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Ofcom  
Floor 2  
Dept Consumer Policy  
Riverside House  
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London SE1 9HA

13 December 2012

Dear Ms Pruvost

### **Comments on Ofcom's consultation on the review of postal users' needs**

Age Cymru is submitting the following comments on the above consultation in lieu of a full response.

#### **One tier / two tier service**

With reference to a possible change from the existing two-tier service (First Class and Second Class) to a one-tier service - which would not include a next day delivery option, the only option available for customers requiring a next day delivery service would be Special Delivery, which is considerably more expensive than the current First Class service. Age Cymru is concerned that a significant increase in the cost of sending mail (for those requiring a next day service) would have a disproportionate impact on older people on fixed incomes.

Coupled with a potential increase in costs, in order to access the Special Delivery service customers would need to visit a Post Office. In light of recent post office network changes, we also have concerns about what the result on the accessibility of post office services for older people would be, due to mobility issues and a lack of transportation, particularly in rural / deep rural areas of Wales. In some such areas, there is already a reduced post office service and we therefore question whether customers could readily access a next day delivery service.

#### **Post boxes**

Age Cymru is very concerned about the impact on older people of the potential removal of post boxes. Older people may have difficulties accessing post boxes that are further away, due to mobility issues and a lack of transportation, particularly in rural / deep rural areas of Wales. As an alternative to the potential removal of post boxes, particularly in rural / deep rural locations, consideration should be given to exploring the option of a combined mail delivery and collection service.

Yours sincerely

Ceri Cryer  
Public Affairs Coordinator