Somewhere else	1	1	-	-	-	1	-	-	1	-	1	-	1
	31%	100%	-%	-%	-%	52%	-%	-%	100%	-%	100%	-%	52%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 196**

**Q110F. SHOWCARD Who did you complain to about Hermes? (MULTI CODE)**

Base : All who have made a complaint to Hermes about its services in the last 12 months

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	6	1	3	2	2	4	3	3	-	2	4	4	2
Effective Weighted Sample	3	1	2	1	1	2	2	2	-	1	2	3	1
Total	5	3	2	1	1	4	2	4	-	1	4	2	3
By phone/ email to the delivery company	4	3	1	1	-	4	1	4	-	*	4	1	3
	82%	100%	52%	83%	-%	100%	38%	100%	-%	11%	97%	64%	96%
The courier/ delivery person working for the delivery company	*	-	-	*	*	-	*	-	-	-	*	-	*
	2%	-%	-%	17%	12%	-%	8%	-%	-%	-%	3%	-%	4%
Somewhere else	1	-	1	-	1	-	1	-	-	1	-	1	-
	15%	-%	48%	-%	88%	-%	54%	-%	-%	89%	-%	36%	-%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 197**

**Q110G. SHOWCARD Who did you complain to about Interlink DPD? (MULTI CODE)**

Base : All who have made a complaint to Interlink DPD about its services in the last 12 months

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	4	3	-	1	3	1	2	1	1	2	2	2	2
Effective Weighted Sample	2	1	-	1	2	1	1	1	1	1	1	1	1
Total	5	4	-	1	4	1	4	1	*	1	4	4	1
By phone/ email to the delivery company	4	3	-	1	4	-	3	1	-	1	3	4	-
	84%	81%	-%	100%	97%	-%	83%	100%	-%	88%	83%	100%	-%
Somewhere else	1	1	-	-	*	1	1	-	*	*	1	-	1
	16%	19%	-%	-%	3%	100%	17%	-%	100%	12%	17%	-%	100%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 201**

**Q110K. SHOWCARD Who did you complain to about UPS? (MULTI CODE)**

Base : All who have made a complaint to UPS about its services in the last 12 months

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	2	2	-	-	-	2	-	1	1	2	-	2	-
Effective Weighted Sample	1	1	-	-	-	1	-	1	1	1	-	1	-
Total	4	4	-	-	-	4	-	4	1	4	-	4	-
The courier/ delivery person working for the delivery company	4	4	-	-	-	4	-	4	-	4	-	4	-
	86%	86%	-%	-%	-%	86%	-%	100%	-%	86%	-%	86%	-%
Somewhere else	1	1	-	-	-	1	-	-	1	1	-	1	-
	14%	14%	-%	-%	-%	14%	-%	-%	100%	14%	-%	14%	-%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 202**

**Q110L. SHOWCARD Who did you complain to about Yodel? (MULTI CODE)**

Base : All who have made a complaint to Yodel about its services in the last 12 months

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	7	3	-	4	2	5	2	3	2	3	4	6	1
Effective Weighted Sample	6	2	-	3	1	4	2	2	2	2	4	5	1
Total	3	2	-	2	1	3	1	1	1	1	3	3	1
By phone/ email to the delivery company	3	1	-	1	1	2	1	1	1	1	2	2	1
	75%	93%	-%	60%	83%	73%	100%	70%	48%	71%	76%	70%	100%
The courier/ delivery person working for the delivery company	1	-	-	1	-	1	-	*	1	*	1	1	-
	22%	-%	-%	40%	-%	27%	-%	16%	52%	15%	24%	26%	-%
By phone/ email to Royal Mail	*	*	-	-	*	-	-	*	-	*	-	*	-
	3%	7%	-%	-%	17%	-%	-%	14%	-%	14%	-%	4%	-%

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

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 203

Q112A. SHOWCARD How did you make the complaint about Citilink? (MULTI CODE)

Base : All who have made a complaint to Citilink about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	1	1	-	-	-	1	-	-	1	1	-	-	1
Effective Weighted Sample	1	1	-	-	-	1	-	-	1	1	-	-	1
Total	*	*	-	-	-	*	-	-	*	*	-	-	*
In person	*	*	-	-	-	*	-	-	*	*	-	-	*
	100%	100%	-%	-%	-%	100%	-%	-%	100%	100%	-%	-%	100%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 206**

**Q12D. SHOWCARD How did you make the complaint about DHL? (MULTI CODE)**

Base : All who have made a complaint to DHL about its services in the last 12 months (ADDED Q1 2015)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	3	1	-	2	1	2	-	2	1	2	1	1	2
Effective Weighted Sample	3	1	-	2	1	2	-	2	1	2	1	1	2
Total	2	1	-	1	1	1	-	1	1	1	1	1	1
By phone	1	-	-	1	1	1	-	1	-	1	-	1	1
	69%	-%	-%	100%	100%	48%	-%	100%	-%	100%	-%	100%	48%
By email	1	1	-	-	-	1	-	-	1	-	1	-	1
	31%	100%	-%	-%	-%	52%	-%	-%	100%	-%	100%	-%	52%

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



**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 208**

**Q12F. SHOWCARD How did you make the complaint about Hermes? (MULTI CODE)**

Base : All who have made a complaint to Hermes about its services in the last 12 months (ADDED Q1 2015)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	6	1	3	2	2	4	3	3	-	2	4	4	2
Effective Weighted Sample	3	1	2	1	1	2	2	2	-	1	2	3	1
Total	5	3	2	1	1	4	2	4	-	1	4	2	3
By phone	4	3	1	1	*	4	1	4	-	-	4	1	3
	83%	100%	46%	100%	12%	98%	46%	97%	-%	-%	100%	60%	100%
Via social media (Facebook, Twitter etc.)	1	-	1	-	1	-	1	-	-	1	-	1	-
	15%	-%	48%	-%	88%	-%	54%	-%	-%	89%	-%	36%	-%
By email	*	-	*	-	-	*	-	*	-	*	-	*	-
	2%	-%	6%	-%	-%	2%	-%	3%	-%	11%	-%	4%	-%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 209**

**Q12G. SHOWCARD How did you make the complaint about Interlink DPD? (MULTI CODE)**

Base : All who have made a complaint to Interlink DPD about its services in the last 12 months (ADDED Q1 2015)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	4	3	-	1	3	1	2	1	1	2	2	2	2
Effective Weighted Sample	2	1	-	1	2	1	1	1	1	1	1	1	1
Total	5	4	-	1	4	1	4	1	*	1	4	4	1
By phone	5	4	-	1	4	1	4	1	*	1	4	4	1
	100%	100%	-%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Another way	*	*	-	-	*	-	-	-	*	*	-	-	*
	2%	3%	-%	-%	3%	-%	-%	-%	100%	12%	-%	-%	14%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 213**

**Q12K. SHOWCARD How did you make the complaint about UPS? (MULTI CODE)**

Base : All who have made a complaint to UPS about its services in the last 12 months (ADDED Q1 2015)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	2	2	-	-	-	2	-	1	1	2	-	2	-
Effective Weighted Sample	1	1	-	-	-	1	-	1	1	1	-	1	-
Total	4	4	-	-	-	4	-	4	1	4	-	4	-
By phone	4	4	-	-	-	4	-	4	1	4	-	4	-
	100%	100%	-%	-%	-%	100%	-%	100%	100%	100%	-%	100%	-%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 214**

**Q12L. SHOWCARD How did you make the complaint about Yodel? (MULTI CODE)**

Base : All who have made a complaint to Yodel about its services in the last 12 months (ADDED Q1 2015)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE ~d	FEMALE ~e	16-34 ~f	35-54 ~g	55+ ~h	ABC1 ~i	C2DE ~j	WORKING ~k	NOT WORKING ~l
Significance Level: 95%	Total	~a	~b	~c									
Unweighted total	7	3	-	4	2	5	2	3	2	3	4	6	1
Effective Weighted Sample	6	2	-	3	1	4	2	2	2	2	4	5	1
Total	3	2	-	2	1	3	1	1	1	1	3	3	1
By phone	3	1	-	2	1	3	1	1	1	1	3	3	1
	97%	93%	-%	100%	83%	100%	100%	86%	100%	86%	100%	96%	100%
By email	1	*	-	1	*	1	-	1	-	*	1	1	-
	24%	7%	-%	37%	17%	25%	-%	100%	-%	29%	22%	28%	-%
By letter	*	*	-	-	*	-	-	*	-	*	-	*	-
	3%	7%	-%	-%	17%	-%	-%	14%	-%	14%	-%	4%	-%

