

Name Withheld 2

I confirm that I have read the declaration:

Yes

Additional comments:

Question 5.1:Do you have any views on our approach of using a comparison of the costs and benefits to assess the reasonable views of users:

If you are intending to make fundamental changes to the one and only postal service the ENTIRE UK is using. Why on EARTH are you making those changes so hard to understand the consultation process so hidden and confusing. Shame on you.

Question 5.2:Do you have any views on the extent to which costs and benefits of elements of the service may change over time:

If you are intending to make fundamental changes to the one and only postal service the ENTIRE UK is using. Why on EARTH are you making those changes so hard to understand the consultation process so hidden and confusing. Shame on you

Question 6.1:Do you have any views on our approach to the monetisation of the private benefits:

If you are intending to make fundamental changes to the one and only postal service the ENTIRE UK is using. Why on EARTH are you making those changes so hard to understand the consultation process so hidden and confusing. Shame on you

Question 6.2:Do you have any views on our approach to estimating the high-level, theoretical cost savings:

If you are intending to make fundamental changes to the one and only postal service the ENTIRE UK is using. Why on EARTH are you making those changes so hard to understand the consultation process so hidden and confusing. Shame on you

Question 7.1:Do you have any views on the results presented on general satisfaction and use of post:

If you are intending to make fundamental changes to the one and only postal service the ENTIRE UK is using. Why on EARTH are you making those changes so hard to understand the consultation process so hidden and confusing. Shame on you

Question 8.1:Do you have any views on the results presented in relation to packet delivery services:

If you went back to earlier deliveries, more people would be home and fewer problems associated with non-delivery of packets.

Question 8.2:Do you have any further evidence on the costs and benefits of more convenient packet services, currently and in the longer term:

What does this even mean? Do you even care about the everyday user of Royal Mail services?

Question 8.3:Do you have any views as to whether the current provision of packet services by the postal market meets the reasonable needs of users, over- provides for the needs of users, or under-provides for the needs of users:

It is too expensive! Some packets cost less to send to my next door neighbour than for me to send them to Europe!

Question 8.4:If so, do you have any views about which characteristics of the universal service should be modified in order to meet better the reasonable needs of users of postal services:

Yes - stop being greedy for money and go back to how it used to be. You are a national service, you don't need to make obscene profits.

Question 9.1:Do you have any views on the results presented in relation to next day delivery:

Doing away with first class post is just a way to force people into buying Special Delivery to get an item there next day.

Question 9.2:Do you have any further evidence on needs of users in relation to next day delivery, currently and in the longer term:

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Question 9.3:Do you have any further evidence on the costs of provision of next day delivery:

Special Delivery prices, like all post prices, have gone up and up whilst the service is going down.

Question 9.4:Do you have any views as to whether next day delivery meets the reasonable needs of users, over- provides for the needs of users, or under-provides for the needs of users? :

Why shouldn't we continue to have a next day service? Why should it be withdrawn just to save money, when all the while we are paying more? This is a service that keeps businesses going - having a fast, affordable postal service should be the priority to keep the UK economy going - not making every business that relies on the postal service have to struggle. Its too much.

Question 9.5:If so, do you have any views about which characteristics of the universal service should be modified in order to meet better the reasonable needs of users of postal services:

I don't want it modified. I want it back to how it was - early deliveries and honouring the next day, one price for the entire country promise.

Question 10.1:Do you have any views on the results presented in relation to quality of service for First Class post:

Question 10.2:Do you have any further evidence on needs of users in relation to a high quality of service for First Class post, currently and in the longer term:

what does this question actually mean? Do you even know?

