



PEAKES TRAVEL ELITE

11 Mardol, Shrewsbury, SY1 1PY
Independent Travel Organisers

14th December 2012

Re: Ofcom consultation on review of Postal Users' Needs

Dear Ms Pruvost

I hope you don't mind me writing to you like this.

In October, I read in my local paper (Shropshire Star), that Ofcom was conducting a consultation about the future of the Royal Mail. In particular, the proposal of getting rid of the 1st and 2nd Class service and replacing it with a universal 2 day service, together with abolishing Saturday collection and delivery.

As a business in the travel industry, we very much rely on the Royal Mail, as do our customers. With consumers booking later and later, the 1st Class service is a life saver. If this was abolished, not only would we as a business suffer, but so would our customers.

In addition, in the event of a last minute booking, as a business we would have either two options when it came to posting travel tickets to customers. Either:

- a) E-mail the documents, which would cost the Royal Mail money.
- b) Post the travel documents via Special Delivery, which would incur an additional expense for us as a business.

Likewise, we have the same objections when it comes to abolishing Saturday collection and delivery.

I hope you will take my comments on board when making your decision.

Yours sincerely,

Ian Peake
Peakes Travel Elite.



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