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

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 215

Q113A. Where did you find information about how to make a complaint, or did you not need this information? (MULTI CODE)

Base : All who have made a complaint to Citilink about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	1	1	-	-	-	1	-	-	1	1	-	-	1
Effective Weighted Sample	1	1	-	-	-	1	-	-	1	1	-	-	1
Total	*	*	-	-	-	*	-	-	*	*	-	-	*
From asking someone who works for the company in person	*	*	-	-	-	*	-	-	*	*	-	-	*
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l	100%	100%	-%	-%	-%	100%	-%	-%	100%	100%	-%	-%	100%

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 218**

**Q113D. Where did you find information about how to make a complaint, or did you not need this information? (MULTI CODE)**

Base : All who have made a complaint to DHL about its services in the last 12 months (ADDED Q1 2015)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE ~d	FEMALE ~e	16-34 ~f	35-54 ~g	55+ ~h	ABC1 ~i	C2DE ~j	WORKING ~k	NOT WORKING ~l
Significance Level: 95%	Total	~a	~b	~c									
Unweighted total	3	1	-	2	1	2	-	2	1	2	1	1	2
Effective Weighted Sample	3	1	-	2	1	2	-	2	1	2	1	1	2
Total	2	1	-	1	1	1	-	1	1	1	1	1	1
On the company's website	1	-	-	1	1	-	-	1	-	1	-	1	-
	41%	-%	-%	59%	100%	-%	-%	59%	-%	59%	-%	100%	-%
Another way	1	-	-	1	-	1	-	1	-	1	-	-	1
	29%	-%	-%	41%	-%	48%	-%	41%	-%	41%	-%	-%	48%
Don't know	1	1	-	-	-	1	-	-	1	-	1	-	1
	31%	100%	-%	-%	-%	52%	-%	-%	100%	-%	100%	-%	52%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 220**

**Q13F. Where did you find information about how to make a complaint, or did you not need this information? (MULTI CODE)**

Base : All who have made a complaint to Hermes about its services in the last 12 months (ADDED Q1 2015)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	6	1	3	2	2	4	3	3	-	2	4	4	2
Effective Weighted Sample	3	1	2	1	1	2	2	2	-	1	2	3	1
Total	5	3	2	1	1	4	2	4	-	1	4	2	3
On the company's website	5	3	1	1	*	4	1	4	-	*	4	1	3
	85%	100%	52%	100%	12%	100%	46%	100%	-%	11%	100%	64%	100%
Another way	1	-	1	-	1	-	1	-	-	1	-	1	-
	15%	-%	48%	-%	88%	-%	54%	-%	-%	89%	-%	36%	-%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 221**

**Q113G. Where did you find information about how to make a complaint, or did you not need this information? (MULTI CODE)**

Base : All who have made a complaint to Interlink DPD about its services in the last 12 months (ADDED Q1 2015)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	4	3	-	1	3	1	2	1	1	2	2	2	2
Effective Weighted Sample	2	1	-	1	2	1	1	1	1	1	1	1	1
Total	5	4	-	1	4	1	4	1	*	1	4	4	1
From asking someone who works for the company in person	4	3	-	1	4	-	3	1	-	1	3	4	-
	84%	81%	-%	100%	97%	-%	83%	100%	-%	88%	83%	100%	-%
On the company's website	1	1	-	-	*	1	1	-	*	*	1	-	1
	16%	19%	-%	-%	3%	100%	17%	-%	100%	12%	17%	-%	100%

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



**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 225**

**Q13K. Where did you find information about how to make a complaint, or did you not need this information? (MULTI CODE)**

Base : All who have made a complaint to UPS about its services in the last 12 months (ADDED Q1 2015)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	2	2	-	-	-	2	-	1	1	2	-	2	-
Effective Weighted Sample	1	1	-	-	-	1	-	1	1	1	-	1	-
Total	4	4	-	-	-	4	-	4	1	4	-	4	-
On the company's website	4	4	-	-	-	4	-	4	-	4	-	4	-
	86%	86%	-%	-%	-%	86%	-%	100%	-%	86%	-%	86%	-%
Another way	1	1	-	-	-	1	-	-	1	1	-	1	-
	14%	14%	-%	-%	-%	14%	-%	-%	100%	14%	-%	14%	-%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 226**

**Q13L. Where did you find information about how to make a complaint, or did you not need this information? (MULTI CODE)**

Base : All who have made a complaint to Yodel about its services in the last 12 months (ADDED Q1 2015)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	7	3	-	4	2	5	2	3	2	3	4	6	1
Effective Weighted Sample	6	2	-	3	1	4	2	2	2	2	4	5	1
Total	3	2	-	2	1	3	1	1	1	1	3	3	1
On the company's website	2	1	-	1	*	2	1	1	-	*	1	2	-
	48%	62%	-%	37%	17%	56%	59%	100%	-%	29%	54%	58%	-%
From speaking with someone who works for the company on the phone	1	1	-	-	1	-	-	-	1	1	-	-	1
	17%	38%	-%	-%	83%	-%	-%	-%	48%	71%	-%	-%	100%
Another way	1	-	-	1	-	1	1	-	1	-	1	1	-
	35%	-%	-%	63%	-%	44%	41%	-%	52%	-%	46%	42%	-%

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

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 227

Q114A. SHOWCARD How easy or difficult did you find it to make a complaint about Citilink? (SINGLE CODE)

Base : All who have made a complaint to Citilink about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	1	1	-	-	-	1	-	-	1	1	-	-	1
Effective Weighted Sample	1	1	-	-	-	1	-	-	1	1	-	-	1
Total	*	*	-	-	-	*	-	-	*	*	-	-	*
Very easy	*	*	-	-	-	*	-	-	*	*	-	-	*
	100%	100%	-%	-%	-%	100%	-%	-%	100%	100%	-%	-%	100%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 230**

**Q14D. SHOWCARD** How easy or difficult did you find it to make a complaint about DHL? (SINGLE CODE)

Base : All who have made a complaint to DHL about its services in the last 12 months (ADDED Q1 2015)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	3	1	-	2	1	2	-	2	1	2	1	1	2
Effective Weighted Sample	3	1	-	2	1	2	-	2	1	2	1	1	2
Total	2	1	-	1	1	1	-	1	1	1	1	1	1
Fairly easy	1	-	-	1	1	-	-	1	-	1	-	1	-
	41%	-%	-%	59%	100%	-%	-%	59%	-%	59%	-%	100%	-%
Neither easy nor difficult	1	-	-	1	-	1	-	1	-	1	-	-	1
	29%	-%	-%	41%	-%	48%	-%	41%	-%	41%	-%	-%	48%
Don't know	1	1	-	-	-	1	-	-	1	-	1	-	1
	31%	100%	-%	-%	-%	52%	-%	-%	100%	-%	100%	-%	52%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 232**

**Q14F. SHOWCARD How easy or difficult did you find it to make a complaint about Hermes? (SINGLE CODE)**

Base : All who have made a complaint to Hermes about its services in the last 12 months (ADDED Q1 2015)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE ~d	FEMALE ~e	16-34 ~f	35-54 ~g	55+ ~h	ABC1 ~i	C2DE ~j	WORKING ~k	NOT WORKING ~l
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	6	1	3	2	2	4	3	3	-	2	4	4	2
Effective Weighted Sample	3	1	2	1	1	2	2	2	-	1	2	3	1
Total	5	3	2	1	1	4	2	4	-	1	4	2	3
Very easy	4	3	*	1	-	4	1	3	-	*	3	1	3
	68%	100%	6%	83%	-%	82%	38%	79%	-%	11%	79%	29%	96%
Fairly easy	*	-	-	*	*	-	*	-	-	-	*	-	*
	2%	-%	-%	17%	12%	-%	8%	-%	-%	-%	3%	-%	4%
Very difficult	2	-	2	-	1	1	1	1	-	1	1	2	-
	30%	-%	94%	-%	88%	18%	54%	21%	-%	89%	18%	71%	-%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 233**

**Q114G. SHOWCARD How easy or difficult did you find it to make a complaint about Interlink DPD? (SINGLE CODE)**

Base : All who have made a complaint to Interlink DPD about its services in the last 12 months (ADDED Q1 2015)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	4	3	-	1	3	1	2	1	1	2	2	2	2
Effective Weighted Sample	2	1	-	1	2	1	1	1	1	1	1	1	1
Total	5	4	-	1	4	1	4	1	*	1	4	4	1
Very easy	4	4	-	-	3	1	4	-	-	-	4	3	1
	82%	97%	-%	-%	79%	100%	100%	-%	-%	-%	100%	81%	86%
Fairly easy	1	-	-	1	1	-	-	1	-	1	-	1	-
	16%	-%	-%	100%	18%	-%	-%	100%	-%	88%	-%	19%	-%
Very difficult	*	*	-	-	*	-	-	-	*	*	-	-	*
	2%	3%	-%	-%	3%	-%	-%	-%	100%	12%	-%	-%	14%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 237**