Question 10.3:Do you have any further evidence on the costs of provision of a high quality of service for First Class post:

Question 10.4:Do you have any views as to whether a high quality of service meets the reasonable needs of users, over- provide for the needs of users, or under-provides for the needs of users:

Question 10.5:If so, do you have any views about which characteristics of the universal service should be modified in order to meet better the reasonable needs of users of postal services:

Question 11.1:Do you have any views on the results presented:

Deliveries and collections should remain 6 days a week

Question 11.2:Do you have any further evidence or views on the needs of users in relation to the number of collection and delivery days per week, currently and in the longer term:

Question 11.3:Do you have any further evidence or views on the costs of provision of one collection and delivery day:

Question 11.4:Do you have any views as to whether six collection and delivery days meet the reasonable needs of users, over- provide for the needs of users, or under-provide for the needs of users:

It is entirely reasonable to continue collecting and delivering 6 days a week. Businesses need monday to friday and people need saturday services for their own posting out and delivery requirements.

Question 12.1:Do you have any further evidence on needs of users in relation to existing collection times:

Question 12.2:Do you have any further evidence on needs of users in relation to collection on delivery:

Question 12.3:Do you have any further evidence in relation to the needs of users for existing delivery times:

Question 12.4:Do you have any further evidence on the impact of earlier collection or collection on delivery on the costs of provision of the universal service:

Question 12.5:Do you have any further evidence on the impact of later delivery times on the costs of provision of the universal service:

If you delivered before people went to work, half the problems with packages would be gone

Question 12.6:Do you have any views as to whether collection and delivery times meet the reasonable needs of users, over- provide for the needs of users, or under-provide for the needs of users?:

current delivery services are so poor they do not meet people's needs.

Question 12.7:If so, do you have any views about which characteristics of the universal service should be modified in order to meet better the reasonable needs of users of postal services?:

Question 13.1:Do you have any views on the evidence presented in relation to delivery to the door or any additional evidence on this point:

Of course people need deliveries to their door! Just how much of Royal Mail's obligations are they trying to get out of?

Question 13.2:Do you have any views as to whether delivery to the door meets the reasonable needs of users, over- provides for the needs of users, or under-provides for the needs of users?:

Question 13.3:If so, do you have any views about which characteristics of the universal service should be modified in order to meet better the reasonable needs of users of postal services?:

Question 14.1:Do you have any views on the results from the research:

I have the view that not enough people were asked or notified about this consultation process or the research that inspired it. When such massive changes are being mooted it is a disgrace to hide it away as it has been done. How much more do you think small businesses can take?

Question 14.2:Do you have any further evidence on needs of users in relation to recorded delivery (or Recorded Signed For), Redelivery, Redirection, Certificate of Posting, Return to Sender, Keepsafe, Poste Restante, Airmail, Surface mail, and International Signed For?:

Question 14.3:Do you have any further evidence on the costs of provision of these services:

Question 14.4:Do you have any views as to whether any of these services (or any of the features of these services), currently specified as characteristics of the universal service, meets the reasonable needs of users, over- provides for the needs of users, or under-provides for the needs of users? :

Question 14.5:If so, do you have any views about which characteristics of the universal service should be modified in order to meet better the reasonable needs of users of postal services:

Question 14.6:Do you think that there are any other reasonable needs of postal users that are not currently being met by the postal services market? If so, please explain what you think that need is, why it is not being met and provide any supporting evidence:

genuine service to the public and the businesses that use Royal Mail. Everything has turned into being about Royal Mail making money - what about your customers? Do you think we are a bottomless pit and can keep charging our own customers more and more for postage whilst the delivery times become ever longer and more erratic.

Question 14.7:Do you consider that any aspect of the current universal service (as specified in the universal postal service order and the designated universal service conditions) is no longer necessary either because (a) users' reasonable needs are being adequately met by the wider postal services market and regulation is no longer necessary or (b) there is no reasonable need for that aspect of the service:

Question 14.8:Is there, in your view, any aspect of the current universal service (as specified in the universal postal service order and the designated universal service conditions) that you think should be modified or amended so as better to meet the reasonable needs of users of postal services:

Question 14.9:Do you have any other observations on any of the points raised in this consultation document:

I am disgusted how complicated these proposals have been laid out and how secretive and on the quiet the proposed changes are.

Question 14.10:Do you have any further evidence on the needs of users from the universal service:

only anecdotal - small businesses rely on the postal service and you are pushing us to the limits. Stop obsessing about profit and get back to being a national service - that is what you are there for.