**Q14K. SHOWCARD How easy or difficult did you find it to make a complaint about UPS? (SINGLE CODE)**

Base : All who have made a complaint to UPS about its services in the last 12 months (ADDED Q1 2015)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	2	2	-	-	-	2	-	1	1	2	-	2	-
Effective Weighted Sample	1	1	-	-	-	1	-	1	1	1	-	1	-
Total	4	4	-	-	-	4	-	4	1	4	-	4	-
Very easy	1	1	-	-	-	1	-	-	1	1	-	1	-
	14%	14%	-%	-%	-%	14%	-%	-%	100%	14%	-%	14%	-%
Fairly difficult	4	4	-	-	-	4	-	4	-	4	-	4	-
	86%	86%	-%	-%	-%	86%	-%	100%	-%	86%	-%	86%	-%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 238**

**Q14L. SHOWCARD How easy or difficult did you find it to make a complaint about Yodel? (SINGLE CODE)**

Base : All who have made a complaint to Yodel about its services in the last 12 months (ADDED Q1 2015)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	7	3	-	4	2	5	2	3	2	3	4	6	1
Effective Weighted Sample	6	2	-	3	1	4	2	2	2	2	4	5	1
Total	3	2	-	2	1	3	1	1	1	1	3	3	1
Very easy	1	-	-	1	-	1	1	*	-	*	1	1	-
	20%	-%	-%	37%	-%	26%	41%	16%	-%	15%	22%	25%	-%
Fairly easy	1	1	-	-	1	-	-	*	1	1	-	*	1
	20%	45%	-%	-%	100%	-%	-%	14%	48%	85%	-%	4%	100%
Neither easy nor difficult	1	-	-	1	-	1	-	1	1	-	1	1	-
	35%	-%	-%	63%	-%	43%	-%	70%	52%	-%	46%	42%	-%
Very difficult	1	1	-	-	-	1	1	-	-	-	1	1	-
	25%	55%	-%	-%	-%	31%	59%	-%	-%	-%	32%	30%	-%

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



**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 244**

**Q115F. Please tell me what was difficult about making the complaint about Hermes? (MULTI CODE)**

Base : All who found it difficult to make a complaint to Hermes about its services in the last 12 months (ADDED Q1 2015)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	2	-	2	-	1	1	1	1	-	1	1	2	-
Effective Weighted Sample	2	-	2	-	1	1	1	1	-	1	1	2	-
Total	2	-	2	-	1	1	1	1	-	1	1	2	-
Something else	2	-	2	-	1	1	1	1	-	1	1	2	-
	100%	-%	100%	-%	100%	100%	100%	100%	-%	100%	100%	100%	-%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 245**

**Q115G. Please tell me what was difficult about making the complaint about Interlink DPD? (MULTI CODE)**

Base : All who found it difficult to make a complaint to Interlink DPD about its services in the last 12 months (ADDED Q1 2015)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	1	1	-	-	1	-	-	-	1	1	-	-	1
Effective Weighted Sample	1	1	-	-	1	-	-	-	1	1	-	-	1
Total	*	*	-	-	*	-	-	-	*	*	-	-	*
Getting through to the right person to speak with	*	*	-	-	*	-	-	-	*	*	-	-	*
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l	100%	100%	-%	-%	100%	-%	-%	-%	100%	100%	-%	-%	100%

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 249**

**Q115K. Please tell me what was difficult about making the complaint about UPS? (MULTI CODE)**

Base : All who found it difficult to make a complaint to UPS about its services in the last 12 months (ADDED Q1 2015)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	1	1	-	-	-	1	-	1	-	1	-	1	-
Effective Weighted Sample	1	1	-	-	-	1	-	1	-	1	-	1	-
Total	4	4	-	-	-	4	-	4	-	4	-	4	-
Getting through to the right person to speak with	4	4	-	-	-	4	-	4	-	4	-	4	-
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l	100%	100%	-%	-%	-%	100%	-%	100%	-%	100%	-%	100%	-%

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 250**

**Q115L. Please tell me what was difficult about making the complaint about Yodel? (MULTI CODE)**

Base : All who found it difficult to make a complaint to Yodel about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE ~d	FEMALE ~e	16-34 ~f	35-54 ~g	55+ ~h	ABC1 ~i	C2DE ~j	WORKING ~k	NOT WORKING ~l
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	1	1	-	-	-	1	1	-	-	-	1	1	-
Effective Weighted Sample	1	1	-	-	-	1	1	-	-	-	1	1	-
Total	1	1	-	-	-	1	1	-	-	-	1	1	-
Getting through to the right person to speak with	1	1	-	-	-	1	1	-	-	-	1	1	-
	100%	100%	-%	-%	-%	100%	100%	-%	-%	-%	100%	100%	-%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 251**

**Q116A. There is an independent body called POSTRS. Dissatisfied customers with unresolved complaints against some postal operators can be referred to POSTRS. Were you made aware of POSTRS when you made a complaint about Citilink? (SINGLE CODE)**

Base : All who have made a complaint to Citilink about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 ~a	FEB 2015 ~b	MAR 2015 ~c	MALE ~d	FEMALE ~e	16-34 ~f	35-54 ~g	55+ ~h	ABC1 ~i	C2DE ~j	WORKING ~k	NOT WORKING ~l
Significance Level: 95%													
Unweighted total	1	1	-	-	-	1	-	-	1	1	-	-	1
Effective Weighted Sample	1	1	-	-	-	1	-	-	1	1	-	-	1
Total	*	*	-	-	-	*	-	-	*	*	-	-	*
No, was not made aware of POSTRS	*	*	-	-	-	*	-	-	*	*	-	-	*
	100%	100%	-%	-%	-%	100%	-%	-%	100%	100%	-%	-%	100%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 254**

**Q116D. There is an independent body called POSTRS. Dissatisfied customers with unresolved complaints against some postal operators can be referred to POSTRS. Were you made aware of POSTRS when you made a complaint about DHL? (SINGLE CODE)**

Base : All who have made a complaint to DHL about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 ~a	FEB 2015 ~b	MAR 2015 ~c	MALE ~d	FEMALE ~e	16-34 ~f	35-54 ~g	55+ ~h	ABC1 ~i	C2DE ~j	WORKING ~k	NOT WORKING ~l
Significance Level: 95%													
Unweighted total	3	1	-	2	1	2	-	2	1	2	1	1	2
Effective Weighted Sample	3	1	-	2	1	2	-	2	1	2	1	1	2
Total	2	1	-	1	1	1	-	1	1	1	1	1	1
No, was not made aware of POSTRS	2	1	-	1	1	1	-	1	1	1	1	1	1
	100%	100%	-%	100%	100%	100%	-%	100%	100%	100%	100%	100%	100%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 256**

**Q116F. There is an independent body called POSTRS. Dissatisfied customers with unresolved complaints against some postal operators can be referred to POSTRS. Were you made aware of POSTRS when you made a complaint about Hermes? (SINGLE CODE)**

Base : All who have made a complaint to Hermes about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 ~a	FEB 2015 ~b	MAR 2015 ~c	MALE ~d	FEMALE ~e	16-34 ~f	35-54 ~g	55+ ~h	ABC1 ~i	C2DE ~j	WORKING ~k	NOT WORKING ~l
Significance Level: 95%													
Unweighted total	6	1	3	2	2	4	3	3	-	2	4	4	2
Effective Weighted Sample	3	1	2	1	1	2	2	2	-	1	2	3	1
Total	5	3	2	1	1	4	2	4	-	1	4	2	3
No, was not made aware of POSTRS	5	3	2	1	1	4	2	4	-	1	4	2	3
	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	100%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 257**

**Q116G. There is an independent body called POSTRS. Dissatisfied customers with unresolved complaints against some postal operators can be referred to POSTRS. Were you made aware of POSTRS when you made a complaint about Interlink DPD? (SINGLE CODE)**

Base : All who have made a complaint to Interlink DPD about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 ~a	FEB 2015 ~b	MAR 2015 ~c	MALE ~d	FEMALE ~e	16-34 ~f	35-54 ~g	55+ ~h	ABC1 ~i	C2DE ~j	WORKING ~k	NOT WORKING ~l
Significance Level: 95%													
Unweighted total	4	3	-	1	3	1	2	1	1	2	2	2	2
Effective Weighted Sample	2	1	-	1	2	1	1	1	1	1	1	1	1
Total	5	4	-	1	4	1	4	1	*	1	4	4	1
Yes, was made aware of POSTRS	1	1	-	-	-	1	1	-	-	-	1	-	1
	14%	17%	-%	-%	-%	100%	17%	-%	-%	-%	17%	-%	86%
No, was not made aware of POSTRS	4	3	-	1	4	-	3	1	*	1	3	4	*
	86%	83%	-%	100%	100%	-%	83%	100%	100%	100%	83%	100%	14%

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



**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 261**

**Q16K. There is an independent body called POSTRS. Dissatisfied customers with unresolved complaints against some postal operators can be referred to POSTRS. Were you made aware of POSTRS when you made a complaint about UPS? (SINGLE CODE)**

Base : All who have made a complaint to UPS about its services in the last 12 months (ADDED Q1 2015)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	2	2	-	-	-	2	-	1	1	2	-	2	-
Effective Weighted Sample	1	1	-	-	-	1	-	1	1	1	-	1	-
Total	4	4	-	-	-	4	-	4	1	4	-	4	-
No, was not made aware of POSTRS	4	4	-	-	-	4	-	4	1	4	-	4	-
	100%	100%	-%	-%	-%	100%	-%	100%	100%	100%	-%	100%	-%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 262**

**Q116L. There is an independent body called POSTRS. Dissatisfied customers with unresolved complaints against some postal operators can be referred to POSTRS. Were you made aware of POSTRS when you made a complaint about Yodel? (SINGLE CODE)**

Base : All who have made a complaint to Yodel about its services in the last 12 months (ADDED Q1 2015)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 ~a	FEB 2015 ~b	MAR 2015 ~c	MALE ~d	FEMALE ~e	16-34 ~f	35-54 ~g	55+ ~h	ABC1 ~i	C2DE ~j	WORKING ~k	NOT WORKING ~l
Significance Level: 95%	Total												
Unweighted total	7	3	-	4	2	5	2	3	2	3	4	6	1
Effective Weighted Sample	6	2	-	3	1	4	2	2	2	2	4	5	1
Total	3	2	-	2	1	3	1	1	1	1	3	3	1
No, was not made aware of POSTRS	3	2	-	2	1	3	1	1	1	1	3	3	1
	100%	100%	-%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 263

Q116A. Why didn't you make a complaint about Citilink? (MULTI CODE)

Base : All who have had cause to but have not made a complaint to Citilink about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	1	1	-	-	1	-	-	1	-	1	-	1	-
Effective Weighted Sample	1	1	-	-	1	-	-	1	-	1	-	1	-
Total	1	1	-	-	1	-	-	1	-	1	-	1	-
Not a major issue	1	1	-	-	1	-	-	1	-	1	-	1	-
	100%	100%	-%	-%	100%	-%	-%	100%	-%	100%	-%	100%	-%

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

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 264

Q116B. Why didn't you make a complaint about Citipost? (MULTI CODE)

Base : All who have had cause to but have not made a complaint to Citipost about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	1	-	-	1	1	-	1	-	-	1	-	1	-
Effective Weighted Sample	1	-	-	1	1	-	1	-	-	1	-	1	-
Total	1	-	-	1	1	-	1	-	-	1	-	1	-
The problem was sorted out without needing to complain	1	-	-	1	1	-	1	-	-	1	-	1	-
	100%	-%	-%	100%	100%	-%	100%	-%	-%	100%	-%	100%	-%

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

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 266

Q16D. Why didn't you make a complaint about DHL? (MULTI CODE)

Base : All who have had cause to but have not made a complaint to DHL about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	1	-	1	-	-	1	-	-	1	1	-	1	-
Effective Weighted Sample	1	-	1	-	-	1	-	-	1	1	-	1	-
Total	*	-	*	-	-	*	-	-	*	*	-	*	-
Don't know	*	-	*	-	-	*	-	-	*	*	-	*	-
	100%	-%	100%	-%	-%	100%	-%	-%	100%	100%	-%	100%	-%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 267**

**Q116E. Why didn't you make a complaint about FedEx? (MULTI CODE)**

Base : All who have had cause to but have not made a complaint to FedEx about its services in the last 12 months (ADDED Q1 2015)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE ~d	FEMALE ~e	16-34 ~f	35-54 ~g	55+ ~h	ABC1 ~i	C2DE ~j	WORKING ~k	NOT WORKING ~l
Significance Level: 95%	Total	~a	~b	~c									
Unweighted total	2	-	2	-	1	1	-	2	-	2	-	2	-
Effective Weighted Sample	2	-	2	-	1	1	-	2	-	2	-	2	-
Total	2	-	2	-	1	1	-	2	-	2	-	2	-
The problem was sorted out without needing to complain	1	-	1	-	-	1	-	1	-	1	-	1	-
	51%	-%	51%	-%	-%	100%	-%	51%	-%	51%	-%	51%	-%
Not worth the hassle	1	-	1	-	1	-	-	1	-	1	-	1	-
	49%	-%	49%	-%	100%	-%	-%	49%	-%	49%	-%	49%	-%
Not a major issue	1	-	1	-	1	-	-	1	-	1	-	1	-
	49%	-%	49%	-%	100%	-%	-%	49%	-%	49%	-%	49%	-%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 268**

**Q116F. Why didn't you make a complaint about Hermes? (MULTI CODE)**

Base : All who have had cause to but have not made a complaint to Hermes about its services in the last 12 months (ADDED Q1 2015)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE ~d	FEMALE ~e	16-34 ~f	35-54 ~g	55+ ~h	ABC1 ~i	C2DE ~j	WORKING ~k	NOT WORKING ~l
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	2	2	-	-	-	2	1	1	-	-	2	1	1
Effective Weighted Sample	2	2	-	-	-	2	1	1	-	-	2	1	1
Total	2	2	-	-	-	2	1	1	-	-	2	1	1
Didn't have the time	1	1	-	-	-	1	1	-	-	-	1	1	-
	50%	50%	-%	-%	-%	50%	100%	-%	-%	-%	50%	100%	-%
Not a major issue	1	1	-	-	-	1	-	1	-	-	1	-	1
	50%	50%	-%	-%	-%	50%	-%	100%	-%	-%	50%	-%	100%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 269**

**Q116G. Why didn't you make a complaint about Interlink DPD? (MULTI CODE)**

Base : All who have had cause to but have not made a complaint to Interlink DPD about its services in the last 12 months (ADDED Q1 2015)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	2	1	1	-	1	1	2	-	-	1	1	1	1
Effective Weighted Sample	2	1	1	-	1	1	2	-	-	1	1	1	1
Total	1	*	1	-	*	1	1	-	-	*	1	*	1
The problem was sorted out without needing to complain	1	-	1	-	-	1	1	-	-	-	1	-	1
	66%	-%	100%	-%	-%	100%	66%	-%	-%	-%	100%	-%	100%
Didn't have the time	*	*	-	-	*	-	*	-	-	*	-	*	-
	34%	100%	-%	-%	100%	-%	34%	-%	-%	100%	-%	100%	-%

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



**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 270**

**Q16H. Why didn't you make a complaint about Parcelforce? (MULTI CODE)**

Base : All who have had cause to but have not made a complaint to Parcelforce about its services in the last 12 months (ADDED Q1 2015)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	2	-	-	2	-	2	1	-	1	-	2	1	1
Effective Weighted Sample	2	-	-	2	-	2	1	-	1	-	2	1	1
Total	2	-	-	2	-	2	1	-	1	-	2	1	1
Didn't have the time	1	-	-	1	-	1	-	-	1	-	1	-	1
	55%	-%	-%	55%	-%	55%	-%	-%	100%	-%	55%	-%	100%
Not worth the hassle	1	-	-	1	-	1	1	-	-	-	1	1	-
	45%	-%	-%	45%	-%	45%	100%	-%	-%	-%	45%	100%	-%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 274**

**Q116L. Why didn't you make a complaint about Yodel? (MULTI CODE)**

Base : All who have had cause to but have not made a complaint to Yodel about its services in the last 12 months (ADDED Q1 2015)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	5	3	2	-	3	2	2	2	1	5	-	3	2
Effective Weighted Sample	5	3	2	-	3	2	2	2	1	5	-	3	2
Total	3	1	1	-	2	1	1	1	*	3	-	2	1
Not a major issue	1	1	1	-	1	-	-	1	-	1	-	1	-
	49%	41%	57%	-%	75%	-%	-%	100%	-%	49%	-%	75%	-%
Not worth the hassle	1	-	1	-	1	1	1	1	-	1	-	1	1
	48%	-%	100%	-%	43%	58%	56%	57%	-%	48%	-%	43%	58%
Didn't have the time	*	*	-	-	*	-	*	-	-	*	-	*	-
	16%	30%	-%	-%	25%	-%	44%	-%	-%	16%	-%	25%	-%
The problem was sorted out without needing to complain	*	*	-	-	-	*	-	-	*	*	-	-	*
	15%	29%	-%	-%	-%	42%	-%	-%	100%	15%	-%	-%	42%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 275**

**Q11A. SHOWCARD** Thinking of your experience of using Citilink to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE)

Base : Those who have used Citilink to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	~c	d	e	~f	g	h	i	j	k	l
Unweighted total	118	49	40	29	64	54	27	57	34	82	36	76	42
Effective Weighted Sample	90	36	32	22	50	40	22	43	27	59	31	57	34
Total	65	25	23	17	35	30	19	29	17	43	22	44	21
Very satisfied	34	11	11	12	17	16	10	13	11	20	14	20	13
	52%	44%	47%	69%	50%	54%	52%	44%	66%	47%	62%	46%	65%
Fairly satisfied	19	6	9	4	9	10	6	10	3	12	7	16	3
	29%	23%	41%	23%	26%	33%	31%	36%	16%	28%	33%	35%	17%
TOTAL SATISFIED	53	17	20	16	26	26	16	23	14	32	21	36	17
	81%	68%	88%	92%	76%	87%	83%	80%	82%	74%	95%	81%	82%
										i			
Neither satisfied nor dissatisfied	7	5	2	-	6	2	3	3	1	7	-	5	2
	11%	21%	10%	-%	16%	6%	16%	11%	6%	17%	-%	12%	9%
										j			
Fairly dissatisfied	*	*	-	-	-	*	-	-	*	*	-	-	*
	*%	*%	-%	-%	-%	*%	-%	-%	1%	*%	-%	-%	1%
TOTAL DISSATISFIED	*	*	-	-	-	*	-	-	*	*	-	-	*
	*%	*%	-%	-%	-%	*%	-%	-%	1%	*%	-%	-%	1%
Don't know	5	3	1	1	3	2	*	3	2	4	1	3	2
	7%	11%	2%	8%	8%	6%	1%	9%	11%	8%	5%	7%	8%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 276**

**Q11B. SHOWCARD Thinking of your experience of using Citipost to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE)**

Base : Those who have used Citipost to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	21	3	11	7	14	7	4	13	4	17	4	13	8
Effective Weighted Sample	18	1	10	6	11	6	4	10	4	15	3	10	7
Total	12	1	6	4	8	4	3	6	2	9	2	7	4
Very satisfied	5	*	2	3	3	1	1	3	1	5	*	2	2
	40%	9%	29%	68%	42%	37%	21%	53%	32%	50%	5%	34%	51%
Fairly satisfied	5	-	4	1	2	3	1	2	2	4	1	3	2
	43%	-%	59%	32%	32%	63%	44%	33%	68%	40%	53%	39%	49%
TOTAL SATISFIED	10	*	5	4	6	4	2	5	2	8	1	5	4
	83%	9%	87%	100%	74%	100%	65%	85%	100%	90%	58%	73%	100%
Neither satisfied nor dissatisfied	2	1	1	-	2	-	1	1	-	1	1	2	-
	16%	82%	13%	-%	24%	-%	35%	13%	-%	9%	42%	26%	-%
Don't know	*	*	-	-	*	-	-	*	-	*	-	*	-
	1%	9%	-%	-%	1%	-%	-%	2%	-%	1%	-%	2%	-%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 277**

**Q111C. SHOWCARD Thinking of your experience of using Collect+ (Collect Plus) to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE)**

Base : Those who have used Collect+ (Collect Plus) to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	i	~j	k	~l
Unweighted total	49	13	17	19	23	26	12	24	13	35	14	32	17
Effective Weighted Sample	39	9	15	16	18	21	10	19	10	28	12	26	14
Total	31	7	12	13	14	17	8	16	7	22	9	22	9
Very satisfied	20	3	8	8	9	11	5	12	3	12	8	13	6
	64%	46%	70%	67%	67%	61%	64%	73%	41%	53%	91%	62%	68%
Fairly satisfied	7	2	3	3	3	5	2	2	3	7	1	5	2
	24%	35%	22%	20%	20%	28%	24%	14%	47%	31%	7%	25%	23%
TOTAL SATISFIED	27	5	11	11	12	15	7	14	6	19	8	19	8
	88%	81%	92%	87%	87%	89%	88%	87%	88%	84%	97%	86%	91%
Neither satisfied nor dissatisfied	2	-	1	1	1	1	-	1	1	2	-	1	1
	5%	-%	7%	6%	6%	4%	-%	5%	10%	7%	-%	4%	8%
Don't know	2	1	*	1	1	1	1	1	*	2	*	2	*
	7%	19%	1%	7%	8%	7%	12%	8%	1%	9%	3%	10%	1%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 278**

**Q111D. SHOWCARD** Thinking of your experience of using DHL to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE)

Base : Those who have used DHL to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	156	60	41	55	77	79	48	68	40	109	47	103	53
Effective Weighted Sample	106	34	35	44	50	56	31	52	31	85	29	73	33
Total	102	43	25	34	52	50	40	40	22	63	39	68	34
Very satisfied	58	22	13	22	33	25	24	23	11	32	26	40	17
	56%	51%	53%	66%	63%	50%	59%	56%	51%	51%	65%	59%	52%
Fairly satisfied	25	12	9	4	12	13	10	9	6	20	5	18	7
	24%	27%	36%	13%	23%	26%	25%	23%	26%	31%	13%	26%	22%
			c										
TOTAL SATISFIED	83	34	22	27	44	38	34	32	17	52	31	58	25
	81%	78%	88%	78%	86%	76%	84%	80%	77%	82%	79%	85%	73%
Neither satisfied nor dissatisfied	9	3	3	3	4	4	2	4	3	6	2	5	3
	8%	7%	11%	8%	9%	8%	4%	11%	12%	10%	6%	8%	9%
Fairly dissatisfied	1	1	-	1	-	1	-	1	1	1	1	-	1
	1%	1%	-%	2%	-%	2%	-%	1%	3%	1%	1%	-%	3%
TOTAL DISSATISFIED	1	1	-	1	-	1	-	1	1	1	1	-	1
	1%	1%	-%	2%	-%	2%	-%	1%	3%	1%	1%	-%	3%
Don't know	10	6	*	4	3	7	5	3	2	4	6	5	5
	10%	13%	1%	12%	6%	14%	12%	8%	8%	7%	14%	8%	14%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 279**

**Q11E. SHOWCARD** Thinking of your experience of using FedEx to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE)

Base : Those who have used FedEx to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	~h	i	j	k	l
Unweighted total	110	37	34	39	60	50	34	51	25	80	30	75	35
Effective Weighted Sample	74	17	29	31	41	33	23	39	18	61	18	59	19
Total	69	21	22	25	37	32	28	29	12	46	23	46	23
Very satisfied	34	7	9	18	18	16	16	13	4	24	10	21	12
	49%	33%	39%	71%	49%	48%	56%	47%	36%	51%	43%	46%	54%
				ab									
Fairly satisfied	23	9	11	4	13	11	8	11	4	15	8	15	9
	34%	40%	50%	14%	34%	33%	29%	37%	38%	34%	34%	32%	38%
			c										
TOTAL SATISFIED	57	16	20	21	31	26	24	24	9	39	18	36	21
	83%	73%	89%	85%	84%	81%	85%	84%	74%	85%	78%	78%	92%
Neither satisfied nor dissatisfied	6	4	2	1	3	3	2	2	2	3	3	6	-
	9%	17%	8%	5%	8%	11%	7%	7%	19%	7%	14%	14%	-%
Fairly dissatisfied	1	-	1	-	1	-	-	1	-	1	-	1	-
	1%	-%	3%	-%	2%	-%	-%	3%	-%	2%	-%	2%	-%
TOTAL DISSATISFIED	1	-	1	-	1	-	-	1	-	1	-	1	-
	1%	-%	3%	-%	2%	-%	-%	3%	-%	2%	-%	2%	-%
Don't know	5	2	-	3	2	2	2	2	1	3	2	3	2
	7%	10%	-%	11%	6%	8%	8%	6%	7%	6%	8%	6%	8%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 280**

**Q111F. SHOWCARD** Thinking of your experience of using Hermes to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE)

Base : Those who have used Hermes to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	135	52	47	36	50	85	45	48	42	87	48	80	55
Effective Weighted Sample	97	31	38	29	38	60	32	34	34	67	32	62	35
Total	91	34	32	25	30	61	33	34	23	54	37	55	36
Very satisfied	50	13	19	18	20	31	18	18	14	31	20	34	17
	55%	38%	60%	73%	65%	51%	55%	54%	59%	57%	53%	62%	46%
				a									
Fairly satisfied	22	10	9	2	7	15	9	7	6	13	9	11	11
	24%	31%	29%	8%	23%	24%	28%	19%	26%	23%	25%	20%	30%
		c	c										
TOTAL SATISFIED	72	24	29	20	27	46	28	25	20	44	29	44	28
	79%	69%	90%	81%	88%	75%	82%	73%	84%	81%	78%	81%	77%
			a										
Neither satisfied nor dissatisfied	9	5	2	2	2	7	4	2	3	6	3	6	4
	10%	16%	5%	9%	8%	11%	12%	7%	12%	12%	7%	10%	10%
Fairly dissatisfied	1	1	-	-	-	1	-	-	1	-	1	-	1
	1%	2%	-%	-%	-%	1%	-%	-%	3%	-%	2%	-%	2%
Very dissatisfied	5	3	2	*	1	4	1	4	-	1	4	2	3
	5%	9%	5%	*%	3%	6%	3%	11%	-%	2%	10%	3%	8%
TOTAL DISSATISFIED	6	4	2	*	1	5	1	4	1	1	5	2	4
	6%	11%	5%	*%	3%	8%	3%	11%	3%	2%	12%	3%	10%
										i			
Don't know	4	2	-	2	*	4	1	3	*	3	1	3	1
	4%	5%	-%	10%	1%	6%	3%	8%	*%	6%	3%	5%	3%

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



**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 281**

**Q111G. SHOWCARD** Thinking of your experience of using Interlink DPD to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE)

Base : Those who have used Interlink DPD to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	~b	~c	d	e	~f	g	~h	i	j	k	~l
Unweighted total	83	34	24	25	45	38	28	34	21	52	31	59	24
Effective Weighted Sample	58	19	22	19	29	30	18	28	14	40	20	41	18
Total	54	21	18	15	29	25	20	23	11	31	22	41	13
Very satisfied	32	10	12	11	18	14	11	13	8	20	12	22	10
	60%	45%	67%	74%	63%	57%	54%	58%	74%	65%	54%	54%	79%
Fairly satisfied	11	5	5	*	5	6	4	4	2	6	4	9	2
	20%	25%	28%	2%	17%	23%	22%	19%	18%	20%	19%	21%	14%
TOTAL SATISFIED	43	15	17	11	23	20	15	18	10	27	16	31	12
	80%	70%	95%	75%	79%	80%	76%	77%	91%	85%	73%	75%	93%
Neither satisfied nor dissatisfied	3	1	1	1	2	1	1	2	-	2	1	2	1
	5%	3%	4%	9%	5%	5%	3%	9%	-%	5%	5%	5%	5%
Very dissatisfied	3	3	-	-	3	-	3	-	*	*	3	3	*
	6%	16%	-%	-%	11%	-%	16%	-%	1%	*%	14%	8%	1%
											i		
TOTAL DISSATISFIED	3	3	-	-	3	-	3	-	*	*	3	3	*
	6%	16%	-%	-%	11%	-%	16%	-%	1%	*%	14%	8%	1%
											i		
Don't know	5	2	*	2	1	4	1	3	1	3	2	5	*
	9%	11%	1%	16%	4%	15%	5%	13%	8%	10%	8%	12%	1%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 282**

**Q11H. SHOWCARD** Thinking of your experience of using Parcelforce to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE)

Base : Those who have used Parcelforce to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	249	86	76	87	111	138	76	103	70	169	80	158	91
Effective Weighted Sample	183	52	57	74	77	106	56	79	52	129	56	112	74
Total	152	49	46	57	68	84	56	59	36	98	54	101	50
Very satisfied	95	27	24	43	40	55	39	34	22	58	37	63	32
	63%	57%	52%	76% ab	59%	66%	70%	57%	60%	59%	68%	62%	63%
Fairly satisfied	39	14	18	6	20	19	11	20	9	28	11	26	13
	26%	29%	40%	11%	29%	23%	19%	33%	24%	29%	20%	26%	26%
		c	c										
TOTAL SATISFIED	134	42	42	50	59	75	50	53	30	86	47	89	45
	88%	86%	93%	87%	88%	89%	89%	90%	84%	88%	88%	88%	89%
Neither satisfied nor dissatisfied	8	4	2	2	5	4	2	2	4	6	3	5	4
	6%	8%	5%	4%	7%	5%	4%	4%	11%	6%	5%	5%	7%
Very dissatisfied	1	-	-	1	-	1	1	-	-	-	1	1	-
	1%	-%	-%	1%	-%	1%	1%	-%	-%	-%	2%	1%	-%
TOTAL DISSATISFIED	1	-	-	1	-	1	1	-	-	-	1	1	-
	1%	-%	-%	1%	-%	1%	1%	-%	-%	-%	2%	1%	-%
Don't know	8	3	1	4	4	5	3	4	2	5	3	7	2
	6%	6%	2%	7%	6%	6%	5%	7%	5%	6%	6%	6%	4%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 283**

**Q111. SHOWCARD** Thinking of your experience of using TNT Express to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE)

Base : Those who have used TNT Express to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	d	~e	~f	g	~h	i	~j	k	~l
Unweighted total	72	26	26	20	49	23	17	37	18	54	18	48	24
Effective Weighted Sample	55	17	22	17	40	16	14	28	14	40	15	38	18
Total	40	11	15	14	29	11	11	20	9	29	10	29	11
Very satisfied	20	4	5	10	15	4	6	9	4	15	4	12	7
	49%	35%	37%	74%	53%	39%	54%	47%	50%	52%	42%	43%	64%
Fairly satisfied	12	3	6	4	8	4	3	6	3	8	4	9	3
	30%	23%	38%	26%	28%	35%	30%	29%	32%	29%	34%	32%	24%
TOTAL SATISFIED	31	6	11	14	24	8	9	15	7	24	8	22	10
	79%	58%	75%	100%	81%	74%	84%	75%	82%	80%	76%	76%	89%
Neither satisfied nor dissatisfied	6	2	4	-	4	1	2	3	1	4	2	5	1
	14%	20%	24%	-%	15%	13%	15%	17%	8%	14%	16%	16%	11%
Don't know	3	2	*	-	1	1	*	2	1	2	1	2	*
	6%	22%	1%	-%	4%	12%	1%	8%	10%	6%	8%	8%	1%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 284**

**Q111J. SHOWCARD** Thinking of your experience of using TNT Post UK to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE)

Base : Those who have used TNT Post UK to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	i	~j	k	~l
Unweighted total	44	16	19	9	25	19	12	24	8	37	7	34	10
Effective Weighted Sample	39	13	18	9	21	18	12	21	6	33	7	30	9
Total	30	10	14	7	16	15	9	17	4	25	5	24	6
Very satisfied	12	1	6	5	7	5	3	6	2	10	2	9	3
	39%	10%	43%	72%	43%	35%	39%	35%	55%	40%	35%	37%	48%
Fairly satisfied	14	7	6	2	7	8	6	7	2	11	3	11	3
	47%	69%	42%	28%	43%	52%	61%	41%	42%	44%	65%	46%	52%
TOTAL SATISFIED	26	8	12	7	14	13	9	13	4	21	5	20	6
	86%	80%	84%	100%	86%	87%	100%	77%	97%	84%	100%	83%	100%
Neither satisfied nor dissatisfied	3	1	2	-	2	1	-	3	-	3	-	3	-
	10%	8%	16%	-%	13%	5%	-%	17%	-%	11%	-%	12%	-%
Don't know	1	1	-	-	*	1	-	1	*	1	-	1	-
	4%	13%	-%	-%	1%	8%	-%	6%	3%	5%	-%	5%	-%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 285**

**Q111K. SHOWCARD** Thinking of your experience of using UPS to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE)

Base : Those who have used UPS to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	~b	~c	d	e	~f	g	~h	i	~j	k	~l
Unweighted total	79	32	23	24	41	38	24	31	24	60	19	56	23
Effective Weighted Sample	47	15	17	20	32	19	16	16	19	35	12	32	15
Total	51	22	13	17	25	26	19	20	12	37	14	34	17
Very satisfied	23	7	6	10	14	9	10	7	7	18	5	13	10
	46%	31%	49%	62%	57%	34%	51%	35%	55%	50%	35%	38%	61%
Fairly satisfied	15	5	5	4	6	8	6	6	3	11	4	10	5
	29%	25%	43%	22%	25%	32%	30%	29%	25%	30%	25%	28%	29%
TOTAL SATISFIED	38	12	12	14	21	17	15	13	10	29	8	23	15
	74%	56%	92%	84%	82%	66%	81%	64%	80%	79%	60%	66%	90%
Neither satisfied nor dissatisfied	6	4	1	1	4	2	3	2	1	2	3	5	1
	11%	16%	6%	7%	14%	7%	14%	11%	7%	6%	23%	14%	5%
Very dissatisfied	4	4	-	1	-	4	-	4	1	4	1	4	-
	8%	17%	-%	4%	-%	16%	-%	18%	5%	10%	4%	12%	-%
						d							
TOTAL DISSATISFIED	4	4	-	1	-	4	-	4	1	4	1	4	-
	8%	17%	-%	4%	-%	16%	-%	18%	5%	10%	4%	12%	-%
						d							
Don't know	3	2	*	1	1	3	1	1	1	2	2	3	1
	7%	11%	2%	6%	4%	10%	6%	7%	8%	5%	13%	7%	6%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 286**

**Q111L. SHOWCARD** Thinking of your experience of using Yodel to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE)

Base : Those who have used Yodel to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	169	61	55	53	79	90	52	72	45	106	63	112	57
Effective Weighted Sample	121	38	43	42	62	61	40	49	33	78	45	83	39
Total	99	36	34	30	44	55	31	46	23	57	43	66	33
Very satisfied	60	18	21	21	24	36	21	25	14	31	29	41	19
	61%	52%	63%	68%	55%	65%	69%	55%	61%	54%	69%	62%	58%
Fairly satisfied	16	4	9	3	10	6	3	9	4	11	5	11	5
	16%	11%	27%	9%	22%	11%	10%	19%	17%	19%	12%	17%	14%
			c										
TOTAL SATISFIED	76	22	30	23	34	42	24	34	18	42	34	52	24
	76%	63%	90%	77%	76%	76%	79%	74%	77%	73%	81%	79%	71%
			a										
Neither satisfied nor dissatisfied	8	4	2	2	6	2	2	4	2	6	2	5	3
	8%	12%	6%	6%	13%	4%	6%	9%	8%	11%	4%	8%	8%
Fairly dissatisfied	4	2	1	1	1	2	2	1	1	2	1	2	2
	4%	5%	2%	4%	3%	4%	6%	1%	5%	4%	3%	3%	5%
Very dissatisfied	4	2	1	1	1	3	2	1	1	1	2	2	2
	4%	7%	2%	2%	3%	5%	6%	2%	5%	3%	6%	4%	5%
TOTAL DISSATISFIED	7	4	1	2	3	5	4	2	2	4	4	4	3
	8%	12%	4%	7%	6%	9%	12%	3%	10%	7%	8%	6%	10%
Don't know	8	5	*	3	2	6	1	6	1	5	3	4	4
	8%	14%	*%	10%	5%	11%	3%	13%	4%	9%	7%	6%	11%
		b		b									

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 287**

**QJ1. SHOWCARD What is your working status? (SINGLE CODE)**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Working full time (30hrs/ wk+)	165	59	50	57	108	57	63	81	21	101	64	165	-
	41%	38%	40%	44%	55%	27%	47%	58%	16%	46%	35%	72%	-%
					e		h	h		j		l	
Working part time (8-29 hrs/ wk)	63	25	24	14	14	49	22	34	7	39	24	63	-
	15%	16%	19%	11%	7%	23%	16%	24%	5%	17%	13%	28%	-%
			c			d	h	h				l	
Not working (i.e. under 8hrs/ wk) - retired	88	33	31	23	41	46	-	2	86	48	40	-	88
	22%	22%	25%	18%	21%	22%	-%	1%	65%	21%	22%	-%	49%
									fg				k
Not working (i.e. under 8hrs/ wk) - unemployed (registered/ not registered but looking for work)	25	11	4	9	11	13	15	6	4	5	20	-	25
	6%	7%	3%	7%	6%	6%	11%	5%	3%	2%	11%	-%	14%
							gh			i			k
Not working (i.e. under 8hrs/ wk) - student	21	8	6	8	13	8	20	2	-	18	3	-	21
	5%	5%	5%	6%	7%	4%	15%	1%	-%	8%	2%	-%	12%
							gh			j			k
Not working (i.e. under 8hrs/ wk) - housewife/ disabled/ other	45	17	9	19	7	38	14	16	15	12	33	-	45
	11%	11%	7%	15%	4%	18%	10%	11%	11%	5%	18%	-%	25%
				b		d				i			k
WORKING (FULL OR PART TIME)	228	83	74	71	122	105	84	115	28	140	88	228	-
	56%	55%	59%	54%	63%	50%	64%	82%	21%	63%	48%	100%	-%
					e		h	fh		j		l	

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 288**

**QJ2. Do you or does anyone in your household have access to the internet/ Worldwide Web at HOME (via any device, e.g. PC, mobile phone etc)? (SINGLE CODE) PROMPTED**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Yes - have access and use at home	354	132	110	113	172	182	128	135	92	212	143	221	134
	87%	86%	88%	87%	88%	86%	96% h	96% h	69%	95% j	78% j	97% l	75%
Yes - have access but don't use at home	9	3	3	3	5	5	1	2	6	3	7	4	5
	2%	2%	3%	2%	2%	2%	1%	1%	5%	1%	4%	2%	3%
No do not have access at home	42	17	11	14	18	24	4	3	35	7	34	2	40
	10%	11%	9%	10%	9%	11%	3%	2%	26% fg	3% i	19% i	1% l	22% k
INTERNET ACCESS AT HOME	364	135	113	115	177	187	129	137	98	214	149	225	139
	89%	89%	91%	89%	91%	88%	97% h	97% h	74%	96% j	81% i	99% l	78%
Don't know	1	-	-	1	-	1	-	1	-	1	-	1	-
	*%	-%	-%	1%	-%	*%	-%	1%	-%	*%	-%	*%	-%

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



**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 289**

**QJ3. And what is the total number of people in your household, including any children? (SINGLE CODE)**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
1 person	50 12%	13 8%	18 15%	19 14%	22 11%	28 13%	10 8%	8 6%	32 24% fg	18 8%	32 17% i	13 6%	37 21% k
2 people	155 38%	67 44%	42 34%	47 36%	82 42%	73 35%	29 22%	43 31%	83 63% fg	91 41%	64 35%	77 34%	78 44% k
3 people	82 20%	33 22%	24 19%	25 19%	40 20%	42 20%	39 29% h	32 23% h	11 8%	42 19%	41 22%	56 25% l	26 15%
4 people	80 20%	24 16%	35 28% ac	21 16%	35 18%	44 21%	35 27% h	40 28% h	4 3%	51 23%	29 16%	61 27% l	19 10%
5 people	30 7%	13 9% b	4 3%	13 10% b	11 6%	19 9%	13 10% h	13 10% h	3 2%	16 7%	13 7%	19 8%	11 6%
6 or more people	10 2%	3 2%	1 1%	6 4%	5 2%	5 2%	6 4% h	4 3% h	- -%	5 2%	5 3%	2 1%	8 5% k
Mean number of people in household	2.8	2.8	2.7	2.8	2.7	2.8	3.2 h	3.2 h	2.0	2.9	2.7	3.0 l	2.5
Standard deviation	1.24	1.18	1.18	1.37	1.20	1.29	1.24	1.22	.80	1.21	1.28	1.11	1.35
Standard error	.05	.08	.09	.10	.07	.07	.10	.09	.05	.07	.08	.06	.08

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 290**

**QJ4. HOUSEHOLD SIZE**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Small (1-2 people)	206 50%	79 52%	61 49%	65 50%	104 53%	101 48%	39 30%	51 36%	115 86% fg	109 49%	96 52%	90 40%	115 64% k
Medium (3-4 people)	162 40%	57 37%	59 47% c	46 35%	75 39%	87 41%	74 56% h	72 51% h	15 12%	93 42%	69 38%	117 51% l	45 25%
Large (5+ people)	39 10%	16 10% b	5 4%	18 14% b	16 8%	24 11%	19 14% h	18 13% h	3 2%	21 10%	18 10%	20 9%	19 11%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 291**

**QJ5. And what is the total number of children aged under 18 in your household (including respondent if respondent is under 18)?**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
None	251 62%	91 60%	77 62%	83 64%	137 70% e	115 54%	66 50%	59 42%	126 95% fg	135 61%	115 63%	122 53%	130 72% k
1 child	76 19%	33 21%	19 15%	24 19%	29 15%	47 22%	36 27% h	36 25% h	4 3%	41 18%	34 19%	55 24% l	20 11%
2 children	59 15%	21 13%	26 21% c	12 9%	23 12%	36 17%	20 15% h	37 26% fh	2 2%	38 17%	21 12%	39 17%	20 11%
3 children	17 4%	6 4%	1 1%	9 7% b	5 2%	12 6%	9 6% h	7 5% h	1 1%	7 3%	10 5%	9 4%	8 4%
4 or more children	4 1%	2 1%	1 1%	1 1%	1 1%	3 1%	3 2%	2 1%	- -%	2 1%	2 1%	2 1%	2 1%
Mean number of children in household	.6	.7	.6	.6	.5	.8 d	.8 h	1.0 h	.1	.6	.6	.8 l	.5
Standard deviation	.94	.94	.90	.99	.85	1.00	1.03	1.00	.39	.92	.98	.95	.92
Standard error	.04	.07	.06	.07	.05	.06	.08	.07	.03	.05	.06	.05	.06
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l													

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 292**

**QJ6. SHOWCARD - Which of these, if any, limit your daily activities or the work you can do? (MULTI CODE)**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Breathlessness or chest pains	17 4%	5 3%	4 3%	8 6%	8 4%	9 4%	- -%	4 3%	12 9% fg	2 1%	14 8% i	1 *%	16 9% k
Cannot walk very far or manage stairs or can only do so with difficulty	16 4%	3 2%	6 5%	6 5%	5 2%	12 5%	- -%	4 3%	12 9% fg	4 2%	12 7% i	1 *%	15 9% k
Mental health problems or difficulties	10 2%	1 *%	3 2%	6 5% a	5 3%	4 2%	1 1%	5 4%	3 2%	2 1%	7 4% i	- -%	10 5% k
Poor hearing, partial hearing or deafness	6 2%	2 2%	* *%	4 3%	6 3%	1 *%	- -%	1 *%	6 4% fg	1 *%	5 3%	- -%	6 4% k
Poor vision, partial sight or blindness	5 1%	1 1%	1 1%	3 2%	3 2%	2 1%	- -%	2 2%	2 2%	1 *%	3 2%	1 1%	3 2%
Limited ability to reach	3 1%	- -%	1 1%	2 2%	1 *%	2 1%	- -%	1 1%	2 2%	1 *%	2 1%	* *%	3 2%
Difficulty in speaking or communicating	2 *%	* *%	1 1%	1 *%	1 1%	1 *%	* *%	2 1%	- -%	1 1%	1 *%	* *%	2 1%
Dyslexia	1 *%	- -%	- -%	1 1%	1 1%	- -%	1 1%	- -%	- -%	1 *%	- -%	1 *%	- -%
Cannot walk at all/ use a wheelchair	* *%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	* *%	- -%	* *%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 292**

**QJ6. SHOWCARD - Which of these, if any, limit your daily activities or the work you can do? (MULTI CODE)**

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Other illnesses/ health problems which limit your daily activities/ work you can do	14 3%	2 1%	5 4%	6 5%	6 3%	7 4%	- -%	4 3%	10 7% f	2 1%	12 6% i	2 1%	12 7% k
None	358 88%	140 92% c	110 88%	108 83%	172 88%	186 88%	130 98% gh	129 91% h	99 74%	212 95% j	146 79%	224 98% l	133 75%

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 293**

**QJ7. SHOWCARD** Which of the groups on this card do you consider you belong to? (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
<b>WHITE</b>													
British	246	96	86	64	117	129	76	90	81	134	112	142	104
	61%	63%	69%	49%	60%	61%	57%	64%	61%	60%	61%	62%	58%
		c	c										
English	61	21	15	25	33	28	15	12	34	34	27	32	29
	15%	14%	12%	19%	17%	13%	11%	8%	26%	15%	15%	14%	16%
									fg				
Scottish	25	6	7	11	13	12	9	9	7	10	15	11	14
	6%	4%	6%	9%	6%	6%	7%	6%	5%	5%	8%	5%	8%
Welsh	7	*	2	5	3	4	2	2	3	3	4	3	4
	2%	*%	1%	4%	1%	2%	2%	1%	2%	1%	2%	1%	2%
				a									
Irish	2	*	1	1	1	1	*	1	1	1	1	1	1
	1%	*%	1%	1%	*%	1%	*%	*%	1%	1%	*%	*%	1%
Any other white background	13	4	2	7	4	8	8	4	-	7	6	9	4
	3%	3%	1%	5%	2%	4%	6%	3%	-%	3%	3%	4%	2%
							h	h					
<b>MIXED</b>													
White and Black Caribbean	4	1	2	1	1	4	2	2	-	3	1	4	-
	1%	1%	2%	1%	*%	2%	2%	1%	-%	1%	1%	2%	-%
White and Black African	1	-	1	-	1	1	1	1	-	1	-	1	1
	*%	-%	1%	-%	*%	*%	*%	1%	-%	1%	-%	*%	*%
White and Asian	1	-	1	-	1	-	1	-	-	1	-	-	1
	*%	-%	1%	-%	1%	-%	1%	-%	-%	1%	-%	-%	1%
<b>ASIAN AND BRITISH ASIAN</b>													
Indian	15	8	1	7	5	11	4	10	2	12	3	11	4
	4%	5%	1%	5%	2%	5%	3%	7%	1%	6%	2%	5%	2%
				b				h		j			

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 293**

**QJ7. SHOWCARD** Which of the groups on this card do you consider you belong to? (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Pakistani	16	12	-	5	9	7	9	4	3	4	12	5	11
	4%	8%	-%	4%	5%	3%	7%	3%	2%	2%	6%	2%	6%
		b		b							i		k
Bangladeshi	3	1	1	1	1	3	3	1	-	3	-	1	3
	1%	1%	*%	1%	*%	1%	2%	1%	-%	1%	-%	*%	1%
Any other Asian background	1	-	-	1	1	-	-	1	-	1	-	1	-
	*%	-%	-%	1%	1%	-%	-%	1%	-%	1%	-%	1%	-%
<b>BLACK AND BLACK BRITISH</b>													
Caribbean	1	1	-	1	1	1	-	1	1	-	1	1	-
	*%	*%	-%	1%	*%	*%	-%	1%	*%	-%	1%	1%	-%
African	3	1	1	1	2	1	2	1	-	3	1	3	1
	1%	1%	1%	*%	1%	1%	1%	1%	-%	1%	*%	1%	*%
<b>MIDDLE EAST AND ARABIC ORIGIN</b>													
Middle Eastern, including Arabic origins	5	1	4	1	3	2	1	4	1	5	-	4	1
	1%	1%	3%	*%	2%	1%	*%	3%	1%	2%	-%	2%	1%
										j			
Iranian	1	-	-	1	1	-	-	-	1	-	1	-	1
	*%	-%	-%	*%	*%	-%	-%	-%	*%	-%	*%	-%	*%
<b>SUMMARY CODES</b>													
ANY WHITE GROUP	354	128	113	113	171	183	111	117	126	188	165	197	157
	87%	84%	91%	87%	87%	86%	84%	83%	95%	85%	90%	86%	87%
									fg				
ANY BME GROUP	53	25	12	17	25	29	22	24	7	34	19	31	22
	13%	16%	9%	13%	13%	14%	16%	17%	5%	15%	10%	14%	13%
							h	h					

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

**OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015**

**Table 294**

**QJ8. SHOWCARD** Could you please give me the number from this card for the group in which you would place your total annual household income from all sources, before tax? (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%	Total												
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Under £11,500	65 16%	30 20%	20 16%	16 12%	21 11%	44 21% d	18 14%	14 10%	33 25% fg	13 6%	52 28% i	14 6%	51 29% k
£11,500 - £17,499	36 9%	14 9%	9 7%	13 10%	20 10%	16 7%	12 9%	9 6%	14 11%	16 7%	20 11%	14 6%	21 12% k
£17,500 - £29,999	66 16%	21 14%	24 19%	21 16%	38 19%	28 13%	21 16%	25 18%	19 14%	41 19%	24 13%	43 19%	22 12%
£30,000 - £49,999	56 14%	16 10%	21 17%	19 15%	25 13%	31 15%	14 10%	32 23% fh	10 8%	45 20% j	11 6%	47 21% l	9 5%
£50,000+	30 7%	4 2%	13 10% a	13 10% a	15 8%	15 7%	11 8%	14 10% h	5 4%	26 12% j	4 2%	26 11% l	4 2%
Don't know/ Refused	155 38%	68 45% b	38 30%	48 37%	76 39%	78 37%	57 43%	47 33%	51 39%	82 37%	72 39%	84 37%	71 40%

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